



APPRENTICESHIP

# Trade Business

# Services

## Level 2

# 2



# Apprenticeship Framework

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.

## The programme prepares learners for roles such as:

- Administrator
- Business Developer
- Trade Counter Sales
- Customer Service Assistant
- Warehouse Personnel
- Sales Representative
- Designer

## Who is this apprenticeship for?

Apprentices 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

## On completion of this apprenticeship, you will achieve the following:

- Apprenticeship Level 2 Certificate in Principles of Trade Business Services
- Apprenticeship Level 2 Certificate in Trade Business Service
- Level 1 Essential Skills Application of Number
- Level 1 Essential Skills Communication



## Benefits of the apprenticeship programme:

**Accelerate Your Career Growth:** With the Level 2 Certificate in Trade Business Services, apprentices will fast-track their career by gaining invaluable hands-on experience alongside theoretical knowledge. Apprentices will be prepared to make significant contributions to their organisations, driving forward positive change while advancing their career in trade business services.

**Industry-Recognised Certification:** Upon successful completion of this programme, apprentices will earn a prestigious industry-recognised certification, providing them with a competitive edge in the job market. Employers value the skills and expertise gained through this apprenticeship, opening doors to exciting opportunities.

**Practical and Real-World Learning:** Our programme emphasises practical, real-world learning. Apprentices will practice skills and be able to apply within their workplace, collaborating with experienced colleagues who will guide them through every step of the process.

**Tailored Curriculum:** Our comprehensive curriculum is tailored to meet the evolving demands of the trade business services sector. This programme offers a robust curriculum designed to equip apprentices with the necessary skills to equip them to deal with customers in a trade business environment.

**Experienced and Knowledgeable Advisors:** Throughout the apprenticeship, apprentices will have access to a network of experienced advisors who will provide guidance, support, and feedback. They will learn from industry experts with a wealth of knowledge and experience.

## Course Delivery

- Typical duration of 15 months.
- Induction session for apprentices and for their line managers.
- Supported by self-study online resources.
- One to One tutor coaching and assessment support sessions
- 4 Essential skills assessment days. (2 Preparation Day and 2 Live Task Day) \*\*
- 2 hour long essential skills confirmatory tests. \*\*

*\*\*Essential Skills activities are not applicable to apprentices with exemptions.*



# Level 2 Certificate in Principles of Trade Business Services

## Course Delivery

This programme will primarily be delivered through 1-to-1 sessions with a member of the ALS delivery team, using a mixture of face-to-face and remote learning sessions. An ALS assessor will meet with the learner, either in the workplace or through digital means (for example, Microsoft Teams) once a month for approximately two hours to support progress.

Learners will also be set tasks to complete between each visit which are tailored to the different needs of each learner and the workplace activities they are involved with.

## Qualification Structure Summary

The Level 2 Certificate in Principles of Trade Business Services consists of 3 mandatory units with a total of a maximum 11 credits that must be achieved.

**Please note: At least 13 credits must be achieved.**

**Unit rules of combination.**

- Mandatory Units (Learners must achieve all 3 units) – 11 credits.
- Optional units that must be achieved – 2 credits.

## What you will learn

This programme is made up of mandatory units (these have to be completed by all learners as part of the qualification) and an optional unit (we will work with you to decide what units are relevant to your role, and your business).

A brief overview of these units is below.

### **Mandatory Units**

<b>Unit title</b>	<b>Level</b>
Understanding How to Deliver Customer Relationships in Trade Business Services	2
Health and Safety Awareness in a Working Environment	2
Understanding Employment Responsibilities and Rights	2

### **Optional Units Group B**

<b>Unit title</b>	<b>Level</b>	<b>Credit</b>
Understanding the use of Email in Business to Business Communication	2	2
Understanding how to Manage Stock for Customer Orders in Business to business Services	2	2
Understanding Sales Function for Business to Business Services	2	3
Understanding the use of Telephone Communications for Business to Business Services	2	2
Understanding the use of IT Software for Targeting Customers in Business to Business Services	2	2
Sales Operations	2	3
Understanding how to use Computer Aided Design Software	2	3



# Level 2 Certificate in Trade Business Services

## Course Delivery

This programme will primarily be delivered through 1-to-1 sessions with a member of the ALS delivery team, using a mixture of face-to-face and remote learning sessions. An ALS assessor will meet with the learner, either in the workplace or through digital means (for example, Microsoft Teams) once a month for approximately two hours to support progress.

Learners will also be set tasks to complete between each visit which are tailored to the different needs of each learner and the workplace activities they are involved with.

## Qualification Structure Summary

The Level 2 Certificate in Trade Business Services consists of 3 mandatory units with a total of 8 credits that must be achieved.

**Please note: at least 27 credits must be achieved.**

**Unit rules of combination.**

- Mandatory Units (Learners must achieve 3 units (2 mandatory specified and they must select one from group B) – 8 credits.
- Optional units that must be achieved – 19 credits.

## What you will learn

This programme is made up of a mixture of mandatory units (these have to be completed by all learners as part of the qualification) and optional units (we will work with you to decide what units are relevant to your role, and your business). A brief overview of these units is below.

### **Mandatory Units**

<b>Unit title</b>	<b>Level</b>
Communicate with Customers in a Trade Business Workplace	2
Reduce the Risks to Health and Safety in a Trade Business Workplace	2

### **Optional Units Group B (Learners must complete ONE unit from this group)**

<b>Unit title</b>	<b>Level</b>	<b>Credit</b>
Deliver Reliable Customer Service in the Trade Business Workplace	2	3
Contribute to the Provision of Customer Services in the Trade Business Workplace	2	3

### **Optional Units Group C (Minimum of 19 Credits from this group)**

<b>Unit title</b>	<b>Level</b>	<b>Credit</b>
Use Email for Business-to-Business Communications (barred below)	2	3
Use Electronic Message Systems for Business-to-Business Communications	2	1
Support Business to Business Customer Service Improvements	2	3
Promote Products and Services to Business Customers	2	6
Planning and Delivering the Features and Benefits of Products and Services to Business Customers	2	3
Make Telephone Calls to Customers in a Business-to-Business Workplace	2	3
Deal with Incoming Telephone Calls from Customers in a Business-to-Business Workplace	2	3
Communicate with Business Customers in Writing	3	3
Sell face to face in a Business-to-Business Workplace	2	4
Develop Working Relationships with Colleagues in a Business-to-Business Workplace	2	1
Manage Personal Work Skills Development in a Business-to-Business Workplace	2	2

### Optional Units Group C (continued)

Unit title	Level	Credit
Keep Stock at Required Levels in Trade Business Operations	2	3
Check Stock Levels and Stock Records in Trade Business Operations	2	3
Process Business Customer Payments	2	2
Process Applications for Business Customer Credit Agreements	2	2
Process Business Customer Sales Orders	2	4
Process Business Expense Payments	2	1
How to Follow a Design Process in a Trade Business Workplace	2	3
Application of Techniques for the Design of Trade Business Products	2	3
Research and Apply Techniques for Trade Business Customer Design Plans	2	2
Determine Trade Business Customer Design Brief Requirements	2	2
Use Database Software in a Business-to-Business Organisation	2	4
Use Imaging Software in a Business-to-Business Organisation	2	4
Use Spreadsheet Software in a Business-to-Business Organisation	2	4

### Barred Units

Unit title	Barred against this unit
Use Email for Business-to-Business Communications	Use Electronic Message Systems for Business-to-Business Communications
Keep Stock at Required Levels in Trade Business Operations	Check Stock Levels and Stock Records in Trade Business

\* Don't worry! During the first visit/meeting, our assessors' work with all learners and employers to review which of the optional units are the most appropriate for your programme.



## **Have any questions about our Level 2 Certificate in Trade Business Services?**

Please reach out to the designated advisor via their email.



# Essential Skills Qualifications

When you agree to undertake an apprenticeship, you may be required to complete Essential Skills as part of your Apprenticeship framework.

## Essential Skills Wales

The Essential Skills Wales (ESW) will be initially assessed via an online Wales Essential Skills Toolkit (WEST) Assessment. Where a Learner already holds an ESW certificate or equivalent qualification this can provide an exemption and learners will not need to complete that ESW element of the programme. Where a Learner is not exempt an Individual Learning Plan (ILP) will be generated from the initial assessment. The modules delivery will include independent learning via WEST, prior to guided learning sessions preparing the Learner for their assessment. ESWs are assessed via controlled tasks and confirmatory tests for Communication and Number is assessed via a controlled task and structured discussion.

## Exemptions

If you already hold qualifications, these may be used as 'exemptions' towards your apprenticeship framework. As a result, you will be exempt from achieving that particular Essential Skill, if you wish. Below are some examples, although this list is not exhaustive. All applications for exemption will be checked and confirmed at the start of your Apprenticeship. Please be aware that original certificates will need to be produced within the first 8 weeks in order to be exempt from Essential Skills.

Essential Skill	Proxy
Communication Level 1	GCSE G or above, Key Skills or Essential Skills Wales
Communication Level 2	GCSE C or above, Key Skills or Essential Skills Wales
Communication Level 3	AS/A Level E or above, Key Skills or Essential Skills Wales
Application of Number Level 1	GCSE G or above, Key Skills or Essential Skills Wales
Application of Number Level 2	GCSE C or above, Key Skills or Essential Skills Wales
Application of Number Level 3	AS/A Level E or above, Key Skills or Essential Skills Wales

This will be discussed with you before you sign up with us, and will also be followed up by your assessor before and during your first visit from us.

### Have any questions about Essential Skills?

We are here to help. If you have any further questions or enquiries about Essential Skills element of the programme, please contact [info@alstraining.org.uk](mailto:info@alstraining.org.uk)