



**Guernsey
College**
of further
education

Retail skills courses



City & Guilds Diploma: Level 2 Retail Skills
City & Guilds Certificates: Level 3 Retail Skills (Management)

GOING FURTHER THAN EDUCATION

Level 2 Retail skills



We're
open



Level 3 Retail skills (management)

Suitable for new or recent recruits to the retail sector

Course contents

- Customer service
- Handling customer complaints
- Understanding retail regulation
- Storage of goods
- Stock control
- Payment processing
- Cashing up
- Display design and merchandising
- Health and safety

Course details

- One year part time
- Mondays 10.00am - 4.30pm
- Multiple enrolment dates throughout the year

Course costs

- Full course - £1,000
- £250 per unit accreditation

Commerce & Employment grant of up to £500 per company available for either course

BENEFITS

There is direct correlation between the provision of comprehensive staff training plans and a company's performance.

As an employer you will

- Improve an employee's performance
- Develop team skills needed to achieve organisational goals
- Motivate employees to achieve higher standards, increasing overall efficiency
- Improve customer service, and satisfaction
- Create clear career paths for your team
- Build employee self-confidence and commitment
- Minimise employee turnover
- Enhance employee morale, motivation and creativity
- Improve recruitment success

Call course leader Helen Glenn on 749940 or email her heleng@gcfe.net for more details.

Suitable for those working within a retail environment seeking progression in their career

Course contents

- Managing customer service
- Staff support and teamwork
- Staff scheduling
- Setting targets
- Motivational skills
- Stock control
- Implementing stock audits

Course details

- One year part time
- Tuesdays 4.30pm - 8.30pm
- Multiple enrolment dates throughout the year

Course costs

- Full course - £950
- £250 per unit accreditation

We are dedicated to helping our students achieve their goals and develop life skills for a successful future ■



GuernseyCollege



@GuernseyCollege



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