

WE ARE HERE TO HELP APPRENTICES BEE WHAT THEY WANT TO BEE

Retailer Apprenticeship

For more information on this apprenticeship standard, visit the [Institute for Apprenticeships](#).

1 The Apprenticeship

Above all else, retailers must be passionate about delivering a quality service that always aims to exceed customers' expectations. Given that the main purpose of a retailer is to assist customers when they purchase products and services they must enjoy direct contact with a wide range of people and be motivated by completing a sale and knowing a customer is happy with their purchase.

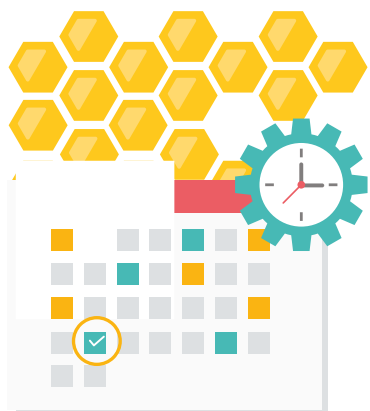
A retailer can work in a variety of shops and other retail establishments: small boutiques, large high street chains, supermarkets and well-known department stores are just some examples. More specialist retailers include funeral services, garden centres, delicatessens and people who work in remote environments for example in telephone, online and mail-order retail.

Regardless of the type of products and services being sold, a wide representation of employers from across the retail industry have defined this standard and agreed that the knowledge, skills and behaviours that apprentices must have to do their job are the same.

Funding Band: 7*

Duration: 12 months

Level: 2



2 Initial Assessment Plan

Employers will set their own entry requirements in order to start on this apprenticeship. This will include:

Level 1 English and Mathematics.



3 On-the-job and Off-the-job training

This is where all the apprentices training and development takes place. They will be busy making sure they have packed all the essential items to complete their journey. This may include a qualification if it is identified as a requirement in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan. Mathematics and English are required (level varies according to the standard).

4 Gateway

In order to enter into this phase, the apprentice will need to have passed all the relevant knowledge, skill and behaviour criteria as set out in the apprenticeship standard. It will be the employers decision to place an apprentice through End-Point Assessment.



In order to pass, the apprentice must have achieved:

- Level 1 in Mathematics and English, attempt Level 2 English and Mathematics
- On-programme progression meetings and records

If all the above has been completed, employers can feel confident that they are putting forward apprentices who are in the best shape to pass their End-Point Assessment.

5 End-Point Assessment

The synoptic end-point assessment will consist of **three** components. In order to pass the apprenticeship, the apprentice is required to pass each component.

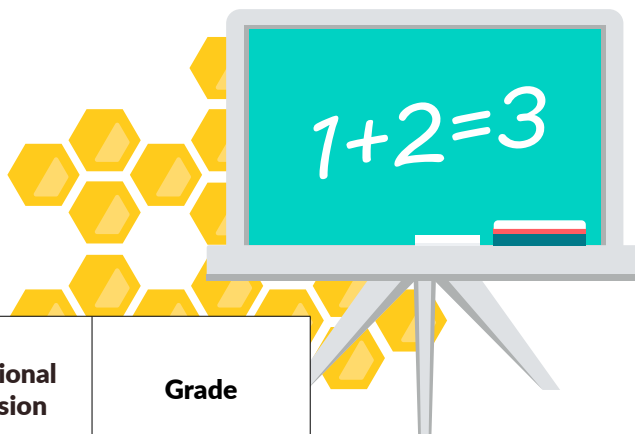


On-Demand Test	Practical Observation	Professional Discussion
<p>The 30-minute On-Demand Test will be scenario based requiring the apprentice to demonstrate reasoning and joined up thinking, demonstrating synoptic performance against the key elements of the standard. Completed under controlled conditions, this will be externally set and marked automatically by the assessment organisation and will cover the core and relevant specialist function.</p> <p>Pass</p>	<p>The practical assessment is an observation of the apprentice in the retail environment and must include customer interaction. During the two-hour observation, the apprentice should have the opportunity, if required to move from one area/ function of the business to another in order to best demonstrate how they have applied their knowledge, skills and behaviours in a real-work environment to achieve genuine and demanding work objectives.</p> <p>Distinction / Pass</p>	<p>Planned in advance to allow the apprentice to prepare fully, the Professional Discussion is the final part of the assessment of the Retailer apprenticeship standard. A 60-minute discussion between the apprentice and the independent end assessor will take place and will be structured to draw out the best of the apprentice's energy, enthusiasm, competence and excellence.</p> <p>Distinction / Pass</p>

Grading

Once the three assessments are completed, you will be provided an overall grade for your apprenticeship, using the following Grading Table:

On-Demand Test	Practical Observation	Professional Discussion	Grade
Pass	Demonstrating competence against all of the Pass assessment criteria .		Pass
	Competence against all of the Pass assessment criteria . + Consistency, use of initiative, and outstanding communication skills. (Distinction assessment criteria)		Distinction



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Completion and Certification

Once the assessor verifies the apprentice has successfully completed all End-Point Assessments, TQUK will initiate the certification process. Working with the Education & Skills Funding Agency, we will ensure the apprentice receives their certificate in recognition of completing their apprenticeship.

Progression: Level 3 Retail Team Leader, Level 4 Retail Manager

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Occupational competence

Once the apprentice has achieved this Retailer apprenticeship there are many additional avenues which can enhance their training and skill set. These can include development into a Retail Team Leader or Retail Manager role.

