

LAPT

LONDON ACADEMY OF PROFESSIONAL TRAINING

CERTIFICATE

Certificate in Retail Operations Management

Foundation Level



LAPT — London Academy of Professional Training

Address 85 Great Portland Street, W1W 7LT, London, United Kingdom

Email info@lapt.org

Telephone +44 7513 283044

Web lapt.org

Reference RT-ROP-F • Retail Centres

UKPRN 10067351 • Registered in England and Wales, company 4984798

AT A GLANCE

REFERENCE	RT-ROP-F
AWARD	Certificate
ASSESSMENT	440 marks — 264 to pass (60%)
PREREQUISITES	None
VALIDITY	Lifetime
AWARDING BODY	LAPT — London Academy of Professional Training

CURRICULUM

1 Customer Service Excellence 0 chapters65 marks	
2 Employee Performance Management 0 chapters65 marks	
3 Introduction to Retail Operations 4 chapters · 20 classes90 marks	• 1 Understanding the Retail Environment: Key Concepts and Terminologies — 5 classes › 1.1 Exploring Key Retail Terms and Definitions › 1.2 Identifying Retail Channels and Formats › 1.3 Analyzing Consumer Behavior in Retail › 1.4 Discussing the Role of Technology in Retail › 1.5 Applying Retail Concepts to Real-World Scenarios • 2 Core Retail Operations: Customer Experience and Engagement Strategies — 5 classes › 2.1 Understanding Customer Experience Essentials › 2.2 Identifying Key Customer Touchpoints › 2.3 Implementing Effective Engagement Strategies › 2.4 Analyzing Customer Feedback for Improvement › 2.5 Enhancing Retail Operations through Technology • 3 Inventory Management and Merchandising Tactics in Retail — 5 classes › 3.1 Understanding Inventory Management in Retail › 3.2 Exploring Stock-keeping Units and Classification Systems › 3.3 Implementing Inventory Replenishment Strategies › 3.4 Analyzing Merchandising Principles and Display Techniques › 3.5 Applying Data-Driven Merchandising Tactics • 4 Introduction to Loss Prevention: Strategies and Best Practices — 5 classes › 4.1 Understanding the Importance of Loss Prevention in Retail › 4.2 Identifying Common Sources of Retail Loss › 4.3 Exploring Effective Loss Prevention Strategies › 4.4 Implementing Best Practices for Inventory Management › 4.5 Evaluating the Impact of Technology on Loss Prevention

4

Inventory Management4 chapters · 10 classes **90 marks**

- **1 Understanding Inventory Fundamentals** — 5 classes
 - › 1.1 Defining Inventory and Its Role in Retail
 - › 1.2 Classifying Types of Inventory in Retail Operations
 - › 1.3 Understanding Key Inventory Metrics
 - › 1.4 Exploring Inventory Valuation Methods
 - › 1.5 Analyzing the Impact of Inventory Management on Profitability
- **2 Inventory Recording and Tracking Techniques** — 5 classes
 - › 2.1 Understanding Inventory Recording Systems
 - › 2.2 Exploring Barcode and RFID Technologies
 - › 2.3 Implementing Real-time Inventory Tracking
 - › 2.4 Analyzing Stock Level Reports
 - › 2.5 Ensuring Accuracy through Inventory Audits

- **3 Demand Forecasting and Replenishment Strategies**
- **4 Addressing Inventory Challenges and Loss Prevention**

5

Loss Prevention Techniques0 chapters **65 marks**

6

Retail Environment Design0 chapters **65 marks**