

LEVEL 2

RETAIL ASSISTANT

WHAT DOES A RETAIL ASSISTANT DO?

The Retail Assistant advises on and sells products and services in a customer-centric retail environment. This includes creating an accessible and well-presented environment. They provide information and advice to customers regarding stock, products, different ways customers can shop and various payment methods. Retail assistants work to meet or exceed customer expectations and experience and will identify specific needs of individual customers. They will respond to customer enquiries complying with both business and legal requirements.



DURATION

14 months



SKILLS ENGLAND STANDARD & ASSESSMENT PLAN

L2 Retailer Standard



FUNDING

£5,000

WHAT NEEDS TO BE COMPLETED PRIOR TO END-POINT ASSESSMENT?

Before entering Gateway, the apprentice must complete the following on-programme assessment requirements:

- Level 2 English and maths (if applicable)
- A Portfolio of Evidence

WHAT ARE THE GATEWAY REQUIREMENTS?

The employer, training provider and apprentice make the decision to take the apprentice through Gateway. The apprentice must achieve all the required on-programme elements before they enter Gateway and are ready for End-Point Assessment.

END-POINT ASSESSMENT

There are two parts to this End-Point Assessment, which can be completed in any order.

1 KNOWLEDGE TEST

The apprentice will be observed by their Independent End-Point Assessor undertaking a range of day-to-day workplace activities. The observation will involve activities which allow the apprentice to demonstrate the full range of their knowledge, skills and behaviours required for this assessment method, then the assessor will ask questions. The Observation is graded as Fail, Pass or Distinction.

2 PORTFOLIO-BASED INTERVIEW

The Professional Discussion is a structured discussion between the apprentice and the IEPA, to establish the apprentice's understanding and application of knowledge, skills and behaviours. The apprentice will use their Portfolio of Evidence to support them. The assessor grades this as Fail, Pass or Distinction.

GRADING



DISTINCTION

Distinction in all assessment methods



PASS

Pass in all assessment methods



FAIL

Fail within either of the assessment methods

COMPLETION AND CERTIFICATION

We'll activate certification once the apprentice has successfully completed all EPAs, and the IEPA/IQA has verified this. Working with the apprenticeship certificate issuing authority, we'll ensure the apprentice receives their certificate.

NEXT STEPS

Apprenticeships are funded up to and including Level 6, and there are plenty to choose from. For a Level 2 Retail Assistant, a Level 3 Team Leader or Level 4 Retail Manager might be a natural progression. For more information, get in touch with the EFI Awards team to discuss your options: info@efiawards.co.uk