



the **skills** network

# Level 2 Certificate in **Understanding Retail Operations**

## Key info

Type of qualification: QCF

Credit Value: 18

## Course overview

The UK retail industry is one of the largest private sector employers, yet experiences a higher than average staff turnover at 17% across the sector. With over 60 million customers making 320 million transactions per week, there is a constant need for workers with the knowledge and understanding to continue the success of the sector.

This qualification focusses on improving various skills and knowledge in order to create a career pathway within the retail industry.



## Level 2 Certificate in **Understanding Retail Operations**

### Who is suitable?


This course is suitable for anyone looking to work, or currently working, within the retail industry at any level in order to gain a comprehensive understanding of the various operations of a retail organisation.

### Learning method

Studying via distance learning means you can choose when and where you study.

This course is available:

 **Online**  **Paper-based**

 **Paper-based learning with online assessments.**

The online course is available on The Skills Network's online learning platform, **EQUAL**. Online learning with a difference, **EQUAL** features:

- **Exciting and engaging content**
- **Interactivity – featuring videos and games to enhance learning**
- **Virtual tutors who offer hints, tips and guidance throughout the course.**

### What you will learn

**This course is split into eight manageable units, covering topics such as:**

- Understanding customer service in the retail sector
- How teamwork contributes to the effectiveness of a retail business
- Dealing with customer queries and complaints
- Understanding the control, receipt and storage of stock.

### Benefits

- Gain a nationally recognised qualification
- Create a long-standing career pathway within the retail industry
- Courses are delivered as distance learning, allowing learners to choose when and where to study
- Personal tutors are assigned to ensure learners have the support needed to succeed.

no exams  
just assessments