PeoplePlus
skills for growth

Level 2 Certificate in
Understanding Retail Operations

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.

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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.

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.**

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

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