

LEVEL 2 TRADE SUPPLIER APPRENTICESHIP



H.

HAWK TRAINING



Trade Supplier

Level: 2 Duration: 13 months Course Type: Apprenticeship Standard

Who is this for?

This apprenticeship is perfect for new entrants to roles in which they will be working with systems and software.

Particular roles are:

- Trade Business Depot Operative
- and other similar roles where you will be supporting local trades people with design, ordering, purchasing and delivery for trade jobs

What will be achieved?

- Level 2 Diploma for Trade Business Services (QCF)
- Level 2 Functional Skills in maths, English and ICT (if no prior exemption)
- Level 2 Award in Employee Rights and Responsibilities (ERR)
- Personal Learning and Thinking Skills (PLTS)

What will be involved at level 2?

The Level 2 Trade Business Services Apprenticeship has been designed for those in a business to business trade environment, selling products or tender services to other companies or for anyone who is looking to develop their Customer Service skills in preparation for enhanced career prospects.

This programme can take up to 13 months to achieve and aims to provide you with the skills to understand the principles and practices of trade business services as well as communication with customers, risk reduction to health and safety and reliable delivery of customer service.

Programme Overview

The Organisation, Warehousing and Stock Control Processes

Topics:

- The Organisation (Part 1)
- Legislation H&S
- Personal Responsibilities
- Key Principles of Warehousing
- Personal Development

Trade Supplier Foundations & End Point **Customer Service** Assessment MOCK END POINT ASSESSMENT Portfolio MOCK END POINT ASSESSMENT **Topics:** based interview approx. 3 hours) The Organisation (Part 2) approx. 4 hurs) Project/ Gateway **Specialist Trade Customer** • Improvement **Profiles of the Business** presentation **Legislation - Consumer** • Knowledge **Rights** test • Trade Counter and **Telesale Services** Appropriate Technologies **Personal Development**

Functional Skills: Level 2 English and maths

11 Months

2 Months

End Point Assessment (EPA)

After a minimum of 372 days and successful delivery of the programme, the End Point Assessment will take place. The EPA is a synoptic assessment of the knowledge, skills and behaviours that have been developed throughout the apprenticeship.

The EPA for this standard is made up of three assessment methods:

1. Portfolio based interview

60 minute duration. Grading of pass, fail, merit or distinction

2. Project / improvement presentation

180 minute duration. Grading of pass, fail, merit or distinction

3. Knowledge test

60 minute duration. Grading of pass, fail, merit or distinction Find out more about the End Point Assessment at www.hawktraining.com



*If the employer has fewer than 50 employees, this apprenticeship is fully funded by the government if the apprentice is 19-24 and has previously been in care or has a Local Authority Education and Health Care Plan.

