



Retailer

Welcome to the Retailer programme.

The Level 2 programme is designed to support those working in a retail role who are looking to develop their customer service skills. It is suitable for both those new to the role and those looking to take the next step in their career.

The programme focuses on supporting the key skills that workers need in a retail environment. Learners will develop their knowledge of the customer journey, and how to positively interact with customers to inspire loyalty. They will develop their communication and merchandising skills to promote the organisations products or services.

Once completed, Learners will have gained a nationally recognised Retailer Apprenticeship Standard and, depending on their job role, may want to consider progression on to the Level 3 Retail Team Leader Programme.

ABOUT INTEC BUSINESS COLLEGES

We are a national training provider, who have worked with organisations across the UK helping them to upskill their workforce through vocational qualifications since 1982. Our mission is to enable our Learners to develop, progress and achieve.

**LEVEL
LEVEL 2**

**DURATION
12 MONTHS (+ 3 months for EPA)**

**END POINT ASSESSMENT ORGANISATION
HIGHFIELD ASSESSMENTS**



THE PROGRAMME *

The Learner will receive a 2-3 hour monthly visit from a dedicated Intec Tutor who will deliver the Standard either remotely or in the Learner's place of work. We use a blended learning approach and all sessions will be supported by our online delivery platform, Smart Assessor, where Learners can upload their work and Tutors and Managers can monitor their progress between visits.

As part of an Apprenticeship, Learners are required to spend 6 hours a week (based on 30-hour contract) engaged in off the job training. This can be achieved in a variety of ways.

PROGRAMME COVERAGE	
Customer	Business
Financial	Marketing
Communication	Sales and Promotion
Product and Service	Brand Reputation
Merchandising	Stock
Technical	Team
Performance	Legal and Governance
Diversity	Environment

*Further details of the programmes contents can be found on the factsheet or scheme of work.

MANDATORY ENTRY REQUIREMENTS

- Organisations set their own but the Learner must be able to meet the requirements of the programme through their job.
- Achieve level 1 English and maths or equivalent and have attempted the level 2 prior to sitting End Point Assessment.
- Have been a resident in the UK for 3 years or more, or a national of an EU Settlement Scheme.

END POINT ASSESSMENT

Once learning is complete, the Employer, Learner and Intec will agree if the Learner has gained the necessary knowledge, skills and behaviours to be put forward to the Assessment Gateway. This will then trigger the End Point Assessment. The assessment is graded with the Learner achieving a pass, distinction or fail.

50% WEIGHTING OBSERVATION WITH Q&A

A 2.5 hour observation assessing the knowledge, skills and behaviours the Learner has developed, with questions.

50% WEIGHTING INTERVIEW UNDERPINNED BY PORTFOLIO

A 60 minute interview to discuss knowledge, skills and behaviours with evidence using portfolio work

Enabling you to develop, progress and achieve.