



LEARNING CURVE
GROUP



CACHE LEVEL 2

RETAIL OPERATIONS



The Course

The retail industry is subject to a number of pressures. These include changes in shopping habits and the recent economic downturn which reduced consumer spending. However, as consumer confidence begins to grow, it is important that retail support staff are fully trained and equipped to represent your business and to meet the needs of your customers. As removing staff from the 'shop floor' applies pressure to rotas, this training can be carried out in the learner's own time via our tried and tested flexible learning approach.



Lived in the EU
for **3 years**



Aged 19+ at the
beginning of the
academic year



You could study
this course
for FREE!



Online
paper-based
delivery

Benefits

- Achieve a nationally recognised Level 2 qualification
- Evidence your competency to employers
- Improve your handling of customer payments
- Improve how you deal with customer queries and complaints
- Further your personal and professional development
- Learn at a time that suits you without the need to attend college

What you will learn

- Understanding Customer Service in the Retail Sector
- Understanding the Retail Selling Process
- Understanding How Individuals and Teams
- Contribute to the Effectiveness of a Retail Business
- Understanding How a Retail Business Maintains Health and Safety on its Premises
- Understanding Retail Consumer Law
- Understand How to Deal with Customer Queries and Complaints in a Retail Environment

How to Sign Up

Learners may be eligible for funding which means the course won't cost a thing to complete (subject to eligibility). There is a £125 cancellation fee if a learner enrolls and fails to complete or withdraws early from the course. This fee is to cover administration costs. We may be able to offer extensions if learners are unable to meet the set submission deadline. Please read the declaration on the enrolment form carefully before signing up.

What happens after enrolment?

1. Submit your enrolment form and get instant access to begin your course
2. We'll process your funding application, and a tutor will be assigned to support you through your course
3. Receive text reminders when your work is due
4. Your work will be marked and returned to you within 7 days
5. Once you've submitted your work, we'll apply for your certificate

How learners use this course

If you chose to do this 9 week, Level 2 Course in Understanding Retail Operations, you could open doorways to more career pathways within retail. Such jobs could include;

- **Retail Buyer**
(£18,000 to £50,000)
- **Service Assistant**
(£13,000 to £26,000)
- **Estate Agent**
(£15,000 to £40,000)





It was a great course...

It was a great course and I felt the information was easy to understand, well displayed and my tutor/assessor was full of information and encouraging feedback.

Date of experience: June 2022



A great opportunity to complete a free course...

A great opportunity to complete a free course during my maternity leave. Very supportive tutor and telephone operators.

Date of experience: June 2022



The tutor was always quick to respond...

The tutor was always quick to respond to any questions I had always helpful. I never felt under pressure and it was great to study at a steady pace. I enjoyed this so much that I am ready to enrol on another course!!

Date of experience: June 2022



Amazing online course...

Fantastic support throughout the course. Learnt so much and well worth doing. Will make my job a lot easier and understand as much as I can what people with Dementia go through on a daily basis.

Date of experience: June 2022

