



Level 1 Award in Introduction to Employment in Retail

Dates: 22/09/2026, 13/04/2027

Locations: Amberley Road Centre

The Level 1 VTCT Award in Introduction to Employment in Retail (RQF) qualification will provide you with the basic knowledge and understanding to work in Retail. This qualification will help those who are new to the workplace or returners to work who wish to build their confidence and gain an understanding of the Retail environment. You will learn different areas of retail including:• customer service• the selling process• health & safety

Entry Requirements

This is a Level 1 course, therefore, learners will need to have or be working towards Entry Level 3 Functional skills in English to undertake this qualification. Additionally, you should have at least basic digital IT skills.

What topics does the course cover?

To achieve this qualification you will cover the following:Understanding the Business of retailUnderstanding customer service in the retail sectorUnderstanding how a retail business maintains health safety and security on its premisesUnderstand the retail setting process

How will I be taught and assessed?

You will be expected to have your own computer or laptop and a reliable source of internet. The course is an e portfolio course, where you will study the units and build a portfolio of evidence along with your tutor. You will be expected to attend each session in college when appropriate and meet deadlines for homework submissions.

Are there any other costs or equipment I need to get?

Learners on a low income or in receipt of applicable benefits will not be required to pay a fee. We may also be able to provide a laptop*. You will need regular access to a computer or laptop and reliable internet service to complete this course. Once enrolled, learners will be able to download a free copy of Microsoft Office and will be given access to Microsoft office 365.

By the end of the course what should I be able to do?

By the end of the course, you will have gained the knowledge and understanding you need to make an informed choice about whether working in retail is right for you.

What are the progression opportunities following this course?

On completion of this qualification you could progress onto the following:

- Level 1 Certificate in principles of Customer Service (RQF)
- Level 2 Diploma in Customer Service (RQF)