

Summary	
This qualification will give you the skills required to be an effective team member in a retail environment	
What are the course aims?	What can it lead to?
The course allows candidates to learn, develop and practice the skills required for employment and/or career progression in the retail sector	Higher levels of qualifications, apprenticeship or employment.
What will I study on this course?	
<p>You will identify the types of retail stores in a trading area, such as a shopping centre or high street, and understand and identify the range of goods and services retail stores sell. You will also gain insight into the job roles involved in the workplace</p> <p>During this course you will learn how to greet and help customers with their enquiries, working under close supervision in the retail environment. This will build your communication skills and enable you to develop a range of techniques to establish the customer's needs.</p> <p>Learn the skills to be able to handle a limited range of stock in the store/stockroom and to fill up one or more items of stock on display.</p> <p>You will learn how to assist staff to keep a discrete area of the store clean and tidy, and to identify the types of emergency you may come across and react appropriately.</p>	
Are there opportunities for trips or fieldwork?	
You will have the opportunity to visit a range of retail environments and make comparisons on each.	
Are there any other costs?	No
How will I be assessed?	What are the entry requirements?
Written assignments and practical observation.	GCSEs mostly at grade D or a Merit/Distinction in BTEC Level 1 Vocational Diploma.
Contact us	Have you visited our website?
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Tel: 023 8087 4874 • Fax: 023 8087 4879 Web: www.totton.ac.uk • Email: info@totton.ac.uk	See the range of courses that Totton College provides, as well as up-to-date news and events.