



TRADE SUPPLIER APPRENTICESHIP STANDARD LEVEL 2

Attract great talent, upskill your teams
and plan for your future.

Suitable for both new and existing employees.



PROGRAMME OVERVIEW

DURATION

The duration of this apprenticeship is typically 16 months (depending on experience)

STUDY MODE

- Online with tutor led sessions.
- Blended learning with online and face-to-face sessions and support (at the employers premises)
- There is an End-Point-Assessment for this apprenticeship. This is when the learner will demonstrate they have learnt the required knowledge, skills and behaviours.

QUALIFICATIONS TO BE AWARDED

- Level 2 Trade Supplier Apprenticeship
- Functional Skills English and maths (if required)

PROGRESSION OPPORTUNITIES

This Standard provides an ideal route into specialised, supervisory and management roles and qualifications within a trade business.

ON-PROGRAMME LEARNING		EPA	
KNOWLEDGE & SKILLS <ul style="list-style-type: none">• Knowledge and understanding of the organisation• Knowledge and understanding of the specialist trade customer profile of the business• Knowledge and understanding of trade counter and telesales services• Knowledge and understanding of key principles of warehousing and stock control• Knowledge and understanding of the technologies that are appropriate to the role• Knowledge and understanding of legislative responsibilities relating to the business, products and/or services being sold• Knowledge and understanding of how personal responsibilities and performance contribute to the success of the team and the business	BEHAVIOURS <ul style="list-style-type: none">• adopts an approachable and friendly manner, interacting with customers in the style of the business• takes an active interest in the range of products and services offered by the organisation• works with integrity in an honest and trustworthy manor• demonstrates adaptability and flexibility in own performance• shows an organised and committed approach, with a positive attitude.• takes ownership and responsibility for own performance, is diligent and accurate• supports equality and diversity in the workplace• uses appropriate Personal Protective Equipment and operates machinery safely and effectively• consistently takes into account company environmental and sustainability policies and procedures	EPA GATEWAY	END-POINT-ASSESSMENT
0-13 MONTHS		3 MONTHS	

KNOWLEDGE OVERVIEW

A TRADE SUPPLIER WILL BE ABLE TO UNDERSTAND AND HAVE KNOWLEDGE OF:

KNOWLEDGE AND UNDERSTANDING OF THE ORGANISATION'S

- Structure, mission, objectives and culture and how the role contributes to its success
- Position in the flow of goods and services, between the manufacturer and the customer
- Position in the external market and the wider sector within which the business operates, including the roles available in relation to their own career aspirations
- Internal policies and procedures, how these relate to the role and interact with legislative obligations
- Vulnerability to situations that pose risk to the brand and/or business reputation

KNOWLEDGE AND UNDERSTANDING OF THE SPECIALIST TRADE CUSTOMER PROFILE OF THE BUSINESS

- Identify specialist customer needs
- Recognise how to be an effective listener
- Recognise the difference between internal and external customers and the relationship between customer satisfaction and organisational performance

KNOWLEDGE AND UNDERSTANDING OF TRADE COUNTER AND TELESales SERVICES AND HOW TO

- Recognise the products, services and language used by trade customers and the technical application of those product and services

KNOWLEDGE AND UNDERSTANDING OF THE KEY PRINCIPLES OF WAREHOUSING AND STOCK CONTROL

- The safe movement, storage and stock control of products within the trade supplier environment

KNOWLEDGE AND UNDERSTANDING OF THE TECHNOLOGIES THAT ARE APPROPRIATE TO THE ROLE

- Benefits and potential limitations of technology in the workplace
- Different technologies and how they support the operation of the business

KNOWLEDGE AND UNDERSTANDING OF LEGISLATIVE RESPONSIBILITIES RELATING TO THE BUSINESS, PRODUCTS AND/OR SERVICES BEING SOLD

- Importance of health, safety and security in a trade supplies environment, and the consequences of not following legal guidelines

KNOWLEDGE AND UNDERSTANDING OF HOW PERSONAL RESPONSIBILITIES AND PERFORMANCE CONTRIBUTE TO THE SUCCESS OF THE TEAM AND THE BUSINESS

- Understand the impact of personal behaviour and actions on the team.
- Recognise and comply with organisational standards of presentation and behaviour

SKILLS OVERVIEW

A TRADE SUPPLIER WILL BE ABLE TO DEMONSTRATE THE FOLLOWING SKILLS WITHIN THE CONTEXT OF THE ORGANISATION:

KNOWLEDGE AND UNDERSTANDING OF THE ORGANISATION

- Communicating confidently to internal and external customers about the company and how it operates
- Identifying and communicating with the relevant person if a threat or risk to the business is identified

KNOWLEDGE AND UNDERSTANDING OF THE SPECIALIST TRADE CUSTOMER PROFILE OF THE BUSINESS

- Using appropriate techniques and forms of communication to put customers at ease and gain their trust.
- Delivering customer service that exceeds customer expectations
- Identifying customer requirements and referring them onwards in an appropriate manner

KNOWLEDGE AND UNDERSTANDING OF THE KEY PRINCIPLES OF WAREHOUSING AND STOCK CONTROL

- Processing and recording the receipt, storage, assembly and despatch of goods.
- Receiving stock, despatching customer orders and processing returns in line with company processes.
- Loading /unloading of supplier and contractor vehicles

KNOWLEDGE AND UNDERSTANDING OF TRADE COUNTER AND TELESALES SERVICES

- Assisting customers in exploring product ranges and alternative and complementary products and services, based on the fundamental underpinning product knowledge
- Identifying the customers' requirements, matching them to the trade supplier's products and services
- Delivering accurate product information, to enable the customer to make a decision on products and services and know how to access the detailed technical specification of a product when required.
- Securing a trade sale using appropriate selling techniques, both face to face and on the telephone, and methods to complete the transaction.
- Applying basic merchandising techniques used within the business.
- Applying the key principles of selling in a trade supplier environment, using a variety of methods, which may include unique selling points, upselling, and link selling to secure and complete sales transactions.
- Communicating with customers using various methods and systems appropriate to the situation
- Applying the key principles of administration and working practices to accurately prepare, store, communicate and process businesses documentation.
- Processing information, to the key standards of data protection, security and intellectual property rights

KNOWLEDGE AND UNDERSTANDING OF THE TECHNOLOGIES THAT ARE APPROPRIATE TO THE ROLE

- Using technology appropriately and efficiently in line with business policy, e.g. PoS (point of sale) machines, PCs
- Demonstrating the use of various technologies, e.g. bespoke/in house or off the shelf software packages to others

KNOWLEDGE AND UNDERSTANDING OF LEGISLATIVE RESPONSIBILITIES RELATING TO THE BUSINESS, PRODUCTS AND/OR SERVICES BEING SOLD

- Complying with legal requirements to minimise risk and build customer confidence.
- Minimising disruption to the business and maintaining the safety and security of people at all time
- Taking appropriate action if a breach of H&S regulations is identified.

KNOWLEDGE AND UNDERSTANDING OF HOW PERSONAL RESPONSIBILITIES AND PERFORMANCE CONTRIBUTE TO THE SUCCESS OF THE TEAM AND THE BUSINESS

- Building two-way trust and contribute to working within a team
- Collaborating with colleagues to resolve problems.
- Managing personal performance by completing tasks to agreed standards and timescales and by taking action to resolve problems and communicating issues beyond own level of competence.
- Demonstrating effective time management through planning and prioritising own workload.
- Identifying own strengths, weaknesses and development needs

BEHAVIOURS OVERVIEW

A TRADE SUPPLIER WILL BE ABLE TO DEMONSTRATE THE FOLLOWING BEHAVIOURS:

BEHAVIOURS

- Adopts an approachable and friendly manner, interacting with customers in the style of the business
- Takes an active interest in the range of products and services offered by the
- Works with integrity in an honest and trustworthy manor
- Demonstrates adaptability and flexibility in own performance
- Shows an organised and committed approach, with a positive attitude.
- Takes ownership and responsibility for own performance, is diligent and accurate
- Supports equality and diversity in the workplace
- Uses appropriate Personal Protective Equipment and operates machinery safely and effectively
- Consistently takes into account company environmental and sustainability policies and procedures

EPA GATEWAY

END-POINT-ASSESSMENT GATEWAY READINESS

The EPA will be triggered by the following events:

- the minimum time duration allocated to the Standard has been met;
- judgement of readiness to go beyond the gateway is the decision of the Employer based on completion of all on-programme requirements.
- the apprentice believes they are ready to submit, to the EPAO, a selection of exemplary evidence, in their portfolio, which fulfil the knowledge, skills and behavioural practice in relation to the Standard.
- the employer to confirm that the portfolio is ready to submit to the EPAO
- the EPAO confirms that the portfolio has been received
- successful completion of English and maths: a minimum Level 1 qualification in English and mathematics and an attempt at Level 2 is required for this apprenticeship and must be achieved prior to the End-point Assessment (EPA), and confirmed by the employer.

END-POINT-ASSESSMENT

END-POINT-ASSESSMENT METHODS

The end-point-assessment consists of three assessment methods:

1. Knowledge test
2. Real-life practical observation
3. Professional discussion (supported by portfolio of evidence)

KNOWLEDGE TEST

A 60 minute online knowledge test consisting of 15, four option multiple choice and 5 short answer questions.

REAL-LIFE PRACTICAL OBSERVATION

A 3 hour practical observation to assess knowledge, skills and behaviours.

PROFESSIONAL DISCUSSION

A 60 minute professional discussion to assess knowledge, skills and behaviours not demonstrated in the practical observation and supported by the portfolio of evidence.

GRADING AND DETERMINATION

The gradings are Fail, Pass, Merit or Distinction, in each of the methodologies.

The overall EPA grading will be determined by the grade achieved for all assessment methods.

KNOWLEDGE TEST

A 60-minute Online Knowledge Test worth 30 marks, consisting of 15, four-option, multiple-choice questions worth 1 mark each and 5 structured questions (short answer) worth 3 marks each.

The Knowledge Test will be delivered in an online format; however additional formats will be made available for apprentices with specific accessibility requirements.

The Knowledge Test will assess the apprentice's knowledge and understanding of all elements of the Standard pertaining to:

- The nature of a trade supplier organisation
- The nature of a trade customer (eg, compared with a consumer)
- Trade counter and telesales services
- The key principles of warehousing and stock control
- The technologies that are appropriate to the role
- Legislative responsibilities relating to the business, products and/or services being sold
- How personal responsibilities and performance contribute to the success of the team and the business

Results of the knowledge test will be issued within two-weeks and the apprentice must achieve at least 18 out of 30 marks to pass. The apprentice must pass the knowledge test before continuing on to the workplace components of the assessment.

REAL-LIFE PRACTICAL OBSERVATION

The three-hour real-life Practical Observation will be carried out at the apprentice's place of work by the approved EPAO. During the process the apprentice will be expected to demonstrate to the assessor the knowledge, skills and behaviours of all elements of the trade supplier process including: dealing with customers at the trade counter and over the telephone; elements of processing orders; taking delivery of goods; the basic administration related to these functions.

PROFESSIONAL DISCUSSION

A 60-minute Professional Discussion (supported by a Portfolio of Evidence) will be conducted by the assessor in the apprentice's place of work and will take place after the real-life Practical Observation.

The Professional Discussion will orally examine the apprentice's overall skills, knowledge and behaviour against the Standard. Performance in the real-life Practical Observation and the Portfolio of Evidence will be used to inform questioning during this discussion.

The Portfolio of Evidence will contain copies of evidence gathered as part of the work role. These can be in the form of performance review records, logbooks of work completed, statements from customers, colleagues and managers as well as discrete occupational tasks that relate to the elements set out in the Standard.

GRADING AND DETERMINATION

The final judgement about whether the apprentice has passed, and with what grade, will be made by the assessment organisation taking into account recommendations by the independent assessor.

In order to be a competent worker and successfully complete the apprenticeship, a pass grade must be achieved in all three components of the end-point assessment. Merit builds on the demonstration of pass criteria and distinction builds on both pass and merit.

COSTS

This programme costs £4,000 and is covered through a companies Apprenticeship Levy.

If the employer does not pay into the levy they will only pay £200 if they have more than 50 employees or if the apprentice is aged 19+. Employers with less than 50 employees receive full funding if the apprentice is aged 16-18.





MORE INFORMATION

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