

CERTIFICATION OF ENROLLMENT

**SUBSTITUTE HOUSE BILL 2019**

Chapter 278, Laws of 2022

67th Legislature  
2022 Regular Session

CAREERS IN RETAIL—EDUCATION AND TRAINING REPORT

EFFECTIVE DATE: June 9, 2022

Passed by the House February 2, 2022  
Yeas 94 Nays 2

LAURIE JINKINS

**Speaker of the House of  
Representatives**

Passed by the Senate March 3, 2022  
Yeas 49 Nays 0

DENNY HECK

**President of the Senate**

Approved March 31, 2022 4:45 PM

JAY INSLEE

**Governor of the State of Washington**

CERTIFICATE

I, Bernard Dean, Chief Clerk of the House of Representatives of the State of Washington, do hereby certify that the attached is **SUBSTITUTE HOUSE BILL 2019** as passed by the House of Representatives and the Senate on the dates hereon set forth.

BERNARD DEAN

**Chief Clerk**

FILED

April 1, 2022

**Secretary of State  
State of Washington**

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**SUBSTITUTE HOUSE BILL 2019**

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Passed Legislature - 2022 Regular Session

**State of Washington**

**67th Legislature**

**2022 Regular Session**

**By** House College & Workforce Development (originally sponsored by Representatives Boehnke, Graham, J. Johnson, Leavitt, and Sutherland)

READ FIRST TIME 01/31/22.

1       AN ACT Relating to increasing educational and training  
2 opportunities for careers in retail; creating new sections; and  
3 providing an expiration date.

4 BE IT ENACTED BY THE LEGISLATURE OF THE STATE OF WASHINGTON:

5       NEW SECTION.   **Sec. 1.** (1) The legislature finds that the retail  
6 industry is vital to the state's economy, providing 42 percent of the  
7 state's total tax collections in 2019, employing approximately  
8 385,000 people across the state, and paying nearly \$24 billion in  
9 annual wages. Nationally, one in four jobs are in retail, 34 percent  
10 of the retail workforce consists of people of color, and the retail  
11 industry is the fourth largest employer of immigrants.

12       (2) Workers with retail experience acquire transferrable and  
13 stackable job skills needed in all industries and careers. Retail  
14 work offers foundational training for strong customer service skills,  
15 which is the single most essential skill employers are looking for in  
16 new hires, according to research from the Washington employment  
17 security department. Sixty-two percent of retail store managers  
18 earned promotions through training programs that enabled them to move  
19 up the ranks of the retail industry. The legislature finds that the  
20 majority of retail employers in Washington are small businesses who  
21 would benefit greatly from a pipeline of entry-level employees with

1 job readiness skills. A few other states have successfully adopted  
2 entry-level retail customer service, retail operations, and warehouse  
3 logistics courses, such as the national retail foundation's retail  
4 industry skills and education certification program.

5 (3) The legislature further finds that Washington has developed  
6 strong career and technical education programs and has invested in  
7 career connected learning. The career connected learning cross-agency  
8 work group is charged with creating work-based and academic programs  
9 for young people to explore, learn, and earn money and college-level  
10 credit. However, the current career and technical education clusters  
11 and career connected learning programs do not adequately identify and  
12 promote working in retail as a career. Although some career clusters  
13 and pathways may include courses that are relevant to a career in  
14 retail, there are not pathways specific to retail nor are students  
15 encouraged to participate for the purpose of a career in retail.  
16 Additionally, the legislature recognizes that there is a positive  
17 correlation between educational opportunities available to  
18 incarcerated individuals and reduced recidivism, especially when  
19 incarcerated individuals participate in education and training  
20 programs focused on job opportunities that are available upon  
21 release.

22 (4) It is the legislature's intent to help employees be  
23 successful in retail and to provide a skilled workforce for retail  
24 employers by increasing and clearly identifying education and  
25 training opportunities for careers in the retail industry.

26 NEW SECTION. **Sec. 2.** (1) The workforce training and education  
27 coordinating board, in consultation with the state board for  
28 community and technical colleges and statewide retail employer  
29 organizations, shall:

30 (a) Identify core skills needed for employment in the retail  
31 industry;

32 (b) Identify existing courses, educational pathways, and  
33 apprenticeships for students and entry-level job seekers to gain the  
34 core skills identified;

35 (c) Map educational pathways, including apprenticeship programs,  
36 that retail workers may use to pursue promotions and job advancement  
37 opportunities;

38 (d) Identify where there are gaps in educational courses,  
39 trainings, and apprenticeships for retail workers; and

1 (e) Identify in demand, higher wage, nonindustry specific  
2 professions within the retail industry that experience and education  
3 in retail may lead to, such as professions in accounting, human  
4 resources, or information technology.

5 (2) The workforce training and education coordinating board shall  
6 use the information gathered from subsection (1) of this section to  
7 engage stakeholders, including the state board for community and  
8 technical colleges, the office of the superintendent of public  
9 instruction, the department of corrections, the employment security  
10 department, the career connected learning cross-agency work group  
11 under chapter 28C.30 RCW, and statewide retail employer organizations  
12 to make recommendations to the legislature on the following:

13 (a) Strategies to develop additional courses, pathways, and  
14 apprenticeships to make retail certifications and credentials  
15 available for job seekers and current retail employees;

16 (b) Strategies to build a network for students and job seekers  
17 who complete retail certification courses to connect with potential  
18 employers;

19 (c) Options for engaging and partnering with retail employers to  
20 provide courses to incumbent frontline workers for the purpose of  
21 upskilling and promotions, including for in demand, higher paid,  
22 nonindustry specific positions within the retail industry; and

23 (d) Options for increasing training and job opportunities in the  
24 retail industry for underserved communities and previously  
25 incarcerated individuals.

26 (3) The workforce training and education coordinating board shall  
27 report on the progress of this section to the appropriate committees  
28 of the legislature in accordance with RCW 43.01.036 by December 1,  
29 2022, and submit a final report with recommendations by December 1,  
30 2023.

31 (4) This section expires July 1, 2024.

Passed by the House February 2, 2022.  
Passed by the Senate March 3, 2022.  
Approved by the Governor March 31, 2022.  
Filed in Office of Secretary of State April 1, 2022.

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