



# NCFE L2 CERTIFICATE IN UNDERSTANDING RETAIL OPERATIONS



## **Aims and objectives of this qualification:**

This qualification is designed for those new to or seeking employment in the retail industry.

## **This qualification aims to:**

- Provide an introduction to the retail industry.
- 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.

## **The objective of this qualification:**

- To help learners to develop an understanding of the different aspects of the retail industry.

## **There are eight units covered on this course:**

- **Unit 1:** Understand customer service in the retail sector
- **Unit 2:** Understand the selling process
- **Unit 3:** Understand how teams and individuals contribute to the effectiveness of a retail business
- **Unit 4:** Understand how a retail business maintains health and safety on its premises
- **Unit 5:** Understand retail consumer law
- **Unit 6:** Understand how to deal with customer queries and complaints in a retail environment
- **Unit 7:** Understand the handling of customer payments in a retail business
- **Unit 8:** Understand the control, receipt and storage of stock in a retail business.

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### **Entry Requirements:**

This qualification is open to candidates or customers who are 19+ and who are in receipt of one of the following benefits: **JSA, Universal Credit, ESA WRAG, Income Support.**

Candidates will also be required to undertake a Literacy Assessment in order to ascertain their competency (usually Level 1 Literacy) with regards to completing a portfolio of work successfully.

### **Assessment:**

The **NCFE Level 2 Certificate in Understanding Retail Operations** is internally assessed and externally quality assured.

Assessment is the process of measuring a learner's skill, knowledge and understanding against the standards set in the qualification.

Each learner must create a portfolio of work providing evidence generated from appropriate assessment tasks which demonstrates achievement of all the learning outcomes associated with each unit.

### **Delivery:**

Usually delivered as a classroom-based course, the Retail Course is currently being offered to groups as an interactive online tutor-led programme. HSDC will resume classroom-based courses once it is safe to do so.

### **Further Information:**

Employment Support  
HSDC  
[employability@hcdc.ac.uk](mailto:employability@hcdc.ac.uk)  
[www.hcdc.ac.uk/employment-support](http://www.hcdc.ac.uk/employment-support)