

## RETAIL GOLD WITH INTU UXBRIDGE AT UXBRIDGE COLLEGE

This programme includes two qualifications and is designed to support those interested in applying for work in one of the retail outlets within the Intu Shopping Centre in Uxbridge.

### Key information

Delivery	Hayes Campus, College Way, Hayes, UB3 3BB
Duration	10 Days
Timings	9.30am - 3.00pm
Cost	Free, subject to meet entry requirements
Entry requirements	<p>West Met Skills has to give priority to applicants who are in receipt of one of the four main benefits: Job Seekers Allowance, Employment Support Allowance, Universal Credit, Income Support. Training is free for people with Right to Work in UK, proof of ID, learner or spouse must have been resident in UK/EU for last 3 years. To be eligible whilst working those living inside the Greater London Area they need to earn less than £20572.50 and for those outside they need to earn less £16009.50 to be eligible whilst working.</p> <p>To access this course you will need:</p> <ul style="list-style-type: none"> <li>• Good general communication skills in English</li> <li>• English literacy proficiency at Entry Level 3 or above</li> </ul>
Who is it for?	This unit is designed to support those interested in applying for work in one of the retail outlets within the Intu Shopping Centre in Uxbridge
Qualifications	<ul style="list-style-type: none"> <li>• Entry 3 Award in Customer Service (City &amp; Guilds)</li> <li>• Level 1 Award in Retail Knowledge</li> </ul>

### This FREE training will help you to:



Decide on the best direction for you



Prepare a high-quality CV that best reflects your skills



Practise interview skills to build your confidence



Be confident in applying for jobs

### Find out more

- ☎ 01895 853653 / 07956 358630
- ✉ [gstrachan@uxbridgecollege.ac.uk](mailto:gstrachan@uxbridgecollege.ac.uk)
- 🌐 [www.westmetskills.co.uk/jobseekers](http://www.westmetskills.co.uk/jobseekers)
- 🐦 @WestMetSkills



Apprenticeships & Employer Services  
from Harrow College & Uxbridge College

## Course content

### Retail Gold with intu Uxbridge – Skills Covered Summary

This programme includes two qualifications and is designed to support those interested in applying for work in one of the retail outlets within the Intu Shopping Centre in Uxbridge. Vacancies available can vary and while completing this programme of study will not necessarily guarantee you a job, it will give you a significant boost to your chances of success in your job applications for positions within the businesses at the centre

### Entry 3 Award in Customer Service (City & Guilds)

- Introduction to Customer Service
- Learn and improve how to communicate effectively with customers
- Learn about the important legislation, regulations and procedures that need to be followed and adhered to when delivering high quality customer service

### Level 1 Award in Retail Knowledge

- Understand the business of retail and the selling process
- Understand how individuals and teams contribute to the effectiveness of a retail business
- Understand the control, handling and replenishment of stock in a retail business

### Job Application support and Job Interview practice

Behind-the-scenes tour of the intu Uxbridge shopping centre and a chance to meet staff and employers who may be hiring.