

Retail

Level 2 Apprenticeship

Overview

The Retailer Apprenticeship is a Level 2 programme designed for individuals looking to launch or develop a career in retail. Apprentices gain the essential knowledge, skills, and behaviours needed to thrive on the shop floor. From delivering outstanding customer service and processing transactions, to understanding stock management, brand standards, and loss prevention. Suitable for a wide range of retail environments, including high street stores, supermarkets, garden centres, and online businesses, this apprenticeship equips learners to confidently serve customers, support their team, and contribute to business objectives

Delegates will be equipped to

- ✓ Undertake daily procedures such as setting up and clearing displays, switching equipment on or off to start or end a shift, ensuring the working environment meets business and legal requirements.
- ⌚ Process sales, exchanges, and refunds in line with business policy, offer information and identify customer requirements.
- ✓ Provide product and service information in compliance with business and legal requirements.
- ⌚ Respond to and support with enquiries and complaints, resolving where possible, reporting outcomes, or escalating where required.
- ✓ Contribute to the health and safety of colleagues, customers, and the working environment by removing hazards or reporting incidents.
- ⌚ Maintain stock availability, reporting any price discrepancies and support the fulfilment of purchases using the appropriate systems and procedures.
- ✓ Contribute to promotional activities to support the success of the business such as changing promotions, displays, seasonality and product launch activities.
- ⌚ Use IT, technology, and digital solutions to assist with customer enquiries, purchasing activities and processing sales.
- ✓ Contribute to team development activities, and business objectives.
- ⌚ Contribute to reducing waste and improving sustainability in line with business objectives.
- ✓ Contribute to minimising stock loss by following business procedures.



Apprenticeship Level 2

Duration 8 months + 4 month EPA

Max Funding - £5000

In person/remote delivery models are available
1:1 coaching sessions & group sessions
Triparte reviews throughout programme

Tack TMI Bespoke Apprenticeships are a solutions focused training provider governed by sector specialists. Our programmes are inspired by you and crafted by us.

Learning Journey

Onboarding

Welcome session
& Launch



Month 1

Retail sectors, Business structures,
Distribution & 5 week review



Month 2

Customer needs, Communication
& Branding



Review

Triparte Progress
Review



Month 3

Stock management, Digital methods
& Teamworking



Review

Triparte Progress
Review



Month 6

Revision &
Knowledge test



Month 5

Equality, Diversity & Inclusion
Commercial concepts



Month 4

Legislation, Time management, Workflow
& Continuous Improvement



Month 7

EPA Mapping &
Gateway Preperation



Month 8

EPA Mapping &
Gateway Preperation



Gateway

Programme Completion
& EPA Preperation



Additional Information

Programme Overview

This career-oriented pathway develops knowledge, skills and behaviours over an 8-month period.

- Retail sectors, Business structures, and Distribution
- Customer needs, Communication, and Branding
- Stock management, Digital methods, and Teamworking
- Legislation, Time management and workflow, and Continuous improvement
- Equality, diversity and inclusion and Commercial concepts

Onboarding Session

- Understand the programme's structure.
- Identify your starting point and create a plan.
- Seek advice and support.
- Begin your path to apprenticeship.

Support Throughout

Embark on your journey to EPA completion with the dedicated support of a professional Trainer, committed to developing your skills and knowledge. Experience structured growth with formal reviews in week 5, month 3 and 6 alongside your Trainer and line manager, ensuring you stay on track and succeed.

Functional Skills

If you are 16 to 19 and lack a Level 2 English and Maths qualification, you must complete the Level 2 Functional Skills for your apprenticeship.

If you are 19+, then this is optional

Development Sessions

Your apprenticeship includes 6 specific training sessions and 2 EPA prep sessions, building practical knowledge, skills, and behaviours.

Reviews occur in week 5, month 3, 6 and a Gateway review in month 8 with your trainer and line manager.

Gateway & EPA

You, along with your trainer or skills coach and your line manager, will come together to confirm that you are prepared for the End-Point Assessment (EPA).

- Observation of practice in the workplace
- Professional discussion supported by a portfolio of evidence