



Skills for Independence and Work in Retail and Customer Service

This course is designed for adults with learning difficulties and additional needs. The course will encourage learners to develop the knowledge, skills and real-life experiences necessary to run work in the customer service industry and to assist in the day to day running of our college-based retail shop.

WHAT WILL I STUDY?

Understand the different types of shops, the goods they sell and how they promote these goods. You will have the opportunities to really master these skills in a supported working environment within the college. You will regularly perform stock checks. How to effectively deliver customer service skills and solve problems.

WHAT WILL I NEED?

There are no qualifications required but an Initial Assessment will be carried to ensure course appropriateness. Proof of support needs and/or previous support received.

HOW WILL I BE ASSESSED?

You will be assessed through a variety of methods based on course requirements and individual needs. For example: Observations, Workbooks, Practical Activities, Questioning, Peer feedback. Throughout the course, you will be gathering evidence/information in each unit. There are different methods that evidence can be gathered to meet individual needs.

WHAT WILL IT COST?

ADULTS - ENTRY LEVEL, LEVEL 1 AND LEVEL 2

Start Date: 2 September 2024

Duration: 1 Year

Attendance: Part Time

Location: Enfield Centre

If you will be aged 19+ on 31st August prior to the start date of your course, up to Level 2, then your study with us will be free. You must have lived for 3 years within the EU/EEA/UK prior to the start of your course, you must have lived in the UK before 1st January 2021 and you must have permission to live in the UK for at least 12 months from the first day of learning. Please see [here](#) for the documents you will need to show us.

Some courses will have other associated costs, such as for specialist materials and trips. Many of our students are eligible for financial support, see [here](#) for details.

WHAT CAN I DO AFTER?

This course will provide employability skills to progress onto further study or employment within retail and customer service.

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