

APPRENTICESHIP STANDARDS ASSESSMENT AND SOLUTIONS

RETAILER

- LEVEL 2
- 12 MONTH PROGRAMME



RETAIL SECTOR

OVERVIEW

Your Retailer apprentices will develop their knowledge and skills to be able to assist customers when they purchase products and services, have a good understanding of the stock being sold, the variety of ways customers can shop and the ability to process payments.

ROLE PROFILE

Retailers must be passionate about delivering a quality service that always aims to exceed customers' expectations. Retailers enjoy direct contact with a wide range of people and are motivated by completing a sale and knowing a customer is happy with their purchase.

Retailers can work in a variety of shops and other retail establishments including small boutiques, large high street chains, supermarkets and well-known department stores.

Alternatively, a Retailer may work in a more specialist establishment including funeral services, garden centres, delicatessens and remote environments.

YOUR APPRENTICES' LEARNING JOURNEY

Your apprentices will complete a 12-month apprenticeship learning journey. Their journey will include achievement of Level 1 Literacy and Numeracy.

On completion of their learning journey, apprentices will undertake an End-Point Assessment, with an independent iCQ assessor.

Throughout their journey, your apprentices will record and update their progress using iCQ's **iLearner** system, and their End-Point Assessment will be delivered using **iLearner**.

FURTHER INFORMATION

The full Standard, Assessment Plan and current funding details can be viewed on the [*Institute for Apprenticeships & Technical Education*](#) website.



LEARNING
JOURNEY



GATEWAY
MEETING



END-POINT
ASSESSMENT

APPRENTICESHIP STANDARDS DELIVERY SOLUTIONS

iLearner

APPRENTICE AND LEVY/FUNDING MANAGEMENT

A complete apprentice and levy/funding management tool for ROATP providers and employer-providers.

Manage your funding, apprentice key learning milestones and progression, off-job learning hours, gateway meeting and much more. All using one, secure, on-line, management system - **iLearner**.

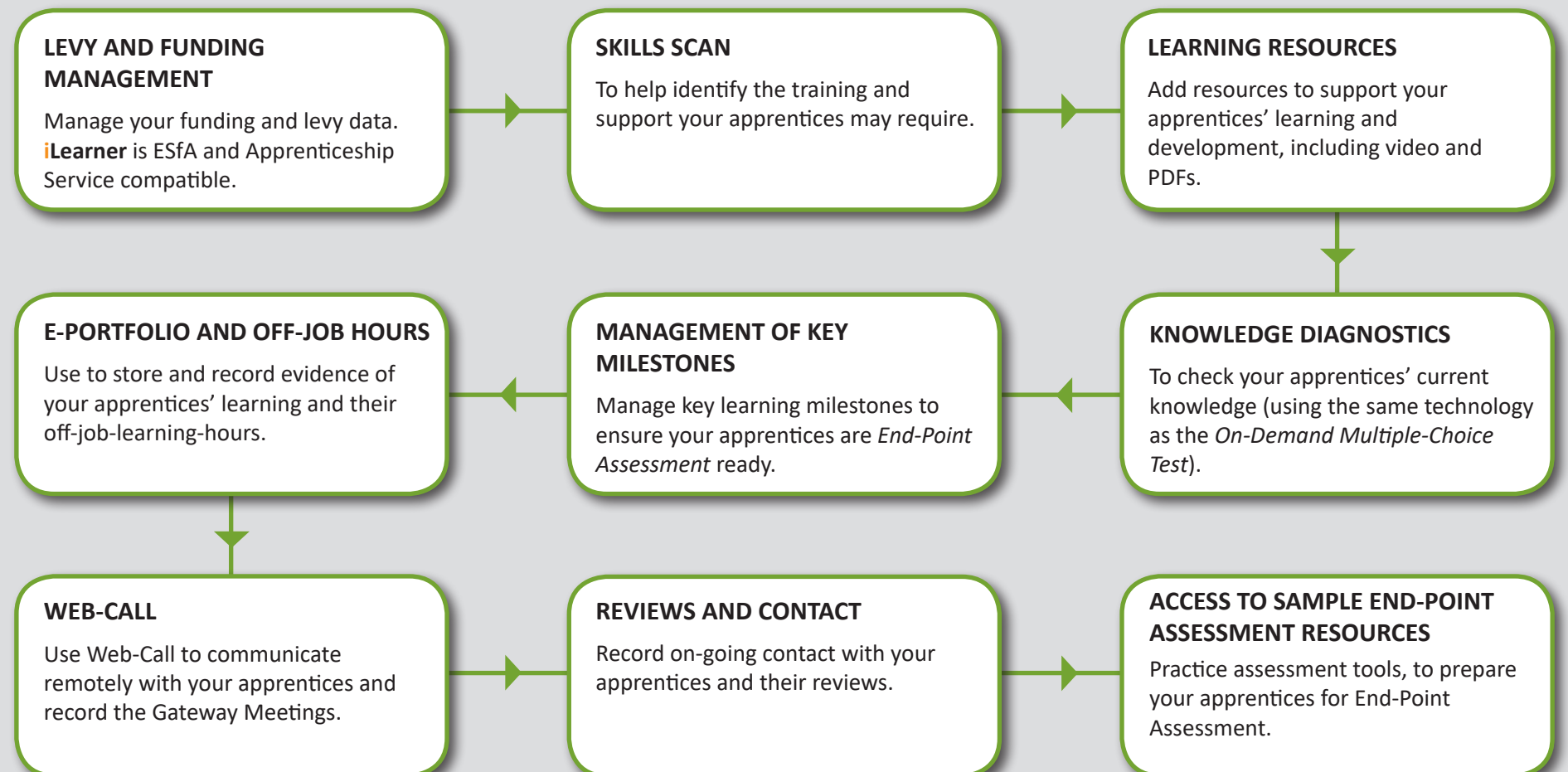
APPRENTICESHIP STANDARDS END-POINT ASSESSMENT SOLUTIONS

DELIVERY OF END-POINT ASSESSMENT

- Sample assessment resources and Trainer Toolkit, to prepare your apprentices for their End-Point Assessment
- Professional Discussion, Interview and Presentation End-Point Assessment conducted online, using **iLearner's** Web-Call
- Track End-Point Assessment progress and results on **iLearner**

APPRENTICESHIP LEARNING JOURNEY

A complete
apprenticeship
delivery solution -
guiding you every step
of the journey...



APPRENTICESHIP STANDARDS END-POINT ASSESSMENT

RETAILER - LEVEL 2



MULTIPLE-CHOICE TEST

The scenario-based test will cover 3 key areas of the standard, using iLearner's on-line multiple-choice test tool. The time allowed is 30 minutes.



OBSERVATION

The two-hour observation enables your apprentices to demonstrate their skills, knowledge and behaviour in 3 key areas of the Standard - Customer, Business, Communication and Brand Reputation.



PROFESSIONAL DISCUSSION

A 30-minute structured discussion between your apprentices and an iCQ assessor, including aspects of the standard not seen in the observation and a selection of pre-prepared discussion areas (available from iCQ).



APPRENTICES CAN ACHIEVE A PASS OR A DISTINCTION GRADE.

WANT TO KNOW MORE?

For further information, please contact us:

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