

Free distance learning courses

BASINGSTOKE
COLLEGE of
TECHNOLOGY

BCoT



Understanding Retail Operations

Course Overview

- ◆ Our free and flexible distance learning courses are a great way to build your CV and demonstrate your commitment to continued professional development. Previous qualifications or knowledge of the subject are not required.
- ◆ All of our distance learning courses are learner-led and you do not need to be in employment to study.
- ◆ You will study via an online portfolio using a range of supplied resources. An individual tutor will be allocated to you, and they will support you throughout your learning journey.
- ◆ This course can be started at any time and learning can be undertaken at your own pace following submission deadlines.
- ◆ Throughout the course you will learn about customer service in retail, dealing with customer queries, and how teamwork contributes to the efficiency of a retail business.
- ◆ As you learn, you'll gain an in-depth understanding of the responsibilities included in an administration role, which can enable you to progress within a business environment and continue to develop an excellent range of knowledge about this sector.
- ◆ At the end of the course you will achieve a nationally recognised Level 2 Certificate in Understanding Retail Operations qualification. This is a government funded course at no cost to you.

bcot.ac.uk/distancelearning

Eligibility

- ◆ To be eligible for this course you must be over 19 years of age and have been a resident of the UK or Europe for more than three years. If you do not hold a UK passport you must be able to provide evidence of a visa and an alternative passport.
- ◆ If you are between the age of 19 - 24, you must already hold a level 2 qualification or equivalent.
- ◆ As part of the enrolment, you will be asked about your employment status. If you are employed and earning an annual gross income below £15,736.50 you will be asked to provide two wage slips from the last three months. If you are claiming benefits, you will be asked to provide proof of receipt.

Duration

- ◆ You will study the course over a period of six months, with regular dates of submission for each of the modules associated with the course.

How is it delivered?

- ◆ You will be required to read the learning materials and answer the questions related to the topic, reflecting on work and personal experience in your answers. We always recommend that you try and spend a couple of hours a week working on your course in order to achieve deadlines.

Learning Methods

- ◆ Studying via distance learning means that you can complete this course using workbooks and a BCoT online portfolio.
- ◆ When studying online, you will be given a login to access your portfolio and submit your answers based on the information in the workbooks.
- ◆ Alternatively, there are options to study fully online through the portfolio platform or via paper based learning for all reading and assessments.

Course Modules

There are eight modules to complete for this course:


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

To enrol on this course:

- ◆ Head to bcot.ac.uk to enrol directly online via the distance learning page or alternatively, quote the course reference 'MDFL057' in the search box to be redirected.
- ◆ Once your enrolment form has been submitted online and is received by us, a member of the distance learning team will be in touch.
- ◆ Advice and guidance to complete your enrolment will be given in person or over the phone, depending on your location.
- ◆ Upon successful completion of the full enrolment process, all of your course materials will then be provided so you can start your studies.

Get in touch

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