



# PERSONAL DEVELOPMENT EMPLOYABILITY WITH RETAIL PATHWAY

To book a place on the course please speak to your work coach

This course is for people who want to improve their customer service skills and gain a qualification which proves their skills and knowledge. This course looks specifically at customer service skills required that are within a retail environment.

**Duration:** 5 days

The training will incorporate group and 1-2-1 supported sessions, as well as additional self-learning



Funded by  
UK Government



**Norfolk**  
County Council



## Course Objectives and Subjects Covered

During your programme of learning you will take part in group and individual activities and participate in discussions. Your tutor will support you along the way and help you to demonstrate your knowledge and understanding of Retail and help you in understanding:

- Self - Assessment
- Investigating Rights and Responsibilities at Work
- Understanding the Business of Retail
- Understanding how a Retail Business Maintains Health, Safety and Security on its Premises
- Understanding the Control Handling and Replenishment of Stock in a Retail Business
- Understanding the Retail Selling Process
- Understanding Customer Service in the Retail Sector
- Understanding how Teams Contribute to the Effectiveness of a Retail Unit

### Are you eligible?

- Aged 19+
- Unemployed and currently on benefits
- Not already completed the same level one qualification
- PLUS—Wi-Fi access

\*certain geographical restrictions may apply

To learn more about opportunities for full or part funded,  
high quality training for you and your staff, call  
**01775513051**, or email us at [upskill@steadfasttraining.co.uk](mailto:upskill@steadfasttraining.co.uk)

