



Ken Stimpson
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Retail

The retail sector

The retail sector is the UK's largest private sector employer, with an estimated 2.77 million people in the UK working within 286,000 businesses, which range in size from one to thousands of employees. It is predicted that in a short period of time 1 in 5 of the workforce in the United Kingdom will be employed in the retail sector. The roles in retail operations are varied, linking the process of sourcing and buying products, marketing, displaying and selling with different opportunities at each stage of the process within the various businesses. Careers in retail operations offer a fantastic progression pathway into a number of roles throughout an organisation, and the skills you can develop are transferable to most retail businesses.

What will I learn?

This qualification will provide opportunities to develop a range of knowledge and understanding, personal skills, techniques and attributes essential for successful performance in working life in the retail trade. The course will cover the key elements of customer service and the retail selling process. Major issues that affect the retail sector will be included such as health and safety, stock control and handling customer payments.

Summary

Level: BTEC Level 2
Technical Certificate

Duration: 1 year

Qualification:
Pearson BTEC Level 2
Technical Certificate in
Retail Operations

Entry Requirements:
5 GCSEs graded Grade 3
or above



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What can I do next?

BTEC Level 2 Technicals are intermediate qualifications for post-16 learners who want to specialise in a specific occupation, occupational area or technical role. They prepare learners for work or an Apprenticeship by giving them the opportunity to develop sector-specific knowledge, technical and practical skills, and to apply these skills in work-related environments.

Achieving this qualification will give learners an advantage when applying for a job in retail. The types of jobs they will be ready for are:

- Retail Sales Assistant
- Sales Purchaser
- Stock Controller
- Retail Support Advisor
- Customer Service Support Assistant

The successful completion of this course may also provide the chance to progress to other vocational qualifications at a higher level including the Level 3 BTEC in Business offered by the Business Faculty

Further course content and assessment

The qualification is designed for those wishing to gain knowledge and understanding in the retail sector. The four compulsory units studied are:

Unit 1: The Retail Environment

On-screen test, externally set and marked by Pearson

Unit 2: Delivering Customer Service in Retail

Practical assignment, Internally set and marked

Unit 3: The Retail Buying and Selling Process

Practical assignment, internally set and marked

Unit 4: Creating a Retail Outlet

Synoptic practical assignment, internally set and marked

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