

Resource List

The following resources are primarily reference resources for practitioners and are associated with the content covered in units at each of the levels. Some of the resources are suitable for learners but the majority are targeted at practitioners.

Level 1 Resource list

Books

Retailing: An Introduction
Cox, R and Brittain, P
Published: Financial Times/Prentice Hall; 5th edition.
ISBN: 978-0273678199

Retail Business kit for dummies
Segel, R
Published: John Wiley & Sons, 2nd Edition
ISBN: 978-0470293300

52 Terrific Retail Tips
Leon, J
Published: Terrific Trading publications
ISBN: 978 - 1852525545

Loss prevention in a retail business
Kimiecik, R & Thomas, C
Published: John Wiley & Sons
ISBN: 978-0471723219

What is branding? (Essential Designs handbook)
Healey, M
Published: RotoVision; illustrated edited edition (1 Jan 2008)
ISBN: 13:978-2940361458

Abbreviations and Acronyms encountered in logistics operations
Slater, A
Published: CILT (UK)
ISBN: 1899960104

Visual Merchandising: Window and in-store displays for Retail
Morgan, T
Published: Laurence King (31 Mar 08)
ISBN: 978-1856695398

The big book of customer service training games:
Quick, fun activities for all customer facing employees
Carley, P
Published: US adaptations
ISBN: 978-0077114763

Just looking thanks: The straight forward guide to creating brilliant customer service
Dunbar, A
Published: Trafford Publishing (31 July 06)
ISBN: 978-1412094139

Retail Selling: How to achieve maximum retail sales
Fleming, P
Publisher: Mercury business books, 2nd edited edition (28 Feb 07)
ISBN: 978-1852525538

CDs, CD-ROMs and DVDs

Future Vu (2005) Multi-user edition VIEW Retail CD-Rom www.viewretail.com

Fenman Professional Training Resources for a range of DVDs and Videos on customer service and sales - <http://www.fenman.co.uk/index.html>

Skillsmart Retail Game - www.skillsmartretail.com

52 Terrific retail tips CD Rom (accompanies book by same name)
ISBN: 0957 708785 www.terrifictrading.com

Transportation Game – Publisher: Creative Games Ltd. www.ciltuk.org.uk

Sell to profit DVD – British Shops and Stores Association www.british-shops.co.uk

Theftstop DVD - British Shops and Stores Association www.british-shops.co.uk

Counter violence DVD - British Shops and Stores Association www.british-shops.co.uk

Magazines and Journals

- Retail Therapy magazine in association with the National Skills Academy for Retail
- Target Jobs Retail
- Retail Week
- The Grocer
- Drapers
- Motor Transport
- Fast Forward
- Motor Industry Magazine www.motor.org

Websites

BBC Learning

www.bbc.co.uk/learning

BizEd

www.bized.co.uk

British Retail Consortium

www.brc.org.uk

Business link

www.businesslink.gov.uk

Chartered Institute for Logistics and Transport

www.ciltuk.org.uk

Convenience Store news

www.csnews.com

CRM learning

www.crmlearning.com

Diploma in Retail Business

www.diplomainretailbusiness.com

Display Wizard

www.displaywizard.co.uk

Delivering you future

www.deliveringyourfuture.co.uk

Enterprise UK

www.enterpriseuk.org

Envirowise

www.envirowise.gov.uk/uk/Sectors/Retail

Free Teaching resources

www.free-teaching-resources.co.uk

HSE – Health & Safety in the warehousing and storage environment

www.hse.gov.uk/warehousing

Institute for Grocery & Distribution

www.igd.com

Institute for Motor Industry

www.motor.org.uk

Retail Source

www.retailsource.com

Retail Technology Review
www.retailtechnologyreview.com

Store planning
www.storeplanning.com

Supermarket News
www.supermarketnews.com

Supply Chain standard
www.supplychainstandard.com

Skillsmart Retail
www.skillsmartretail.com/sr/default.aspx

Skills for Logistics
www.skillsforlogistics.org.uk

Talking Retail
www.talkingretail.com

Tutor2u
www.Tutor2u.net

Video Arts
www.videoarts.com

Waitrose Education- Enterprise Challenge
www.waitrose.com/inspiration/waitroseeducation.aspx

Wrap – Material change for a better environment
[WRAP - Material change for a better environment - WRAP](#)

Level 2 Resource list

Books

Retailing: An Introduction
Cox, R and Brittain, P
Published: Financial Times/Prentice Hall; 5th edition.
ISBN: 978-0273678199

Principles of Retailing
Fernie, J; Fernie, S; Moore, C
Published: A Butterworth-Heinemann
ISBN: 978-0750647038

Multi-channel retailing
Gamans Poloian, L
Published: Fourchild books and visuals (June 2009)
ISBN: 978-1563676307

Fashion Retailing: A multi channel approach
Diamond, E
Published: Prentice Hall 2nd edition
ISBN: 978-0131776821

E-tailing
Dennis, C; Fennech, T; Merrilees, B
Published: Routledge 1st edition
ISBN: 978 – 0415311427

E-shock the new rules: The electronic shopping revolution – strategies for retailers and manufacturers
De Kare-Silver, M
Published: Palgrave Macmillan 3rd revised edition
ISBN: 978-0333946015

What is branding? (Essential Designs handbook)
Healey, M
Published: RotoVision; illustrated edited edition (1 Jan 2008)
ISBN: 13:978-2940361458

People don't buy what you sell (they buy what you stand for)
Butler, M
Published: Management books 2000 Ltd. Special preview edition 2005
ISBN: 978-1852524975

Abbreviations and Acronyms encountered in logistics operations
Slater, A
Published: CILT (UK)
ISBN: 1899960104

52 Terrific Retail Tips
Leon, J
Published: Terrific Trading publications
ISBN: 978 - 1852525545

Retail Selling (How to achieve maximum retail sales)

Fleming, P

Published: Mercury Business Books

ISBN: 978-1852525545

Think for your customer

Stanley, JB; Stanley L

Published: Lizard Publishing biz

ISBN: 978-0975011812

Retail Buying techniques

Elliot, F

Published: Management books 2000 2nd edition 2003

ISBN: 978-1405149921

Fashion Buying

Goworek, H

Published: Blackwell Publishing (2nd edition 2007)

ISBN: 978-1405149921

Visual Merchandising: Window and in-store displays for Retail

Morgan, T

Published: Laurence King (31 Mar 08)

ISBN: 978-1856695398

Smart Retail: How to turn your store into a sales phenomenon

Hammond, R

Published: Prentice Hall, 2 edition (20 Nov 07)

ISBN: 978-0273712770

The big book of customer service training games: Quick, fun activities for all customer facing employees

Carley, P

Published: US adaptations

ISBN: 978-0077114763

CDs, CD-ROMs and DVDs

52 Terrific retail tips (accompanies book by same name)

ISBN: 0957 708785

www.terrifictrading.com

Multi-user edition VIEW Retail CD-Rom

Future Vu (2005)

www.viewretail.com

Fenman Professional Training Resources for a range of DVDs and Videos on customer service and sales

www.fenman.co.uk/index.html

Skillsmart Retail Game

www.skillsmartretail.com

Hypermarket CD-Rom- Retail Supply Chain Game; author: The Change Works.

www.boombizz.com

Transportation Game – Publisher: Creative Games Ltd.

www.ciltuk.org.uk

Sell to profit DVD – British Shops and Stores Association

Theftstop DVD - British Shops and Stores Association

Counter violence DVD - British Shops and Stores Association

www.british-shops.co.uk

Magazines and Journals

- Retail Therapy magazine in association with the National Skills Academy for Retail
- Target Jobs Retail
- Skills Priorities for the Retail sector the UK and its 4 nations www.skillsmartretail.com
- Labour market profiles for the Logistics sector– www.skillsforlogistics.org.uk
- Retail Week
- The Grocer
- Drapers
- Motor Transport
- Fast Forward
- Motor Industry Magazine www.motor.org.

Websites

VIEW Retail

www.viewretail.com

British Shops and Stores Association

www.british-shops.co.uk

Retail Jeweller

www.retail-jeweller.com

About.com: Retailing

www.retail.about.com

Terrific Trading

www.terrifictrading.com.au

Supply Chain Brain

www.supplychainbrain.com

National Association of Goldsmiths

www.jewellers-online.org

BBC Learning

www.bbc.co.uk/learning

BizEd

www.bized.co.uk

British Retail Consortium

www.brc.org.uk

Business link

www.businesslink.gov.uk

Chartered Institute for Logistics and Transport

www.ciltuk.org.uk

Chartered Institute for purchase and supply

www.cips.org

Convenience Store news

www.csnews.com

CRM learning

www.crmlearning.com

Diploma in Retail Business

www.diplomainretailbusiness.com

Display Wizard

www.displaywizard.co.uk

Delivering you future
www.deliveringyourfuture.co.uk

Enterprise UK
www.enterpriseuk.org

Envirowise
www.envirowise.gov.uk/uk/Sectors/Retail

Free Teaching resources
www.free-teaching-resources.co.uk

Home Office Crime Reduction toolkit – Business and Retail Crime
www.crimereduction.homeoffice.gov.uk/toolkits

HSE – Health & Safety in the warehousing and storage environment
www.hse.gov.uk/warehousing

Internet Advertising Bureau
www.iabuk.net/en/1/casestudiesretail

Institute for Grocery & Distribution
www.igd.com

Institute for Motor Industry
www.motor.org.uk

Retail Source
www.retailsource.com

Retail Technology Review
www.retailtechnologyreview.com

Store planning
www.storeplanning.com

Supermarket News
www.supermarketnews.com

Supply Chain standard
www.supplychainstandard.com

UPS Supply Chain Solutions
www.ups-scs.com/solutions/case_consumer.html

Skillsmart Retail
<http://www.skillsmartretail.com>

Skills for Logistics
<http://www.skillsforlogistics.org.uk>

Talking Retail
www.talkingretail.com

Times 100
www.thetimes100.co.uk

Tutor2u
www.Tutor2u.net

Video Arts
www.videoarts.com

Wrap – Material change for a better environment
www.wrap.org.uk

Level 3 Resource list

Books

Retailing: An Introduction

Cox, R and Brittain, P

Published: Financial Times/Prentice Hall; 5th edition.

ISBN: 978-0273678199

Retailing in the 21st Century: Current and future trends

Kraft, M & Mantrala, M

Published: Springer; 2nd edition Jan 2010

ISBN: 978-3540720010

Multi-channel retailing

Gamans Poloian, L

Published: Fourchild books and visuals (June 2009)

ISBN: 978-1563676307

E-tailing

Dennis, C; Fennech, T; Merrilees, B

Published: Routledge 1st edition

ISBN: 978 – 0415311427

E-shock the new rules: The electronic shopping revolution—strategies for retailers and manufacturers

De Kare-Silver, M

Published: Palgrave Macmillan 3rd revised edition

ISBN: 978-0333946015

Why we buy- the science of shopping- updated and revised for the internet, the global consumer and beyond

Underhill, P

Published: Simon Schulster revised edition 2008

ISBN: 978-1416595243

Marketing your retail store in the internet age

Negan, B & Negen, S

Published: John Wiley & Sons

ISBN: 978-0333946015

People don't buy what you sell (they buy what you stand for)

Butler, M

Published: Management books 2000 Ltd. Special preview edition 2005

ISBN: 978-1852524975

Branding a store: How to build successful retail brands in a changing marketplace Floor, Ko

Published: Kogan Page Ltd. New Edition

ISBN: 13 978-0749448325

52 Terrific Retail Tips

Leon, J

Published: Terrific Trading publications

ISBN: 978 - 1852525545

Retail Management
Fleming, P
Published: Mercury Business Books
ISBN: 978-1852525533

Smart Retail: How to turn your store into a sales phenomenon
Hammond, R
Published: Prentice Hall, 2 edition (20 Nov 07)
ISBN: 978-0273712770

Stores & Distribution Management
Carter, R & Price, P
Published: 2004
ISBN: 1903500052

Abbreviations and Acronyms encountered in logistics operations
Slater, A
Published: CILT (UK)
ISBN: 1899960104

International Retailing Trends & Strategies
McGoldrick, P & Davies, G
Published: Pearsons
ISBN: 978-0273611937

Principles of Retailing
Fernie, J; Fernie, S; Moore, C
Published: A Butterworth-Heinemann
ISBN: 978-0750647038

Retail Buying techniques
Elliot, F
Published: Management books 2000 2nd edition 2003
ISBN: 978-1405149921

Fashion Buying
Goworek, H
Published: Blackwell publishing (2nd edition 2007)
ISBN: 978-1405149921

Getting to Yes: Negotiating agreement without giving in
Fisher, R & Ury, W
Published: Penguin Putnam Inc; edition July 2008
ISBN: 978-0140157352

Logistics and Retail Management: Emerging issues & new challenges in the retail supply chain
Fernie, J & Sparks L
Published: Kogan Page Ltd. (3rd edition 2009)
ISBN: 978-0749454074

Supply Chain Management in the Retail Industry
Hugos, M & Thomas, C
Published: John Wiley & Sons

ISBN: 978-0471723196

Visual Merchandising: Window and in-store displays for Retail
Morgan, T
Published: Laurence King (31 Mar 08)
ISBN: 978-1856695398

Boutiques and other Retail Spaces: the architecture of seduction
Venet, D & Wit, L
Published: Routledge 1st edition Feb 2007
ISBN: 978-0415363228

CDs, CD- ROMs and DVDs

Hypermarket CD-Rom- Retail Supply Chain Game: The Change Works.
www.boombizz.com

52 Terrific retail tips (accompanies book by same name) ISBN: 0957 708785
www.terrifictrading.com

Future Vu (2005) Multi-user edition VIEW Retail CD-Rom www.viewretail.com

Fenman Professional Training Resources for a range of DVDs and Videos on customer service and sales - <http://www.fenman.co.uk/index.html>

Sell to profit DVD – British Shops and Stores Association www.british-shops.co.uk

Magazines and Journals

- Retail Therapy magazine in association with the National Skills Academy for Retail
- Target Jobs Retail
- Skills Priorities for the Retail sector the UK and its 4 nations – www.skillsmartretail.com
- Labour market profiles for the Logistics sector– www.skillsforlogistics.org.uk
- Sector Skills Agreement – Archive – www.skillsmartretail.com
- Skillsmart Retail Analysis – Current & Future Trends 2008/09 – www.skillsmartretail.com
- Institute for Retail Studies – University of Stirling – Research publications and papers www.irs.stir.ac.uk
- Retail Week
- The Grocer
- Drapers
- Motor Transport
- Fast Forward
- Motor Industry Magazine www.motor.org

Websites

VIEW Retail
www.viewretail.com

British Shops and Stores Association
www.british-shops.co.uk

Retail Jeweller
www.retail-jeweller.com

About.com: Retailing
www.retail.about.com

Terrific Trading
www.terrifictrading.com.au

Supply Chain Brain
www.supplychainbrain.com

National Association of Goldsmiths
www.jewellers-online.org

BBC Learning
www.bbc.co.uk/learning

BizEd
www.bized.co.uk

British Retail Consortium
www.brc.org.uk

Business link
www.businesslink.gov.uk

Chartered Institute for Logistics and Transport
www.ciltuk.org.uk

Chartered Institute for purchase and supply
www.cips.org

Convenience Store news
www.csnews.com

Centre of Retail Research
www.retailresearch.org

CRM learning
www.crmlearning.com

Diploma in Retail Business
www.diplomainretailbusiness.com

Display Wizard
www.displaywizard.co.uk

Delivering you future
www.deliveringyourfuture.co.uk

Enterprise UK
www.enterpriseuk.org

Environment in business

www.eibonline.co.uk

Envirowise

www.envirowise.gov.uk/uk/Sectors/Retail

Free Teaching resources

www.free-teaching-resources.co.uk

Home Office Crime Reduction toolkit– Business and Retail Crime

www.crimereduction.homeoffice.gov.uk/toolkits

HSE – Health & Safety in the warehousing and storage environment

www.hse.gov.uk/warehousing

Internet Advertising Bureau

www.iabuk.net/en/1/casestudiesretail

Institute for Grocery & Distribution

www.igd.com

Institute for Motor Industry

www.motor.org.uk

Retail Source

www.retailsource.com

Retail Technology Review

www.retailtechnologyreview.com

Store planning

www.storeplanning.com

Supermarket News

www.supermarketnews.com

Supply Chain standard

www.supplychainstandard.com

Skillsmart Retail

www.skillsmartretail.com

Skills for Logistics

www.skillsforlogistics.org.uk

Talking Retail

www.talkingretail.com

Times 100

www.thetimes100.co.uk

Tutor2u

www.Tutor2u.net

The Voice of E-Retail
www.imrg.org

Video Arts
www.videoarts.com

Wrap – Material change for a better environment
www.wrap.org.uk