

Course Information

City and Guilds Level 1 Award in Retail Knowledge

Campus

Job Skills @ BMET, Matthew Boulton Campus, Jennens Road, Birmingham B4 7PS

Black Country Skills Shop, Merry Hill Shopping Centre, Brierley Hill, DY5 1SW

The Academy at Kidderminster The Piano Building, Weavers Wharf, Kidderminster DY10 1AA

To book a place on this course please call the Employability Skills Team on 0121 362 1174

Hours and times per week

30 hours

Duration

Monday – Friday 9.30am-3.30pm

Course content

This course is suitable for customers who want to study and work in the retail environment. The aim of the course is to provide the learner with knowledge based skills to work in a retail sector through gaining the knowledge, skills and understanding to carry out the job role. Delivery will be via demonstration of key techniques followed by learner completion of related assignments. The course will cover aspects of understanding the business of retail and customer service in the retail sector.

Learners who are interested in working in the retail environment need to understand the different aspects of the business of retail. They need to understand how retail outlets differ in size and the many different occupations undertaken in these outlets. They will need to understand how the supply chain works and the contribution that the retail sector makes to the UK economy. Learners also need to be aware of how customer concerns can affect the type of products and services the retail sector offers.

This course introduces learners to all of the above. Learners will be able to gain understanding by participating in a variety of mainly practical activities and focuses on the importance of communicating with customers and creating positive initial impressions. It also introduces learners to the different types of customer complaints and problems.

Qualification

Level 1 Employability Skills for Working in the Retail Industry

Entry and eligibility requirements

There are no formal entry requirements for this course. Applicants are expected to be motivated and willing to learn. Applicants will be required to complete an initial assessment of English and Mathematics at Level 1. Applicants will need to be unemployed and provide proof of benefits in order to be assessed for full fee remission.

ID Requirements

Bank statement or other form of ID with address details on plus National Insurance Number.

BMet

Jennens Road, Birmingham, B4 7PS

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