

# Retailer

## LEVEL 2



12 Month Programme + EPA

This Level 2 apprenticeship prepares individuals to begin a career within retail, gain a recognised qualification and an enhanced skillset.

### Introduction to the course

Starting a successful career can be difficult without the correct blend of skills and the right foundations. Retail professionals must have product and industry knowledge, a problem-solving mindset, and the ability to deal with customers in a friendly and professional manner.

This Level 2 course gives individuals the chance to gain the foundation of skills needed to begin their Retail career. Through our blended delivery style and range of topics you will gain an understanding of customer communication, merchandising, promotion, business environments and team working. These skills will help prepare you for a successful career.

### Learner outcomes

This apprenticeship develops individuals into retail professionals. Learners are exposed to various aspects of the retail industry allowing them to develop a unique skill set, which are an asset to any business. These skills include customer service and communication skills, the ability to merchandise and promote products effectively and the importance of personal development and collaborate teamwork.

On completion of this apprenticeship, you will be comfortable with various aspects of Retail. You will have a greater understanding of the significance of your role, your responsibility to promote products and deliver great customer service. You will be able to advance into a more senior role in the future and support your organisation in improving their products and services.

### Assessment

Your End Point Assessment (EPA) takes place in the last three months of your apprenticeship. It is an opportunity to display your newly gained knowledge, skills, and behaviours through three assessment methods. These are a 30-minute multiple-choice test, a practical observation, and a professional discussion.

### A good fit for

Any retail employee in a non-management role providing customer service in a physical store format, on the telephone or virtually.

### What's next?

After completion, learners can progress onto a higher-level apprenticeship, such as:

- Retail Team Leader L3

# babington

### Course overview



**Start Date**  
Flexible



**Level**  
2



**Duration**  
12 months + 3 months EPA



**Delivery**  
Blended delivery



**Assessment**  
On-Programme And End-Point Assessment



**Qualification**  
Level 2 Retailer



**Entry Requirements**  
No formal entry requirements. The apprentice's role should be based in a retail environment and have opportunities to provide customer service.

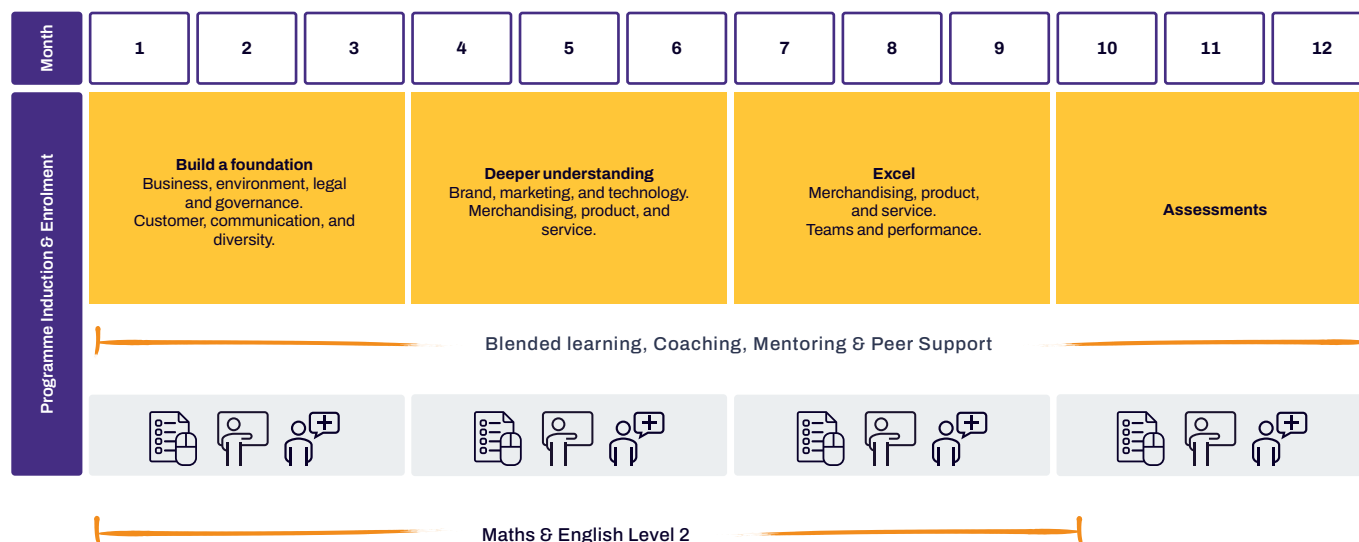
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## Blended Delivery Model



\* Maths and English functional skills may be included in your apprenticeship programme depending on the programme requirements and your prior attainment level.

unlocking potential  
delivering personalisation  
enhancing performance

### Gateway



### End Point Assessment

3 Months

- ✓ 30-minute multiple-choice test
- ✓ Practical observation
- ✓ Professional discussion

 **Apprenticeship Achieved**

### Key



Online Learning



Workshop



Progress Reviews