

# The Benefits of Completing a Retail Industry Qualification

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A survey of 242 people who completed a retail, wholesale or distribution qualification in 2004

**How valuable did they find the qualification?** Very valuable - On a scale of 1 -“of no use at all” to 5 - “very valuable” the average score was 3.9. 92% rated the qualification at 3 or above.

## **Benefits of Completing the Qualification :**

- 95 % of respondents said that the qualification refreshed their knowledge of retail (227)
- 75% said that it lead to the recognition of their skills (182)
- 72% said that it lead to an increase in their confidence at work (175)
- 61% said their motivation at work increased (147)
- 60% agreed that their productivity increased (145)
- 57% said their commitment to their employer increased (138)
- 57% said that their confidence as a learner increased and (138)
- 55% said that their ability to work with others had increased (133)
- 29% said that completing the qualification led to an increase in their pay (71), and
- 30% said that it lead to increased opportunity for promotion (73)
- 48% of respondents said the qualification had led to an improvement in their position at work,

**Further Training and Career Development:** 84% regarded the qualification as an asset that would help them gain another job in the retail industry (203)

- 65% said that they would like to do the next level of the retail or distribution qualification
- 21% are doing or have completed a level 3 qualification
- 98 (45%) of the interviewees requested information on further training opportunities.

## **Themes**

- Strong motivation for skills development, further training and qualifications

- Qualifications highly valued for skills development, recognition and as a career asset
- Developed awareness of career pathways and opportunities for continuous improvement.
- Inadequate management support in some businesses identified as obstacle to successful completion.