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# Retail Operations

High-quality Learning Resources

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 retail support staff are fully trained and equipped to represent your business and to meet the need of your customers. Aware that removing staff from the 'shop floor' applies pressure to rota's, this training can be carried out in the learner's own time via our tried and tested flexible learning approach.

## Benefits to your organisation

Improved handling of customer payments in a retail business

Improve the understanding of the retail selling process which heads to increased sales

Improved dealings with customer queries and complaints

Emphasise the importance of customer service

Create a more motivated and engaged workforce highlighting how individuals and teams contribute to effectiveness

Improved control, receipt and storage of Stock

Provide assurances that your employees understand the importance of health and safety on retail premises

Ensure an understanding of retail consumer law

## No cost

Provide assurances and evidence that your employees are well trained

**Places limited — sign up now**

# Benefits

No need to formally attend a college, meaning that you can learn in your own time

Further your personal and professional development

Receive a set of high-quality learner support materials that will be yours to keep and use as a reference

Achieve a nationally recognised Level 2 qualification

Receive support and guidance from a dedicated team of qualified assessors/tutors

## How is it delivered?

Alongside the learning materials, you will have the support of a knowledgeable assessor/tutor who will give you advice and guidance on the course content as well as providing robust feedback on the work you complete.

Successful completion of this course ensures that the learner has fully understood these important principles and evidences knowledge of the subject area.

## What is the cost?

Due to the availability of government funding, this qualification is usually available at no cost. Funded places are limited so please book early to secure your place. Funding is subject to learners meeting set eligibility criteria, which must be provided prior to the start of any course.

Please note that a fee is payable if learners decide to withdraw from the course and do not complete their assessments. Learners must want to independently enrol onto the course.

# We are enrolling NOW... get in touch

If you are interested in finding out more about our courses and how they can benefit your staff and business, call:

**ncfe.**



Skills Funding Agency

The Smart Trainer  
**07983 583269**

or email [jessica.taylor-jones@smarttar.co.uk](mailto:jessica.taylor-jones@smarttar.co.uk)

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