RETAIL
CAREER & QUALIFICATION PATHWAYS

Service IQ
SMARTER PEOPLE FOR SMARTER BUSINESSES

CAREER PATHWAY

- Sales/Shop Floor Customer Service
  - Trainee Manager
    - Instore Visual Merchandising
      - Visual Merchandising Manager
    - Assistant Manager
      - Store Manager
        - Regional Manager
        - Multi-Site Manager
          - National Retail Operations
      - Buyer's Assistant
        - Buyer
          - Category / Brand Manager
            - Merchandise Manager
  - Senior Sales / Shop Floor Customer Service

QUALIFICATION PATHWAY

- NZC in Retail (Customer Service and Sales Support) Level 2
  - Retail Savvy Award
    - NZC in Retail Level 3
      - NZC in Retail Level 4
    - NZC in Business Level 3
      - NZC in Business Level 4
        - NZD in Business with strand (Leadership & Management) Level 5

www.ServiceIQ.org.nz