



LEVEL 2 END-POINT ASSESSMENT FOR TRADE SUPPLIER 603/7537/1

1. Introduction

Apprenticeship objective

The Trade Supplier apprenticeship has been designed by employers across the industry to provide a common set of skills, behaviour and understanding for apprentices to meet the skills needs of the merchandising industry.

Trade Suppliers play a vital role in ensuring an efficient flow of goods and services between manufacturers and their skilled trade customer base. They operate in a variety of sectors including electrical, plumbing, joinery and general building supplies. Typically, a Trade Supplier 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.

Trade Suppliers will be dealing with customer sales at the trade counter and over the telephone, and will understand incoming deliveries, stock control and despatch. They will be familiar with processing customer orders and taking delivery of goods and the basic administration related to these functions. A key element of their role will be to have technical knowledge of the products and services offered together with the bespoke systems and equipment used in their trade business. They will communicate with a wide variety of internal and external customers to build relationships and provide a high-quality service that encourages repeat business.

2. Entry requirements

There are no formal entry requirements including qualifications for apprentices selecting this apprenticeship standard. Employers and training providers must ensure that apprentices have the potential and opportunity to achieve the apprenticeship standard successfully. Apprentices do not need any prior knowledge, skills or understanding before starting the apprenticeship.

3. Qualification details

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| Regulator | The Office of Qualifications and Examinations Regulation, Ofqual |
| Type | End-point Assessment |
| Level | 2 |
| Operational Start date | 17 th May 2021 |
| Operational End date | 31 st May 2024 |



4. Gateway

Apprentices must ensure they have met gateway requirements for this standard before booking end-point assessment. Apprentices are required to achieve the following mandated qualifications for this standard:

- + Level 1 English
- + Level 1 mathematics
- + Test results and/or certificates for Level 2 English and Level 2 mathematics.

Further details on the requirements for gateway can be found in the Gateway Requirements Policy. Evidence of these qualifications must be submitted to Achieve+Partners.

5. Duration

Typically, this apprenticeship will take 12 months to complete.

6. Order of end-point assessment

The apprentice must pass the knowledge test before they can proceed to the practical observation and professional discussion.

7. Apprenticeship grading

The apprenticeship is graded fail, pass, merit, distinction. Apprentices must achieve a minimum of a pass in each of the 3 components.

8. Re-sits

The apprentice must pass the knowledge test before progressing on to the workplace assessment component (observation and professional discussion). The apprentice has the opportunity to take one re-sit of the knowledge test. It cannot be taken for at least one month.

If the apprentice fails EITHER the observation OR the professional discussion, they must re-sit the whole workplace assessment component i.e., the observation AND professional discussion together. The apprentice will have one re-sit opportunity.

If an apprentice has to re-sit any of the components of the end-point assessment the maximum grade that can be achieved is a pass grade.



9. End-Point Assessment (EPA) Methods

End-point assessment for this standard includes:

Online knowledge test

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| What are the requirements? | A 60-minute test that has 15 multiple-choice questions and 5 short answer questions that tests the knowledge assigned to this assessment method. The test can be taken in the workplace or at an assessment centre. |
| Here are the ways we can help | We provide online mock tests to help prepare your apprentice. We provide an online learning module that supports the preparation. Our online testing platform provides a simple solution that supports apprentices undertake their test. We provide feedback against the knowledge criteria. |

Practical observation

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| What are the requirements? | The observation takes place over a maximum 3-hour period. It is carried out in the workplace. Apprentices must be observed by an independent assessor completing work activities in their normal workplace, in which they will demonstrate the knowledge, skills and behaviours assigned to this assessment method. |
| Here are the ways we can help | We provide a set of tasks that need to be demonstrated during the observation that reflect the activities that must be observed. We provide an online learning module that supports the preparation for the practical observation. We provide feedback against the grading criteria. |

Professional Discussion underpinned by portfolio of evidence

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| What are the requirements? | The professional discussion must last 60-minutes the independent assessor must ask ten open competence-based questions. The professional discussion can be taken in the workplace or at an assessment centre. The questions will assess the knowledge, skills and behaviours assigned to this assessment method. |
| Here are the ways we can help | We provide an online learning module that supports the preparation for the professional discussion. We provide feedback against the grading criteria. We provide a template for the portfolio of evidence. |



10. Requirements of the standard

Apprentices must demonstrate all of the knowledge, skills and behaviours listed in the standard.

| Knowledge and understanding of the organisation | K, S, B | Method |
|---|---------|--------|
| Structure, mission, objectives and culture and how the role contributes to its success. | K | KT/P |
| Position in the flow of goods and services, between the manufacturer and the customer. | K | KT/P |
| 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. | K | KT/P |
| Internal policies and procedures, how these relate to the role and interact with legislative obligations. | K | KT/P |
| Vulnerability to situations that pose risk to the brand and/or business reputation. | K | KT/P |
| Communicating confidently to internal and external customers about the company and how it operates. | S | P |
| Identifying and communicating with the relevant person if a threat or risk to the business is identified. | S | P |
| Knowledge and understanding of the specialist trade customer profile of the business | K, S, B | Method |
| Identify specialist customer needs. | K | KT/O |
| Recognise how to be an effective listener. | K | KT/O |
| Recognise the difference between internal and external customers and the relationship between customer satisfaction and organisational performance. | K | KT/P |
| Using appropriate techniques and forms of communication to put customers at ease and gain their trust. | S | O |
| Delivering customer service that exceeds customer expectations. | S | O/P |
| Identifying customer requirements and referring them onwards in an appropriate manner. | S | O |



| Knowledge and understanding of trade counter and telesales services and how to: | K, S, B | Method |
|---|---------|--------|
| Recognise the products, services and language used by trade customers and the technical application of those product and services. | K | KT/O |
| Assisting customers in exploring product ranges and alternative and complimentary products and services, based on the fundamental underpinning product knowledge. | S | O |
| Identifying the customers' requirements, matching them to the trade supplier's products and services. | S | O |
| 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. | S | O |
| Securing a trade sale using appropriate selling techniques, both face to face and on the telephone, and methods to complete the transaction. | S | O |
| Applying basic merchandising techniques used within the business. | S | O/P |
| 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. | S | O/P |
| Communicating with customers using various methods and systems appropriate to the situation. | S | O |
| Applying the key principles of administration and working practices to accurately prepare, store, communicate and process businesses documentation. | S | O/P |
| Processing information, to the key standards of data protection, security and intellectual property rights. | S | P |
| Knowledge and understanding of the key principles of warehousing and stock control | K, S, B | Method |
| The safe movement, storage and stock control of products within the trade supplier environment. | K | KT/O |
| Processing and recording the receipt, storage, assembly and despatch of goods. | S | O |
| Receiving stock, despatching customer orders and processing returns in line with company processes. | S | O |
| Loading/unloading of supplier and contractor vehicles. | S | O |



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| Knowledge and understanding of the technologies that are appropriate to the role | K, S, B | Method |
| Benefits and potential limitations of technology in the workplace. | K | KT/P |
| Different technologies and how they support the operation of the business. | K | KT/P |
| Using technology appropriately and efficiently in line with business policy, e.g. Point of Sale Machines, PCs. | S | O |
| Demonstrating the use of various technologies, e.g. bespoke/in house or off the shelf software packages to others. | S | O |
| Knowledge and Understanding of legislative responsibilities relating to the business, products and/or services being sold | K, S, B | Method |
| Importance of health, safety and security in a trade supplies environment, and the consequences of not following legal guidelines. | K | KT |
| Complying with legal requirements to minimise risk and build customer confidence. | S | P |
| Minimising disruption to the business and maintaining the safety and security of people at all times. | S | P |
| Taking appropriate action if a breach of H&S regulations is identified. | S | O/P |
| Knowledge and Understanding of how personal responsibilities and performance contribute to the success of the team and the business | K, S, B | Method |
| Understand the impact of personal behaviour and actions on the team. | K | KT/P |
| Recognise and comply with organisational standards of presentation and behaviour. | K | KT/O |
| Building two-way trust and contributing to working within a team | S | O |
| Collaborating with colleagues to resolve problems. | S | O/P |
| 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. | S | O/P |
| Demonstrating effective time management through planning and prioritising own workload. | S | P |
| Identifying own strengths weaknesses and development needs. | S | P |



| Knowledge and Understanding of how personal responsibilities and performance contribute to the success of the team and the business | K, S, B | Method |
|---|---------|--------|
| Adopts an approachable and friendly manner, interacting with customers in the style of the business. | B | O |
| Takes an active interest in the range of products and services offered by the business. | B | P |
| Works with integrity in an honest and trustworthy manner. | B | P |
| Demonstrates adaptability and flexibility in own performance. | B | O/P |
| Shows an organised and committed approach, with a positive attitude. | B | O |
| Takes ownership and responsibility for own performance, is diligent and accurate. | B | O/P |
| Supports equality and diversity in the workplace. | B | P |
| Uses appropriate Personal Protective Equipment and operates machinery safely and effectively. | B | O/P |
| Consistently takes into account company environmental and sustainability policies and procedures. | B | P |

Key

- KT Multiple choice test
- O Observation with questioning
- P Professional discussion supported by portfolio of evidence

11. External Quality Assurance Organisation

The end-point assessment for Trade Supplier is regulated by The Office of Qualifications and Examinations Regulation, Ofqual.