

## Certificate of Completion (COC)

# Retail Management

The Retail Management Certificate of Completion prepares current and future retail employees for success in the fast-paced retail industry. Students develop an understanding of the scope and requirements of a management position in a retail business. To stay competitive, grocery stores, department stores, specialty retailers, and “eTailers” need skilled people. LCC’s Retail Management certificate program was developed with, and is endorsed by, the Western Association of Food Chains (WAFC). Certificate graduates may continue their studies by applying certificate course work towards the AAS degree in Business Management.

For a roadmap that identifies the preferred sequencing of courses and other specific recommendations from faculty, please see the corresponding program map(s):

- [Retail Management Certificate of Completion \(COC\) \(lowercolumbia.edu/program-maps/business/COC-Retail-Management\)](https://lowercolumbia.edu/program-maps/business/COC-Retail-Management)

## Certificate Requirements

**Total credits required to earn this certificate: 38**

LCC students must meet distribution requirements for associate degrees and specific certificates. See [Diversity and Distribution Lists \(lowercolumbia.edu/publications/catalog/distribution-lists/\)](https://lowercolumbia.edu/publications/catalog/distribution-lists/) for more information.

## General Education Requirements

- **Communications:**  
5 credits - BUS 119 Business Communications
- **Human Relations / Social Science:**  
5 credits – BUS 144 Management of Human Relations.

## Program Requirements

Course Code	Course Title	Number of Credits
ACCT 101	Intro to Accounting Concepts	5
BUS 159	Principles of Retailing	5
BUS 244	Human Resource Management	5

Course Code	Course Title	Number of Credits
BUS 245	Principles of Management	5
BUS 264	Principles of Marketing	5
CS 110	Intro to Microcomputer Apps	3

## Program Outcomes

Students completing this program should acquire the following skills and abilities:

- Articulate the relationship between human behavior, customer service, and retail business outcomes.
- Perform basic bookkeeping and accounting tasks using spreadsheets and industry standard accounting software.
- Compose written business documents, including email and reports, using industry standard software.
- Describe the core management functions of planning, organizing, leading, and controlling.
- Describe marketing principles utilized by retail organizations.
- Communicate professionally in writing and speaking as appropriate to a business work environment (GS Communication).
- Apply objective, valid methods of inquiry and problem solving to draw rational, ethical, and coherent conclusions (GS Critical Thinking).
- Apply mathematical information to make decisions and solve problems in business (GS Numeracy/Quantitative Literacy).
- Interact effectively with individuals and groups (GS Interpersonal Relations).

## Notes

### Revised October 2019 (effective Winter 2020)

Program planning is based on information available at the time of preparation. It is the student's responsibility to meet with their LCC advisor. Consult the LCC catalog for LCC graduation requirements.