DELMON ACADMY

NCFE LEVEL 1 AWARD

IN RETAIL KNOWLEDGE



AWORD OVERVIEW:

This qualification is designed to provide learners with essential knowledge of occupations within the retail sector, customer service, health and safety, stock control, handling and replenishment, and sales. Its main objective is to support learners in progressing into employment, securing an Apprenticeship, or continuing onto further study.

AWARD

UNITS

- Unit 01 Understanding the business of retail (A/502/5756) 1 Cr - 8 hours.
- Unit 2 Understanding customer service in the retail sector (T/502/5819) 2 Cr – 17 hours.
- Unit 03 Understanding how a retail business maintains health, safety and security on its premises (M/502/5804) 2 Cr – 15 hours.
- Unit 05 Understanding the control, handling and replenishment of stock in a retail business (J/502/5808) 2 Cr – 11 hours.

AWARD

LEARNING OUTCOMES:

- Understand retail types, occupations, and the supply chain.
- Recognize the importance of customer service, communication, and meeting customer needs.
- Know health, safety, and security procedures for staff, cash, and stock.
- Understand stock control, handling, storage, and replenishment processes.

ASSESSMENT

Internally assessed and externally quality assured portfolio of evidence.

TRAINING METHODOLOGY

Higher thinking skills; Presentation, Discussion, Classroom activities and Practical skills.

TOTAL HOURS

51 HOURS

CERTIFICATION

Upon successful completion, candidates will receive NCFE Level 1 Award in Retail Knowledge.

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