

ncfe.

UP TO **£5k**
GOVERNMENT
FUNDING BAND

TYPICAL
DURATION **12mth**
APPRENTICESHIP
PROGRAMME

level 2
5 GCSE PASSES AT GRADES
A* TO C EQUIVALENT

retailer.

Apprenticeship Standard NCFE Solution Brief

Overview

Responsible for providing a high quality of service that consistently exceeds customer expectations, the Retailer will contribute to a high performing team at the level required to achieve success.

Your apprentice will undergo a 12 month apprenticeship training programme at Level 2, during which they will be supported with on and off the job training to assist their development. Throughout, they will develop the core knowledge, skills and behaviours required by someone working competently in the Retailer role.

Role profile

The Retailer's main purpose is to assist customers – providing information and demonstrating understanding of the goods and services being sold; providing a sales service, and processing payments.

Retailers are passionate about delivering a high quality service, and enjoy direct contact with a wide range of people. They are motivated by completing sales and knowing that the customer is happy with their purchase.

The Retailer can work in a variety of shops and establishments, such as large high street chains, smaller boutiques and supermarkets. More specialist Retailers could include funeral services, garden centres and delicatessens, as well as those providing a more remote service in environments through telephone, on-line and mail order retail.



apprenticeship journey.



Mock Assessments

Ensuring everyone has the most accurate expectations of end-point assessment (EPA) is essential. Providing mock assessment materials and guidance on all our assessment methodologies, we empower providers and apprentices to structure learning towards the EPA format to assure the best chance of success.



Gateway

The decision to take an apprentice through Gateway is made between the employer, Independent Training Provider (ITP) and apprentice. The apprentice must have achieved all the required on-programme elements before they enter Gateway. We provide a Gateway guide to all of our providers to support them with this process. This ensures that the apprentice is only put forward when they are ready and comfortable to take the EPA.

1

2

end-point assessments.



Knowledge-based Multiple Choice Question Test

Via a series of scenario-based questions, apprentices are required to demonstrate their knowledge of the retail role in relation to specific workplace situations or problems. This will be a 30 minute on demand test.



ASSESSMENT DELIVERY – digital first, on-demand delivery via an online platform.



GRADE WEIGHTING – all Pass criteria must be achieved in order to pass this assessment. Distinction grade is not available for this assessment but can be achieved overall through the Practical Observation and Professional Discussion.



Practical Observation

Pre-planned and scheduled for a date when the apprentice is in their normal place of work, the Practical Observation will take place in the retail environment over a 2 hour period. The Observation allows the apprentice to evidence their knowledge, skills and behaviours from across the standard, in particular the customer, business, communication and brand reputation aspects. It will also give the apprentice the opportunity to move between areas or functions of the business for assessment, where appropriate to their role.



ASSESSMENT DELIVERY – on site, to give them the best opportunity to demonstrate their skills, knowledge and behaviours.



GRADE WEIGHTING – all Pass criteria must be achieved in order to pass this assessment. Distinction grade may be awarded with the achievement of all distinction criteria.



End-Point Assessment

Defined by the employer-led trailblazer action group, the assessment plan for Retailer has 3 modes of assessment: on-demand Multiple Choice Question Test, Practical Observation, and Professional Discussion. NCFE will manage the appropriate allocation of an assessor to see each apprentice through all modes of assessment and ensure consistent quality throughout.



Certification

Once the assessor verifies the apprentice has successfully completed all EPAs, NCFE will activate certification. Working with the apprenticeship certificate issuing authority, we shall ensure the apprentice receives their certificate – a worthy recognition of their hard work and achievement and the currency that can help further their career.

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Professional Discussion

The final assessment undertaken includes a 60 minute, structured discussion between the apprentice and the IEPA, held in a controlled environment. The apprentice will be informed of the requirements 5 days before and will be able to bring materials to the discussion to assist them in demonstrating their competence. The employer should be present to support (but not lead) the apprentice and confirm information.

The IEPA will seek to explore areas not fully evidenced during the previous assessments, and will recognise areas already covered so as not to re-assess those areas where competence has already been fully demonstrated.



ASSESSMENT DELIVERY – digital first, on-demand delivery via an online platform where appropriate to the apprentice and employer.



GRADE WEIGHTING – all Pass criteria must be achieved in order to pass this assessment. Distinction grade may be awarded with the achievement of all Distinction criteria.

Grading

Marks are awarded based on how the evidence presented across all assessment components contributes to:

- what the apprentice has shown they can do against the requirements of their job role
- how the apprentice has approached their work and learning, and the way they have completed the tasks
- who the apprentice has worked with, demonstrating the interpersonal qualities they have brought to all their work relationships.

It is essential to demonstrate 100% of the Pass criteria outcomes to achieve the EPA. In order to achieve a Distinction overall, the apprentice must demonstrate achievement of all Pass criteria, as well as demonstrating all Distinction criteria outcomes between the Practical Observation and Professional Discussion.

Progression

Once the Retailer (Level 2) Apprenticeship is complete, the learning doesn't stop. NCFE offers further EPAs designed to take your apprentice onward up the career ladder. Their next steps are Retail Team Leader (Level 3) and on to Retail Manager (Level 4).



Delivery and pricing

NCFE is committed to offer value for money, high quality EPAs. Our 'digital first' approach provides flexible assessment methods for apprentices that limit the impact on the productivity of their working day. This enables us to provide the EPA for Retailer at a highly competitive rate. For levy payers within their digital account limit, 100% of this price is covered by government funding. For non-levy payers, 90% is covered and just 10% requires an employer contribution.

100%

price is covered with government funding for levy payers within their limit.

10%

10% employer contribution for non-levy payers.

why ncfе?

With over 170 years of assessment experience, we're a 'digital first' apprenticeship assessment organisation, making use of innovative new technology approaches to enhance the delivery and management of EPA. Recognised in The Times Top 100 not-for-profit companies listing 5 years in a row and placed in the Top 50 companies for customer service, you can trust NCFE to support your apprenticeship journey. As an Awarding Organisation, we're regulated by the Office of Qualifications and Examinations Regulation (Ofqual) in England, the Qualification Wales in Wales, and the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland.

let's get to work.

Visit: ncfe.org.uk/epa | Call: 0191 240 8950 | Email: epa@ncfe.org.uk