

Highfield **Level 2** End-Point Assessment for **Retailer**



Government funding band – **£4,000**



On-programme duration – **minimum of 12 months**



Gateway requirements – **level 1 English and maths**



End-point assessment method – **on-demand test, practical observation, professional discussion**

Working in the retail sector

The retail sector is one of the UK's largest and employs 11% of the nation's workforce. It is the largest private sector in the UK and generates around £300 billion in sales each year. The role of those working in retail is to assist customers when they purchase products and services. This requires good product knowledge, as well as the ability to process payments, make recommendations, help, advise and deal with customers.

The programme's structure

Your apprentices will be placed in a retailer role over a minimum period of 12 months during which they will be supported while on-programme by their tutor. The tutor will review the progress of the apprentice during the 12 months against the standard to ensure they are prepared for end-point assessment.

Your apprentice's journey



Ready for training

- Initial assessment
- Maths and English functional skills
- On-programme training to meet the standards
- Gateway readiness self-assessment

Set for assessment on completion of training and functional skills

End-point assessment methods are:

On-demand test

- 30 minute on-demand multiple-choice test
- Scenario-based questions
- Focused on all areas of the standard

Practical observation

- 2-hour observation in the workplace
- Focused on customer, business, communication and brand reputation elements of the standard
- Designed to assess apprentice's competency

Professional discussion

- 1-hour discussion between the apprentice and the independent end assessor
- Focused on customer, business, marketing, communications, sales and promotion, product and service, stock, team, performance, diversity and any other areas not seen in the observation

Go further

This apprenticeship provides an ideal stepping stone into further sector-related job roles that might include specialist or team leader and first line management roles within retail. Further training may be undertaken in the form of a suitable level 3 apprenticeship.

Available support

On-programme support

- Delivery resources
- Qualification mapped to standard
- Tutor support resource
- Innovative and multi-device e-learning courses

End-point assessment support

- Gateway and mock assessments
- Bespoke end-point assessment solutions
- Progression tracking system
- Staff training, standardisation and support



Need to know more:

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