THE CHARITY RETAIL ACADEMY

Charity Retail Learning

Course Catalogue

The Charity Retail Academy partners with the **Charity Retail Association** to deliver sector specific online & face to face training

CHARITY RETAIL LEARNING

Delivered by:

THE CHARITY RETAIL ACADEMY | Charity Retail Association

Last updated: December 2025

Learners ♥ our courses

Feedback from our learners showed:

100%

of people found our courses relevant

Feedback from our learners showed:

96%

said our tutors were good or excellent

Feedback from our learners showed:

90%

said they were sure they would implement changes as a result of the training

Feedback from our learners showed:

97%

said they would recommend Charity Retail Learning to others

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Course Catalogue

Visit our site to find out more

- The following slides show the full list of Charity Retail Learning™ courses
- Where the course is a live webinar, it's marked as such
- Sessions that are webinar recordings are marked with a *
- *Courses currently in development are shown in italics*
- New courses are being developed all the time, so please ask for an up-to-date list if you've had this version for a while!
- We're always happy to hear from you on any courses you'd like to see – please get in touch to share your ideas
- hello@thecharityretailacademy.co.uk / 07985 574904

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Course Catalogue - Shop Operations

Gift Aid courses:

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- Gift Aid for shop teams
- Gift aid for volunteers
- Gift Aid for retail leads and back-office teams (Webinar)

Stock courses:

- Right shop, right stock – how to effectively stock your shops
- Essential stock processes – from back room to shop floor
- Space management – using data to drive your business

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Course Catalogue - Shop Operations

Health, Safety and compliance courses:

- Safeguarding for charity retailers
- Safe use of a steamer
- Health and safety in charity shops
- Staying safe – security in charity shops
- Moving and handling for shop teams
- GDPR and charity shops
- Dealing with customer abuse and shop theft (Webinar)
- Lone working in charity shops
- Cyber security and charity retail

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Course Catalogue - Shop Operations

Customer Service courses:

- Engaging your customers – creating a brilliant customer experience
- Managing complaints in charity shops
- Charity retail community engagement – events, socials media and telling your story
- Improving accessibility for disabled people in charity shops*

New goods courses:

- How to run a successful Christmas card operation*

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Course Catalogue – Sales & Marketing

Marketing and engagement courses:

- Marketing essentials for charity retail
- Social media for charity shops
- Advanced social media for charity shops*
- Planning and running a charity pop up shop
- Green credentials for charity retailers
- Internal engagement
- Charity retail community engagement – events, socials media and telling your story

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Course Catalogue – Sales & Marketing

Visual merchandising courses:

- Visual merchandising for charity shops
- Tackling quirky corners and difficult departments*
- Christmas visual merchandising*
- Planning your visual merchandising year*
- We're saving the planet! Using VM to tell your sustainability story*
- Using VM to drive inclusivity and engagement*
- Planning for a successful store opening*
- Rethinking charity retail – future proof your retail operation with modern VM*

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Course Catalogue – People & Teams

Volunteering courses:

- Volunteer recruitment
- Volunteer induction and recognition
- Creating a volunteer strategy beyond Covid*

Managing teams courses:

- Charity retail recruitment*
- Managing for success – key line management tools and principles
- How to get the best results when managing a remote team
- Well being leads to well doing*
- *Managing difficult conversations and behaviours*

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Course Catalogue – Sector-wide sessions

- Charity retail - history, trends and current statistics
- Shopping for a cause*
- How to make the most from the Quarterly Market Analysis (QMA)*
- Charity retail today – how hospices can make the most of the pre-loved boom*
- Retail reimagined – global lessons for the future of charity shops, with Jacob Miller (Webinar)

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Our **subscription package** gives you access to all our content at a fraction of the price

"We've been signed up to the Charity Retail Learning Modules for over a year, and all our retail staff have access to learn and develop at their own pace and in a style that suits them.
This has been monumental in our succession planning and self-development strategy.
There are some standout sections that have really supported us in driving sales, including the Gift Aid module, understanding the QMA, and running a pop-up shop.
These resources have empowered our team and contributed significantly to our success."

Ailene Young, Head of Retail, Chest Heart & Stroke Scotland

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Subscription features

- Unlimited access for staff and volunteers to 45+ courses and webinars
- Includes all new courses and webinars as they're added
- Account management set-up and support
- Choice of 1, 2 and 3 year options
- Just one annual payment
- Training provided by sector leading experts

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Subscription benefits

- Save - up to 78% on pay as you go prices
- Impact - complete training solution & support
- Ease - minimal administration and easy trainee access
- Flexibility - select courses and timings to suit your needs
- Support - dedicated account manager & easy access to reports
- Charity retail focus - content that engages, upskills and inspires

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Join the crowd and subscribe!

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Because you care, we can

ST CATHERINE'S HOSPICE

THE BUTTERFLY HOSPICE TRUST
Your local hospice for local people

St Barnabas
Hospice • Care • Support

St. Luke's Hospice

RAYSTEDE
70TH ANNIVERSARY 1952 - 2022

Highland Hospice

shaw trust

THE KIRKWOOD SUPPORT LIFE

Wyvern age UK

supporting rainbows
hospice for children and young people

saint francis hospice

SOBELL HOUSE HOSPICE

derian house
children's hospice

HAHAV

Great Oaks
HOSPICE

Brandon
Live free
the learning disability charity

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Some more of our customers

Hear more from our learners….

"Fantastic course, got some fab ideas to take away from it. Thank you!"

"The course was very well put together, very easy to use and manage. I really enjoyed it."

"Very well presented, informative, easy to understand and gain new ideas to take forward"

"Excellent course and tutor, information was so relevant and helpful"

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Get in touch

To find out how we can help you, get in touch:

hello@thecharityretailacademy.co.uk

www.charityretaillearning.com

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