



## RETAIL

**The apprenticeship in Retail is appropriate for those who work within or manage teams in the retail sector.**

This programme covers all the core skills required such as dealing with payments and returns, delivering good customer service and training and staff development.



## RETAIL

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### WHO IS IT FOR?

- ▶ Those working in a customer facing role within a retail environment
  - ▶ Eligibility criteria applies
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### LEVELS

- ▶ This apprenticeship is available at Level 2 and 3
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### PROGRAMME ELEMENTS

- ▶ Level 2 or 3 Certificate in Retail
  - ▶ Level 2 or 3 Certificate in Retail Knowledge
  - ▶ Essential Skills Wales
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### TOPICS COVERED

- ▶ Working effectively and supporting others in a retail organisation
  - ▶ Understanding customer service in the retail sector
  - ▶ Understanding the retail selling process
  - ▶ Dealing with payments and returns
  - ▶ Training and development of staff
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### WHAT NEXT?

- ▶ An apprenticeship in Retail at a higher level or a Management apprenticeship