

Certificate in Retail Operations

MQF Level 4 | 30 ECTS





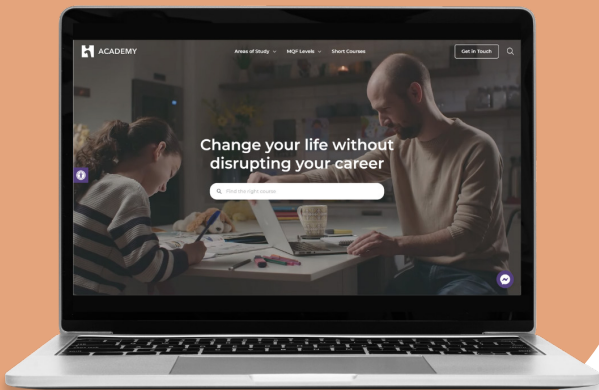
ACADEMY



ABOUT US

Founded in 2005 as IDEA Leadership and Management Institute, IDEA Academy has since evolved into one of Malta's leading higher education institutions accredited by the Malta Further and Higher Education Authority. We offer a selection of accredited, industry-led programmes in a wide variety of fields, from foundation programmes right up to doctorate.

Our mission is to provide quality, industry-driven education to adult students who are already practitioners and professionals. In doing so, we adopt a student-centric blended approach to learning that is flexible and allows one to balance between personal, professional, and student life.



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COURSE DESCRIPTION

If you work in retail, it's important that you're fully trained and equipped to meet customers' needs.

This programme will help you build the skills required for professional practice in retail, covering everything from sales skills, customer care and handling complaints to visual merchandising, arranging eye-catching displays and launching sales campaigns.

You will also acquire valuable interpersonal skills, gain an understanding of health and safety as applicable to retail, as well as learn about the digital tools being currently used in retail.

TARGET AUDIENCE

This course is targeted at people within the retail sector and other individuals aspiring for professional and academic advancement in retail operations.

CAREER PATHS

The possible positions for which this programme aims to prepare you for include, but are not limited, to:

- store assistant
- sales representative
- retail customer care representative
- visual merchandiser

ENTRY REQUIREMENTS

Candidates who apply for this course must possess a pass in English Language* and Mathematics at EQF Level 3 ('O' Level or equivalent).

*Students whose first language is not English will be required to demonstrate evidence of an adequate level of English proficiency.

STRUCTURE & ASSESSMENT

This programme may be followed on a part-time basis. The programme comprises a total of 5 modules. The method of assessment is assignment-based.

The course comprises:

- 6 lectures per module;
- 3-hour lectures;
- 12 hours of guided learning, presentations, comprising synchronous online discussions, tutorials and/or videos;
- Self-study hours comprising research, reading and assignment work.



COST

Reading for the entire Certificate in Retail Operations as presented in this brochure costs €2,000.*

Upon successful completion of this course, students will be eligible for a 70% refund of the cost through the 'Get Qualified' scheme.**

Due to the modular structure of the course, you may also opt to take individual modules as standalone. The entry requirements still apply.***

* Prices are applicable to students who already reside in Malta at the time of the application.

** Terms and Conditions apply.

*** For the price of individual modules, please contact the IDEA Academy team.

PROGRAMME OUTLINE

MODULE/UNIT TITLE	COMPULSORY OR ELECTIVE	ECTS
1. Customer Care and Sales Skills for Retail	Compulsory	6 ECTS
2. Digital Skills for Retail	Compulsory	6 ECTS
3. Communication Skills and Teamwork	Compulsory	6 ECTS
4. Health and Safety in Retail	Compulsory	6 ECTS
5. Visual Merchandise and Display Handling	Compulsory	6 ECTS

You are required to complete all 5 compulsory modules (30 ECTS) to fulfil the requirements of this certificate.

Total credits: 30



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Licence number: 2014-FHI-015

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