

Level 2 Certificate in Retail Knowledge



Who is this qualification for?

This qualification is designed for those who have, or will have, frequent direct contact with customers in a retail environment as part of their job role. This course will give you the opportunity to develop your knowledge and understanding of the Retail sector. You will have a clear understanding of what retail means and know how to satisfy customers. This qualification underpins the full breadth of essential knowledge and understanding which would be needed by a competent employee functioning in a retail environment.

It is suitable for learners who wish to:

- Gain an introduction to the retail industry to those new to, or seeking employment in this area
- Help learners develop an understanding of the different aspects of working in the retail sector
- Prepare learners for progression into a range of higher level qualifications within the retail sector, including more practical qualifications where their knowledge can be put into practice
- Prepare learners for work in the retail industry

The objective of this qualification is to help learners to develop an understanding of the different aspects of the retail industry, in order to progress into further learning or employment.

The Level 2 Certificate in Retail Knowledge is a Technical Certificate for the Apprenticeship in Retail Skills.

Candidates must complete four mandatory units:

Unit 01: Understanding customer service in the retail sector

Unit 02: Understanding the retail selling process

Unit 03: Understanding how individuals and teams contribute to the effectiveness of a retail business

Unit 04: Understanding how a retail business maintains health and safety on its premises

Optional Unit

Unit 09: Understanding visual merchandising for retail business

How long is the course? The duration of the course is 4 full taught module days with a tutor from TSP Learn. Assessment requires you to work through a workbook and answer questions relating to the subjects above.

How is the course delivered? You will be assigned a personal tutor who will plan an individual learning programme with you. This will be through a mix of online or face to face workshops and one to one tutorial support.

Where the programme is delivered as a face to face workshop there are usually 4 sessions and an assessment session. Assessment is through a workbook based set of questions and activities. The Certificate is awarded by the awarding organisation NCFE.

Entry requirements? There are no formal entry qualifications required to join the course. The course is delivered in a group format and includes the use of a workbook. Candidates should have a basic ability to read, write and understand spoken English.

After the course? Candidates may wish to consider an Apprenticeship course if they are moving into work

What is the next step? Fill out an enrolment form and we will check your eligibility to receive funding support to join a course. Full funding is usually available for unemployed adults aged 19 and over who are in receipt of benefits.

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