

## Trade Supplier Apprenticeship Level 2

Trade Suppliers play a vital role in ensuring an efficient flow of goods and services between manufacturers and their skilled trade customer base. They deal with customer sales at the trade counter and over the telephone, understanding incoming deliveries, stock control and dispatch. Trade Suppliers will be familiar with processing customer orders and taking delivery of goods and the basic administration related to these functions. They will also have technical knowledge of the products and services offered together with the bespoke systems and equipment used in their trade business - communicating with a wide variety of internal and external customers to build relationships and provide a high quality service that encourages repeat business.

Trade Suppliers operate in a variety of sectors including electrical, plumbing, joinery and general building supplies. Typically, a they will operate a small warehouse and trade counter, which is visited regularly by professional trade customers who have technical knowledge about what they are buying. Trade Suppliers can specialise in roles in a trade business environment, which may include sales, purchasing, account management, logistics and administration.

The knowledge, skills and behaviours that the learner will develop as part of this programme are detailed below.

Knowledge	
The Organisation	Understanding of the organisation's: <ul style="list-style-type: none"> <li>• Structure, mission, objectives and culture and how the role contributes to its success.</li> <li>• Position in the flow of goods and services, between the manufacturer and the customer.</li> <li>• Position in the external market and the wider sector within which the business operates, including the roles available in relation to their own career aspirations.</li> <li>• Internal policies and procedures, how these relate to the role and interact with legislative obligations.</li> <li>• Vulnerability to situations that pose risk to the brand and/or business reputation</li> </ul>
The Specialist Trade Customer Profile of the Business	<ul style="list-style-type: none"> <li>• Identify specialist customer needs</li> <li>• Recognise how to be an effective listener.</li> <li>• Recognise the difference between internal and external customers and the relationship between customer satisfaction and organisational performance.</li> </ul>
Trade Counter and Telesales Services	Recognise the products, services and language used by trade customers and the technical application of those product and services
Warehousing and Stock Control	Understanding the key principles of the safe movement, storage and stock control of products within the trade supplier environment
Technologies Appropriate to the Role	Understanding the benefits and potential limitations of technology in the workplace as well as the different technologies and how they support the operation of the business.
Legislative Responsibilities	Understanding the importance of health, safety and security in a trade supplies environment, and the consequences of not following legal guidelines.
Personal Responsibilities and Performance	Recognising and complying with organisational standards of presentation and behaviour, whilst understanding the impact of personal behaviour and actions on the team.

Skills	
The Organisation	<ul style="list-style-type: none"> <li>• Communicating confidently to internal and external customers about the company and how it operates.</li> <li>• Identifying and communicating with the relevant person if a threat or risk to the business is identified.</li> </ul>
The Specialist Trade Customer Profile of the Business	<ul style="list-style-type: none"> <li>• Using appropriate techniques and forms of communication to put customers at ease and gain their trust.</li> <li>• Delivering customer service that exceeds customer expectations.</li> <li>• Identifying customer requirements and referring them onwards appropriately.</li> </ul>
Trade Counter and Telesales Services	<ul style="list-style-type: none"> <li>• Assisting customers in exploring product ranges and alternative and complementary products and services, based on the fundamental underpinning product knowledge.</li> <li>• Identifying the customers' requirements, matching them to the trade supplier's products and services.</li> <li>• Delivering accurate product information, to enable the customer to make a decision on products and services and know how to access the detailed technical specification of a product when required.</li> <li>• Securing a trade sale using appropriate selling techniques, both face to face and on the telephone, and methods to complete the transaction.</li> <li>• Applying basic merchandising techniques used within the business.</li> <li>• Applying the key principles of selling in a trade supplier environment, using a variety of methods, which may include unique selling points, upselling, and link selling to secure and complete sales transactions.</li> <li>• Communicating with customers using various methods and systems appropriate to the situation.</li> <li>• Applying the key principles of administration and working practices to accurately prepare, store, communicate and process businesses documentation.</li> <li>• Processing information, to the key standards of data protection, security and intellectual property rights.</li> </ul>
Warehousing and Stock Control	<ul style="list-style-type: none"> <li>• Processing and recording the receipt, storage, assembly and despatch of goods.</li> <li>• Receiving stock, despatching customer orders and processing returns in line with company processes.</li> <li>• Loading /unloading of supplier and contractor vehicles.</li> </ul>
Technologies Appropriate to the Role	<ul style="list-style-type: none"> <li>• Using technology appropriately and efficiently in line with business policy, e.g. PoS (point of sale) machines, PCs.</li> <li>• Demonstrating the use of various technologies, e.g. bespoke/in house or off the shelf software packages to others.</li> </ul>
Legislative Responsibilities	<ul style="list-style-type: none"> <li>• Complying with legal requirements to minimise risk and build customer confidence.</li> <li>• Minimising disruption to the business and maintaining the safety and security of people at all time.</li> <li>• Taking appropriate action if a breach of H&amp;S regulations is identified.</li> </ul>
Personal Responsibilities and Performance	<ul style="list-style-type: none"> <li>• Building two-way trust and contribute to working within a team.</li> <li>• Collaborating with colleagues to resolve problems.</li> <li>• Managing personal performance by completing tasks to agreed standards and timescales and by taking action to resolve problems and communicating issues beyond own level of competence.</li> <li>• Demonstrating effective time management through planning and prioritising own workload.</li> <li>• Identifying own strengths, weaknesses and development needs.</li> </ul>

## Behaviours / Attitudes

Interacting With Customers	Adopts an approachable and friendly manner in the style of the business.
Products and Services	Takes an active interest in the range of products and services offered by the organisation.
Integrity	Works with integrity in an honest and trustworthy manor.

Behaviours / Attitudes	
Flexibility	Demonstrates adaptability and flexibility in own performance.
Commitment	Shows an organised and committed approach, with a positive attitude.
Responsibility	Takes ownership and responsibility for own performance, is diligent and accurate.
Equality and Diversity	Supports equality and diversity in the workplace.
Using Equipment	Uses appropriate Personal Protective Equipment and operates machinery safely and effectively.
Policies and Procedures	Consistently takes into account company environmental and sustainability policies and procedures.

Once the programme of learning is complete and the learner, employer and Intec agree the necessary **Knowledge, Skills and Behaviours/Attitudes** have been met, learners will be put forward to the **Assessment Gateway** and this will trigger the **End Point Assessment**. This Assessment will be carried out with an independent body to ensure the Apprentice can demonstrate they have achieved the required standard.

Assessment Method	Duration	Pass	Merit	Distinction
Online Knowledge Test (30 Marks)	1 hour	18 - 22 marks	23 - 25 marks	26 + marks
Practical Observation (100 marks including Professional Discussion)	3 hours	50 - 65 marks	66 - 80 marks	81+ marks
Professional Discussion (100 marks including Practical Observation)	1 hour			

### Grading Criteria

Following the end-point assessment, the Apprentice will be confirmed in their final grade. In order to be a competent worker and successfully complete the apprenticeship, a pass grade must be achieved in all three components of the end-point assessment. Merit builds on the demonstration of pass criteria and distinction builds on both pass and merit.

Knowledge Test	Real-Life Practical Observation & Professional Discussion Combined	Overall Grade
Pass	Pass	<b>Pass</b>
Minimum grade of Pass	Merit	<b>Merit</b>
Minimum grade of Merit	Distinction	<b>Distinction</b>

**Duration:** The Apprenticeship will typically take up to 14 months to complete. Plus an additional 3 months to complete the End Point Assessment.

**Entry Requirements:** Apprentices will be required to have or achieve level 1 English and maths prior to completion of their Apprenticeship.

Freephone **0808 100 1155**

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