

# Apprenticeships

## Find your inner Superhero

### Retailer Level 2



### Overview

The retail apprenticeship is great for individuals who are new into retail or for those staff who wish to further their knowledge, skills and behaviours within a retail role on the shop floor. It's an excellent opportunity to develop key skills and learn new techniques that can help improve performance. This qualification is the first stepping stone to develop a career in retail.

To successfully complete this qualification you must be passionate about delivering a quality service that always aims to exceed customers' expectations. By undertaking this qualification you will learn to successfully assist customers when they purchase products and services and have a good understanding of the stock being sold as well as looking at the variety of ways customers can shop.

### Modules Include:

- Merchandising
- Effective communication
- Sales and Promotion
- Business and Finance
- Legal and Governance
- Customer Service

And much more.....



Length of Programme:  
13 to 15 Months

### Benefits:

- Stepping stone to a career in Retail
- Knowledge Builder – helps understanding every aspect of retail and not just the sale
- Earn as you learn
- Government Recognised Qualification - equivalent to GCSEs



### End Point Assessment:

End Point Assessment or EPA as its known has been created to assess the knowledge, skills and behaviours gained throughout the qualification. EPA is conducted by an external independent body chosen by the employer. EPA offers the chance to showcase your skills and be awarded a grade that reflects your performance. For this qualification the EPA consists of the following:

- ½ hour Knowledge Test (multiple choice)
- 2 hour Practical Observation
- 1 hour Professional Discussion