

Understanding skills and performance challenges in the wholesale and retail sector

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The vision of the UK Commission for Employment and Skills is to create the best opportunities for the talents and skills of people to drive competitiveness and growth. By having informed intelligence about the labour market; businesses and people can make informed decisions on skills and careers. Developing a deep understanding of the skills and performance challenges facing the UK economy now, and in the future, is integral to this vision. The aim of this research was to investigate the skills requirements of the wholesale and retail sector in relation to a number of key themes and associated drivers of change. Six themes were initially identified by UKCES along with the drivers of change, were refined through the research. The study involved a detailed literature review, data analysis and a series of depth interviews with employers and stakeholders.

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