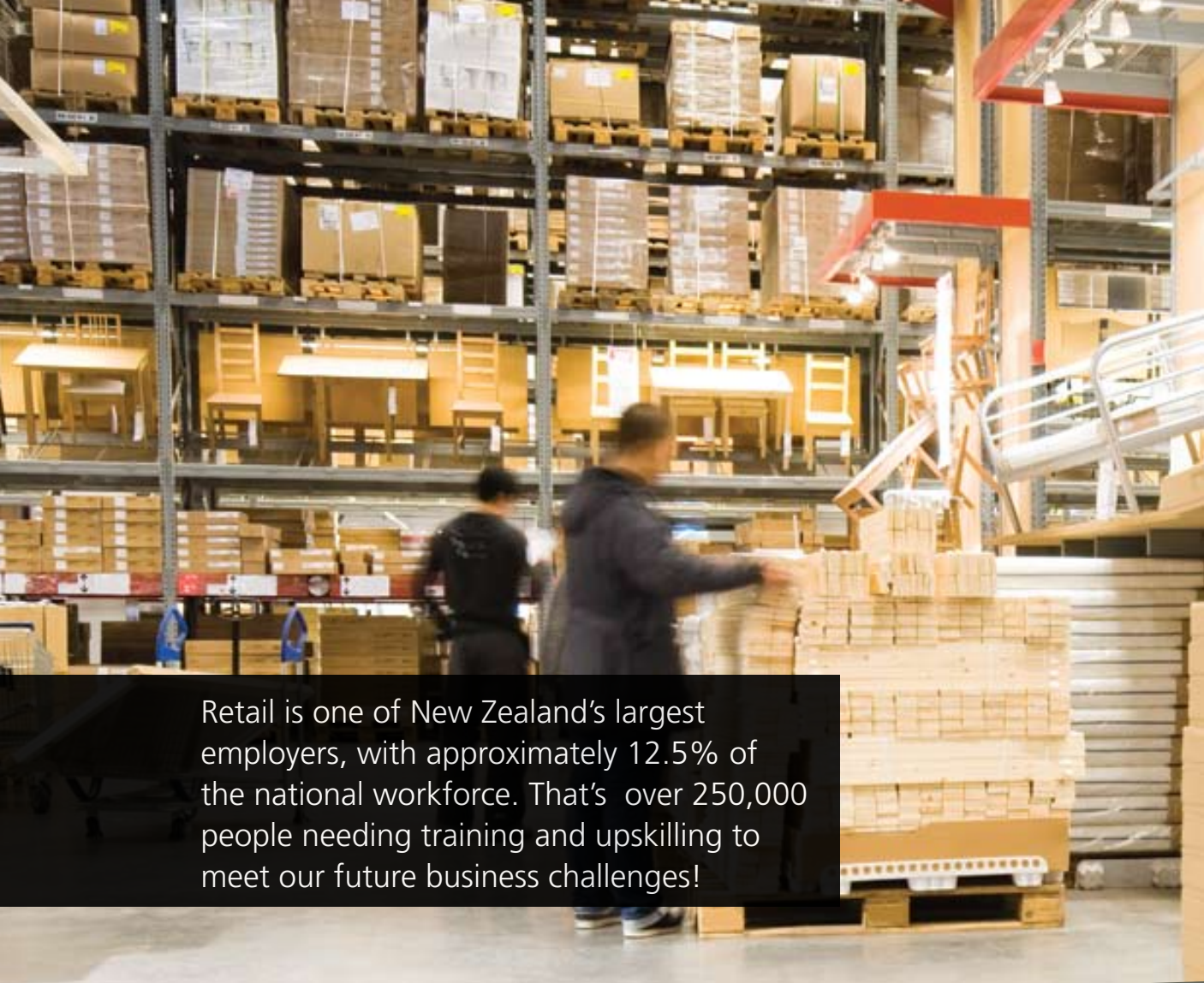




Retail Institute®

| The standard in retail and
wholesale training

OUR PRODUCTS AND SERVICES



Retail is one of New Zealand's largest employers, with approximately 12.5% of the national workforce. That's over 250,000 people needing training and upskilling to meet our future business challenges!



Retail Institute®

The standard in retail and
wholesale training

The Retail Institute

The Retail Institute is New Zealand's industry training organisation for everyone working in retail and retail related wholesale and distribution.

We work closely with our industries to develop NZQA approved qualifications and training materials for employers and employees ranging from entry level to senior management.

Workplace training

More and more employers are turning to workplace training to help keep them ahead of the game.

Workplace training is about giving your employees new skills and qualifications for the job, and building a stronger competitive edge. Lift your team's skills and the rewards should lead to an improved bottom line and better customer experiences.



DO YOU WANT STAFF WHO:

- provide customer service that brings repeat business?
- are knowledgeable about your products and types of people you are selling to?
- minimise potential losses by being efficient in everything they do?
- are more productive, confident and committed to their work and workplace?
- can progress to supervisory or management roles?



OUR PRODUCTS

Our product development is driven by our industries and match the skills training required to meet the needs of those industries.

The Retail Institute's product development process is guided by the statement: 'We will create and develop engaging workplace learning resources that provide successful learning pathways for our industry. Resources will be outcome focused, activity based and guided by adult learning principles.'

The process moves from concept development and research through to industry collaboration, planning, writing and designing before handing the final project over to industry. Throughout

the process, our writers are working closely with people within the industry to ensure the content of training resources accurately reflects what is needed in the workplace.

The training resources include information, examples and activities to put learning into practice for trainees and to enable them to complete the assessment tasks.

Training Programmes

The Retail Institute assists employers to offer training programmes. We develop resources to suit most levels of retailing, wholesaling and distribution. They are designed to be completed 'on the job'.

Our programmes range from short awards through to supervisory/management programmes and three year apprenticeships.

Your Retail Institute Training Adviser can help you choose the qualification that is right for you and your staff.

Short Awards

Short Awards are award programmes based on specific topic areas and skills. Retail Jewellery is the only short award we offer (see page 10).

Limited Credit Programmes

Limited Credit Programmes are small qualifications based on specific topic areas and skills. Once completed these qualifications can be cross-credited to the relevant national certificates.

National Certificates

A national certificate is a qualification registered by the New Zealand Qualifications Authority and is recorded on a trainee's record of learning.

Modern Apprenticeships

The Modern Apprenticeship programme is a training programme for young people who commence their apprenticeship between the ages of 16 to 21. Modern Apprentices are supported in their training by a coordinator who mentors and supports the apprentice through to completion of their qualification.

The process

The process of gaining a qualification varies depending on the needs of the employees and the workplace.

A typical process for gaining a qualification is:

1. Contact Retail Institute: **0800 486 738**.
2. A Retail Institute Training Adviser visits your store to see what training programme suits you and your employees.
3. Your employees sign a training agreement.
4. Your employees complete the training and assessment material.
5. The assessment is verified (see below).
6. The assessment comes to Retail Institute.
7. If the assessment is complete, your employees are qualified.

Verification

Verification is the process where a manager, supervisor or trainer signs off that a trainee can consistently complete required tasks within the workplace. Verification can also be used to help managers get an understanding of individual staff performance.

A verifier should be someone who regularly observes the trainees in their normal working environment. This may be: a manager, a supervisor, a trainer, a Modern Apprenticeship Coordinator, an Assessor, or a Retail Institute Training Adviser.

QUALIFICATION SUMMARY

QUALIFICATION	WHAT IT COVERS	WHO IS SUITABLE	PAGE
The Customer Service Award	<ul style="list-style-type: none"> • Employee responsibilities • Customer service • Communication • Product knowledge • The sales process • Dealing with complaints 	<ul style="list-style-type: none"> • Sales staff • New staff • Part time staff 	6
The National Certificate in Retail (Level 2)	<ul style="list-style-type: none"> • Customer service (see above) • Rules and regulations • Selling skills • Stock control 	<ul style="list-style-type: none"> • Sales staff • Supervisors 	7
The National Certificate in Retail (Level 3)	<ul style="list-style-type: none"> • Retail communication • Retail shop floor • Advanced customer service • Advanced stock control 	<ul style="list-style-type: none"> • Supervisors • Staff who have completed the National Certificate in Retail (Level 2) 	7
The National Certificate in Retail (Level 4)	<ul style="list-style-type: none"> • High performing teams • Keeping your business profitable • Leadership development (see below) • Training and assessment in the workplace (see below) 	<ul style="list-style-type: none"> • Managers and supervisors • Staff who have completed the National Certificate in Retail (Level 3) 	8
Training and Assessment in the Workplace	<ul style="list-style-type: none"> • Developing training plans • Providing guidance • Training and feedback • Unit standards • Verification 	<ul style="list-style-type: none"> • Staff who would like to be effective trainers in the workplace 	9
Leadership Development	<ul style="list-style-type: none"> • Leadership and management • Problem-solving • Developing yourself • Managing in a retail environment. 	<ul style="list-style-type: none"> • Managers and supervisors • Experienced staff • Staff who have completed the National Certificate in Retail (Level 3) 	9

QUALIFICATION	WHAT IT COVERS	WHO IS SUITABLE	PAGE
Loss Prevention for Frontline Staff	<ul style="list-style-type: none"> • Theft • Policies and procedures • Fraud • Process loss 	<ul style="list-style-type: none"> • Staff working on the shop floor • Loss Prevention specialists 	10
Loss Prevention for Managers	<ul style="list-style-type: none"> • Security systems • Using stocktakes to reduce loss • Policies and procedures that cover loss. 	<ul style="list-style-type: none"> • Loss Prevention specialists • Managers and supervisors 	10
Retail Jewellery	<ul style="list-style-type: none"> • Product knowledge • Recommending products • Repairs and services • Warranties and guarantees • Stock protection 	<ul style="list-style-type: none"> • Jewellery retailers 	10
Retail Modern Apprenticeship	<ul style="list-style-type: none"> • Managing yourself • The National Certificate in Retail (Level 2) • Managing information • The National Certificate in Retail (Level 3) • Understanding the business environment 	<ul style="list-style-type: none"> • Young motivated employees 	14
Working in Distribution	<ul style="list-style-type: none"> • The distribution network • Health and Safety • Managing inward goods • Stock control and loss prevention • Picking, packing and dispatch 	<ul style="list-style-type: none"> • Distribution floor staff 	16
The National Certificate in Distribution (Level 2)	<ul style="list-style-type: none"> • Working in distribution (see above) • Safety in the workplace • Receiving goods • Handling goods • Communication 	<ul style="list-style-type: none"> • Distribution floor staff • Staff who have completed Working in Distribution 	17
The National Certificate in Distribution (Level 3)	<ul style="list-style-type: none"> • Health and Safety • Stock control • People skills 	<ul style="list-style-type: none"> • Managers and Supervisors • Staff who have completed the National Certificate in Distribution (Level 2) 	17



RETAIL

The Customer Service Award



Good customer service is all about exceeding customer expectations so you get repeat business and have customers spreading positive messages about your service.

The Customer Service Award is a Limited Credit Programme for retailers who want their staff to

gain an excellent understanding of what good customer service requires. The certificate covers:

- employee responsibilities
- customer service
- communication
- product knowledge
- the sales process
- dealing with complaints.

Unit standards gained from this award can be cross-credited to the National Certificate in Retail (Level 2).

Who is it suitable for?

The award is ideal for new retailers, part-time employees and secondary school students. It is also useful for those who feel they cannot commit to a lengthy study programme, and to introduce employees and employers to workplace training.

How long should it take?

It is reasonable to expect people to complete the programme within 3 months.

How much does it cost?

Trainer Pack: \$80.00 (ex GST)

Trainee Pack: \$100.00 (ex GST)

National Certificate in Retail - Level 2

The National Certificate in Retail (Level 2) is the recognised entry-level certificate for the retail industry.

The qualification focuses on tasks common to all retailers and encourages learning 'on the job'. It provides a broad overview of the retail environment over four modules:

1. Customer Service
2. Rules and Regulations
3. Selling Skills and Communication
4. Stock Control

Who is it suitable for?

The National Certificate in Retail (Level 2) is suitable for most retail businesses. Employees working on the shop floor will gain confidence in using their initiative and become more productive in the workplace. The National Certificate in Retail (Level 2) is also a good starting point for experienced employees who haven't used their formal learning skills for some time. By encouraging an employee to

find out that training is simple and manageable at an entry level, they gain the confidence to progress to higher levels. For managers, it provides good experience in providing guidance and support to trainees as they progress through a qualification.

How long should it take?

It is reasonable to expect people to complete the programme within 6 months.

How much does it cost?

Trainer Pack: \$100.00 (ex GST)

Trainee Pack: \$150.00 (ex GST)



National Certificate in Retail - Level 3



The National Certificate in Retail (Level 3) is the supervisory level certificate for the retail industry.

The qualification covers skills such as: giving verbal instructions,

responding to customers' complaints, maintaining and using knowledge of legislation, customer service techniques, applying product and/or service knowledge, stock control and loss prevention. The training material is broken into four modules:

1. Communication
2. Shop Floor
3. Advanced Stock Control
4. Advanced Customer Service

Who is it suitable for?

The National Certificate in Retail (Level 3) is suitable for most retailers in a supervisory position or those who have completed the National Certificate in Retail (Level 2) and want to progress to the next level.

How long should it take?

It is reasonable to expect people to complete the programme within 12 months.

How much does it cost?

Trainer Pack: \$250.00 (ex GST)

Trainee Pack: \$200.00 (ex GST)

National Certificate in Retail - Level 4

The National Certificate in Retail (Level 4) is the management level certificate for the retail industry.



The National Certificate in Retail (Level 4) is made up of four modules:

1. Training and Assessment in the Workplace
2. Leadership Development
3. High Performing Teams
4. Keeping your Business Profitable.

Training and Assessment in the Workplace and Leadership Development are detailed opposite as they can also be completed as Limited Credit Programmes.

High Performing Teams: For a store to function smoothly there must be effective teamwork. When teams work effectively together staff are satisfied, there is lower staff turnover, and productivity is increased. High Performing Teams covers:

- working collaboratively
- communication skills
- skills gaps
- managing conflict.

Keeping your business profitable: Being profitable is the core of business survival. There are many different aspects of store operations that impact on profitability. Keeping your Business profitable covers:

- performing business calculations
- running a profitable store
- managing stock
- keeping staff focused
- safety and security
- legislation and compliance.

Who is it suitable for?

The National Certificate in Retail (Level 4) is ideal for retail managers or supervisors, or experienced retail staff wishing to become managers or supervisors. It is also designed for anyone who has completed the National Certificate in Retail (Level 3) and wants to step up to the next skill level.

How long should it take?

It is reasonable to expect people to complete the programme within 12 months.

How much does it cost?

\$1200.00 (ex GST)



Training and Assessment in the Workplace

Training and Assessment in the Workplace is offered on its own as a limited credit programme. Training and Assessment is designed to build in-store capability by providing managers and supervisors with the skills they need to become trainers and assessors in their workplace. Training and Assessment in the Workplace covers:

- developing training plans
- providing guidance and feedback to staff
- understanding unit standards
- verification.

Unit standards gained from this award can be cross-credited to the National Certificate in Retail (Level 4).

Who is it suitable for?

Training and Assessment in the Workplace is perfect for people who are, or would like to be, trainers and assessors within their workplace.

Leadership Development

Leadership Development is offered on its own as a limited credit programme. Leadership is often described as the art of motivating a group of people to achieve a common goal. The role of a leader is to influence individuals and teams to work in a way that aligns with a workplace's vision and values, ensures goals are achieved, and provides an environment in which they can be achieved.

To lead effectively, a leader needs to know how to apply appropriate leadership styles for different situations. They also need to identify individual working styles, establish performance expectations and enhance working relationships between colleagues and work associates. Leadership Development covers:

- Leadership and management
- problem-solving
- Developing yourself
- managing in a retail environment.

How does it work?

Participants can complete the programme by themselves or through facilitated training. Facilitated training includes two, 2-day workshops held in nine main centres. A workshop is held at the beginning of each part, after which participants will return to their workplace to practice their skills over the next six weeks.

How long should it take?

It is reasonable to expect people to complete the programme within 6 months.

How much does it cost?

Excluding workshop:
\$400.00 (ex GST)



Unit standards gained from this award can be cross-credited to the National Certificate in Retail (Level 4).

Who is it suitable for?

Leadership Development is ideal for retail managers or supervisors, or experienced retail staff wishing to become managers or supervisors. It is also designed for anyone who has completed the National Certificate in Retail (Level 3) and wants to see what is involved at Level 4 without committing to the full National Certificate.

How long should it take?

It is reasonable to expect people to complete the programme within 3 months.

How much does it cost?

\$400.00 (ex GST)



Loss Prevention for Frontline Staff



Loss Prevention for Frontline Staff helps to build the knowledge and skills needed to minimise and prevent losses on the shop floor.

The qualification covers skills such as: identifying suspicious customer behaviour, removing the opportunity for theft, what to do if you see theft occurring and reducing process loss. The training material is in five sections:

- theft
- policies and procedures
- fraud
- theft and fraud by external customers
- process loss.

Who is it suitable for?

Loss Prevention for Frontline Staff is perfect for retailers working on the shop floor.

How long should it take?

It is reasonable to expect people to complete the programme within 4 months.

How much does it cost?

\$150 (ex GST)

Retail Jewellery

Retail Institute has recognised the speciality skills and knowledge needed to work in the retail jewellery industry. By the end of the Retail Jewellery training programme, trainees will be able to explain the properties, characteristics and use of metals, gemstones and diamonds. They will also be comfortable with introducing add-ons to customers and be able to effectively clean jewellery. Jewellery retailers will become familiar with repair and service procedures, security procedures and the terms and conditions of warranties and guarantees. The training material is in five sections:

- product knowledge
- recommending products
- repairs and services
- warranties and guarantees
- stock protection.

Loss Prevention for Supervisors and Managers



Loss Prevention for Supervisors and Managers helps to build the knowledge and skills needed to minimise and prevent losses.

The qualification covers: the impact of staff theft and fraud, strategies to prevent theft and fraud, implementing policies, examining security system procedures, tampering with security systems and strategies to prevent process loss. The training material is in three sections:

- theft and fraud
- security systems
- process loss.

Who is it suitable for?

Loss Prevention for Supervisors and Managers is perfect for loss Prevention specialists or anyone in a supervisor or management position.

How long should it take?

It is reasonable to expect people to complete the programme within 4 months.

How much does it cost?

\$150 (ex GST)

Who is it suitable for?

This resource is designed for anyone who has been working in a jewellery store for approximately one year and wants to develop their knowledge and become a qualified jewellery retailer.




How long should it take?

It is reasonable to expect people to complete the programme within 6 months.

How much does it cost?

\$300 (ex GST)

A woman with long dark hair, wearing a purple cardigan over a red top and blue jeans, is looking down at a piece of jewelry in a store. She is standing in front of a display rack filled with various pieces of jewelry, including necklaces and bracelets. The background shows more jewelry displays and a staircase.

New Zealand retailers lose approximately \$2.7 million a day as a result of theft and other types of loss. That's almost \$1 million a year in lost income. Reducing loss from just 1.5% can add as much as 10% in profits.



KiaOraMai - Essential Service Skills

KiaOraMai is an exciting training programme designed for service-industry employees across New Zealand. KiaOraMai is about creating consistent, positive, uniquely New Zealand customer experiences. Every time, everywhere for every customer in New Zealand.

Employees will learn how to give all your customers the kind of service that they'll want to come back to:

- whether they are international visitors, visitors from outside your area, or locals
- wherever they are in New Zealand
- whatever they are doing – travelling, shopping, eating, playing.

Graduates will gain a KiaOraMai certificate issued by the Tourism Industry Association and the Service Industries Training Organisations involved and gain unit standards on the National Qualifications Framework.

The KiaOraMai content has been developed with industry input. It covers a broad range of skills such as customer service, product knowledge, personal presentation, managing customer complaints, knowledge of New Zealand tourism features, activities and events, and the two values central to the NZ Tourism Strategy 2015 – kaitiakitanga and manaakitanga. Kaitiakitanga is about the values of guardianship, care and protection. It provides a basis for our approach to sustainably managing our natural, cultural, and built environment for current and future generations. Manaakitanga implies a reciprocal responsibility upon a host, and an invitation to a visitor to experience the very best we have to offer.





Who is it suitable for?

KiaOraMai is an entry-level standard training programme for employees working with visitors and customers across the tourism and services industries, including hospitality, accommodation, travel and transport, tourism events and activities, retail, hairdressing, beauty and spa.

How long should it take?

The programme takes approximately 4 months to complete. It's a mixture of training in the workplace and one off job workshop.

How much does it cost?

\$100.00 (inc GST).
Discounted pricing is available for groups.



KiaOraMai provides the opportunity to review and improve your customers' experiences. Your employees will build the knowledge and skills to be able to create a uniquely New Zealand customer service experience for all your customers and keep them coming back!



THE RETAIL MODERN APPRENTICESHIP PROGRAMME

What is a Modern Apprenticeship?

The Modern Apprenticeship programme is a work-based training programme for young people from the ages of 16 to 21. It is designed to increase your business while training the next generation. The Modern Apprenticeship programme aims to make it easier for employers to recruit and train talented young staff to eventually be supervisors or managers.

Modern Apprentices are supported in their training by a Modern Apprenticeship Coordinator who mentors and supports the apprentice through to completion of their qualification by providing support, advice and ensuring continuity of employment.



The benefits

Employers of Modern Apprentices are people with vision, who see the long-term benefits of investing in young people with potential and drive. Such employers can see the benefits to:

- their business when they have an employee who has increased knowledge and expertise
- the retail industry, as it helps young people develop a career
- their employees, by creating and developing a training culture in their workplace.



Who is it suitable for?

The Modern Apprenticeship offers young people the chance to start a career in retail. Modern Apprentices are motivated young New Zealanders. A typical modern apprentice is keen to learn, enjoys putting theory into practice on the job and is eager to prove him or herself in your industry.

There is some scope for people older than 21 to become Modern Apprentices, so talk to your Retail Institute Training Adviser about this or other options for your employees.

How it works?

The Modern Apprenticeship programme should take approximately three years to complete. It includes the National Certificate in Retail (Level 2) and the National Certificate in (Retail Level 3) (see page 7 for details) and three lifelong skills modules.

Managing Yourself: This module will develop skills and techniques that will help the apprentice in their job and personal life, now and in the future. It covers:

- managing your own learning
- solving problems
- coping with change.

Managing information: This module will develop skills and techniques that will help the apprentice manage information. It covers:

- where can you find information
- choosing the information you need
- writing in plain English.

Understanding your business environment: This module challenges trainees to look at some of the external issues that face owners or managers setting up or working in their business, and how they can affect employees. It is an interactive and fun module where trainees look beyond themselves in the workplace. Trainees will be asked to develop a portfolio which analyses environmental factors that can impact a business. It covers:

- the local environment
- national and international factors.

How much does it cost?

The Retail Modern Apprenticeship programme costs \$100 (ex GST), this covers the administration costs. The remainder of the programme is subsidised by the government.

How long should it take?

It is reasonable to expect people to complete the programme within 3 years.



DISTRIBUTION

Working in Distribution

Working in Distribution is a Limited Credit Programme for distribution floor staff who want to gain an excellent understanding of what working in distribution requires. It covers:

- The distribution network
- Health and Safety
- Managing inward goods
- Stock control and loss prevention
- Picking, packing and dispatch.

Unit standards gained from this award can be cross-credited to the National Certificate in Distribution (Level 2).

Who is it suitable for?

The award is ideal for new employees, part-time staff and to introduce those who feel they cannot commit to a lengthy study programme, and to introduce employees and employers to workplace training.

How long should it take?

It is reasonable to expect people to complete the programme within 4 months.

How much does it cost?

Trainer Pack: \$250.00 (ex GST)
Trainee Pack: \$100.00 (ex GST)



National Certificate in Distribution - Level 2

The National Certificate in Distribution (Level 2) is the recognised entry-level certificate for the distribution industry. The qualification focuses on tasks common to employees in the distribution industry and provides a broad overview of the distribution environment. It builds on the Working in Distribution, which is the first part of the National Certificate in Distribution (Level 2) and also covers:

- Receiving goods
- Handling goods
- Communication.

Who is it suitable for?

The National Certificate in Distribution (Level 2) is suitable for most employees in the distribution industry. Employees who are new to distribution will gain confidence, use their initiative and be

more productive in the workplace. For supervisors, it is a good team experience to go through the qualification together and be able to provide guidance and support to trainees.



How long should it take?

It is reasonable to expect people to complete the programme within 9 months.

How much does it cost?

Trainer Pack: \$250.00 (ex GST)
Trainee Pack: \$200.00 (ex GST)

National Certificate in Distribution - Level 3

The National Certificate in Distribution (Level 3) is the supervisory qualification for the distribution industry. This certificate recognises and assesses such skills as:

- keeping your workplace safe
- communicating effectively
- working effectively.

Who is it suitable for?

The National Certificate in Distribution (Level 3) is suitable for distribution employees working in a supervisory or management position, and those who have completed the National Certificate in Distribution (Level 2) and want to move on to the next level.

How long should it take?

It is reasonable to expect people to complete the programme within 1 year.

How much does it cost?

Trainer Pack: \$300.00 (ex GST)
Trainee Pack: \$300.00 (ex GST)





OTHER PRODUCTS

The Retail Institute has a number of other products to support learning in the workplace, these are detailed below and all can be purchased from our website or by contacting us. Prices exclude postage.

PRODUCT	WHAT IT COVERS
<p>Training Resources</p> 	<p>The Retail Institute has training resources for most types of retail operations. Our training materials are designed for use with our qualifications; however, even if your staff are not working towards a retail qualification, the material can be used to help train your staff in specific areas or to help you set up your own training systems. Costs for resources vary depending on the programme.</p>
<p>The Customer Service Card Game</p> 	<p>Test your knowledge: This question and answer based card game is an easy and fun way to learn customer service skills. Correct answers gain points (indicated on the cards). The person with the most points wins! Cost: \$10.00 (ex GST)</p>
<p>Jigsaw Puzzle</p> 	<p>How many hazards can you spot? Retail Institute has developed a Health and Safety jigsaw puzzle to support the Health and Safety section in the National Certificate in Retail (Level 2). The puzzle illustrates the different potential hazards in a store that could affect an employee's Health and Safety. Cost: \$20.00 (ex GST)</p>
<p>Great Service Cards</p> 	<p>Recognise great customer service: Great Service Cards are given to people who show outstanding customer service. The recipient of the card might show it off to other staff as a trophy (inspiring others to lift their game), proudly show their employer, or they might even put it in their wallet and use it when they next receive good customer service. Cost: \$5.00 (ex GST)</p>
<p>Retail Management video</p> 	<p>This video is ideal for retail managers and supervisors, it covers:</p> <ul style="list-style-type: none"> • Leadership vs management • Situational leadership • Performance management and discipline • Recruitment • Coaching and mentoring. <p>Cost: \$40.00 (ex GST)</p>

ONLINE RESOURCES

The Retail Institute has a number of online resources to support learning in the workplace, these are detailed below and all can be accessed for free from our website.

RESOURCE	WHAT IT COVERS
<p>Online Training Centre:</p> <p>www.retailinstitute.org.nz/training-centre/</p>	<p>The online training centre is an area for trainees and trainers to help them with their Retail Institute qualifications. The centre has multi-choice quizzes, additional information and links to useful websites.</p>
<p>Follow us on Facebook:</p> <p>www.facebook.com</p>	<p>Our Facebook site has news, events, links and information. Add us to your social networking portfolio to keep up with the latest Retail Institute news.</p> 
<p>Service Star:</p> <p>www.servicestar.co.nz</p>	<p>Service Star is the interactive training tool which will dispel the myth that working in a shop is easy!</p> <p>In a first for the New Zealand retail sector, Service Star is an interactive training game that simulates the experience and pressures that come with working in a retail store.</p> 

OUR SERVICES

Advisory groups

Want to help develop qualifications or comment on our upcoming training material? Contact us to be added to our advisory group list: **0800 486 738**

Assessor training

Do you have 'star' managers or supervisors who could be workplace assessors? Workplace assessors determine whether a trainee has the skills and knowledge to meet the requirements of unit standards while doing their everyday jobs. Retail Institute offers free training to set up an assessor network in your business. Contact us to see how we can help you: **0800 486 738**

Literacy and Numeracy

Think someone in your workplace might need support with their literacy and numeracy? Retail Institute has developed a resource to help identify literacy and numeracy issues and direct employers to places they can get help.

Visit our website to download your free copy:
www.retailinstitute.org.nz/train-my-staff/building-workplace-literacy/

Working with schools

Retail Institute works with schools to give students the opportunity to experience retail workplaces while engaging in structured workplace learning through programmes such as Gateway.

Employers who want to provide a work placement for school students can join our Employer of Choice register. Contact us to be added to the register: **0800 486 738**





Retail Institute®

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