

Apprenticeships in Retail Operations

This Apprenticeship aims to enable learners to develop specific retailing skills, and apply them in practical situations in the workplace.

The programme offers young people the opportunity to achieve City & Guilds and EDI qualifications in Retail Operations and designated Key Skills, whilst gaining practical work experience.

At the same time employers benefit from well-trained and motivated members of staff who can make a significant contribution to the company.

Apprentices follow an approved framework of training at Level 2 or Level 3 that will meet the different needs of both small and large organisations.

The framework consists of:

A National Vocational Qualification (NVQ) in Retail Operations at Level 2 and/or Level 3

NVQs are nationally recognised qualifications; they are work-based and work relevant and build on practical experience gained in the workplace.

Technical Certificate

This qualification is designed to contribute to the knowledge and understanding of the NVQ

Key Skills

including:

- Application of Number & Communication Level 1

plus two from

- Information Technology Level 1
- Problem Solving Level 1
- Working with Others Level 2
- Improving Own Learning & Performance.

Key Skills - Advanced Level

- Application of Number & Communication Level 2

plus two from

- Information Technology Level 2 (or European Computer Driving Licence)
- Problem Solving Level 2
- Improving Own Learning & Performance Level 3
- Working with Others Level 3

Key Skills are transferable skills that enhance not just the young person's contribution in the workplace but also in everyday life. An external test may require to be taken by the young person depending on GCSE grades previously achieved.



Entry requirements

All learners will have an initial assessment to determine appropriate level of qualification to be undertaken.

Content to be covered

NVQ Level 2 in Retail Operations

Three core units:

- Health and Safety
- Contribute to keeping workplace secure
- Work effectively in own organisation

Plus five additional units from a wide selection of topics including:

Stock, storage and order processing, preparing products for sale, merchandising and selling, customer services, hygiene and goods movement.

NVQ Level 3 in Retail Operations

Two mandatory units:

- Contribute to a Secure, Safe & Healthy Environment
- Develop and maintain Productive Working Relationships

Plus six additional units from a wide selection of topics including:

Stock management, merchandising and selling, customer services, organisational effectiveness.

Staffing

Learners are regularly visited in the workplace every 3 – 4 weeks by occupationally qualified Training Consultants for one to one coaching and assessment.

Resources

- > Occupationally competent staff.
- > Prepared documentation to guide learners through NVQ requirements.
- > Regular workshop training sessions at Prescott Street offering underpinning knowledge for the technical certificates.
- > Guided sessions for Key Skills tests.

Duration of programme

12 to 18 months depending on experience

Venue

- > 1:1 coaching and assessment carried out in the workplace.
- > Training facilities, including IT Suite, at Prescott Street.

For further information please contact us on:

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