









Retail Skills Online

What is it?

The National Certificate in Retail – Level 2, an engaging online qualification that teaches skills which stick.

-  Customer service techniques
-  Product knowledge
-  Customer complaints
-  Legislation
-  Theft and fraud
-  Stock control
-  Visual merchandising
-  Health & Safety

Who is it for?

- ▶ employees new to the retail industry
- ▶ retailers on the shop floor
- ▶ sales team.

What help is there?

- ▶ your in house coach/verifier
- ▶ a web support tool
- ▶ RedSeed support desk during business hours
- ▶ ServiceIQ support available throughout your learning journey.

How long will it take?

- ▶ 4 to 7 months.

What's in it for me?

Employer:

- ▶ learning material available 24/7
- ▶ immediate implementation
- ▶ consistent learning content
- ▶ minimal intrusion on workplace
- ▶ measurable – sophisticated reporting.

Trainee:

- ▶ intuitive, easy to use
- ▶ engages all learning styles
- ▶ self paced
- ▶ workplace based
- ▶ regular feedback from coach.



More information?

Call **Paul M:** 027 230 0107 • **DDI:** 09 337 7514 or **Linda M:** 027 325 2988 • **DDI:** 09 337 7513 or contact your Training Advisor or email redseed@serviceiq.org.nz • **FAQs:** www.redseed.me/serviceiq-faqs

