

Retail



Consider Options* Age 14

Level 1	Level 2
Retail Business Diploma – Foundation	Higher
GCSE Business Administration	
	BTEC 1st in Retail
	BTEC 1st Sales Techniques
	BTEC 1st in Business

The retail sales and customer services sectors offer a wide range of goods and services to customers. Some businesses specialise in selling a particular product, such as books or shoes, while others, such as department stores, sell many different products.

- Retail sales staff such as retail assistants, checkout operators, shopkeepers, market traders and personal shoppers deal directly with customers.
- Customer services staff may work behind a counter or in a contact centre or showroom, and are seen as essential in the drive to increase sales.
- Wholesale staff work in such organisations as builders' merchants and vehicle parts operations.

People who work in retail and customer services need to be friendly and helpful, with the confidence to handle complaints in a fair but firm manner. They must usually be able to work well in a team and enjoy working with people. Managers, shop owners and other professionals need organisational and people-management skills. IT skills and skills with handling money and finance are often necessary.

Many jobs in this sector do not require educational qualifications, but some employers may ask for qualifications ranging from GCSEs to A levels and degrees, or equivalent qualifications. Retail courses are available in colleges and universities throughout the country.

For Apprenticeships: www.apprenticeships.org.uk

*These are local examples of the kinds of courses available.

Please use the Area Wide Prospectus www.myfuturesussex.com for further information

Consider Options* Age 16

Level 1	Level 2	Level 3
Retail Business Diploma – Foundation	Higher	Advanced
GCSE Business Administration		AS/A2 Business Administration and Finance
	Apprenticeship in Retail	Advanced Apprenticeship in Storage & Warehousing
	BTEC 1st in Retail	
	Apprenticeship in Purchasing & Supply Management	
	BTEC 1st Sales Techniques	
	BTEC 1st Sales in Business	AS/A2 Business Studies

Possible Future Directions

- Regional manager
- Branch analyst
- Digital marketing manager
- Forecaster
- Merchandise Presentation Specialist
- Product specialist
- Stock controller
- Supply chain solution designer
- Window dresser
- Builders Merchant
- Butcher
- Checkout Operator
- Contact Centre Operator
- Florist
- Forecourt Assistant
- Jeweller
- Retail Buyer
- Vehicle Parts Operative
- Wine Merchant

Providers offering:
City College Brighton & Hove
Northbrook College
Varndean College
BHASVIC
Sussex Downs College

Cardinal Newman Catholic School
Longhill High School
Falmer High School
Blatchington Mill
Cardinal Newman Catholic School
Dorothy Stringer School

Falmer High School
Hove Park School
Longhill School
Patcham High School
Portslade Community College
Varndean School