

Retail

Apprenticeship Level 2

A retailer assists customers when they purchase products and services, Requiring a good understanding of the stock being sold, the variety of ways customers can shop and the ability to process payments

Retailers must be passionate about delivering a quality service that always aims to exceed customers' expectations. Retailers enjoy direct contact with a wide range of people and are motivated by completing a sale and knowing a customer is happy with their purchase.

Candidate work role requirements:

The knowledge based units for the Diploma cover a range of Retailing principles that will ensure you maximise your understanding of procedure, legislation and best practice within your retail role. These units will be assessed on a question and answer basis, or in a written essay style.

The Competence element will be assessed by a range of assessment methods to ensure that a true picture of your ability is captured. These methods will range from Observation through to Witness Testimony. There is a vast range of units to choose from within the optional units, and this ensures that the qualification is tailored to reflect the skills in a particular environment.

Regular progress reviews will take place with a dedicated assessor who will also provide support throughout the apprenticeship.

Who is this suitable for?

This Apprenticeship is ideally suited to people wishing to begin their Retail Career with professional knowledge and understanding of the principles of effective retailing, or can be equally advantageous to an existing retailer who is looking to expand and formalise their career.

What type of opportunities could this lead to?

Retail Assistant, with progression to trainee Team Leader/ Senior Management

How is the qualification assessed?

Through competence based assessments carried out in the workplace and attending day release training.

Entry requirements

No entry requirements, however a full interview prior to training will take place.

How is the course delivered?

Through scheduled monthly contact with a dedicated assessor/trainer in your workplace, with all assessment materials available for you from the start.



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