NOCN Retail Skills Bootcamp

Bootcamp overview

Skills Bootcamps are part of the Government's Lifetime Skills Guarantee, designed to help adults gain skills that are in demand by employers. Funded through the Department for Education (DfE) and co-ordinated locally by the Greater London Authority (GLA), these flexible, employer-responsive courses provide learners with access to high-quality training that leads directly to a guaranteed job interview or further progression. Bootcamps are intensive, fast-paced training programmes designed to quickly develop practical, job ready skills in a specific area.

This 12-week Retail Skills Bootcamp is designed to prepare learners for employment in the fast-paced and customer-facing retail sector, an industry that offers a wide range of entry-level opportunities and clear progression routes. It is well-suited to individuals new to retail, those returning to work, or career changers seeking to develop sector-specific skills for roles such as retail assistants, stockroom operatives, or customer service advisors. Content aligns with regulated NOCN Level 2 units, developed in partnership with industry stakeholders to reflect current employer expectations.

The programme covers key topics such as professional behaviour, effective teamwork, retail customer service, and stock handling operations. Learners insight into retail environments that mirror real-world workplace practices.

These focused bootcamps are ideal for individuals looking to upskill, retrain, or meet entry requirements for further training or employment within the retail sector. Learners can choose to complete one or progress through multiple bootcamps to broaden their skillset.

Structure & Content:

Components	Ofqual Reference	Total qualification time	Guided learning hours
Work effectively in a retail team.	T/503/5735	n/a	37
Receive goods and materials into storage in a retail environment.	R/503/5659	n/a	22
Place goods and materials into storage in a retail environment.	J/503/5660	n/a	19
Process customer orders for goods in a retail environment.	R/503/5662	n/a	19
Employability Skills – (3 modules) Personal Branding for Career Success, High Impact CV's, Interview excellence	n/a	n/a	8
Entry guidance There are no formal entry requirements for this bootcamp.	**Funding** MCA/GLA/Central funding available.		**Total GLH** 105

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Content Overview

This 12-week Retail Skills Bootcamp provides learners with a comprehensive introduction to the core values, knowledge, and practical skills required to work effectively in retail environments. The programme is built around key NOCN Level 2 accredited units, supporting progression into employment or further training. Learners gain recognised credentials that prepare them for a variety of roles across the retail sector or for continued professional development.

The curriculum is structured around four thematic phases, followed by a work-readiness and personal development component:

1. Introduction to Retail and Personal Effectiveness
2. Stock Handling and Storage Operations
3. Customer Order Processing
4. Workplace Skills and Retail Operations

In the final phase, learners consolidate their learning and prepare for entry into the retail workforce. Learners complete employability activities such as CV writing, interview preparation, teamwork, and communication. These components are an NOCN Assured Course and prepare learners for job applications, career readiness, and working effectively with others in teams.

Components of the Retail Skills Bootcamp

- A selection of accredited units from the NOCN Level 2 Retail qualifications
- Employability – (3 modules) Personal Branding for Career Success, High Impact CV's, Interview excellence
- Digital Skills

Learners will complete a series of NOCN accredited units designed to reflect key competencies required in modern retail environments.

This bootcamp equips learners with transferable, work-ready skills that are highly valued by employers across the retail sector, including retail customer service, digital communication, stock handling, and order processing.

Delivery

The bootcamp spans approximately 12 weeks, combining various instructional methods:

- **Classroom Sessions**: Covering theoretical aspects of the bootcamp.
- **Practical Workshops**: Hands-on learning
- **eLearning**: The Employability Skills course is delivered through our e-learning modules
- **Self-Study**: Supplementary materials and resources for independent learning.

Assessment

4 x Units from the NOCN Level 2 Qualifications

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Learners on the Retail Skills Bootcamp will be assessed through a portfolio of evidence, a structured collection of work demonstrating achievement of the learning outcomes and assessment criteria for each NOCN accredited unit.

This portfolio approach allows learners to reflect on and apply their knowledge in a range of formats, supporting deeper understanding and inclusive assessment methods.

Assessments are designed to be fair, accessible, and reflective of real-world Retail scenarios, ensuring that learners are fully prepared for employment or progression within the Retail sector.

The portfolio may consist of a mix of the following types of evidence:

- Written assignments and structured workbooks
- Reflective journals or accounts of practice
- Case studies and scenario-based tasks
- Question and answer sessions
- Professional discussions (recorded or written)
- Witness testimonies (from tutors or employers during practical tasks or role plays)
- Simulated tasks (e.g. safeguarding procedures or IPC demonstrations)

Employability Skills

- Internally set and internally assessed by the Centre

Progression opportunities

Completion of the Retail Skills Bootcamp provides learners with a strong foundation of sector-specific knowledge and accredited unit achievements that support multiple progression pathways. These include direct entry into employment, further training, or apprenticeships.

Employment Opportunities

- Retail Sales Assistant
- Stockroom Operative
- Customer Service Advisor
- Till Operator or Cashier
- Visual Merchandising Assistant

These roles span both in-store and behind-the-scenes operations, offering learners flexible entry points into the retail sector based on their interests and strengths.

NOCN Retail Skills Bootcamp

Who are we?

NOCN Group is an educational charity whose core aims are to help learners reach their potential and organisations thrive. The group includes business units specialising in regulated UK and international qualifications, End Point Assessment, Access to Higher Education, assured short courses, SMART job cards, assessment services, consultancy and research.

We influence: We work closely with regulators and governments to influence policy decisions affecting the sector on behalf of the providers we serve.

We specialise: Our subject matter experts create learning content tailored to meet the future needs of the sectors we operate in.

We care: We aim to work in partnership with our customers, offering support and training to ensure an excellent learner experience.

Get in touch

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