

## Retail Sector Routeway Selection Event

Time	Welcome and Introduction
20 mins	<p>Registration and Coffee</p> <p>Event representatives should include</p> <ul style="list-style-type: none"> <li>• Training provider(s)</li> <li>• Employer(s)</li> <li>• Jobcentre Plus representative (ideally at partnership manager level)</li> <li>• Local project manager (if there is one)</li> </ul>
10 mins	Welcome and Introduction
10 mins	<p>Health and Safety and Domestic Arrangements</p> <ul style="list-style-type: none"> <li>• Fire alarm and evacuation procedures</li> <li>• Location of toilets</li> <li>• Any other house keeping as appropriate to venue</li> </ul>
Overview	
40 mins	<p>Overview of Day</p> <ul style="list-style-type: none"> <li>• Purpose - what to expect from the day</li> <li>• Agenda and timings of the event</li> </ul> <p>Overview of the programme</p> <ul style="list-style-type: none"> <li>• Overview of what is expected i.e. up to two week training programme / up to three week work trial (as per agreed local delivery)</li> <li>• Level of commitment expected</li> <li>• Claiming expenses, benefits etc...</li> </ul> <p>Brief overview of retail and the career opportunities</p> <ul style="list-style-type: none"> <li>• Explanation of retail and the working environment</li> <li>• Types of roles and promotion opportunities</li> <li>• Diversity of stores and therefore jobs</li> <li>• Flexibility of hours to suit lifestyle</li> </ul> <p>Overview of the role of retail store assistant Benefits of job (staff discount, further training opportunities etc..) Explanation of local job opportunities as a result of completing the training</p> <p>Questions and Answers</p>
10 mins	Break
Interactive activities	
30 mins (each if doing both)	Activity (can use both or choose one as appropriate to timings and group needs)

	<ol style="list-style-type: none"> <li>1. Ask them to think about a retailer they would like to work for and the job role they would like to do, in pairs discuss the reasons for their choice and compare their answers. (assessing interpersonal skills with each other and understanding of retail and jobs roles available)</li> <li>2. In pairs ask them to discuss customer service, give one example of when they have received good service and one example of bad customer service (assessing interpersonal skills with each other and comprehension of the importance of customer service to retail, lasting impressions, sales etc..)</li> </ol> <p>Discuss activity and relevance to job in retail, answer any questions</p>
<b>Skills assessment</b>	
30 mins	Literacy and Numeracy Diagnostic Assessments – ideally using Skillsmart Retail Stepping up to Retail toolkit (or similar) available free of charge from <a href="http://www.skillsmartretail.com">www.skillsmartretail.com</a>
<b>Job interview</b>	
20 mins each	<p>Interview</p> <p>Employer interviews candidates for job positions available</p>
<b>Summary</b>	
30 mins	<p>Final Review</p> <p>Next Steps</p> <p>Summary of event</p> <p>Course scheduled dates</p> <p>Training provider to book learners on course / complete relevant paperwork</p> <p>Questions and answers</p> <p>For those not selected Jobcentre Plus representative to run feedback session on why / what happens next</p> <ul style="list-style-type: none"> <li>• Explain if there are any skills issues that stopped individual securing job</li> <li>• Explain if they were not suitable for a particular employer and consider whether they may be suitable for a position with an alternative retail employer</li> </ul> <p>Close</p>

These materials have been developed by **SkillsmartRetail** in conjunction with employers from the sector and additional materials to support the training programme are available by contacting Gemma Behan, Retail Routeway Manager, 020 7462 5060, [gemma.behan@skillsmartretail.com](mailto:gemma.behan@skillsmartretail.com)