

LEVEL
2

DURATION

12

MONTHS

MAXIMUM
FUNDING

£4K

RETAILER

End Point Assessment from NOCN

Role Profile

The main purpose of a retailer is to assist customers when they purchase products and services, which requires a good understanding of the stock being sold, the variety of ways customers can shop and the ability to process payments, for example, using a till and card machines. Retailers must be passionate about delivering a quality service that always aims to exceed customers' expectations. Therefore, retailers enjoy direct contact with a wide range of people and are motivated by completing a sale and knowing a customer is happy with their purchase. They can work in a variety of shops and other retail establishments: small boutiques, large high street chains, supermarkets and well-known department stores are just some examples. More specialist retailers include funeral services, garden centres, delicatessens and people who work in remote environments for example in telephone, on-line and mail order retail. Regardless of the type of products and services being sold, a wide representation of employers from across the retail industry have defined this standard and agreed that the knowledge, skills and behaviours that apprentices must have to do their job are the same.

On-Programme: What apprentices need to learn

The apprentice will be assessed on the knowledge, skills and behaviours required for the Level 2 Retailer apprenticeship standard.

Apprentices need to complete 6 hours of off-the-job training per week during the on-programme phase of their apprenticeship. Specific rules govern this and it must take place in the apprentice's contracted hours.

Refer to the [IfATE website](#) for further details on the apprenticeship standard and assessment plan.

Gateway Requirements

At the end of the on-programme training period, the training provider and employer will need to agree that the apprentice has met the knowledge, skills and behaviours required for the Level 2 Retailer apprenticeship standard.

Apprentices without English or maths at Level 2 must achieve this prior to taking their EPA. For those with an Education, Health and Care Plan or a legacy statement, the apprenticeships English and maths minimum requirement is Entry Level 3 and a British Sign Language qualification is an alternative to English qualifications for whom this is their primary language.

Once this criteria has been met the apprentice can move to End Point Assessment.

RETAILER

End Point Assessment

End Point Assessment is the final stage of the apprenticeship. As defined in the assessment plan, the End Point Assessment for the Level 2 Retailer consists of the following events.

On demand test:

This assessment will be a multiple-choice objective on demand test. The questions will be scenario based requiring the apprentice to demonstrate reasoning and joined up thinking, demonstrating synoptic performance against the key elements of the standard.

Practical observation:

This assessment is a 2 hour observation of the apprentice in their workplace. It will include observation of customer, business, communication and brand reputation elements of the standard.

Profession discussion:

The professional discussion will be a 1 hour structured discussion between the apprentice and their independent end assessor. The professional discussion will recognise areas which have already been covered in the observation.

Grading

The grades for this standard include Pass and Distinction grades with the final grade based on the apprentice's combined performance in the End Point Assessment activities. In order for the apprentice to receive an overall Pass grade they must pass all elements of the End Point Assessment.

Results and Certification

On successful completion, NOCN will issue an EPA grade notification and apply to the Education and Skills Funding Agency (ESFA) to produce the final apprenticeship certificate.

Why Choose NOCN?

NOCN works in partnership with employers and training providers to deliver high quality End Point Assessments. When you contract with us you will receive:

- An allocated EPA Scheduler as a dedicated point of contact
- Face to face and remote overview sessions on EPA requirements and process
- Access to guidance and support materials
- Access to mock assessment materials
- Remote assessment technology
- Robust quality assurance process
- 5 working day turn-around of results
- Feedback provided on unsuccessful assessment attempts