

# Understanding Retail Operations

## Understanding Retail Operations

**Campus:** Distance Learning

**Code:** OACDL035\*

**Level:** 2

### About This Course

This course covers everything from the selling process to retail law to handling customer complaints. It will give you the skills you need to do your job effectively.

### What Will I Study?

You will study a range of topics including:

- Develop Understanding of the Different Aspects of the Retail Industry
- Learn About Customer Payments and The Selling Process
- Understand how to Provide Good Customer Service
- Learn How to Deal with Queries and Complaints
- Gain an Understanding of Basic Retail Law and the Importance of Correct Stock Control

### Why Study Here?

- Learn from industry-experienced and well-qualified tutors who have spent many years in the Social Care sector and have specialist qualifications and knowledge to bring to their teaching
- Learn from your own home, in your own time
- Achieve a nationally recognised Level 2 qualification
- Access to award winning learning and assessment materials
- Access to a Learner Support Advisor for everyday queries

### Entry Requirements

To be eligible to undertake our free distance learning courses you must meet the below criteria:

- Living in the UK and aged 19+
- If you are aged 19-23 you must hold a full Level 2 qualification and not currently enrolled on an apprenticeship
- Aged 24 or above – free to everyone

Individuals who reside in the following devolved local enterprise partnerships (LEP) cannot be funded through us and will need to contact their local provider:

- Greater Manchester Combined Authority
- Liverpool City Region Combined Authority
- Cambridgeshire & Peterborough Combined Authority
- Cornwall Combined Authority
- West of England Combined Authority
- West Yorkshire Combined Authority
- North of Tyne Combined Authority
- Tees Valley Combined Authority
- West Midlands Combined Authority
- Greater London Combined Authority

You will also need to provide a personal statement (minimum of 100 words).

### **What Courses Can I Progress Onto?**

- Other courses in Retail/Customer Service

### **Additional Information**

This course is free of charge if you meet the criteria for funding. To be eligible for funding you must be aged 19 or over, have been living in the United Kingdom for the last three years and have not previously completed the course you are wanting to enrol on. Email: [dl@rnntraining.co.uk](mailto:dl@rnntraining.co.uk)

#### **PLEASE NOTE**

We make every effort to ensure information within our online course directory is accurate and a true representation of the courses we are offering in 2021-22 or 2022-23. However, we do reserve the right to make changes if necessary.

**Last updated:** 19th June 2025