

# Certificate in Retail Knowledge Level 2



COURSE DURATION  
96 Hours



## Course Overview

Retail Knowledge qualifications are designed to develop the knowledge of those who are working or wish to work in the retail sector. These qualifications are designed to provide the learner with retail knowledge related to the following: working in a range of different types of retail outlets; working in a productive and effective manner; working effectively in teams; understanding retail outlet specific knowledge; improving of customer service; working in a safe manner; adhering to relevant legislation.

## Target Audience

These qualifications are targeted at individuals who wish to work in the retail sector, and/or those already employed in the retail sector and who would like to build on their existing knowledge.

## Unit Title

- Understanding how a Retail Business Maintains Health and Safety on its Premises
- Understanding Customer Service in the Retail Sector
- Understanding how Individuals and Team Contribute to the effectiveness of a retail Business
- Understanding the Retail Selling Process
- Understand How to Approach Work-based Projects within a Retail Business
- Understanding Retail Consumer Law



### Training Methodology

- ✓ Class Discussions
- ✓ Individual / Group Presentation
- ✓ Practical/hands – on activities
- ✓ Quizzes and Unit Assessments

[www.thd.bh](http://www.thd.bh)

