



# Trade Supplier Apprenticeship Standard – 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 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.

### How will Apprentices learn?

Our Personal Training Advisors will deliver high-quality face-to-face teaching and learning at the employer's premises. They will provide all the resources your Apprentices will need to progress.

Our intuitive learner management system, OneFile will really bring the subject to life through our online resources. We provide real-time learner information so that you will always know what is being taught and how learners are progressing.

### What will Apprentices learn?

This Apprenticeship has been designed to develop existing and new skills and to equip Apprentices with the knowledge, skills and behaviours required to support them in their role.

Our Apprenticeships provide highly effective teaching and learning tailored to meet individual business needs and to provide job-specific skills vital for peak business performance.

The Trade Supplier apprenticeship requires the development of following professional behaviours, knowledge and skills. Some are detailed below

- **Knowledge and understanding of the specialist trade customer profile of the business;**
- **Knowledge and understanding of trade counter and telesales services**
- **Knowledge and understanding of legislative responsibilities relating to the business, products and/or services being sold**

### Duration

The minimum timeframe for this qualification is 12 months. End Point Assessment will follow teaching and learning period and is estimated to take 3 months.

### Maths and English functional skills

Apprentices will be required to have or achieve level one English and Maths.

### Progression opportunities

On completion and achievement of the Standard, progression routes will be provided and discussed with the individual to enable them to make informed choices about continuous professional development. This Standard provides an ideal route into specialised, supervisory and management roles and qualifications within a trade business.

### Off the job (OJT)

The apprentice must receive off-the-job training for a minimum of 20% of the time that they are paid to work.

There are many activities that can be calculated towards the OJT hours such as;

- **Shadowing a colleague**
- **Online learning**
- **Internal training**
- **Team Meetings**
- **Appraisal/1-2-1 visits**

The full criteria can be found by visiting Institute for Apprenticeships website below;

[instituteofapprenticeships.org/apprenticeship-standards/trade-supplier/](http://instituteofapprenticeships.org/apprenticeship-standards/trade-supplier/)



# Trade Supplier

## Knowledge, Skills & Behaviours – Level 2



<b>Knowledge and understanding of the organisation's;</b>	Structure, mission, objectives and culture and how the role contributes to its success.
	Position in the flow of goods and services, between the manufacturer and the customer,
	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.
	Internal policies and procedures, how these relate to the role and interact with legislative obligations.
	Vulnerability to situations that pose risk to the brand and/or business reputation
<b>Skills</b>	Communicating confidently to internal and external customers about the company and how it operates
	Identifying and communicating with the relevant person if a threat or risk to the business is identified

<b>Knowledge and understanding of the specialist trade customer profile of the business;</b>	Identify specialist customer needs
	Recognise how to be an effective listener.
	Recognise the difference between internal and external customers and the relationship between customer satisfaction and organisational performance.
<b>Skills</b>	Identify specialist customer needs
	Recognise the difference between internal and external customers and the relationship between customer satisfaction and organisational performance.

<b>Knowledge and understanding of trade counter and telesales services and how to;</b>	Recognise the products, services and language used by trade customers and the technical application of those product and services
<b>Skills</b>	Assisting customers in exploring product ranges and alternative and complementary products and services, based on the fundamental underpinning product knowledge
	Identifying the customers' requirements, matching them to the trade supplier's products and services
	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.
	Securing a trade sale using appropriate selling techniques, both face to face and on the telephone, and methods to complete the transaction.
	Applying basic merchandising techniques used within the business.
	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.
	Communicating with customers using various methods and systems appropriate to the situation
	Applying the key principles of administration and working practices to accurately prepare, store, communicate and process businesses documentation.
Processing information, to the key standards of data protection, security and intellectual property rights.	



## Trade Supplier Knowledge, Skills & Behaviours – Level 2



<b>Knowledge and understanding of the key principles of warehousing and stock control;</b>	The safe movement, storage and stock control of products within the trade supplier environment
<b>Skills</b>	Processing and recording the receipt, storage, assembly and despatch of goods. Receiving stock, despatching customer orders and processing returns in line with company processes. Loading /unloading of supplier and contractor vehicles
<b>Knowledge and understanding of the technologies that are appropriate to the role;</b>	Benefits and potential limitations of technology in the workplace Different technologies and how they support the operation of the business. Using technology appropriately and efficiently in line with business policy, e.g. PoS (point of sale) machines, PCs
<b>Skills</b>	Demonstrating the use of various technologies, e.g. bespoke/in house or off the shelf software packages to others.
<b>Knowledge and understanding of legislative responsibilities relating to the business, products and/or services being sold;</b>	Importance of health, safety and security in a trade supplies environment, and the consequences of not following legal guidelines.
<b>Skills</b>	Complying with legal requirements to minimise risk and build customer confidence. Minimising disruption to the business and maintaining the safety and security of people at all time Taking appropriate action if a breach of H&S regulations is identified.
<b>Knowledge and understanding of how personal responsibilities and performance contribute to the success of the team and the business;</b>	Understand the impact of personal behaviour and actions on the team. Recognise and comply with organisational standards of presentation and behaviour. Building two-way trust and contribute to working within a team
<b>Skills</b>	Collaborating with colleagues to resolve problems. 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. Demonstrating effective time management through planning and prioritising own workload. Identifying own strengths, weaknesses and development needs.
<b>Behaviours</b>	Adopts an approachable and friendly manner, interacting with customers in the style of the business Takes an active interest in the range of products and services offered by the Works with integrity in an honest and trustworthy manor Demonstrates adaptability and flexibility in own performance Shows an organised and committed approach, with a positive attitude. Takes ownership and responsibility for own performance, is diligent and accurate Supports equality and diversity in the workplace Uses appropriate Personal Protective Equipment and operates machinery safely and effectively Consistently takes into account company environmental and sustainability policies and procedures.



## Trade Supplier End Point Assessment – Level 2



The end point assessment will only commence once the Employer, Apprentice and Smart Training Advisor are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and that these are clearly evidenced through the progress review meetings and records. The independent end point assessment ensures that all Apprentices consistently achieve the industry set professional standard. The EPA can commence at any point once the apprentice is competent and after the twelve-month minimum period of learning and development. Prior to independent end point assessment the functional skills English and maths components of the apprenticeship must be successfully completed.

### What does the EPA comprise for this apprenticeship?

Knowledge Test	Real-life Practical Observation	Professional Discussion (supported by Portfolio of evidence)
<p>A 60-minute Online Knowledge Test worth 30 marks, consisting of 15, four-option, multiple-choice questions worth 1 mark each and 5 structured questions (short answer) worth 3 marks each. A question bank must be developed by EPAOs.</p>	<p>The three-hour real-life Practical Observation will be carried out at the apprentice's place of work by the approved EPAO.</p>	<p>60-minute Professional Discussion (supported by a Portfolio of Evidence) will be conducted by the assessor in the apprentice's place of work and will take place after the real-life Practical Observation.</p>
Completion		
<p>In order to pass the Apprenticeship it is necessary to pass each of the assessment areas. Should an Apprentice be unsuccessful in passing one assessment activity this can be retaken as soon as the apprentice is ready and when practicable for the business.</p> <p>Should they be unsuccessful on two or more of the assessments a period of further training and development lasting between one and three months must take place before a resit. For more information on grading criteria please refer to the Apprenticeship standard assessment plan by searching via <a href="https://findapprenticeshiptraining.esfa.bis.gov.uk/">https://findapprenticeshiptraining.esfa.bis.gov.uk/</a></p>		