



## Jellyrolls Retail Apprenticeship

Jellyrolls Kidswear is the largest independent children's clothing company in the Midlands, stocking over 25 brands at its Leicester High Street store, with a team of six employees. Karisha Pope-Taylor has recently started a Retail Apprenticeship at the company with Leicester College. She said: "It's great for me because I've always enjoyed the hands-on side of learning and I know this is an area I'm interested in taking to another level."

"I'm supported by the College and I have course work to do, but other than that, I'm working five days a week and enjoying the experience it's giving me."

# Retail and Warehousing

**As a member of the National Skills Academy for Retail, the Retail Skills Centre Leicester is part of the UK's largest network of retail skills shops.**

The retail industry is fast paced and constantly changing to meet the ever increasing needs and demands of customers. Trained and qualified staff are, therefore, essential.

At the Retail Skills Centre we understand that the Retail industry is busy at times of the year when other industries slow down. This is why we offer flexible training which fits around those busy periods, meaning staff will not be taken away from the workplace when they are needed most. With our training your staff can improve customer service and build the skills that are needed both now and in the future.





## Retail Skills Apprenticeship and Advanced Apprenticeship

Course Code: See below  
Start Date: Flexible

Fees 3

For employees who are beginning their career within the Retail sector and for those who would like to gain a recognised qualification, Apprenticeships and Advanced Apprenticeships offer the perfect starting point to learn skills and knowledge which are vital to your business.

### What is the training about?

Apprenticeships cover a wide range of competencies and specialist skills allowing for flexible and tailored qualifications which are fit for purpose within today's retail sector. The programme combines competence-based and knowledge-based qualifications and are delivered in the work place. In order to achieve the competence-based element of the Apprenticeship, a number of units have to be completed, each attracting a designated number of credits. The units chosen are structured so that employees can achieve recognition for a variety of job roles such as sales assistant, manager or visual merchandiser.

### Who should attend?

Suitable for retail operational employees, sales professionals, visual merchandisers, specialist or first line managers.

### What routes are available?

Retail Skills – Apprenticeship A8051

Retail Skills – Advanced Apprenticeship A8052

### Training outcomes

The Retail Apprenticeship

On completion employees will achieve:

- Retail Skills level 2 (Certificate or Diploma)
- Certificate in Retail Knowledge level 2
- English and maths level 1 (exemptions may apply for this element).

The Retail Advanced Apprenticeship

On completion employees will achieve:

- Retail Skills level 3 (Diploma)
- Certificate in Retail Knowledge level 3
- English and maths level 2 (exemptions may apply for this element).

### Duration

Apprenticeships typically take twelve to eighteen months to complete depending upon the units chosen for the competence-based element of the programme. Advanced Apprenticeships typically take three to four years to complete except where progression is from an Apprenticeship which allows the advanced qualification to be completed in one to two years.

### Assessment

On-site assessment within the work place using a variety of methods such as observation, oral and written questioning, witness testimony and online multiple choice tests is required. There is also the option for the Certificate in Retail Knowledge to be completed in a class room environment away from the workplace, should this be more suitable for the employer.

### Progression

On completion of the Apprenticeship, employees can progress on to the Advanced Apprenticeship providing that they have the opportunity to work at a higher level or in a supervisory position within the organisation.

On completion of the Advanced Apprenticeship, employees can progress on to a retail specific management training providing they are working at supervisory or management level in the retail sector.

If you are an employer looking to recruit an Apprentice, we can provide you with access to a pool of potential employees. Please call 0116 224 2240 for more details.

**"A very good College,  
with many outstanding  
features"**

Ofsted Inspection January 2011

## About our fees

- ① For training marked with this symbol, the price will depend on the funding available. Please call 0116 224 2240 for more details.
- ② Costs for training with this symbol are variable dependent on the number of delegates, venue etc. Please call 0116 224 2240 for more details.
- ③ Costs for training with this symbol are dependent on employee's age. Please call 0116 224 2240 for more details.



## Retail Skills level 2

Course Code: A8047  
Start Date: Flexible

Fees 2

### What is the training about?

Retail Skills qualifications offer a wide selection of units allowing each program of study to be tailored to a specific job role within each sub-sector of the Retail industry.

### Who should attend?

It is intended for those working within the retail sector and who have experience of carrying out a range of tasks in order to complete this qualification.

### Training outcomes

Employees will achieve either a Certificate or Diploma at level 2 depending upon the number of credits accumulated from the chosen units. The skills and knowledge gained through the completion of this training will give employees the confidence to enhance the delivery of customer service and improve sales within the organisation.

### Duration

Six to nine months.

### Assessment

On-site assessment within the workplace using a variety of methods such as observation, oral and written questioning, witness testimony and work product is required.

### Progression

Employees can progress on to the Retail Skills Diploma at level 3, providing that they have the opportunity to work at a higher level or in a supervisory position within a retail environment.

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## Specialised Training in Retail

The National Skills Academy for Retail has launched a range of new and exciting training programmes.

### The Mary Portas Guide to Successful Retailing

These master classes have been developed by Skillsmart Retail in conjunction with Mary Portas of BBC's "Mary Queen of Shops".

The master classes are open to retail managers currently working within the sector and include:

- my shop, my future
- retail finance and business planning
- buying for your customer
- selling and service skills
- creating desire
- marketing for more customers
- you and your team.

### Retail Customer Service and Selling Skills

Designed for those working in the retail sector who wish to enhance their skills.

There are three levels to choose from:

- Introductory – an introduction to effective customer service and selling skills
- Intermediate – super selling for super-sellers
- Advanced – in-depth training for supervisors and managers.

For more information on this specialised training please call 0116 224 2240.

## Retail Skills level 3

Course Code: A8050  
Start Date: Flexible

Fees 2

### What is the training about?

Retail Skills qualifications at this level have three different pathways to choose from; management, sales professional or visual merchandiser. This allows employees to complete a qualification which is best suited to their job role.

### Who should attend?

It is intended for those working within the retail sector as either a senior sales assistant, visual merchandiser or at supervisory/management level.

### Training outcomes

Employees will achieve a Diploma at level 3 which will be made up from units which are appropriate for their job role. Valuable skills and knowledge will be gained which will assist with increased sales, higher levels of customer service and improved motivation and effectiveness of staff.

### Duration

Retail Skills at level 3 will typically take nine to 12 months to complete.

### Assessment

On-site assessment within the workplace using a variety of methods such as observation, oral and written questioning, witness testimony and work product is required.

### Progression

Upon completion of Retail Skills level 3, employees can progress on to a higher level qualification providing that they are working at supervisory or management level within the retail sector. Career progression within the retail sector can be enhanced through the completion of this training.

**"Outstanding at meeting the needs of learners, employers and the county's wider community"**

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## Warehousing and Storage Apprenticeship level 2

Course Code: A8056  
Start Date: Flexible

Fees 3

This Apprenticeship is specifically designed for those who are involved in the movement and storage of goods within a warehousing, storage or logistics environment.

### What is the training about?

An Apprenticeship is a work based training programme which allows the employee to complement the skills and knowledge that they learn, develop and use within the workplace with a recognised qualification.

The programme combines a competence-based qualification with knowledge-based qualifications which are delivered in the workplace.

### What routes are available?

**Warehousing and Storage – Apprenticeship A8056**

### Who should attend?

The Apprenticeship programme would suit Warehouse Operatives within the supply chain operation.

### Training outcomes

Those undertaking the Apprenticeship will complete all elements of the programme as outlined below and will study employment rights and responsibilities.

On completion Employees will achieve:

- Warehousing and Storage NVQ level 2
- Certificate in Warehousing and Storage Principles level 2
- English and maths level 1 (exemptions may apply for this element)

### Duration

Apprenticeships typically take twelve to eighteen months to complete depending upon the units chosen for the competence-based element of the programme.

### Assessment

On-site assessment within the workplace using a variety of methods such as observation, oral and written questioning, witness testimony and will include online multiple choice tests is required.

### Progression

On completion of the Apprenticeship, employees can progress on to a range of related qualifications outlined within this guide.

If you are an employer looking to recruit an Apprentice, we can provide you with access to a pool of potential employees. Please call 0116 224 2240 for more details.

## Warehousing and Storage level 2

Course Code: A8053  
Start Date: Flexible

Fees 2

### What is the training about?

It is about the safe and efficient receipt, storage, handling and dispatch of goods in a warehousing, storage or logistics company. Employees must complete a range of units, each attracting a number of credits. The range of units available allows for some tailoring of the qualification enabling employees to choose optional units which best suit their job role and daily duties.

### Who should attend?

Those who are working within the distribution sector and who undertake varied warehousing, storage and logistics activities.

### Training outcomes

Upon the conclusion of the training employees will have gained valuable skills and knowledge in order to enhance the delivery of customer service and improve efficiency within their organisation.

### Duration

Nine to 12 months.

### Assessment

On-site assessment within the workplace using a variety of methods such as observation, oral and written questioning, witness testimony and work product is required.

### Progression

Those who complete this qualification can progress on to a range of related qualifications available through Leicester College. Career progression within the sector can be enhanced through the completion of this qualification.





## Leicester College is now able to offer a recruitment service to businesses at no cost to you the employer.

We provide a wide range of high quality training programmes which ensure that, learners come to you with the skills ready for work. Most training programmes can be tailored to meet your individual business requirements.

By sharing your vacancy details with us we can support you to find the right employees for your business.

**For further details call us on 0116 224 2240.**

## Outstanding equality and diversity

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