



COURSE OUTLINE		
TERM: Summer 2025	COURSE NO: RMCP 172	
INSTRUCTOR:	COURSE TITLE: Introduction to Retail	
OFFICE: LOCAL: E-MAIL: @capilanou.ca	SECTION NO(S):	CREDITS: 3
OFFICE HOURS:		
COURSE WEBSITE:		

Capilano University acknowledges with respect the Lil'wat7úl (Lil'wat), x^wməθk^wəyəm (Musqueam), shíshálh (Sechelt), Sḵw̓xwú7mesh (Squamish), and Səlílwətaʔ/Selilwitulh (Tseil-Waututh) people on whose territories our campuses are located.

COURSE FORMAT

Three hours of class time, plus an additional hour delivered through on-line or other activities for a 15-week semester, which includes two weeks for final exams. May be offered online or in mixed mode format.

COURSE PREREQUISITES

None

CALENDAR DESCRIPTION

Retail is a dynamic and fast-paced industry. Introduction to Retail provides a thorough examination of the Canadian retail landscape, offering students a comprehensive understanding of the retail sector. By exploring the public-facing aspects of retail, students will develop an understanding of the retail channel and its relevance to operations, management, and career opportunities.

REQUIRED TEXTS AND/OR RESOURCES

Levy et al. Retailing Management seventh Canadian Edition

COURSE STUDENT LEARNING OUTCOMES

On successful completion of this course, students will be able to do the following:

1. Describe retailing, the evolving nature of the channel, and retail careers using real-life examples;
2. Describe the retail mix.
3. Compare various retail formats, channel types, and offerings available to retail organizations.
4. Identify the types of retail ownership and location considerations for domestic and international opportunities.
5. Interpret human resource practices specific to the retail industry.

COURSE CONTENT

Week	Topic or activities
Week 1	<ul style="list-style-type: none"> • Introduction to the course. • Introduction to Retail in Canada and Retail Career Opportunities
Week 2	<ul style="list-style-type: none"> • Ethics • Retail Mix
Week 3	<ul style="list-style-type: none"> • Retail Environment and Multi-Channel Retailing • Types of retailers and non-store retailing
Week 4	<ul style="list-style-type: none"> • Trade Area Analysis and Site Selection • Retail Locations Strategy
Week 5	<ul style="list-style-type: none"> • Store Design, layout, and visual merchandising strategy
Week 6	<ul style="list-style-type: none"> • Retail Image • International Retailing Strategy
Week 7*	<ul style="list-style-type: none"> • Midterm review • Midterm
Week 8	<ul style="list-style-type: none"> • Information Systems (Point of Sale systems)
Week 9	<ul style="list-style-type: none"> • Team Retail Project
Week 10	<ul style="list-style-type: none"> • Retail HR • Customer Service Strategies
Week 11	<ul style="list-style-type: none"> • Retail Operations – Managing the Store and Customer Relationship Management (CRM)
Week 12	<ul style="list-style-type: none"> • Applications
Week 13	<ul style="list-style-type: none"> • Team Presentation
Week 14 & 15	<ul style="list-style-type: none"> • Final Exam

*May be in week 6 or 8

EVALUATION PROFILE

Assessment	% of Final Grade	Learning outcome
Assignments and/or Case Studies	25%	1-5
In class assessments or quizzes	10%	1-4
Retail Project and Presentation	30%	1,3,4,5
Mid-Term Assessment	15%	2,3

Final Exam	20%	1-5
Total	100%	

GRADING PROFILE:

A+ = 90-100	B+ = 77-79	C+ = 67-69	D = 50-59
A = 85-89	B = 73-76	C = 63-66	F = 0-49
A- = 80-84	B- = 70-72	C- = 60-62	

Incomplete Grades

Grades of Incomplete “I” are assigned only in exceptional circumstances when a student requests extra time to complete their coursework. Such agreements are made only at the request of the student, who is responsible to determine from the instructor the outstanding requirements of the course.

Late Assignments

Assignments are due at the beginning of the class on the due date listed. If you anticipate handing in an assignment late, please consult with your instructor beforehand.

Missed Exams/Quizzes/Labs etc.

Make-up exams, quizzes and/or tests are given at the discretion of the instructor. They are generally given only in medical emergencies or severe personal crises. Some missed labs or other activities may not be able to be accommodated. Please consult with your instructor.

*** Accommodations can be made to honour community needs and traditional practices.

Attendance

Students are expected to attend all classes and associated activities.

English Usage

Students are expected to proofread all written work for any grammatical, spelling and stylistic errors. Instructors may deduct marks for incorrect grammar and spelling in written assignments.

Electronic Devices

Students may use electronic devices during class for note taking only.

On-line Communication (Outside of the classroom, instructors will (if necessary) communicate with students using either their official Capilano University email or eLearn; please check both regularly. Official communication between Capilano University and students is delivered to students’ Capilano University email addresses only.

UNIVERSITY OPERATIONAL DETAILS

Tools for Success

Many services are available to support student success for Capilano University students. A central navigation point for all services can be found at: <https://www.capilanou.ca/student-services/>

Capilano University Security: download the [CapU Mobile Safety App](#)

Policy Statement (S2009-06)

Capilano University has policies on Academic Appeals (including appeal of final grade), Student Conduct, Academic Integrity, Academic Probation and other educational issues. These and other policies are available on the University website.

Academic Integrity (S2017-05)

Any instance of academic dishonesty or breach of the standards of academic integrity is serious and students will be held accountable for their actions, whether acting alone or in a group. See policy and procedures S2017-05 Academic Integrity for more information:

<https://www.capilanou.ca/about-capu/governance/policies/>

Violations of academic integrity, including dishonesty in assignments, examinations, or other academic performances, are prohibited and will be handled in accordance with the Student Academic Integrity Procedures.

Academic dishonesty is any act that breaches one or more of the principles of academic integrity. Acts of academic dishonesty may include but are not limited to the following types:

Cheating: Using or providing unauthorized aids, assistance or materials while preparing or completing assessments, or when completing practical work (in clinical, practicum, or lab settings), including but not limited to the following:

- Copying or attempting to copy the work of another during an assessment;
- Communicating work to another student during an examination;
- Using unauthorized aids, notes, or electronic devices or means during an examination;
- Unauthorized possession of an assessment or answer key; and/or,
- Submitting of a substantially similar assessment by two or more students, except in the case where such submission is specifically authorized by the instructor.

Fraud: Creation or use of falsified documents.

Misuse or misrepresentation of sources: Presenting source material in such a way as to distort its original purpose or implication(s); misattributing words, ideas, etc. to someone other than the original source; misrepresenting or manipulating research findings or data; and/or suppressing aspects of findings or data in order to present conclusions in a light other than the research, taken as a whole, would support.

Plagiarism: Presenting or submitting, as one's own work, the research, words, ideas, artistic imagery, arguments, calculations, illustrations, or diagrams of another person or persons without explicit or accurate citation or credit.

Self-Plagiarism: Submitting one's own work for credit in more than one course without the permission of the instructors, or re-submitting work, in whole or in part, for which credit has already been granted without permission of the instructors.

Prohibited Conduct: The following are examples of other conduct specifically prohibited:

- Taking unauthorized possession of the work of another student (for example, intercepting and removing such work from a photocopier or printer, or collecting the graded work of another student from a stack of papers);
- Falsifying one's own and/or other students' attendance in a course;
- Impersonating or allowing the impersonation of an individual;
- Modifying a graded assessment then submitting it for re-grading; or,
- Assisting or attempting to assist another person to commit any breach of academic integrity.

Sexual Violence and Misconduct

All Members of the University Community have the right to work, teach and study in an environment that is free from all forms of sexual violence and misconduct. Policy B401 defines sexual assault as follows:

Sexual assault is any form of sexual contact that occurs without ongoing and freely given consent, including the threat of sexual contact without consent. Sexual assault can be committed by a stranger, someone known to the survivor or an intimate partner.

Safety and security at the University are a priority and any form of sexual violence and misconduct will not be tolerated or condoned. The University expects all Students and Members of the University Community to abide by all laws and University policies, including B.401 Sexual Violence and Misconduct Policy and B.401.1 Sexual Violence and Misconduct Procedure (found on Policy page <https://www.capilanou.ca/about-capu/governance/policies/>)

Emergencies: Students are expected to familiarise themselves with the emergency policies where appropriate and the emergency procedures posted on the wall of the classroom.