



Program Description: This program offers training for retail management professionals — those seeking entry-level employment and existing workers seeking first-time supervisory and higher management positions.

Although this program is designed for use in all retail industries, it is also industry-recognized within the Western Association of Food Chains' (WAFC) consortium of schools offering training for retail managers. The 4-quarter, 10-course program gives employees in Washington access to a consistent curriculum for career advancement.

Prerequisites: Many classes have prerequisites. Prerequisites are those classes that prove eligibility for entry-level classes by testing or by having satisfied prior course work. Course work earned at other institutions must be unofficially evaluated or approved by a program advisor before registering. Courses in this certificate with pre-requisites are noted. See college course catalog for more information.

Retail Management Prerequisites: None for program. Individual courses may have prerequisites.

Note: North offers Credit for Prior Learning. Advanced placement testing, work experience, and transfer of credits may result in course waivers, credit transfer, and advanced placement.

Program Requirements		
Course Number	Certificate Requirements (43 credits)	Credit Hours
BUS 114	Introduction to Marketing (See Note 1)	5
BUS 116	Business Math (See Note 2)	5
BUS 119	Leadership & Management (See Note 3)	3
BUS 169	Using Computers In Business	5
BUS 205	Human Resource Management	5
BUS 214	Retail Management	5
BUS 230	Business Communications (See Note 4)	5
BUS 236	Interpersonal Communications for the Workplace	5
ACCT 110	Introduction to Accounting/Bookkeeping	5
Total Credits: (excluding pre-requisites)		43

Notes:

1. Prerequisite: Eligible for English 101 through English Placement Test or completion of English 097/098.
2. Prerequisite: Math081 completion or placement in MATH084 or higher.
3. Prerequisite: BUS 169; BUS 236.
4. Prerequisite: BUS131 (ENG101 or equivalent may be substituted).
5. See next page for recommended course sequence.

Program Outcomes:

- Demonstrate basic skills and techniques necessary to manage a retail workforce.
- Utilize techniques and technology to budget, track, and report information associated with the activities of a retail environment.
- Demonstrate effective communication, both written and verbal, with customers, suppliers, and employees.

What Skills do I need to be successful in this field?

- <http://www.onetonline.org/link/summary/11-9021.00>

What are some potential job titles?

On-the-job training was once adequate for advancement into management positions, but the more complete and technical skills needed today require a higher level of training. Retailers are looking for entry-level and management candidates who already possess the foundational skills needed to be successful employees and managers in a retail environment.

- Store Manager
- Area Manager
- Floor Manager

Wages, employment trends and pathways

- <http://www.onetonline.org/link/summary/11-9021.00#WagesEmployment>

Course Sequence: This program of study is outlined by quarter, and courses should be taken in the indicated sequence. However, it should not be concluded that students will always proceed through their program of study exactly as prescribed here. The number of quarters listed here is minimal. Not all courses are offered every quarter. Individual student experiences, educational and training background, and personal schedules and demands all may affect the time it takes to finish this program. Also, in general, summer quarter is not considered one of the full-time quarters in the program.

Most common sequence:

Fall		Winter		Spring	
ACCT 110 (Bookkeeping)	5	BUS 114 (Intro to Marketing)	5	BUS 214 (Retail Management)	5
BUS 169 (Using Comp in Bus)	5	BUS 116 (Business Math)	5	BUS 205 (Human Rsrc Mgmt)	5
BUS 230 (Business Comm)	5	BUS 236 (Interpers Comm)	5	BUS 119 (Leadership & Mgmt)	3
Total Credits	15		15		13

Please see annual schedule for when classes are offered. Generally, most classes are offered in various modalities (Day, Evening, and Online) throughout the year. Evening courses are offered as hybrids and meet one evening per week. North also offers credit for prior learning on some courses (Please contact program for more information).

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Program Website: <https://northseattle.edu/programs/retail-management>