



# Future Skills Requirements of the Retail & Wholesale Sector to 2016

10 May 2010



- Develop a clear understanding of the Wholesale & Retail sector through comprehensive profile of the sector
- Identify and establish the barriers and opportunities for human capital development within the wholesale and retail sector.
- Determine current and future skills supply and demand to 2016.
- Propose a set of recommendations to progress skills development within the wholesale and retail sector

# Steering Group Members



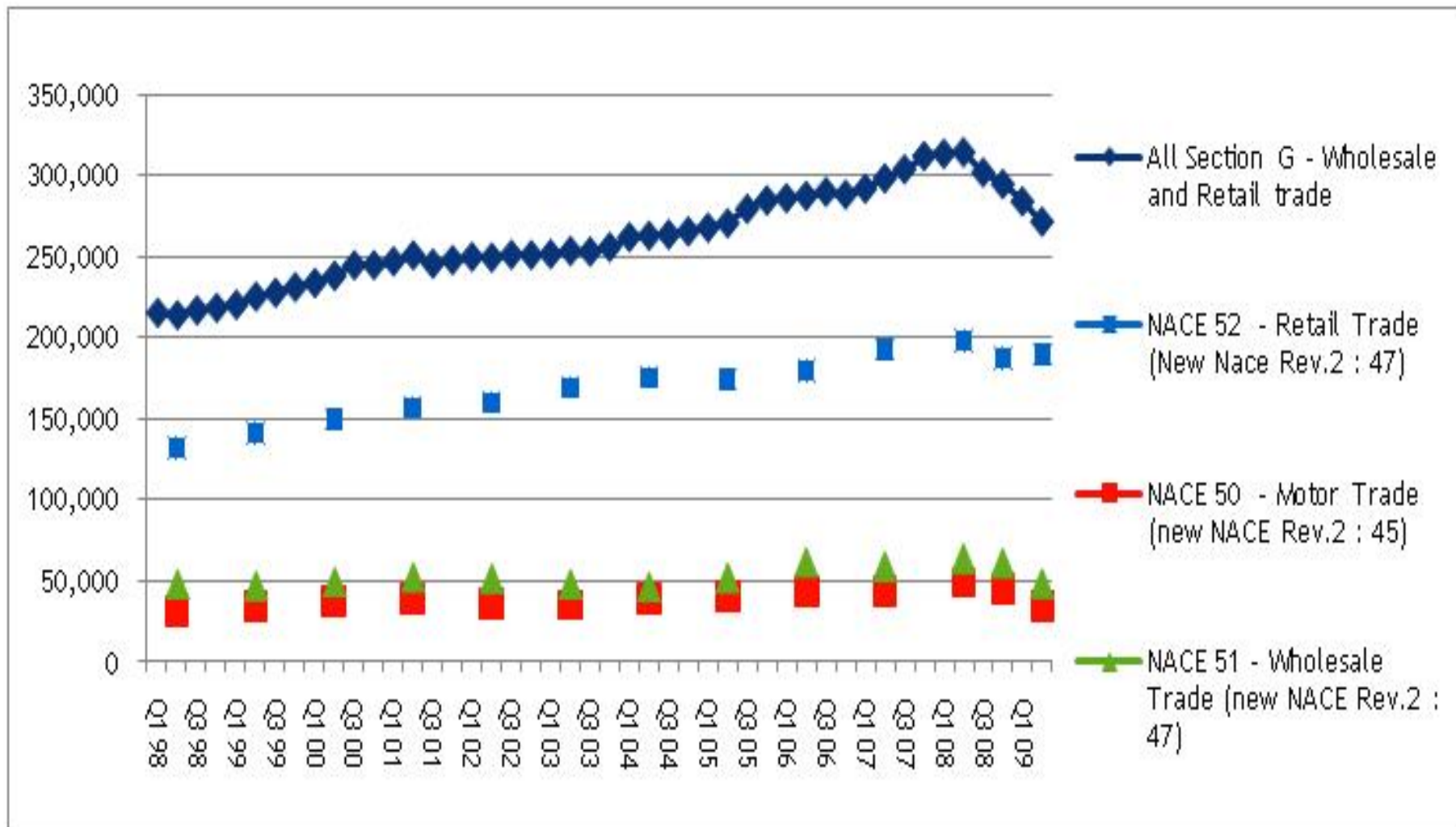
Tony Donohoe (Chair)	Head of Education and Social Policy, IBEC
Ciara Phelan	National Training Strategy Unit, Dept. Enterprise, Trade & Employment
Ivica Milicevic	Research Officer, Skills & Labour Market Research Unit, FAS
Alan Nuzum	Chief Executive, Skillnets
David Hedigan	Manager, Sectoral Enterprise Dev. Policy, Enterprise Ireland
Aileen Morrissey	National Coordinator for Training, Mandate
Mary Cryan	HR Director, Brown Thomas
John Jameson	Head of School of Retail & Services Management, DIT
Torlach Denihan	Director, Retail Ireland
Cathy Gilmore	Senior Personnel Manager, Tesco
Paul Candon	HRM Director, Topaz & Chair of Retail Excellence Ireland

# Importance of Retail Sector from Business & Skills viewpoint

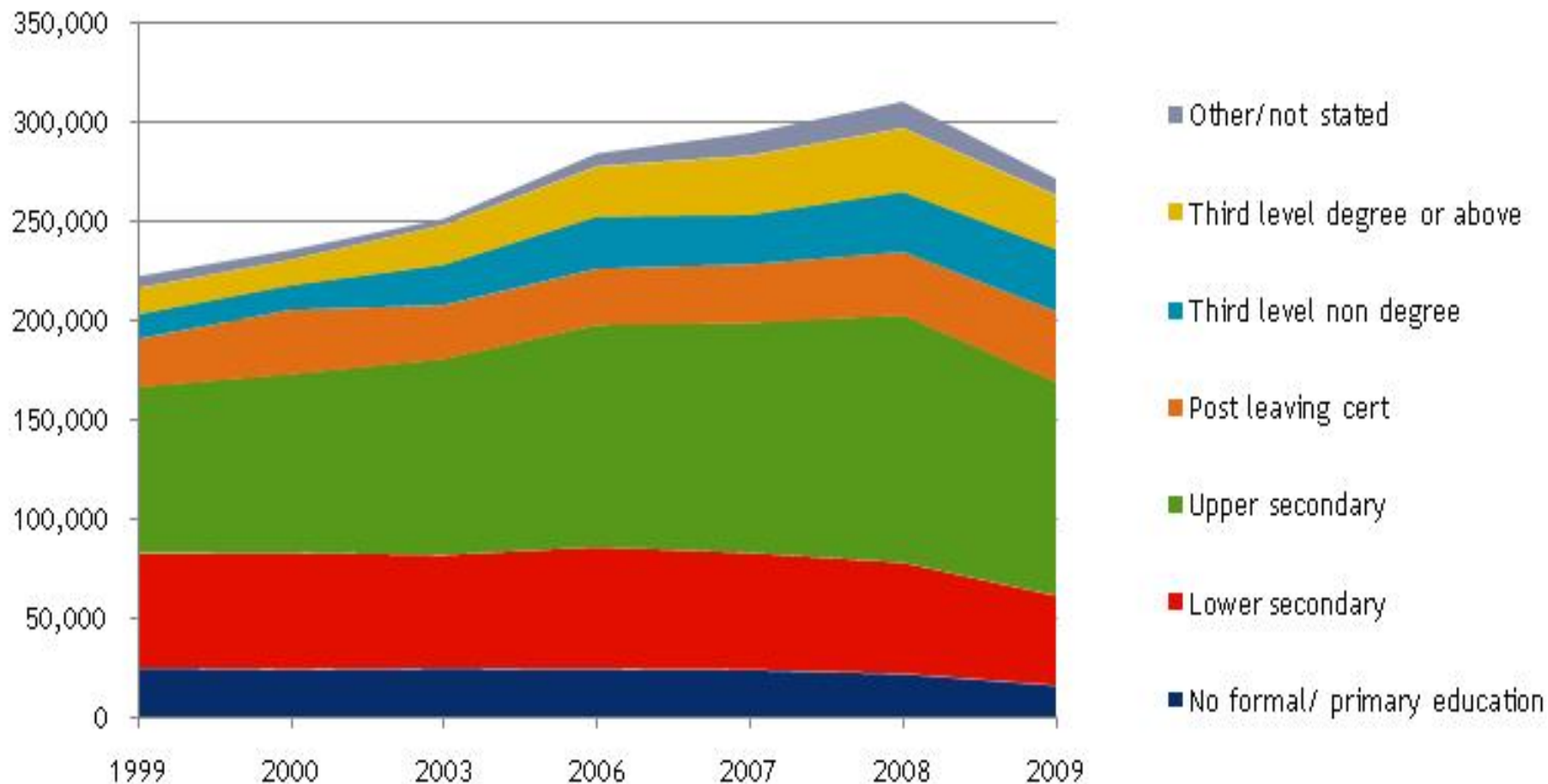


- Accounts for approx. 11% of Gross Value Added
- Employs 270,000 - 14% of total employment
- Significant occupational mix, diverse range of skills
- Increasingly professional
- Flexible - good employment opportunities for all skills levels
- Potential for entrepreneurship
- Source of transferable skills for other sectors of the economy

# Trends in employment



# Qualifications trends



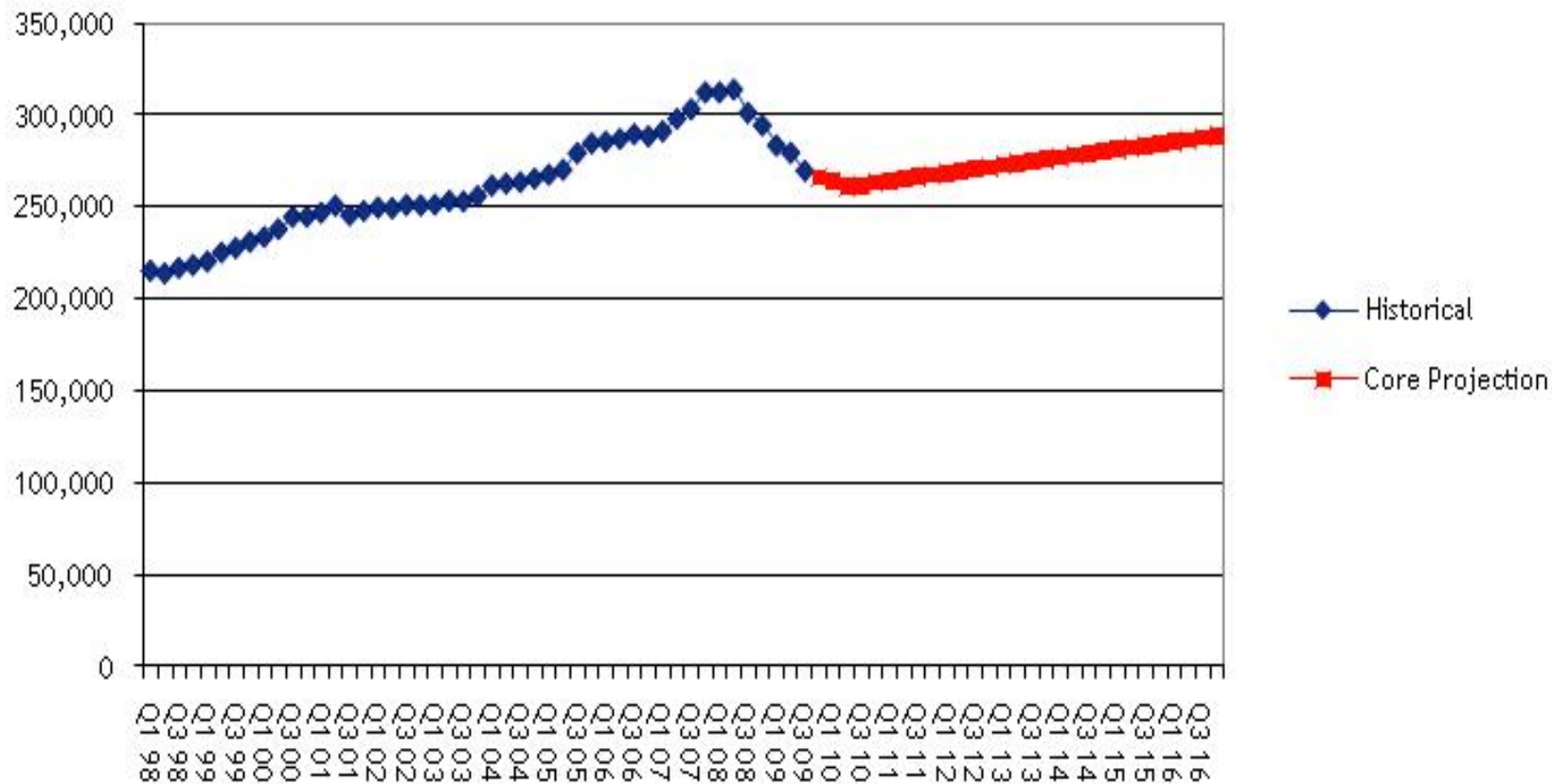
# Firm size and employment



	No. Businesses			No. Employees - incl. Part-Time		
Persons engaged	Retail	Wholesale	Motor Trade	Retail	Wholesale	Motor Trade
1-9	15,010	7,110	4,719	35,648	25,732	9,918
10-19	1,870		698	24,119		9,353
20-49	703	564	331	21,405	17,710	9,812
50 or more	379	263	85	93,016	38,938	8,672
<b>Total</b>	<b>17,961</b>	<b>7,937</b>	<b>5,833</b>	<b>174,189</b>	<b>82,380</b>	<b>37,754</b>

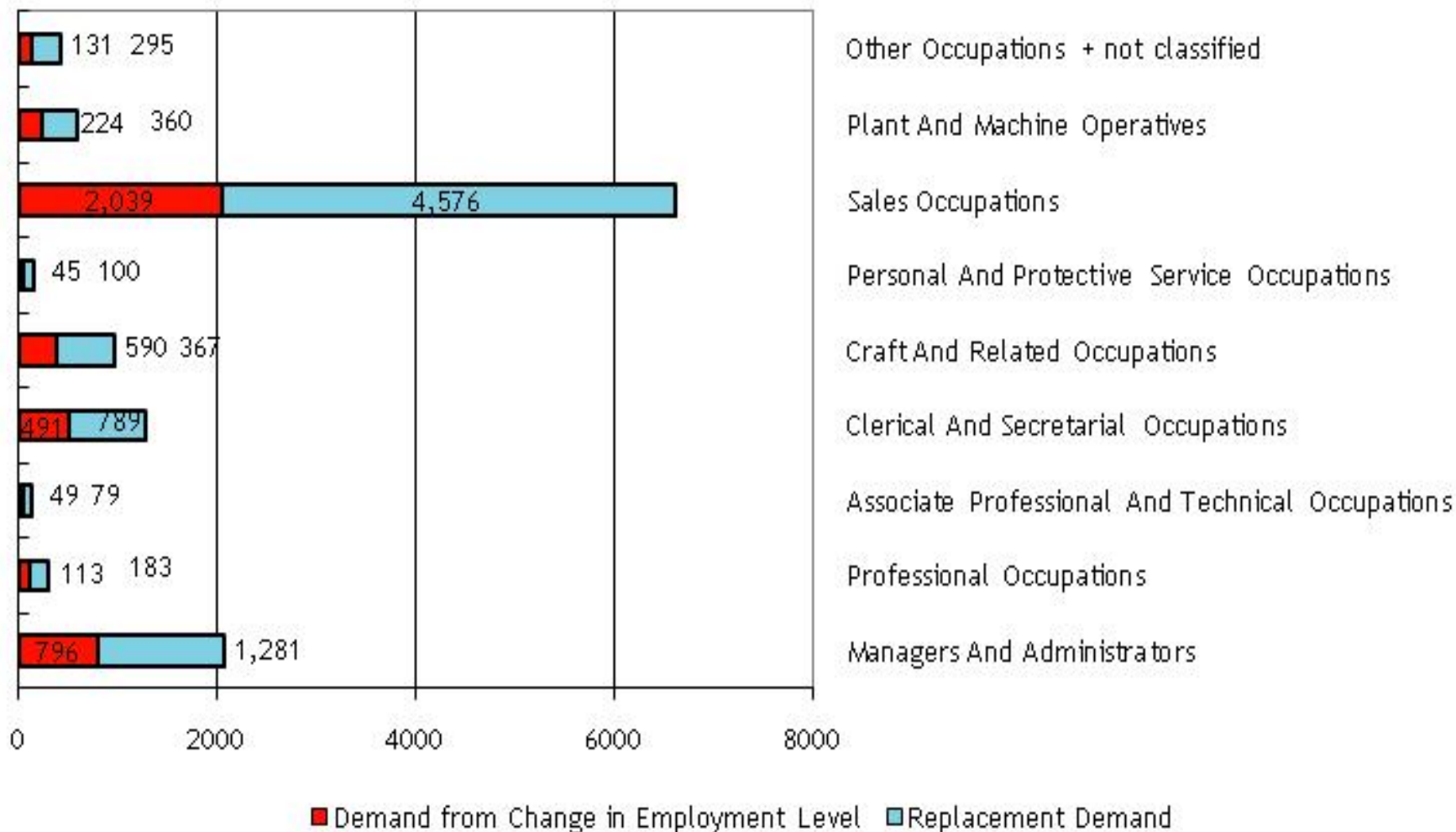


# Projected employment to 2016





# Average annual skills demand 2011-2016





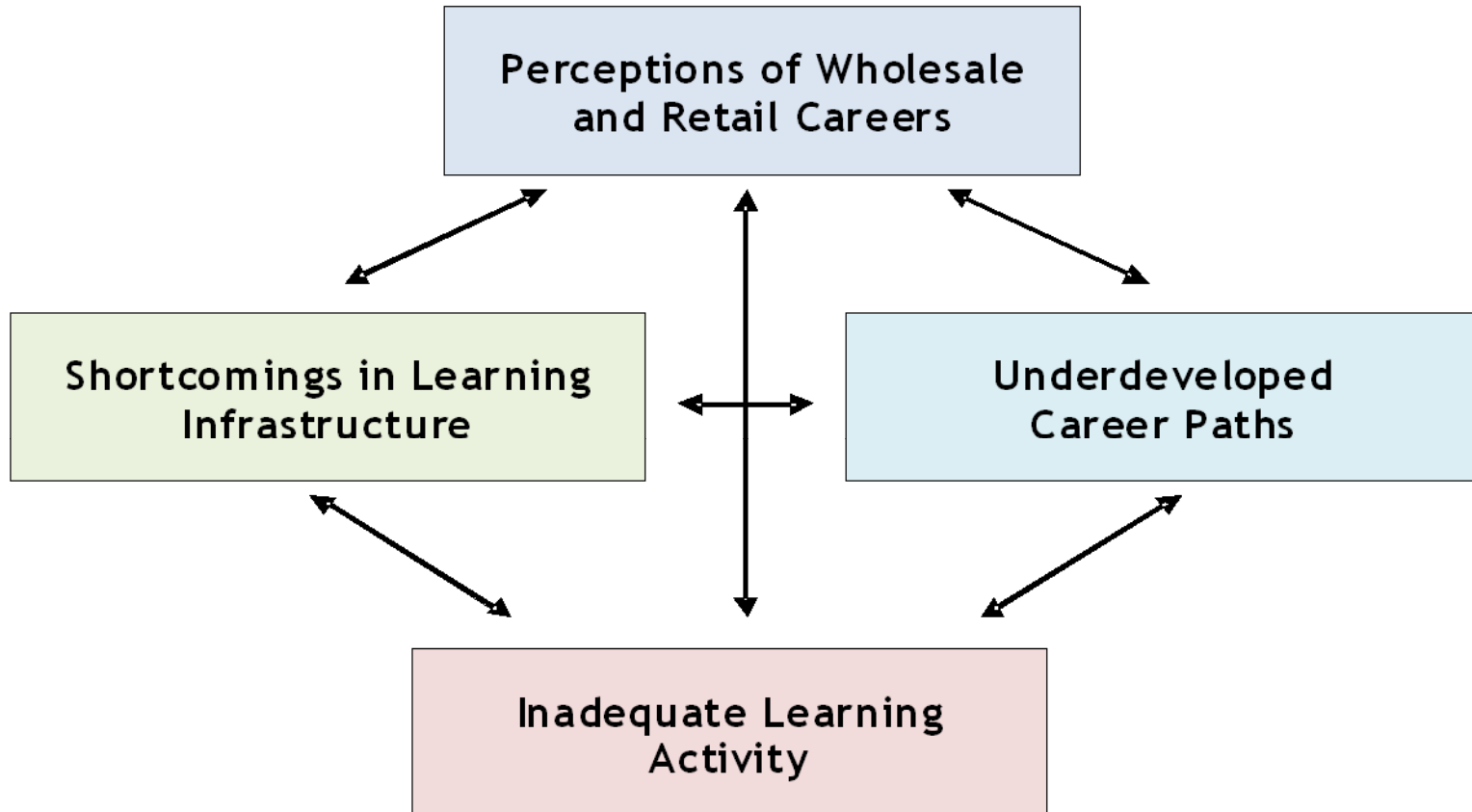
- Supply change mgt. & Efficient Customer Response
- Branding and Marketing
- Vertical Integration
- Technology
  - Customer payment & purchasing
  - Data mining
  - Supply chain management
  - Category management



- Significant amount of training, mostly on-the-job or self directed

## **Certified education & training**

- Approx 3,000 FETAC wholesale/retail related awards 2009
- Good variety of provision across NFQ Levels
  - FÁS, Levels 3, 4, 6
  - VECs, Levels 3 and 5
  - Skillnets, Levels 5, 6, 7
  - HEIs, DIT, WIT, GMIT, UCC, DBS





- Industry
- Trade Associations
- Education and Training providers
- Qualifications bodies
- Department of Education and Skills
- Unions

# Recommendations



Recommendation 1	Driver
<p>Establish an industry-led group to co-ordinate the implementation of the recommendations. Appoint a prominent industry figure to champion the development of the Skills Framework</p>	<p>Industry Trade Associations</p>
Recommendations 2 & 3	Driver
<p>Develop a Skills Framework for the industry focused on learning outcomes &amp; specific skill sets required</p> <p>The co-ordinating group should lead the adoption, promotion and roll-out of the Skills Framework</p>	<p>Industry Trade Associations and Education and Training Stakeholders</p>



Recommendation 4	Driver
Prioritise public spend on education & training for the sector in areas such as e-learning/blended learning; continued support for training networks & RPL	Department of Education and Skills
Recommendation 5	Driver
Ensure that Higher Education address each of the professional disciplines set out in the Skills Framework	Relevant Higher Education Institutes



Recommendation 6	Driver
Commit to the development of RPL in the sector	Department of Education and Skills

Recommendation 7	Driver
Provide labour market activation opportunities within wholesale and retail, which should entail on-the-job work experience	Department of Education and Skills