

# Retailer

## Level 2



### Overview

The Retailer Apprenticeship is for someone working in a wide range of retail settings.

The main purpose of a retailer is to assist customers when they purchase products and services, which requires a good understanding of the stock being sold, the variety of ways customers can shop and the ability to process payments, for example, using a till.

Retailers must be passionate about delivering a quality service that always aims to exceed customers' expectations.

This apprenticeship has been designed to provide access to development opportunities for as wide a range of individuals as possible. This includes individuals who are at the start of their career in retail and those who wish to progress further within the sector.

### Apprenticeship Breakdown



### Apprenticeship Delivery

Apprenticeship Delivery – Blended approach

Face-to-face, Skype, telephone and online learning

### End of Course Qualifications

Functional Skills Level 1/ Level 2 in mathematics and English

Level 2 Retailer Apprenticeship

### End Point Assessment

Knowledge test using scenarios and questions



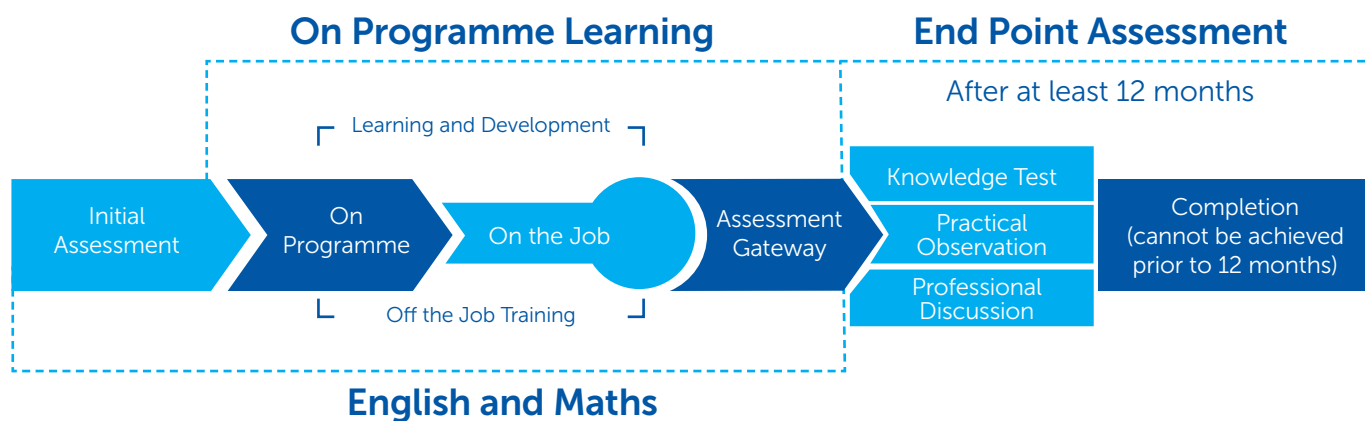
Practical Observation



Professional discussion focusing on performance during the apprenticeship and overall achievement of the knowledge, skills and behaviours in the standard.

This apprenticeship provides an ideal stepping stone into specialist, team leading, supervisory or first line management roles within retail and higher-level training and apprenticeships.

### Apprenticeship Journey



### What will your employees learn?

#### Knowledge, Skills & Behaviours

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

### How will your employees learn?

Our Skills Coaches will support your apprentice by completing 1-2-1 interactions. These sessions will include the development of teaching and learning, performance reviews with line managers and will also take in to consideration any in-house training that is provided for the apprentice.

To Enrol or Contact Us:  
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