



Retail Sales and Warehousing

Local Information Sheet No. 13

The Work

Would you like a sales job?

How about being involved in the supply and storage of goods?

Retail Work can involve serving customers, cash flow, stock control, display, product knowledge and selling techniques in a variety of retail outlets.

Warehousing is more concerned with behind-the-scenes activities, for example, checking goods inwards and outwards, shelf-filling, trade counter work and some computerised stock control.

What's Happening?

The retail industry employs 2.5 million people across the UK in over 291,000 retail businesses, accounting for more than 10% of jobs in England. As in many other places retail & distribution is the largest single employment sector in the West of England. Bristol and Bath are two of the prominent retail centres in the South West. The regional shopping centre 'The Mall at Cribbs Causeway' attracts 13 million visitors per year. Bath is rising on the national rank of retail venues. Bristol's Cabot Circus shopping centre has created 3,780 jobs in the city, according to recent figures. There is an increasing trend for jobs in retail to be part-time. More females work part-time than males, with 69% of women working less than 30 hours a week compared with 42% of men. A shortage of employees with relevant skills, particularly in ICT, has been reported by a third of employers, leading to unfilled vacancies. There are fast track opportunities for those with drive and ambition. Formal qualifications are not always necessary - candidates can learn on the job. Retailers tend to be more interested in experience and skills.

See Work Matters for more labour market information (see page six - Easy ways to get useful information).

Possible Job Titles

Builders' Merchant
Butcher
Checkout Operator
Florist

Lift Truck Operator
Newsagent
Retail Assistant
Retail Manager

Sales Manager
Stock Controller/Stores Assistant
Vehicle Sales Executive
Warehouse Worker/Manager

For information about these jobs see sections **O/YAS/YAT/UM** of the Connexions library.

Your Options at 16 and 17

- **Further education at school or college** – continue to study, full or part-time, for a career or keep your future options open and simply continue to improve your qualifications.
- **Apprenticeships** (Level 2)/Advanced Apprenticeships (Level 3) – learn new skills with an employer, gain qualifications and get some real work experience. You will receive a wage, or, if you are eligible, an Education Maintenance Allowance of up to £30 a week.
- **Job** – regular, paid work that, with training, can lead to recognised qualifications.
- **e2e** (Entry to Employment) & **Pre-e2e** – programmes to help you prepare for a job, an Apprenticeship or further education.

For details of all these options speak to your Connexions personal adviser or see page six – Easy ways to get useful information.

Section 1

Further education: what's available locally and how to apply.

- This sheet lists full-time vocational courses. Other courses and ways of learning may be available.
- **Futures4Me** – explore all post-16 learning and training opportunities available in the West of England.
- Contact colleges/sixth form colleges for information and an application form. They all have websites.
- Go to open evenings and information events. See page six – Easy ways to get useful information.
- Ask colleges/sixth form colleges how well previous students have done on their courses.
- Use your school's Connexions Information Centre for information about local colleges and sixth forms.
- Higher education, Apprenticeships, a job with training, self-employment or time out to travel or do voluntary work are all options after college/sixth form college.
- Education Maintenance Allowance (EMA) is a weekly payment to help with costs if you go into the sixth form, college or go into training. Other financial support exists to help with travel, specialist courses, books and equipment and childcare. Terms and conditions apply to all. For more information - <http://moneytolearn.direct.gov.uk>

CITY OF BATH COLLEGE

Avon Street, Bath BA1 1UP

Tel: 01225 312191

Website: www.citybathcoll.ac.uk

Floristry – National Certificate

(1 year). Entry requirements are 4 GCSEs grade C or above. The course is for anyone with an interest in flowers, plants and people. A good business sense and an artistic flair will help towards achieving this Level 2 qualification and to exceed in the floristry industry.

Floristry –Advanced National Certificate

(1 year). Entry requirements are Level 2 qualification in Floristry. The course will extend the learners underpinning knowledge and skills to further their progress in the floristry industry, students will also gain experience in processing, costing and evaluating designs throughout the year.

Business, Retail and Administration – BTEC Introductory Diploma

(1 year). There are no formal requirements. This course will provide the core theory of business, retail and administration and students will learn by developing hands-on practical skills required by many modern employers.

Retail – BTEC First Diploma

(1 year). Entry requirements are 4 GCSEs grade D or above. The aim of the course is to provide learners with an introduction to how retail firms operate on a day-to-day basis and some of the skills needed to work in a modern retail environment.

CITY OF BRISTOL COLLEGE – COLLEGE GREEN CENTRE

St Georges Road, Bristol BS1 5UA

Tel: 0117 312 5000

Website: www.cityofbristol.ac.uk

Business, Retail & Administration – BTEC Introductory Diploma

(1 year). Entry requirements are a minimum of 4 GCSEs grade G or above. This course will give you a practical insight into the industry, encouraging you to develop personal skills and qualities that you will need.

KEYNSHAM BUSINESS AND SECRETARIAL CENTRE

St Francis Road, Keynsham BS31 2DY

Tel: 0117 986 1662

Website: www.nortcoll.ac.uk

Retail – First Diploma (BTEC) – Level 2

Entry requirements are a level 1 qualification or GCSEs grades D-G. This course provides an introduction to the retail sector and includes units covering retail services, selling and customer service, merchandising and displaying retail goods, advertising, stock control and transportation, distribution and storage.

All learners at the Keynsham Business & Secretarial Centre will have the opportunity to study a foreign language and obtain a business language competency certificate.

NORTON RADSTOCK COLLEGE
 South Hill Park, Radstock, Bath BA3 3RW
 Tel: 01761 433161
 Website: www.nortcoll.ac.uk

Retail and Warehousing NVQ 2

(1 year). Entry requirements: no formal entry requirements apart from being employed in this area. An on-the-job qualification with continued assessment, this can be gained through 'train to gain' or as part of an apprenticeship.

Section 2

Year 12 (Sixth Form)

- Choose from a wide range of courses including AS/A2 Levels, GCSEs, Diplomas, National Diplomas, NVQs and other work related courses.
- Contact sixth forms for information and an application form. They all have websites.
- Go to open evenings and information events. See page six – Easy ways to get useful information.
- Ask sixth forms how well previous students have done on their courses.
- Use your school's Connexions Information Centre for information about local sixth forms.
- Additional further education, higher education, Apprenticeships, a job with training, self-employment or time out to travel or do voluntary work are all options after the sixth form.
- Educational Maintenance Allowance is a weekly payment to help you continue to learn or train. EMA is worth up to £30 a week. Other financial support exists to help with travel, specialist courses, books and equipment and childcare. Terms and conditions apply to all. For more information – <http://moneytolearn.direct.gov.uk>

Section 3

Apprenticeships and Jobs

Both of these options allow you to learn new skills with an employer and get some real work experience – but only an Apprenticeship will **guarantee** you training and the chance to gain qualifications. You will receive a wage, or, if you are eligible, an Education Maintenance Allowance of up to £30 a week. See page six – Easy ways to get useful information.

Local Apprenticeships

Customer Service

- **Bristol City Council (On-site)**, AvonQuay, Cumberland Basin, Bristol BS1 6XL. 0117 353 3480. Darren Perkins. darren.perkins@bristol.gov.uk
- **In Training (CBE) Ltd**, 84 Lincoln Road, Peterborough, Cambridgeshire PE1 2SW. 01733 558085. Jason Thorpe. jason.thorpe@intraining.co.uk
- **JHP Training**, Ground Floor Units 3 & 4, Servert Way, Gordano Gates Business Park, Portishead BS20 7GD. 07912 895175. Neil Tamplin. neil.tamplin@jhptraining.com
- **KTS Training**, Kings Gate House, Church Road, Kingswood, Bristol BS15 4AU. 0117 960 5184. Andy Haynes. andy.haynes@ktsgroup.co.uk
- **Paragon Skills for Industry**, Lynch Lane, Weymouth, Dorset DT4 9DW. 01305 786999. Gavin Freed. gavin.freed@pgon.co.uk
- **Positive Outcomes**, Tudor House, 308 Chesterfield Road North, Mansfield NG19 7QU. 01623 819080. Glen Morgan. glenn@posout.com
- **Protocol Skills Limited**, 19 Byron Way, Exmouth, Devon EX8 5SE. 07795 255747. Melissa Mitchell. mmitchell@protocol-skills.co.uk
- **The College of Animal Welfare**, 6 Eaton Court Road, Colmforth Business Park, Eaton Socon, St. Neots, Cambridgeshire PE19 8ER. 01480 226180. Penny Corbin. pcorbin@caw.ac.uk
- **Ultra Training Limited**, Uzella House, Callywith Gate, Launceston Road, Bodmin, Cornwall PL31 2RQ. 0845 009 1097. John Wilkie. john.wilkie@utrain.com
- **VT Training Plc**, 30 The Courtyard, Woodlands, Bradley Stoke, Bristol BS32 4NH. 01454 618960. Craig Dutton. craig.dutton@vtplc.com

- **Weston College**, Knightstone Road, Weston-super-Mare, North Somerset BS23 2AL. 01934 411411. Peggy Tovey. peggy.tovey@weston.ac.uk

Retail

- **In Training (CBE) Ltd**, 84 Lincoln Road, Peterborough, Cambridgeshire PE1 2SW. 01733 558085. Jason Thorpe. jason.thorpe@intraining.co.uk
- **Paragon Skills for Industry**, Lynch Lane, Weymouth, Dorset DT4 9DW. 01305 786999. Gavin Freed. gavin.freed@pagon.co.uk
- **Positive Outcomes**, Tudor House, 308 Chesterfield Road North, Mansfield NG19 7QU. 01623 819080. Glen Morgan. glenn@posout.com
- **Protocol Skills Limited**, 19 Byron Way, Exmouth, Devon EX8 5SE. 07795 255747. Melissa Mitchell. mmitchell@protocol-skills.co.uk
- **Rathbone Training**, Unit 6 Gilda Buildings, Winterstoke Road, Weston-super-Mare, North Somerset BS23 3YS. 01934 612219. Peter Thompson. peter.thompson@rathboneuk.org
- **Ultra Training Limited**, Uzella House, Callywith Gate, Launceston Road, Bodmin, Cornwall PL31 2RQ. 0845 009 1097. John Wilkie. john.wilkie@utrain.com
- **VT Training Plc**, 30 The Courtyard, Woodlands, Bradley Stoke, Bristol BS32 4NH. 01454 618960. Craig Dutton. craig.dutton@vtplc.com
- **Weston College**, Knightstone Road, Weston-super-Mare, North Somerset BS23 2AL. 01934 411411. Peggy Tovey. peggy.tovey@weston.ac.uk

Retail Operations

- **JHP Training**, Ground Floor Units 3 & 4, Servert Way, Gordano Gates Business Park, Portishead BS20 7GD. 07912 895175. Neil Tamplin. neil.tamplin@jhptraining.com
- **Positive Outcomes**, Tudor House, 308 Chesterfield Road North, Mansfield NG19 7QU. 01623 819080. Glen Morgan. glenn@posout.com

Sales

- **In Training (CBE) Ltd**, 84 Lincoln Road, Peterborough, Cambridgeshire PE1 2SW. 01733 558085. Jason Thorpe. jason.thorpe@intraining.co.uk

Transportation

- **A4E LTD**, Unit 12 Bridgwater Court, Oldmixon Crescent, Weston-super-Mare, North Somerset BS24 9AY. 07515 191037. Steve Horler. shorler@a4e.co.uk

Warehousing and Distribution

- **A4E LTD**, Unit 12 Bridgwater Court, Oldmixon Crescent, Weston-super-Mare, North Somerset BS24 9AY. 07515 191037. Steve Horler. shorler@a4e.co.uk
- **In Training (CBE) Ltd**, 84 Lincoln Road, Peterborough, Cambridgeshire PE1 2SW. 01733 558085. Jason Thorpe. jason.thorpe@intraining.co.uk
- **Paragon Skills for Industry**, Lynch Lane, Weymouth, Dorset DT4 9DW. 01305 786999. Gavin Freed. gavin.freed@pagon.co.uk
- **Positive Outcomes**, Tudor House, 308 Chesterfield Road North, Mansfield NG19 7QU. 01623 819080. Glen Morgan. glenn@posout.com
- **VT Training Plc**, 30 The Courtyard, Woodlands, Bradley Stoke, Bristol BS32 4NH. 01454 618960. Craig Dutton. craig.dutton@vtplc.com

Warehouse Distribution and Storage

- **A4E LTD**, Unit 12 Bridgwater Court, Oldmixon Crescent, Weston-super-Mare, North Somerset BS24 9AY. 07515 191037. Steve Horler. shorler@a4e.co.uk
- **KTS Training**, Kings Gate House, Church Road, Kingswood, Bristol BS15 4AU. 0117 960 5184. Andy Haynes. andy.haynes@ktsgroup.co.uk
- **Positive Outcomes**, Tudor House, 308 Chesterfield Road North, Mansfield NG19 7QU. 01623 819080. Glen Morgan. glenn@posout.com
- **Ultra Training Limited**, Uzella House, Callywith Gate, Launceston Road, Bodmin, Cornwall PL31 2RQ. 0845 009 1097. John Wilkie. john.wilkie@utrain.com
- **Weston College**, Knightstone Road, Weston-super-Mare, North Somerset BS23 2AL. 01934 411411. Peggy Tovey. peggy.tovey@weston.ac.uk

Local Advanced Apprenticeships

Customer Service

- **Bristol City Council (On-site)**, AvonQuay, Cumberland Basin, Bristol BS1 6XL. 0117 353 3480. Darren Perkins. darren.perkins@bristol.gov.uk
- **In Training (CBE) Ltd**, 84 Lincoln Road, Peterborough, Cambridgeshire PE1 2SW. 01733 558085. Jason Thorpe. jason.thorpe@intraining.co.uk
- **JHP Training**, Ground Floor Units 3 & 4, Servert Way, Gordano Gates Business Park, Portishead BS20 7GD. 07912 895175. Neil Tamplin. neil.tamplin@jhptraining.com
- **KTS Training**, Kings Gate House, Church Road, Kingswood, Bristol BS15 4AU. 0117 960 5184. Andy Haynes. andy.haynes@ktsgroup.co.uk
- **Paragon Skills for Industry**, Lynch Lane, Weymouth, Dorset DT4 9DW. 01305 786999. Gavin Freed. gavin.freed@pgon.co.uk
- **Positive Outcomes**, Tudor House, 308 Chesterfield Road North, Mansfield NG19 7QU. 01623 819080. Glen Morgan. glenn@posout.com
- **Protocol Skills Limited**, 19 Byron Way, Exmouth, Devon EX8 5SE. 07795 255747. Melissa Mitchell. mmitchell@protocol-skills.co.uk
- **The College of Animal Welfare**, 6 Eaton Court Road, Colmforth Business Park, Eaton Socon, St. Neots, Cambridgeshire PE19 8ER. 01480 226180. Penny Corbin. pcorbin@caw.ac.uk
- **Ultra Training Limited**, Uzella House, Callywith Gate, Launceston Road, Bodmin, Cornwall PL31 2RQ. 0845 009 1097. John Wilkie. john.wilkie@utrain.com
- **VT Training Plc**, 30 The Courtyard, Woodlands, Bradley Stoke, Bristol BS32 4NH. 01454 618960. Craig Dutton. craig.dutton@vtplc.com
- **Weston College**, Knightstone Road, Weston-super-Mare, North Somerset BS23 2AL. 01934 411411. Peggy Tovey. peggy.tovey@weston.ac.uk

Retail

- **Filton College**, Filton Avenue, Bristol BS34 7AT. 0117 909 2223. Claire Thorogood. claire.thorogood@filton.ac.uk
- **In Training (CBE) Ltd**, 84 Lincoln Road, Peterborough, Cambridgeshire PE1 2SW. 01733 558085. Jason Thorpe. jason.thorpe@intraining.co.uk
- **Norton Radstock College**, South Hill Park, Radstock, Bath BA3 3RW. 01761 433161. Peter Hodgson. phodgson@nortcoll.ac.uk
- **Paragon Skills for Industry**, Lynch Lane, Weymouth, Dorset DT4 9DW. 01305 786999. Gavin Freed. gavin.freed@pgon.co.uk
- **Positive Outcomes**, Tudor House, 308 Chesterfield Road North, Mansfield NG19 7QU. 01623 819080. Glen Morgan. glenn@posout.com
- **Protocol Skills Limited**, 19 Byron Way, Exmouth, Devon EX8 5SE. 07795 255747. Melissa Mitchell. mmitchell@protocol-skills.co.uk
- **Rathbone Training**, Unit 6 Gilda Buildings, Winterstoke Road, Weston-super-Mare, North Somerset BS23 3YS. 01934 612219. Peter Thompson. peter.thompson@rathboneuk.org
- **Ultra Training Limited**, Uzella House, Callywith Gate, Launceston Road, Bodmin, Cornwall PL31 2RQ. 0845 009 1097. John Wilkie. john.wilkie@utrain.com
- **VT Training Plc**, 30 The Courtyard, Woodlands, Bradley Stoke, Bristol BS32 4NH. 01454 618960. Craig Dutton. craig.dutton@vtplc.com
- **Weston College**, Knightstone Road, Weston-super-Mare, North Somerset BS23 2AL. 01934 411411. Peggy Tovey. peggy.tovey@weston.ac.uk

Retail Operations

- **JHP Training**, Ground Floor Units 3 & 4, Servert Way, Gordano Gates Business Park, Portishead BS20 7GD. 07912 895175. Neil Tamplin. neil.tamplin@jhptraining.com
- **Positive Outcomes**, Tudor House, 308 Chesterfield Road North, Mansfield NG19 7QU. 01623 819080. Glen Morgan. glenn@posout.com

Transportation

- **A4E LTD**, Unit 12 Bridgwater Court, Oldmixon Crescent, Weston-super-Mare, North Somerset BS24 9AY. 07515 191037. Steve Horler. shorler@a4e.co.uk

Warehousing and Distribution

- **A4E LTD**, Unit 12 Bridgwater Court, Oldmixon Crescent, Weston-super-Mare, North Somerset BS24 9AY. 07515 191037. Steve Horler. shorler@a4e.co.uk
- **Paragon Skills for Industry**, Lynch Lane, Weymouth, Dorset DT4 9DW. 01305 786999. Gavin Freed. gavin.freed@pgon.co.uk

- **VT Training Plc**, 30 The Courtyard, Woodlands, Bradley Stoke, Bristol BS32 4NH. 01454 618960. Craig Dutton. craig.dutton@vtplc.com

Warehouse Distribution and Storage

- **A4E LTD**, Unit 12 Bridgwater Court, Oldmixon Crescent, Weston-super-Mare, North Somerset BS24 9AY. 07515 191037. Steve Horler. shorler@a4e.co.uk
- **Ultra Training Limited**, Uzella House, Callywith Gate, Launceston Road, Bodmin, Cornwall PL31 2RQ. 0845 009 1097. John Wilkie. john.wilkie@utrain.com
- **Weston College**, Knightstone Road, Weston-super-Mare, North Somerset BS23 2AL. 01934 411411. Peggy Tovey. peggy.tovey@weston.ac.uk

For more on Apprenticeships

- www.apprenticeships.org.uk – visit the National Apprenticeship website for information including the National Apprenticeship Vacancy Matching Service (scroll down and click on the 'Apprenticeship Vacancies' link). This service lets you search for Apprenticeship vacancies in a variety of ways, such as by occupational area, provider or by postcode.
- **08000 150 600** – Call the National Apprenticeship Hotline for help and advice.
- If you are still not sure and need help, please contact careers staff in your school/college or your local Connexions West of England Centre (addresses at end of this leaflet).

Time Off for study or training

- The right to Time Off for Study or training is designed to help you if you are aged 16-17, got few if any qualifications at school, and are now employed in a job which offers little or no training.
- For more information – www.connexions-direct.com – look under work schemes>time off for study and training.

Easy ways to get useful information

- www.connexionswest.org.uk – information for 13-19 year olds; vacancies; local support agencies; education & training database; publication downloads.
- <http://options.connexionswest.org.uk> – Your Way Forward - Options @ 16 and 17. Post-16 learning, training and work options; qualifications; sources of finance; useful websites.
- <http://workmatters.connexionswest.org.uk> – Information about working in the local area; how much people earn; number of people employed; types of jobs; useful websites.
- **Futures4Me** – explore all post-16 learning and training opportunities available in the West of England.

Connexions West of England Centres are open Monday – Friday. Contact direct for opening hours.

Bristol
4 Colston Avenue
Bristol BS1 4ST
Tel: 0117 987 3700
Fax: 0117 987 3701
Minicom: 0117 907 4514

Bath & North East Somerset
28 Southgate
Bath BA1 1TP
Tel: 01225 461 501
Fax: 01225 465 619

South Gloucestershire
21-23 High Street
Kingswood
Bristol BS15 4AA
Tel: 0117 961 2760
Fax: 0117 960 7838

South Gloucestershire
28 Gloucester Rd North
Filton
Bristol BS7 0SJ
Tel: 0117 969 8101
Fax: 0117 931 2978

North Somerset
45 Boulevard
Weston-super-Mare
BS23 1PG
Tel: 01934 644443
Fax: 01934 644409

www.connexionswest.org.uk
enquiries@connexionswest.org.uk

Connexions Direct (confidential information, advice and support for young people)
Tel: 080 800 13 2 19. Text: 07766 4 13 2 19. www.connexions-direct.com

The information in this leaflet was correct at the time of writing. Please check details - information dates quickly.

Produced by Red Bridge Solutions Ltd - enquiries@redbridgesolutions.co.uk