

Retail - The Law & You

Length of course: 1/2 day

Is this the right course for me?

This course is suitable for anyone currently working in a retail environment or anyone wishing to work in a retail environment. It is also suitable for anyone who wishes to learn more about their own statutory rights when buying goods and services.

Pre-Course Requirements

There are no formal requirements for learners who want to attend this course

What will I learn about?

You will learn about consumer's rights when they buy goods and services, the laws and consequences relating to the sale of age restricted goods to children and the laws as they apply on the shop floor (e.g. pricing, fakes, safety and descriptions).

How will I learn?

You will learn by listening to talks, group discussions, course related in-class activities and question and answers.

Will I gain a qualification?

You will not gain a formal qualification but you may receive a Certificate of Attendance and Achievement from your tutor.

What can I do next?

Institute Leadership & Management Effective Team Member Skills Award or Team Leader Award

Effective Customer Care

Neurolinguistic Programming and Customer Service Excellence - please ask the skillscentre:mk team for more details.

Other course information can be found on www.careersadvice.direct.gov.uk or with a NEXT STEP advisor.

What do I need to bring to classes?

Note pad and pen.

Can I talk to someone about my course before I start?

It is usually possible to put you directly in touch with the tutor if a member of the skillscentre:mk team cannot answer your query.