

Get Set SKILLS FOR LIFE & WORK

RETAIL & CUSTOMER CARE COURSE

Level 1 Certificate in Retail Business

Get the skills to work with customers and start your career.

What this course is about

This course helps you learn the skills you need to work in shops, cafés, hospitality, and other customer-facing roles.

You'll build confidence, learn how to work with people and understand what it's like to be part of a real workplace, all while earning and learning.

£40
weekly training allowance



What you'll learn

- Customer service and communication
- Working as part of a team
- Handling stock and shop displays
- Understanding how retail businesses run
- Health, safety and security in the workplace



What you'll gain

- A recognised OCN NI Level 1 retail qualification
- Confidence working with customers and in a team
- Practical, real-world retail skills
- Experience that employers are looking for
- Support from tutors to build your confidence and skills



How you'll learn

- Real-life retail scenarios and role play
- Practical demonstrations
- Group work and teamwork activities

Course duration: up to 5 days a week



What happens next

This course can help you move into:

- Retail jobs
- Customer service roles
- Hospitality roles (shops, cafés, restaurants)
- Apprenticeships or further training

No exams!

You'll be assessed through coursework, projects and activities.



Enrol now!

Scan the QR code,
call: 02820 032 303, or
email: sflw@getsetni.co.uk



Department for the
Economy
www.economy-ni.gov.uk

Central location:
Get Set, 6 Ravenhill Business Park,
Ravenhill Road, Belfast, BT6 8AW.

An Roinn

Geilleagair

**Skills for Life
and Work**