

Foundation Apprenticeship in Trade Business Services

Overview

The Trade Business Services Apprenticeship framework provides for learners operating in a workplace where the product and services offered are directed towards other businesses, usually trading out of depots or warehouses. Learners will typically be part of a team working with staff responsible for a variety of activities including stock control, ongoing sales, sales generation, account management, administration, customer service or design services. A significant proportion of trade will be conducted over the telephone and via the internet and not necessarily face to face. Consequently, job roles and functions may differ from those of staff within retail businesses

The Apprenticeship consists of qualifications that provide a flexible approach to learning though the selection of units and credits. The qualification can be achieved through a mixture of portfolio building, observation, assessment and knowledge questioning.

Designed for learners to:

- Develop knowledge related to customer service in a trade business environment, including understanding the customer relationship, sales techniques and telephone and e-mail communications.
- Demonstrate occupational competence in a range of trade business roles for example:
 - Administrator
 - Business Developer
 - Trade Counter Sales
 - Customer Service Assistant
 - Warehouse Personnel
 - Sales Representative
 - Designer

This framework includes the following components:

- Level 2 Certificate in Trade Business Services (as shown, minimum of 27 credits)
- BTEC Level 2 Certificate in Principles of Trade Business Services (13 credits)
- Essential Skills Wales Level 1 in Communication
- Essential Skills Wales Level 1 in Application of Number

Mae'r Rhaglenni Prentisiaeth, Hyfforddeiaeth a Thwf Swyddi Cymru, a arweinir gan Lywodraeth Cymru, yn cael cymorth ariannol gan Gronfa Gymdeithasol Ewrop

The Apprenticeship, Traineeship and Jobs Growth Wales Programmes, led by the Welsh Government, are supported by the European Social Fund



Qualification Structure:

To achieve a Level 2 Certificate in Trade Business Services, learners must complete a **minimum of 27 credits**:

- 8 credits from Group A (both units) and Group B (one of the two units)
- A minimum of 19 credits from Optional Group C

Learners will be required to meet the demands of a unit at level 3.

Unit	Mandatory Group A (learners must complete both units from this group) Title	Level	Credit
1	Communicate with customers in a trade business workplace	2	3
2	Reduce the risks to health and safety in a trade business workplace	2	2
	Mandatory Group B (learners must complete one unit from this group)		
3	Deliver reliable customer service in the trade business workplace	2	3
4	Contribute to the provision of customer service in the trade business workplace	2	3

Unit	Optional Group C (learners must achieve a minimum of 19 credits from this group) Title	Level	Credit
5	Use e-mail for business to business communications Barred combination with unit 6	2	3
6	Use electronic message systems for business to business communications Barred combination with unit 5	2	1
7	Support business to business customer service improvements	2	5
8	Promote products and services to business customers	2	6
9	Planning and delivering the features and benefits of products and services to business customers	2	3
10	Make telephone calls to customers in a business to business workplace	2	3
11	Deal with incoming telephone calls from customers in a business to business workplace	2	3
12	Communicate with business customers in writing	3	3
13	Sell face to face in a business to business workplace	2	4
14	Develop working relationships with colleagues in a business to business workplace	2	1
15	Manage personal work-skills development in a business to business workplace	2	2
16	Keep stock at required levels in trade business operations Barred combination with unit 17	2	3
17	Check stock levels and stock records in trade business operations Barred combination with unit 16	2	3
18	Process business customer payments	2	2
19	Process applications for business customer credit agreements	2	2
20	Process business customer sales orders	2	4
21	Process business expense payments	2	1



22	How to follow a design process in a trade business workplace	2	3
23	Application of techniques for the design of trade business products	2	3
24	Research and apply techniques for trade business customer design plans	2	2
25	Determine trade business customer design brief requirements	2	2
26	Use database software in a business to business organisation	2	4
27	Use imaging software in a business to business organisation	2	4
28	Use spreadsheet software in a business to business organisation	2	4

Please contact us for more information:

ALS Training, Ocean Park House, East Tyndall St, Cardiff, CF24 5ET

Telephone: 02922 677020

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