

# Trade Supplier

Level 2

Duration:  
12 Months

Example job roles:  
Sales Assistant,  
Trade Counter Assistant,  
Stores Assistant

SME  
Contribution:  
£200

## Occupational Role Profile

Trade Suppliers will be dealing with customer sales at the trade counter and over the telephone. They will understand incoming deliveries, stock control and dispatch. They will be familiar with processing customer orders and taking delivery of goods and the basic administration related to these functions. A key element of their role will be to have technical knowledge of the products and services offered together with the bespoke systems and equipment used in their trade business.

## Delivery

The training is delivered using a blended approach with a mix of on site training and online sessions. Individuals work at their own pace with support from their trainer. Progress reviews are carried on a regular basis to ensure sufficient transparent progress is being made.

## Core Knowledge & Skills:      Core Behaviours:

Flow of goods between manufacturers and customers,  
Communicate confidently about products & services,  
Identifying specialist customer needs,  
Delivering service that exceeds customer expectations,  
Recognising products used by your customers,  
Problem Solving,  
Securing Trade Sales,  
Understanding stock control,  
Technology in the workplace

Punctual, reliable and takes responsibility,  
Show respect for others,  
Respond positively to change,  
Integrates within the team and supports others,  
Accountability for actions,  
A positive and respectful attitude,  
Can work independently,  
Maintains quality of work,  
Seeks opportunity to develop,

## End Point Assessment

Upon successful completion of the training, the apprentice completes an independent assessment process carried out by a third party.

## Benefits of the Programme

The programme develops the learner's product, business & customer knowledge, allowing learners to service the customer's needs more effectively. With a wider understanding of the products and services offered by their business, learners are empowered to engage with customers and develop relationships further.