



The Level 2 Foundation Apprenticeship in Retail is tailored for those who are involved in the delivery of retail services for sales assistants & product experts. Foundation Apprentices will work in job roles such as

- Sales Assistant
- Customer Service Assistant
- Team Member
- Crew Member

The Retail Foundation Apprenticeship Framework is to support a member of the team within a retail environment, giving learners the opportunity to learn and evidence their knowledge and competency within Level 2 Diploma in Retail Skills and the Level 2 Certificate in Retail Knowledge. Combined, these qualifications provide learners with the knowledge, understanding and skills in retail such as:

- general tasks involve sales & product knowledge,
- processing payments:
- order/receive stock,
- merchandising,
- customer service,
- product expertise for example bakery, butchery, beauty products.



### Course Delivery

Assessment will take place via blended learning and you will be supported by a training officer who has industry experience. You and your training officer will have a session at least once per month, which will include online training sessions or on site visits for up to 4 hours, we tailor the course to your needs. If you need to do your essential skills this will be done towards the beginning of your course and can include weekly visits from an essential skills tutor.

### Entry Requirements

If an apprentice has not already achieved Level 1 English and Maths they are expected to study for them and take the tests via our Essential skills program, which will develop and ultimately demonstrate the apprentices' ability to use English and Maths.

Employers see these skills as essential, and by holding this qualification apprentices are showing they have the ability to apply them in work situations.

### Recommended time on programme

15 Months.

### Course Units

A minimum of 37 credits must be achieved at level 2 or above in a chosen pathway. The mandatory unit(s) must be completed for all pathways.

MANDATORY UNIT	CREDITS	UNIT TITLE
T/503/5735	8	Work effectively in a retail team



## Pathway 1 - Customer Service

### GROUP A – OPTIONAL UNITS

R/503/5662	3	Process customer orders for goods in a retail environment
Y/503/5663	3	Process returned goods in a retail environment
F/503/5687	4	Deal with customer queries and complaints in a retail environment
L/503/5689	4	Process payments for purchases in a retail environment
L/601/0933	5	Give customers a positive impression of yourself and your organisation
Y/503/5727	5	Protect own and others' health and safety when working in a retail environment
D/503/5728	5	Reduce security risks in a retail environment

## Pathway 2 - Shop Floor

### GROUP A – OPTIONAL UNITS

J/503/5660	4	Place goods and materials into storage in a retail environment
L/503/5661	3	Keep stock on sale at required levels in a retail environment
M/503/5684	5	Display stock to promote sales to customers in a retail environment
L/503/5689	4	Process payments for purchases in a retail environment
L/601/0933	5	Give customers a positive impression of yourself and your organisation
Y/503/5727	5	Protect own and others' health and safety when working in a retail environment
D/503/5728	5	Reduce security risks in a retail environment

## Pathway 3 - Showroom

### GROUP A – OPTIONAL UNITS

R/503/5676	4	Pick products in a retail environment to fulfil customer orders
T/503/5685	6	Help customers to choose products in a retail environment
F/503/5690	5	Process applications for credit agreements offered in a retail environment
L/601/0933	5	Give customers a positive impression of yourself and your organisation
Y/503/5727	5	Protect own and others' health and safety when working in a retail environment
D/503/5728	5	Reduce security risks in a retail environment