



# Fire Brigades Union National Learning Centre



## Level 2 Certificate in Understanding Retail Operations

### Course Content:

This qualification aims to provide you with a thorough understanding of retail operations, including effective customer service, teamwork and understanding what to expect when working in the retail sector.

**Unit 1** - Understanding customer service in the retail sector

**Unit 2** - Understanding the retail selling process

**Unit 3** - Understanding how individuals and teams contribute to the effectiveness of a retail business

**Unit 4** - Understanding how a retail business maintains health and safety on its premises

**Unit 5** - Understanding retail consumer law

**Unit 6** - Understand how to deal with customer queries and complaints in a retail environment

**Unit 7** - Understanding the handling of customer payments in a retail business

**Unit 8** - Understanding the control, receipt and storage of stock in a retail business

### Completing the Course

The certificate consists of 8 units normally taking up to eight to twelve weeks to complete and there is no need to attend a college to gain the qualification. The learning materials contain the knowledge needed to meet the assessment requirements of the course and activities allow you to practice your skills and test your learning.

Assessments are based on a combination of knowledge and skills learned on the programme. You must complete the assessments, within the agreed timescales and submit these for marking by our team of qualified tutors. Your tutor will provide feedback, advice and guidance to ensure you can complete the course. Upon successful completion of both unit assessments you will be awarded the Level 2 Certificate in Understanding Retail Operations

### Course Costs

There are no fees for this course as the Fire Brigades Union Learning Centre has secured funding with our Learning Partners. Please ensure that when you enrol on this course you are committed to completing the programme of study within the allocated timescales. Should you not complete the course in full, you may be required to pay a fee to cover registration, administration fees and learning material costs. Funded places are subject to availability and are subject to the terms and conditions of our Further Education Partners.

## Apply Now

To register your interest, please visit the FBU Education and Lifelong Learning website

<http://www.fbueducation.org>

