

Apprenticeships

Find your inner Superhero

Retail - Level 2



Programme 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 is 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



NTA
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TRAINING ACADEMY

Key Information

Qualification	Level 2 Retailer Apprenticeship - equivalent to GCSEs
Duration	This qualification typically takes 13-15 months
Entry Requirements	<p>The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grades 4-7.</p> <p>Apprentices without Maths and English will be required to complete Functional Skills at level 2 prior to taking the end point assessment.</p>
Role Suitability	Ideal for people who 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, on-line and mail order retail.
Key Responsibilities	Helping customers buy products or services from retail organisations.
Delivery	Blended approach of remote and face to face visits.
Assessment	<p>For this qualification the EPA consists of the following:</p> <ul style="list-style-type: none"> • ½ hour Knowledge Test (multiple choice) • 2 hour Practical Observation • 1 hour Professional Discussion
Progression	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
Benefits	<ul style="list-style-type: none"> • Stepping stone to a career in Retail • Knowledge Builder - helps understanding every aspect of retail and not just the sale • Earn as you learn



Northern Training Academy are committed to ensuring employers and apprentices have everything they need before the programme begins.

Apprenticeship Support Team

Our dedicated support team provide monthly status updates for learners and line managers to highlight progression and engagement, with additional meeting support where necessary.

Learning and Development Coaches

An industry experienced and professional coach who will guide Apprentices through the programme.

With monthly visits, one- to-one calls, workshops and our e-portfolio delivery will ensure that Apprentices are meeting learning targets and professional development outcomes.

Programme Support:



Induction Support:

- On boarding and start of learner journey



On Programme Support:

- Regular 1-to-1 Progress Reviews
- Tuition from industry expert coach
- Learner Support and Engagement
- L2 Maths and English Support where required



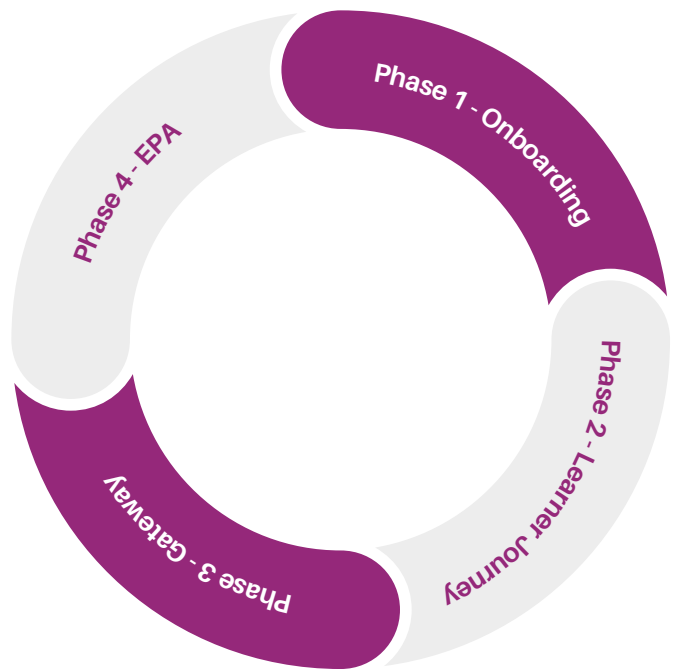
End Point Assessment Support:

- Gateway Review
- EPA Booking
- EPA Support





Programme Outline:



Off the Job Training:

- Planned tasks and research
- Further reading
- Session attendance
- Online learning
- Industry training and events



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