

# SO WHAT CAN RETAIL SKILLS SHOPS DO FOR ME?

All retail skills shops that are members of the National Skills Academy for Retail, have to provide the 'Core Offer'. These courses and qualifications are suitable for retail workers at all levels as well as for people hoping to get into retail. The nine below are available for you to access across the country.



Get some rock-solid advice from people who really know what they're talking about. Everything from retail customer service skills, help with writing your CV and crucial interview tips.

Learn the essential skills needed in all retail businesses with this pre-employment programme designed for adults hoping to enter or re-enter the sector.

Get your numeracy and maths up to scratch as well as your language skills. If English is not your first language then ESOL is the one for you as you will learn to read, write and speak English.

## RETAIL SKILLS SHOP

INFORMATION, ADVICE & GUIDANCE

RETAIL WORKS

SKILLS FOR LIFE  
(LITERACY, NUMERACY & ESOL)

## MY RETAIL JOB

RETAIL KNOWLEDGE

RETAIL SKILLS

RETAIL APPRENTICESHIPS

SHORT COURSES

Use Retail Knowledge to give you all the tools you need for selling, team working, health & safety, dealing with theft, product knowledge and much more. You can achieve three levels of Retail Knowledge.

Retail Skills is similar to Retail Knowledge but assesses the competence you have working in store operations. Whether you are a fashion stylist or a butcher, this course is for you. Also comes in three levels.

Designed for any retail worker over 16, the Retail Apprenticeship combines Retail Knowledge and Retail Skills with some elements of numeracy and literacy. A very useful route to becoming a successful retailer.

Some jobs require you to have a specific qualification and courses available through the National Skills Academy for Retail will give you the licence to sell alcohol, handle food or become an approved first-aider.



## MY FIRST MANAGEMENT POSITION

FOUNDATION DEGREE  
IN RETAILING

MY OWN SHOP

BUSINESS SUPPORT  
AND TRAINING

Unique and valuable, this higher level qualification could really help you progress your retail management career. Developed by the industry itself, this degree means you can learn while you earn and can be completed in two years.

In addition to training for store staff, retail skills shops work with local agencies to provide training and advice on a variety of business and retailing topics to support independent and small retailers in growing their businesses and developing their staff. These include marketing, visual merchandising and buying.

