

# Retail Operations

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.



## 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

- 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



## Eligibility Criteria

- Aged 19+  
(born before 01/09/1998)
- Lived in the EU  
for 3 years



Available  
fully funded

To find out more about this qualification, please contact:

Call: 01403 458004 | Email: [info@setas.org.uk](mailto:info@setas.org.uk) | Visit: [www.setas.org.uk](http://www.setas.org.uk)