

DFWC Academy training course receives industry approval

With the world going through any number of unknowns this year, one of the most important things in retail is to ensure the safety of staff and customers. To help accomplish this, the Duty Free World Council Academy (DFWCA) launched a "Return to Work" training course at the end of July.

The online course is offered free of charge and contains valuable guidelines for front-line retail staff on best practices in these unusual times.

Since its launch, the course, which takes around 15 minutes to complete and was developed based on the Duty Free World Council Retail Operations Recovery Protocols, has received very positive feedback.

Close to 100% of students rated the training as highly beneficial in facilitating a safe return to work, and retailers and suppliers can obtain a company specific registration that permits them to monitor the extent of participation by their staff should they desire this.

Companies who've had their staff take the course, such as Brown-Forman and MSC Cruises, have shown their appreciation.

"We at Brown-Forman highly recommend the DFWC Academy: Return to Work Best Practice Course to any individual or retailer seeking to gain in-depth knowledge on the practical skills and techniques that are now recommended to operate in the new Duty-Free and Travel Retail environment. The fact this course is offered free of charge to the industry and incorporates global industry input is outstanding and it acts as an invaluable resource at this time." - Aude Bourdier, VP Managing Director Global Travel Retail, Brown-Forman

"At MSC Cruises, we have used the DFWC Academy Return to Work training as a key component of our training plan for all our onboard and shoreside retail colleagues. We have ensured every member of our team has successfully completed the training, and found it easy to use, the content is relevant and method of learning is very effective with all colleagues showing a clear understanding of the processes they needed to deliver as part of their own responsibilities in the resumption of onboard operations. The issuing of a certificate of achievement at the end is also a great touch and was really like by our team." - Adrian Pittaway, Head of Retail, MSC Cruises S.A.

Go to <https://www.dutyfreeacademy.com/dfwc-academy-return-to-work-best-practice-course/> for all details.

For more information on the DFWC Academy and the courses it provides, please visit www.dutyfreeacademy.com