So you want to work in....Retail

What will I do in this job?
People who work in Retail may work in a variety of settings such as: large department stores, supermarkets, out of town retail units, small specialist shops or market stalls. All are involved in dealing directly with the public as customers, usually in clean bright modern shops. If you work in a shop which sells only one type of goods or if you work in a specialist area of a supermarket you may develop an in-depth knowledge of the goods you are selling.

There may be good opportunities to move up into Retail Management where you would run your own shop or department. There may also be opportunities to move into other roles in retail such as Buyer where you would go out to suppliers and select stock or Merchandiser where you would be involved in the display side of the industry.

What skills and qualities will I need?
- Good customer service skills
- Have interest in fashion or the products you are selling
- Mathematical and cash handling skills
- The ability to work independently or as part of a team
- Good stamina as you may be on your feet all day.

Can I do a training course in this?
Yes! Training is available in Retail

Training is where you may spend most of your time in a workplace doing the job but attend a college or training centre to build up a portfolio of written work about your skills. The training that you do depends on the GCSE grades you gain and the level that you achieve on an assessment of your basic skills in maths and English.

The levels of Training:
- Foundation Learning is for young people who are not yet ready to start an Apprenticeship. A variety of qualifications can be gained including an NVQ1.
- An Apprenticeship is based with an employer. Most people start on an apprenticeship (level 2) and progress onto an Advanced Apprenticeship (level 3). An apprentice aged 16-19 will get a payment £2.50 per hour for the time that they are working and training.

Can I do a full time course or an A level in Retail?
Not really! One college offers a level 1 course in retail but there is no A level route or full time course in Retail in County Durham.

This is probably because most people learn about the retail industry by working in it and they undertake work related qualification whilst in the job.

You could use the area wide prospectus to look for out of county courses or you might choose to do a course in business which could help you find out about different business roles and skills.

You may be asked for specific subjects such as Maths, English or Science. Speak to the school or college for details or ask your Connexions Personal Adviser.

Check out our website on: www.help4teens.co.uk
How do I apply?
The Connexions County Durham Website: www.help4teens.co.uk has links to lots for sources of further information such as:

- The County Durham online Prospectus which is a database of all the opportunities available in sixth form, college and training in County Durham. You can look for opportunities in Retail and make an application.

- The Education 4 U section of Help4teens has links to the websites of all the schools and colleges in the ‘Where to learn in County Durham’ section.

- If you are interested in apprenticeship vacancies these can be found at www.apprenticeships.org.uk

After you have applied you may be invited for an interview and assessment. If you need any advice about applying or want to find out more about what is available locally speak to your Connexions Personal Adviser in school or contact your nearest Connexions Centre the details are on the website.

You can do a Training Course in Retail at….

- East Durham College: Willerby Grove, Peterlee, SR8 2RN: ☏ 0191 518 8222
- Key Training Limited, 77 North Road, Durham, DH1 4SQ: ☏ 0191 384 0187
- JHP Employability, Enterprise House, Valley Street, Darlington, DL1 1GY: ☏ 0870 974 8069
- North East Chamber Of Commerce, Aykley Heads Centre, Durham, DH1 5TS: ☏ 0191 386 1133
- Protocol Skills, Victoria House, Meadowfield Ind. Est, Durham, DH7 8XL: ☏ 0845 071 9011
- Springboard, 27 Lister Road, North West Ind. Estate, Peterlee, SR8 2RB: ☏ 0191 5185024

You can do a Full Time Course in Retail at….

- Derwentside College, Front Street, Consett, DH8 5EE: ☏ 01207 585900 is the only place currently offering a course in retail and this is a level 1 qualification in Business Retail and Administration.

Out of county courses and apprenticeships:
Some out of county colleges offer apprenticeships and full-time courses in Retail, there are also some National training providers offering training in retail linked to the employer you are with. Ask your Connexions Adviser for further information.

This information was accurate on completion (Sept 2010). However, please check with the individual provider in case of any changes.