



Level 2



12 Months



3 Months

Assessment Methods



Knowledge Test



Workplace Observation



Professional Discussion

Gateway Requirements

- Level 1 English and Mathematics
- Gateway Declaration Form
- Site Health & Safety and Risk Assessment Form

Occupational Profile

The main purpose of a retailer is to assist customers when they purchase products and services, which requires a good understanding of the stock being sold, the variety of ways customers can shop and the ability to process payments, for example, using a till. Retailers must be passionate about delivering a quality service that always aims to exceed customers' expectations. Therefore, 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.

Grading

The standard is graded overall: Fail, Pass or Distinction

End Point Assessment

Knowledge Test

The knowledge test is a multiple-choice exam based on three scenarios. The apprentice will have a maximum time of 30 minutes to complete the test.

Workplace Observation

The observation conducted in the workplace will be for a maximum of 2-hours and cover the apprentice's knowledge, skills and behaviours for the Customer, Business, Communication and Brand Reputation elements of the standard. The observation may also cover wider sections of the standard.

Professional Discussion

The professional discussion is a 1-hour structured discussion focusing on how the apprentice has performed during the apprenticeship and their overall achievement of the knowledge, skills, and behaviours in the standard. The discussion will be led by the independent assessor with the apprentice and employer (e.g., line manager) present.

[Click here to view the Retailer assessment plan](#)