

Specification

Level 2 Retail Service, Supply and Administration Foundation Apprenticeship

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Welcome to Innovate Awarding

Welcome to the Level 2 Retail Service, Supply and Administration Foundation Apprenticeship Our Innovate Awarding Specifications are designed to ensure the employer, provider and apprentice have the appropriate support and guidance to allow successful completion of an apprenticeship, providing further confidence and assurance having chosen us as an Assessment Organisation.

We are an Ofqual approved Assessment Organisation (AO), experienced in operating within a regulated market. Driven by the employers we work in partnership with, we deliver qualifications and apprenticeships in the Health, Care, Education, Leadership, Management, Leisure, Customer Service, Creative, Hospitality, Retail, Transport and Logistics sectors.

Delivering an apprenticeship is an extremely rewarding role. We recognise the need for a clear specification, resources and support, so more valuable time can be spent delivering to an apprentice.

At Innovate Awarding we stand by our 'no surprises' approach to assessment, making an apprenticeship journey as simple as possible, ensuring the best chance of success for every apprentice who undertakes their assessment with us.

About Innovate Awarding

We are an AO with a collaborative approach to doing business. We work with providers to deliver fit for purpose assessments for a wide range of apprenticeship Standards, certificating thousands of apprentices, continuing to learn and improve with each experience.

We have experienced and responsive teams to ensure the assessment experience is smooth and efficient, working closely with our provider partners.

Please see our website for the range of Standards we are approved to deliver:

https://innovateawarding.org

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The Apprenticeship Standard and Assessment Plan

An Apprenticeship Standard details the knowledge, skills and behaviours (KSBs) required to be occupationally competent:

- **Knowledge** - the information, technical detail, and 'know-how' that someone needs to have and understand to successfully carry out the duties. Some knowledge will be occupation-specific, whereas some may be more generic.

- **Skills** - the practical application of knowledge needed to successfully undertake the duties. They are learnt through on and/or off-the-job training or experience.

- **Behaviours** - mindsets, attitudes or approaches needed for competence. Whilst these can be innate or instinctive, they can also be learnt. Behaviours tend to be very transferable. They may be more similar across occupations than knowledge and skills. For example, team worker, adaptable and professional. Behaviours will be verified by employers.

Apprenticeships are an invaluable tool for upskilling in areas that matter most to employers. They are a highly effective route to recruit and train future talent, address skills shortages and develop careers across core parts of the business.

The Level 2 Retail Service, Supply and Administration Foundation Apprenticeship has been developed by employers working in the sector detailing the knowledge, skills and behaviours required to be occupationally competent and outlining the training and assessment journey for an apprentice.

The apprentice will typically spend 8 months on-programme, working towards the Level 2 Retail Service, Supply and Administration Foundation Apprenticeship, combining practical training in a job with study. The extent of the on-programme time should be decided for each apprentice based on their prior learning, skills and experience. If employers are using this Standard for an existing employee, it is important to be aware that the role must represent new learning. Providers should support employers with this.

It is vital the apprentice is prepared and fully ready before they commence their assessments.

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Summary of Assessment

An Apprenticeship Standard details the knowledge, skills and behaviours (KSBs) required to be occupationally competent:

Standard name	Retail Service, Supply and Administration Foundation Apprenticeship
Level	2
Sector	Sales, Marketing and Procurement
Typical duration	8 months
Minimum time on programme	8 months
Assessment methods	• Knowledge Test • Practical Assessment through Portfolio of Evidence with Q&A
Grading	Pass/Fail

The Apprentice

Retail service, supply and administration practitioners work across a range settings, for example in a such as food, fashion, building and automotive and manufacturing. The broad purpose is to support the administration of retail businesses, help provide excellent customer service and ultimately to ensure the efficient flow of goods and services between manufacturers and customers. Daily duties will vary dependent on where they work and whether their work is focused on working in an office or retail environment – they could also be working with a more skilled customer base, for example in trade supply.

Off-the-Job Training

This Foundation Apprenticeship requires a minimum 187 hours off-the-job learning.

Off-the-job training is a statutory requirement for an English apprenticeship. It is training, which is received by the apprentice during the apprentice's normal working hours, for the purpose of achieving the knowledge, skills and behaviours of the approved apprenticeship the apprentice is completing.

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It is an important aspect of apprenticeship training, as it gives the apprentice time to properly develop knowledge and skills from the programme.

Off-the-job training allows the apprentice to take full advantage of the programme, improving the return on investment in training costs for the employer. A developed and upskilled apprentice will lead to an increase in productivity, a clear benefit to the business.

Examples of off-the-job training include:

- Learning new skills at work through shadowing other members of the team, where this activity has been agreed and documented as part of the agreed training plan
- In-house training programmes relevant to the apprenticeship
- Coaching sessions
- Attendance at workshops, training days and webinars relevant to the apprenticeship
- Completion of online learning
- Self-study that includes reading or watching videos
- Training in new working practices or new equipment
- Role-playing or simulation exercises
- Industry visits/conferences relevant to apprenticeships
- Writing assessments, assignments and completing projects or activities
- Practical training or training in the workplace relevant to the apprenticeship

Entry requirements

The apprentice must normally be age 16 to 21 at the start of their apprenticeship. Exceptions to this are set out in the Department for Education Apprenticeship funding rules.

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Assessment

Assessment Method 1: Knowledge Test

The Knowledge Test consists of 20 multiple-choice questions and the apprentice will have 30 minutes to complete the test.

The Knowledge Test will take place online via our exam platform, Surpass.

The questions will be drawn from the knowledge and skills elements of the standard. The test is closed book which means that the apprentice cannot refer to reference books or materials.

The following knowledge statements will be assessed in this assessment:

- K1, K2, K3, K10, K14
- S9

Assessment Method 2: Practical Assessment, through a Portfolio of Evidence with Q&A

The Portfolio of Evidence will assess the practical competence of the apprentice. This competence will be validated through a Question and Answer session, based on the evidence demonstrated in the Portfolio. The Question and Answer session will be a maximum of 30 minutes (+10%), with a minimum of 8 questions, and follow-up questions if needed.

The following knowledge and skills statements will be assessed in this assessment:

- K4, K5, K6 K7, K8, K9, K11, K12,K13
- S1, S2, S3, S4, S5, S6, S7, S8, S10, S11, S12

The Portfolio of Evidence must give the apprentice the opportunity to demonstrate the practical application of the knowledge and skills they have acquired over the course of their training.

The Portfolio of Evidence can be submitted for assessment towards the end of the apprenticeship. However, the apprentice should start collecting their evidence for their portfolio on programme

The Portfolio of Evidence will be assessed by the Independent Assessor, to ensure that all knowledge and skills are covered.

Portfolio of Evidence requirements:

- The apprentice must compile a portfolio of evidence during the apprenticeship

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- It must contain evidence related to the technical knowledge and technical skills that will be assessed by the Portfolio of Evidence
- The Portfolio of Evidence should contain approximately 7-10 discrete pieces of evidence (this is for guidance only)
- Use the Portfolio of Evidence Locator to map the evidence against the technical knowledge and technical skills
- Evidence may be used to demonstrate more than one knowledge or skill; a holistic approach is recommended
- The evidence provided must be valid and attributable to the apprentice; the Portfolio of Evidence must contain a statement from the employer and apprentice confirming this
- Evidence of an observation must be included within this portfolio to cover the technical knowledge and skills
- The evidence should contain a maximum of three recordings, no longer than 10 minutes each

Additional evidence sources may include (but not limited to):

- Witness statements
- Undertaking a set task in a simulated environment
- Direct assessment of materials generated during their training
- Projects
- Presentations
- Annotated photographs

Assessment Booking

Assessments should be taken at the appropriate time for the apprentice to be able to demonstrate their knowledge and skills fully.

Please refer to the assessment booking process for further details.

Passing the Apprenticeship

For an apprentice to pass their apprenticeship they will need to demonstrate that they can reliably and effectively meet all the requirements in the knowledge, skills and behaviours.

The Knowledge test will be graded as pass or fail.

The Practical Assessment, through a Portfolio of Evidence with Q&A will be graded as pass or fail.

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The overall grade for this apprenticeship will be pass or fail.

The behaviours will be verified by the employer.

Grades from individual assessment methods must be combined in the following way

Knowledge

Knowledge	Assessment Method
K1: Introduction to the retail sector and how its service, supply and administration functions contribute to its operating environment	Knowledge Test
K2: Typical business structures, values, products, brands, customers, targets, and how their role and responsibilities contribute to these.	Knowledge Test
K3: The flow from supplier to distribution to store and customer	Knowledge Test
K4: Key methods and techniques for determining diverse customer needs and meeting these with appropriate products or services	Practical Assessment through Portfolio of Evidence with Q&A
K5: Fundamental approaches for communicating with customers and service recovery	Practical Assessment through Portfolio of Evidence with Q&A
K6: Branding, visual standards, promotional activity and how these relate to merchandising	Practical Assessment through Portfolio of Evidence with Q&A
K7: Key principles of stock management and loss prevention	Practical Assessment through Portfolio of Evidence with Q&A
K8: Fundamental digital tools and methods to support service, supply and administrative activities, including omnichannel basics**.**	Practical Assessment through Portfolio of Evidence with Q&A
K9: Teamworking values, requirements and approaches to support internal collaboration.	Practical Assessment through Portfolio of Evidence with Q&A

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K10: Key regulatory and legislative requirements and methods to support key responsibilities, including the importance of their application.	Knowledge Test
K11: Key administrative approaches and organisational tools for time management, data handling and supporting workflow.	Practical Assessment through Portfolio of Evidence with Q&A
K12: Key approaches and metrics to support continuous improvement	Practical Assessment through Portfolio of Evidence with Q&A
K13: Fundamental principles of equity, diversity and inclusion.	Practical Assessment through Portfolio of Evidence with Q&A
K14: Basic commercial concepts including promotions, availability, waste and shrink, and how accurate price labels, tidy shelves and date rotation support performance	Knowledge Test

Skills

Skills	Assessment Method
S1: Identify customers' needs and how products and services available can meet them	Practical Assessment through Portfolio of Evidence with Q&A
S2: Communicate with customers to support and recover excellent customer service.	Practical Assessment through Portfolio of Evidence with Q&A
S3: Apply sales methods and techniques to support or influence the customer in their purchasing decisions	Practical Assessment through Portfolio of Evidence with Q&A
S4: Apply branding principles to present products to standard and support organisational goals.	Practical Assessment through Portfolio of Evidence with Q&A

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S5: Support the management and storage of stock	Practical Assessment through Portfolio of Evidence with Q&A
S6: Support sales goals and business objectives.	Practical Assessment through Portfolio of Evidence with Q&A
S7: Use digital tools to support service, supply and administrative activities.	Practical Assessment through Portfolio of Evidence with Q&A
S8: Use administrative approaches and organisational tools to handle data and support workflow.	Practical Assessment through Portfolio of Evidence with Q&A
S9: Comply with regulatory and legislative requirements relevant to the role	Knowledge Test
S10: Support continuous improvement activities.	Practical Assessment through Portfolio of Evidence with Q&A
S11: Explore career opportunities in the sector and your own development needs.	Practical Assessment through Portfolio of Evidence with Q&A
S12: Work in line with equity, diversity and inclusion principles.	Practical Assessment through Portfolio of Evidence with Q&A

Behaviours

Behaviours
EB1: Communicate and share information using verbal, non-verbal, written and digital methods.
EB2: Act in a professional manner including good time keeping and conduct.
EB3: Apply new learning and feedback to everyday practice.
EB4: Complete own work tasks and ask for help when needed**.**

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EB5: Work with colleagues to contribute to team outcomes.
EB6: Seek ways to manage own financial, health and wellbeing needs using available resources.
EB7: Overcome challenges and adapt to changes at work.
EB8: Work in line with health, safety and environmental requirements.

Annex 1: Apprenticeship Details and Assessment Plan

The apprenticeship details and assessment plan can be accessed by following this link:

Retail service, supply and administration foundation apprenticeship/Skills England

Level 2 Retail Service, Supply and Administration Foundation Apprenticeship

FA0009

Version 1.0

Route: Sales, marketing and procurement

EQA Organisation: Ofqual

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Annex 2: Additional Information

Results and Certifications

All final assessment component results are published on Proficient within **ten working days** of the assessment taking place.

We will submit a certificate claim with the DfE within 15 working days after the final result has been uploaded to Proficient. The DfE will send the certificate directly to the employer.

For replacement certificates a request must be emailed to epa@innovateawarding.org Within two days of receiving the email, a replacement certificate will be requested from the DfE.

Re-sits

An apprentice who fails an assessment method, will be required to re-sit the failed assessment method only.

Apprentices should have a supportive action plan to prepare for the re-sit.

Grades will not be capped as a result of a resit.

Reasonable Adjustments, Special Considerations and Appeals

Information on reasonable adjustments, special considerations and the appeals process can be accessed by using this link:

Policies Procedures

Support Materials

All the support materials for this apprenticeship can be found on Proficient.

Use of Artificial Intelligence (AI) and Referencing

Apprentice submissions as part of their portfolio of evidence must be produced by themselves. Correctly cited quotes can be used to enhance and support the document, but the document itself must be the apprentice's own work and not

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generated by AI. If you are using AI to amend your own words, then these are no longer your own words and this becomes plagiarism.

Innovate Awarding expects all forms of plagiarism to be treated very seriously by staff at centres, and centres should have in place their own plagiarism policy and process for handling suspected cases of plagiarism.

English and Maths Qualifications

Apprentices must follow the English and Maths formal qualification requirements as set out in the Department for Education Apprenticeship funding rules.

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Annex 3: Version Record

Innovate Awarding continuously review all support material to ensure its accuracy. All amendments will be recorded in the Version Record.

Version Number	Effective From	Reason for Change	Location
V1	August 2026	Document creation	Throughout
V2	October 2026	Amendments around additional time and pieces of evidence	Page 7-Page 8
V3	October 2026	Updated evidence which may be included	Page 8
V4	November 2026	Update to wording "The Question and Answer session will be a maximum of 30 minutes."	Page 7

Please ensure that you use the current version.

All enquiries relating to the version change of the document should be directed to epa@innovateawarding.org

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