

Retail Knowledge NCFE Award level 1

Course Overview

This blended learning course will run over a 10 week period. This course introduces the retail sector, covering retail outlets and occupations, the supply chain and the contribution the sector makes to the UK economy. It also covers ethical and environmental concerns. You will also gain an understanding of the importance of customer service in the retail sector, covering positive first impressions, communication and dealing with customer complaints and procedure.

What you will learn

You will understand how retail outlets differ in size and types, where you can list the different retail channels and state the main features of each one. Including identifying the sizes and types of retail outlets typically found in a variety of retail locations such as high streets or retail business parks.

Entry Requirements

You will need GCSEs at grade 4/C or above which should be either English and maths. You will also need to provide one academic reference from your most recent place of education.

How you will be assessed

You will be assessed through a combination of exams, coursework and presentations.

Course Fees

This is a self-funded course which costs £300. You may be eligible for a student loan or support, please see our welfare page on our website for more information.

Course Progression

Upon completion you will be able to progress onto doing a further year of study in either Business or Travel courses, building on your knowledge from this course. Alternatively, you may choose to progress directly into employment-working for a reputable retail organisation or an apprenticeship or even start your own business.

What Happens Next

Apply online via the College website, You will need details of your qualifications and employment history, a reference, and a personal statement to complete your application. Once your application has been successfully processed, you will be sent a conditional offer and be invited to a Welcome Event at the College to meet your tutors, learn more about your chosen course of study and tour the facilities. You will then need to confirm your acceptance of the course offered to you.

Course Details

Course Code	P00313
Start Date	27/01/2026
Study Hours	Part Time
Duration	10 weeks
Campus	Abbey Park Campus
Level	1

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