



Intermediate Apprenticeship in Retail Skills

INTRODUCTION

This practical course provides you with an overview of the best practice skills required to manage your customers' expectations in a retail environment. You will have the opportunity to discuss customer handling skills, processing payments, displaying stock, alongside specialised aspects of the retail sector. The course will develop your confidence in your retail skills and by the end of this course you will be able to:

- Understand what your customers expect of you and your organisation
- Understand your personal impact on customers
- Manage customer expectations
- Deliver a first class customer experience while processing payments
- Recognise how the retail sector has changed and adapt to the changes
- Increase customer loyalty by having specialised retail knowledge

Be inspired to think about and develop the retail skills and services you provide. Learn how to apply best practice techniques to develop and support long-lasting relationships with your retail customers

WHAT WILL I DO

This qualification has two options:

1. Certificate: to achieve a Certificate in Retail Skills the candidate must achieve 24 credits. 8 credits are achieved through a mandatory unit, the remainder being met by optional units, chosen to match the retail role.

2. Diploma: to achieve a Diploma in Retail Skills the candidate must achieve 37 credits. 8 credits are achieved through a mandatory unit, the remainder being met by optional units, chosen to match the retail role.

Candidates are also required to complete the Technical Certificate and Level 1 Functional Skills in Application of Number (AON), English and IT.

Functional Skills are practical skills in English, Mathematics and ICT that enables everyone to work confidently, effectively and independently in life and at work.

A Functional Skill qualification in English @ Level 2 will show that you are competent in writing documents on complex subjects, making presentations, reading and summarising information as well as spelling, punctuation and grammar, in Mathematics @ Level 1 will show you can understand practical problems, select & apply maths in an organised way and use checking procedures, in ICT @ Level 1 or 2 will prove you can use ICT systems, find & select information, develop, present & communicate information.

Functional Skills have been produced as a response to calls from employers for more people to have these skills



and they therefore form an integral part of an apprenticeship framework. They are the key to success that will open doors to learning and work.

Delivery of Functional Skills within the framework can happen in two ways:

- a) an apprentice attends day release, their functional skills will be delivered at college on that day.
- b) an apprentice does not attend college for their main qualification, they will need to attend college for a block week for each Functional Skill required for their framework. Dates of these block weeks will be discussed with the apprentice and their employer at sign up and they will be booked in advance.

HOW LONG WILL IT TAKE

This course runs on a worked-based assessment for approximately 15 months. This is a roll on/off course so therefore candidates will be able to start the course at any time throughout the year.

ENTRY QUALIFICATIONS

Entry to the course will be considered in relation to the candidate's previous knowledge and experience. Also GCSEs at grade D or above in English and Maths or equivalent qualifications are required, as well as a good reference and good communication skills.

Retail Apprentices must be employed for a minimum of 30 hours a week (including day release) at a workplace which has to be approved for Health and Safety purposes by the Apprenticeship Team. Employers must be willing to sign up to the training agreement and have to be prepared for the Training Adviser to visit the workplace every 8-12 weeks for training reviews and regular Health and Safety checks.

WHERE COULD IT LEAD

There are many different career opportunities to progress, within the retail sector. Successful completion of this Apprenticeship could enhance progression within the company and employment opportunities. Retail skills are crucial to business success, qualified staff will add to that success.

FEES

Employers may have to pay a contribution for those over the age of 19. For more information please enquire within the Apprenticeship Team.

For all Apprenticeships the Learner is required to be paid at least the Apprenticeship minimum wage (Currently £2.50 per hour).

HOW TO APPLY

You can apply for this course using an application from WBL Tel: 01205 365701 or download from www.boston.ac.uk

The Information on this Course Information Sheet is correct at time of print, but can be subject to change at anytime.



ARE YOU OUR NEXT APPRENTICE? - EARN WHILE YOU LEARN

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