

Skillsmart Retail Specification for the *Training for Success Pre-Apprenticeship Component*

- (a) Skillsmart Retail can confirm that the Pre-Apprenticeship component can be completed within 52 weeks.
- (b) Skillsmart Retail includes all occupations found within the retail SIC classification within its footprint but specifically develops NOS, qualifications and apprenticeship frameworks for the occupational areas of Stores Operations and Buying & Merchandising. Apprenticeships are available for the following broad occupations:
At level 2: Retail sales assistants (irrespective of the retailing environment), customer service desk assistants, craft assistants (e.g. fish mongering, bakery, butchery), check-out operators, visual merchandisers, replenishment assistants and demonstrators. SOC 7111, 7112, 7123, 7124, 7125, 7129, 9251, and 9259
- (c) The generic content of the technical certificates is:
At level 2: Service, Selling and Product Knowledge, Merchandise Handling, Storage and Display, Maintaining Health and Safety in the Workplace, Keeping the Workplace secure and preventing Theft and Loss, Personal Effectiveness and Employment Rights & Responsibilities.

Qualifications meeting these requirements are as follows:

Title of knowledge based qualification	Level	Qualification reference number	Awarding body	Number of Guided Learning Hours (GLH)*
Certificate in Retailing	2	100/3522/9	City and Guilds	100-150
Certificate in Retail Operations	2	100/2878/X	EDI	85-135
Certificate in Retailing	2	500/3124/7	Edexcel	120
Certificate in Retail Beauty Consultancy	2	100/5064/4	Edexcel	150

Pre-Apprenticeship Component – Skillsmart Retail Specification

Twelve week block – Assessment and Employment Skills

This phase of the provision will be composed as follows:

- A minimum of 3 days (21 hours) per week in directed, in-house training; and
- A maximum of 2 days in work placement

12 Week Block of Assessment and Employability Skills	Minimum of 4 Week Induction and Assessment programme in-house	Induction/Assessment will comprise: <ul style="list-style-type: none"> • Initial Assessment; • Interviews to determine motivation and interest; • Essential Skills Assessment; and • Initial Skills training
	Minimum of 8 Week programme in-house	Employability Skills Training will comprise: <ul style="list-style-type: none"> • Any of the retail technical certificates at level 2 • Development of the following employability skills at level 1 in the work placement: <ul style="list-style-type: none"> ➢ Good communication skills, interpersonal skills and attentive listening skills ➢ Able to adapt to a changing environment ➢ Service-focused and customer-focused

		<ul style="list-style-type: none"> ➤ Self-confident ➤ Team player ➤ Alert and observant ➤ Remains calm and productive when working under pressure ➤ Completes tasks within the time allowed and to the standard required ➤ Seeks help promptly when unsure what to do ➤ Offers to help when colleagues are busy • Optional courses <ul style="list-style-type: none"> ➤ Additional employability skills ➤ Food safety for retail ➤ First Aid ➤ Essential Skills
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Phase 2: Remainder of year

For those participants who cannot find employment after the initial 12 week period, the second phase of the provision will comprise:

- A minimum of 14 hours per week in directed, in-house training; and
- A maximum of 21 hours per week in work placement.

The advanced skills that are required to be developed at level 2 would be as follows:

Skills, attributes and behaviours:

- Able to influence customers to buy
- Able to motivate self to meet agreed targets
- Able to plan and prioritise own actions to achieve agreed targets
- Resilient and works effectively under pressure
- Takes responsibility for action within limits of own knowledge and authority
- Seeks help promptly when own knowledge or authority are insufficient to deal with situations

Optional courses that may be offered during this period:

- Additional employability skills
- Food safety for retail
- First Aid
- Essential Skills