Small retail or e-commerce business

7 self-paced online modules, 20 minutes each (2 hours 20 minutes total). Suggested pace: two to three weeks.

1. **Baseline check:** a short check across all the skills in the course, so your team can see where it starts.
2. **Policies and customer rights:** AI-quoted returns policies, refund rights and supplier terms checked against the source provided.
3. **Document summaries:** AI summaries of supplier emails, stock reports and complaint logs that add, drop or change a detail.
4. **Customer correspondence:** AI-drafted replies that promise a refund, replacement or delivery date nobody has approved.
5. **Prices, promotions and figures:** discounts, "was and now" prices, multi-buy offers, sales totals and stock counts that don't add up.
6. **Safe use of AI:** what customer information must stay out of AI tools, and checking product descriptions for claims the specification doesn't support.
7. **Follow-up check:** comparable but different examples, to compare performance with the baseline check.

What your business receives

- A team report comparing baseline and follow-up performance, with suggested next steps.
- A certificate of completion (not CPD-accredited) for each participant who finishes.
- 12 months' access to the tailored drills.
- Practice uses fictional documents modelled on your work. No customer documents needed.