Course Information

CITY OF WOLVERHAMPTON COLLEGE

Preparation for Work – Retail and Customer Service

Study Mode: Part Time

Is this course right for me?

FREE training course!

Preparation for Work – Retail and Customer Service is one of our free courses designed to help you get into employment by developing the skills and knowledge needed to work in specific sectors.

This course has been designed with local employers so you can be sure you will be gaining the qualities they will be looking for when recruiting new staff.

Whether you are looking for work, or you want to re-train to improve your employment prospects, this course can help you develop the skills you need to work in the business administration sector.

Where is the course held?

Courses are held at college sites or in local community venues.

Entry Requirements

What will I learn?

The course includes a range of units to enable you to gain skills and knowledge related to the specific sector you want to work in, such as:

- An introduction to customer service and retail
- Understanding your job role
- Policies, procedures and legislation governing the sector
- Health and safety procedures
- Risk assessments
- Manual handling
- COSHH
- Working as a team

In addition, you will also be supported to:

- Develop key employability skills, such as communication, teamwork and problem solving
- Improve your digital and IT skills
- Produce a CV and apply for jobs
- Prepare for an interview

What skills will I gain?

How will I be assessed?

What can I do next?

Delivery

Location:

Start Date:

Day:

Time:

Course Fee:

Course Code: EMP

Study Mode: Part Time

Apply online: **www.wolvcoll.ac.uk/apply**