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IDEA Academy

Diploma in Retail and Store Management

MQF Level 5 | 60 ECTS





ACADEMY



ABOUT US

IDEA Academy is a leading further and higher education institution, with its main campus based in Malta, a member country of the European Union. We offer a broad selection of programmes in a wide variety of fields that focus on emerging technologies, ranging from foundation programmes right up to master's degrees. All our qualifications are recognised internationally.

Our mission is to provide quality, affordable, industry-driven education to adult students. In doing so, we adopt a student-centric, blended approach to learning that equips you with the tools to help you stand out at your workplace.



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COURSE DESCRIPTION

If you work in retail and store management, 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 tool being currently used in retail. The course will also help you build the skills required for professional practice in retailing as related to retail environment, strategy, negotiations, customer experience, and people management.

TARGET AUDIENCE

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

CAREER PATHS

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

- Store Manager/Supervisor
- Retail Manager/Supervisor
- Customer Care Manager/Supervisor

STRUCTURE & ASSESSMENT

The programme comprises a total of 10 modules. Methods of assessment depend on the module and can be assessed in various modes.

ENTRY REQUIREMENTS

Candidates who apply for this course must possess:

- A qualification at MQF Level 4 (one 'A' Level or equivalent in any subject) and a pass in

AND

- English Language and Mathematics at MQF 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.

Payment plans and schemes

We offer the possibility for our students to pay in instalments or to design a flexible monthly scheme. Refer to uae.ideaeducation.com to know more.



PROGRAMME OUTLINE

MODULE/UNIT TITLE	COMPULSORY OR ELECTIVE	ECTS
1. An Introduction to the Retail Environment and Management	Compulsory	6 ECTS
2. Understanding Retail Strategy	Compulsory	6 ECTS
3. Store and Inventory Management	Compulsory	6 ECTS
4. Managing Customer Experience	Compulsory	6 ECTS
5. People Management and Negotiation Skills	Compulsory	6 ECTS
6. Underpinning Principles of Management	Compulsory	6 ECTS
7. Sales Management	Compulsory	6 ECTS
8. Marketing Management	Compulsory	6 ECTS
9. Finance Management	Compulsory	6 ECTS
10. Entrepreneurship	Compulsory	6 ECTS

You are required to complete all 10 compulsory modules (60 ECTS) to fulfil the requirements of this diploma.

Total credits: 60



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IDEA Academy is fully accredited by the Malta Further and Higher Education (MFHEA License No: 2014-FHI-015) and IDEA Academy Training Center LLC is regulated by the Knowledge and Human Development Authority (KHDA Permit No: C-630698).

IDEA Academy - UAE Campus
No: 606, 6th Floor, Ithraa Tower,
Al Garhoud, Dubai, UAE

P: +971 4 234 2932
E: info.uae@ideaeducation.com