



Retail Training

As a learner you will work towards the following qualifications:

City and Guilds Retail Knowledge Level 1

Food Safety in Catering Level 2

City and Guilds Employability Skills

This fully funded course is designed to improve your knowledge of the retail sector and the various functions within the retail environment. Importantly, you will learn about food safety in order to gain a nationally recognised qualification. We will also help you build your confidence for job interviews and develop your skills in communication and teamwork. All these things are essential for gaining employment in the retail sector.

City and Guilds Employability Skills, which includes:

- Working as part of a team.
- Learning to communicate more effectively. ■ Developing skills for job interviews.
- Gaining an introduction to customer service.

City and Guilds Retail Knowledge Level 1, which includes:

- Understanding the business of retail.
- Understanding customer service in the retail sector.
- Understanding the control, handling and replenishment of stock in a retail business. ■ Understanding the retail selling process.

Location: The Riverside Centre, The Quay, Newport, PO30 2QR

Dates: 19th - 23rd Nov 2018

Duration: 5 days (10am – 2pm)

Individual support with:

- Job search and applications
- CV writing
- Interview preparation and practice

Eligibility criteria:

- 19+
- Must be unemployed and claiming benefits (JSA / ESA / UC / IS)
- Must have ID
- Must complete a literacy and numeracy assessment
- Previous experience is not required

Other courses available include:

- SIA, CSCS, Banksman, IT, Forklift, Coaching for Success, Customer Service, Food Safety, Health and Safety, Employability Skills.