

## Useful Websites

### WJEC Retail Business

#### WJEC

 <https://www.wjec.co.uk>

Search:

- Retail Business
- Level 1/2 Vocational Award Retail Business

Useful for:

- Specification
- Assessment materials
- Unit guidance
- Sample assessments
- Examiner guidance

#### Tutor2u Business

 <https://www.tutor2u.net/business>

Useful for:

- Retail concepts
- Customer service
- Marketing
- Business terminology
- Revision activities

#### BBC News Business

 <https://www.bbc.co.uk/news/business>

Useful for:

- Current retail issues
- Major retailers
- Economic influences
- Consumer trends
- Business case studies

#### Retail Week

 <https://www.retail-week.com>

Useful for:

- Retail industry news
- E-commerce developments
- Customer trends
- Retail technology
- Case study examples

### **The British Retail Consortium (BRC)**

 <https://brc.org.uk>

Useful for:

- Retail industry data
- Consumer trends
- Sustainability in retail
- Employment in retail
- Industry challenges

### **Statista**

 <https://www.statista.com>

Search:

- UK retail sales
- Online shopping statistics
- Consumer spending

Useful for:

- Retail statistics
- Graphs and charts
- Market research
- Consumer behaviour data

### **Office for National Statistics (ONS)**

 <https://www.ons.gov.uk>

Search:

- Retail sales
- Consumer spending
- Online retail

Useful for:



- Official UK statistics
- Retail trends
- Economic data
- Market analysis

### **Tesco PLC**

 <https://www.tescoplac.com>

Useful for:

- Business structure
- Corporate social responsibility
- Sustainability
- Customer loyalty schemes
- Retail operations

### **Sainsbury's**

 <https://www.about.sainsburys.co.uk>

Useful for:

- Retail strategy
- Ethical trading
- Customer service
- Sustainability initiatives
- Business developments

### **Amazon UK**

 <https://www.aboutamazon.co.uk>

Useful for:

- E-commerce
- Distribution and logistics
- Innovation in retail
- Customer service
- Online retailing

### **Which?**

 <https://www.which.co.uk>

Useful for:

- Consumer rights

- Customer expectations
- Product reviews
- Consumer decision-making
- Ethical consumerism

### **Citizens Advice**

 <https://www.citizensadvice.org.uk>

Useful for:

- Consumer law
- Returns policies
- Consumer rights
- Complaints procedures
- Retail responsibilities

### **Quizlet Flashcards**

 <https://quizlet.com>

Suggested searches:

- Retail Business
- WJEC Retail Business
- Customer Service in Retail
- Retail Operations

Useful for:

- Key terminology
- Knowledge recall
- Self-testing
- Exam preparation

### **Kahoot**

 <https://create.kahoot.it>

Search:

- Retail Business
- Customer Service
- Marketing
- Business Studies

Useful for:



- Quick revision
- Knowledge checks
- Class competitions

### **Get Revising**

 <https://www.getrevising.co.uk>

Search:

- Retail Business
- Customer Service
- Marketing Mix
- Business Operations

Useful for:

- Revision notes
- Flashcards
- Mind maps
- Practice questions

### **CPD Online College: Retail Customer Service**

 <https://cpdonline.co.uk>

Useful for:

- Customer service skills
- Retail workplace expectations
- Communication skills
- Complaint handling

### **Google Trends**

 <https://trends.google.com>

Useful for:

- Consumer trends
- Seasonal demand
- Product popularity
- Market research activities