



## TRADE SUPPLIER LEVEL 2

This Apprenticeship is for those working within a trade supplier environment within areas such as electrical, plumbing, joinery and general building supplies, ensuring an efficient flow of goods and services between manufacturers and their skilled trade customer base. Apprentices will learn how to deal with customer sales at the trade counter and over the telephone, incoming deliveries, stock control and despatch, processing customer orders and taking delivery of goods and the basic administration related to these functions. They will gain technical knowledge of the products and services offered together with the bespoke systems and equipment used in their organisation. They will learn how to communicate with a wide variety of customers and build relationships to provide a high quality service that encourages repeat business. Learning topics within this Apprenticeship include:

### The Sector & Organisation

### Products & Services

### Customer Profiles

### Communication & Sales Techniques

### Taking orders and managing deliveries

### Stock Control & Warehousing

### Industry Technologies & Systems

### Laws, Legislation and Responsibilities

## LEARNER JOURNEY

- 12 months on-programme learning + End Point Assessment
- Monthly, virtual classroom lessons/workshops
- Additional online 1-2-1 support from our specialist tutors
- Workplace training, shadowing & mentoring
- Progress reviews
- Functional Skills Support in English and Mathematics
- End Point Assessment preparation



## PROGRESSION

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.

For full course details visit:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/trade-supplier-v1-0>



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