



# Trade Supplier

## Welcome to the Trade Supplier programme.

The Level 2 programme is designed for those working in trade counter roles, who require technical product knowledge. 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 building the Learner's knowledge and understanding of the context of their role within the organisation, developing skills and behaviours to ensure an efficient flow of goods and deliver excellent customer service. The programme covers areas such as understanding the customer journey, stock control and the learners own personal responsibilities and performance.

Once completed, Learners will have gained a nationally recognised Trade Supplier Apprenticeship Standard and, depending on their job role, may want to consider progression onto the Level 3 Customer Service Specialist or Team Leader/Supervisor.

## 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**  
**14 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	
Knowledge & Skills	
The Organisation	The Specialist Trade Customer Profile of the Business
Trade Counter and Telesales Services	Warehousing and Stock Control
Technologies Appropriate to the Role	Legislative Responsibilities
Personal Responsibilities and Performance	
Behaviours	
Interacting With Customers	Products and Services
Policies and Procedures	Flexibility
Equality and Diversity	Using Equipment
Integrity, Responsibility and Commitment	

\*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.

### 33.3% WEIGHTING MULTIPLE CHOICE TEST

A 1 hour multiple choice test with scenario based questions.

### 33.3% WEIGHTING PRACTICAL OBSERVATION

A 3 hour observation assessing the knowledge, skills and behaviours the Learner has developed.

### 33.3% WEIGHTING PROFESSIONAL DISCUSSION

A structured discussion lasting 1 hour. developed whilst on programme.



*Enabling you to develop, progress and achieve.*