

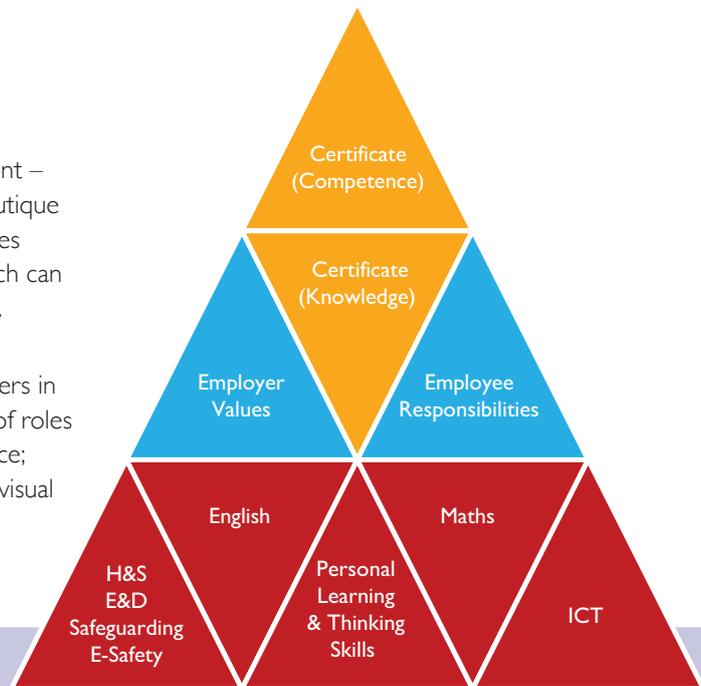


Apprenticeship in Retail Intermediate Level 2

Who is the course for?

This qualification is for people working in a retail environment – whether it's a large national chain store, an independent boutique shop or anything in between. This level is appropriate for sales advisers or similar roles. It is a very flexible qualification which can be tailored to meet the requirements of individual job roles.

The programme is designed to provide learners with an intermediate level of retail competence required by employers in the sector. The range of optional units cover a wide variety of roles within the retail environment including sales; customer service; maintaining stock; promotion of products; stock display and visual merchandising; financial transactions and food preparation.



How is the course structured?

Your Apprenticeship is a collection of recognised and externally accredited individual qualifications that are delivered as part of a package that can also include other business specific training elements. We call this an Apprenticeship Framework.

A full Apprenticeship Framework is made up of the following elements:

Certificate

Competency/Practical – this element is the main learning aim of your Apprenticeship. It is a competency based qualification where you will be trained and assessed against a set of performance criteria that relate to your chosen subject/ occupational area.

Technical Knowledge/Theory – this element is the part of your programme where we train and assess your specific underpinning knowledge of your chosen subject/ occupational area. It is often delivered as part of the Diploma.

Employer Requirements – we place all learning in the context of your organisation's core values and expected behaviours. Sometimes there are additional course components that your employer will ask us to train you in.

Employee Rights – we ensure that you understand your role and responsibilities at work.

Functional Skills – we deliver English and Maths qualifications at level 1 or 2 and in some frameworks we include ICT.

Health & Safety/Equality & Diversity/Safeguarding/ ESafety – these elements are offered as part of your framework and you can gain an accredited outcome for completing them.

Personal Learning & Thinking Skills – we ensure that these skills are formally developed and evidenced during your Apprenticeship.

What will my course contain?

You will cover a wide range of knowledge and competency based units within your Certificates in Retail Knowledge and Retail Skills. There are a wide range of units available within this subject area that include:

- Understand and deliver retail sales and customer service
- Maintain health and safety
- Managing stock and storage
- Dealing with customer information, complaints and queries
- Point of sale procedures for age-restricted products
- Visual merchandising displays
- Processing payments and cashing up

How long is the course?

12-14 months

How is the course delivered?

You will be assigned a personal tutor who will plan an individual learning programme with you.

This will be based around regular monthly tutorials in the workplace, workshops and if appropriate some online learning.



You will be given mentoring and support in your role both 'on and off' the job through your employer's assigned supervisor/mentor/manager. In addition, a daily or weekly portion of time should be identified, outside the training elements shown above, to complete work-based assignments/project work or to access online learning. The time that needs to be dedicated to this varies from learner to learner; it may equate to an hour within the working day. Your monthly activities will be detailed by your tutor and activities undertaken should be recorded within your Learning Journey document.

What are the entry requirements for the course?

You should be aged 16 or over and be working or applying to work with a company that has agreed to offer this recognised Apprenticeship programme. There are no minimum academic or vocational qualifications required but a good general standard of education is beneficial.

What could I do after this course?

Depending on your circumstances you may wish to progress on to a Leadership & Management course.

Cost

TSP can access full and partial funding support for this programme.

Please contact us to check your eligibility and to confirm the course price.

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Apprenticeships

