



Specification

Level 2 Trade Supplier v1.0

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Welcome to Innovate Awarding

Welcome to the Level 2 Trade Supplier 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 End-Point Assessment Organisation.

We are an Ofqual approved End-Point Assessment Organisation (EPAO), experienced in operating within a regulated market. Driven by the employers we work in partnership with, we deliver End-Point Assessment (EPA) 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 EPA with us.

About Innovate Awarding

We are an EPAO with a collaborative approach to doing business. We work with providers to deliver fit for purpose EPA, providing 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 EPA 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/end-point-assessment/apprenticeship-standards/>

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.

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 Trade Supplier 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 12 months on-programme, working towards the Level 2 Trade Supplier Standard, 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 EPA period, which is detailed in the Assessment Plan.

The EPA period will last three months, consisting of:

- Knowledge test
- Real-life Practical Observation
- Professional Discussion (supported by portfolio of evidence)

The Apprentice

Trade suppliers play a vital role in ensuring an efficient flow of goods and services between manufacturers and their skilled trade customer base.

They operate in a variety of sectors including electrical, plumbing, joinery and general building supplies. Typically, a trade supplier will operate in a small warehouse and trade counter, which is visited regularly by professional trade customers who have technical knowledge about what they are buying. Trade suppliers can specialise in roles in a trade business environment, which may include sales, purchasing, account management, logistics and administration.

Off-the-Job Training

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 learner is completing.

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

Off-the-job training allows the learner 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

Gateway

Gateway is the entry point to EPA, and it is vital that all parties understand its importance. It is the point at which the apprentice has completed their learning, met the requirements of the Level 2 Trade Supplier Apprenticeship Standard, and the provider and employer have reviewed the apprentice's knowledge, skills and behaviours to confirm they satisfied the provider and employer that they are competent and ready to enter their EPA.

Employers are ultimately responsible for deciding when their apprentice is competent as a Trade Supplier and ready to enter EPA. This decision should be taken after conversation with the provider and apprentice. It is vital this decision is based on each individual apprentice's readiness and not because they have reached the end of the initially agreed training period.

Pre-Gateway Checks

Knowing when an apprentice is Gateway-ready is much more than simply checking the apprentice has completed their learning and obtained all the mandatory requirements outlined in the Level 2 Trade Supplier Assessment Plan. Although this is important, it is about the provider, apprentice and employer being convinced that the apprentice is at the level of competence set out in the Standard and that they are prepared for the EPA, so they can claim that competency.

To pass through Gateway, typically the apprentice will have been training for a minimum of 12 months. They must also have:

- Achieved Level 1 English and Maths, if applicable
- Satisfied their employer that they are consistently working at, or above, the occupational competence of the Level 2 Trade Supplier
- Compiled, and be ready to submit, a portfolio of discrete pieces of evidence towards the professional discussion KSBs
- Evidence may be used to demonstrate more than one KSB; a qualitative as opposed to a quantitative approach is suggested.
- A signed declaration
- Declared any reasonable adjustments and special considerations

Readiness for Gateway includes confirming that the apprentice's portfolio meets the requirements of the knowledge, skills and behaviours set out within the Level 2 Trade Supplier Standard. This will be confirmed at Gateway and documented on epaPRO. This notifies us that the apprentice is ready for their assessment and the EPA planning meeting will be organised.

Readiness for Gateway requires confirmation from the employer, provider and apprentice, that the apprentice has met all the mandatory requirements.

Assessment Booking

Applications for any reasonable adjustments and/or special considerations should be submitted prior to Gateway, to allow time to review the request before the planning meeting.

The planning meeting will be booked on epaPRO once Gateway documents have been reviewed and approved by us. The planning meeting will take place between the apprentice and an Innovate Awarding representative. The employer should also be present.

The purpose of the meeting is to allocate an Innovate Awarding Assessor, discuss assessment dates, confirm assessment timings, assessment requirements and assessment preparation. During the meeting we will discuss what happens if assessments are cancelled/rescheduled and how this could impact the EPA period, as well as providing information on certification and appeals.

The Level 2 Trade Supplier 45 minute planning meeting will book assessment timeslots for the:

- Knowledge test
- Real-life Practical Observation
- Professional Discussion (supported by portfolio of evidence)

The provider may incur a charge for non-attendance of a planning meeting.

After the planning meeting, the apprentice will receive an email confirming everything discussed in the meeting and a calendar invite for all booked assessments. The apprentice will then prepare for EPA.

Portfolio of Evidence Guidance

Employers will ensure their apprentice has compiled a portfolio of evidence during the on-programme period of the apprenticeship, which will be submitted at Gateway. It underpins the professional discussion but will not be assessed.

We will review the portfolio of evidence in preparation for the professional discussion prior to Gateway. Feedback is not required, although generally if Gateway is rejected due to the portfolio of evidence being inadequate, a courtesy email will be sent with an explanation, including the rejection reason on epaPRO.

The portfolio of evidence must be uploaded to epaPRO at Gateway, either by inserting a link to a SharePoint or including a zip file.

Portfolio of evidence requirements:

- The apprentice must compile a portfolio of evidence during the on-programme period of the apprenticeship
- It must contain evidence related to the knowledge, skills and behaviours (KSBs) that will be assessed by professional discussion
- The portfolio of evidence must contain direct observation in the workplace and reflective accounts
- The portfolio of evidence will contain discrete pieces of evidence
- Evidence must be mapped against the KSBs
- Evidence may be used to demonstrate more than one KSB; a qualitative as opposed to a quantitative approach is suggested
 - 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

Other evidence sources may include but not limited to:

Workplace documentation/records, for example

- workplace policies/procedures,
- records
- Witness statements
- Annotated photographs
- Video clips (maximum total duration 10 minutes); the apprentice must be in view and identifiable

End-Point Assessment

Apprentices will be assessed on the following themes, across three assessment methods:

- Organisation
- Specialist trade customer profile
- Trade counter and telesales
- Warehousing and stock control
- Technologies
- Legislative responsibilities
- Personal responsibilities
- Behaviours

Assessment Methods

Assessment Method 1: Knowledge Test

The knowledge test is on-screen and designed to test some of the knowledge and understanding within the standard. The test lasts for 60 minutes and is worth 30 marks. It consists of 15, four-option, multiple-choice questions worth 1 mark each and 5 short answer structured questions worth 3 marks each.

The test, comprising random questions from a bank of questions, will be completed on-screen through Innovate Awarding's EPA online assessment platform and scheduled to take place at a pre-agreed time invigilated under exam conditions. The invigilator will be approved by Innovate Awarding in line with our invigilation and quality assurance policies and will not have been involved with the on-programme learning and development of the apprentice.

The Knowledge Test will be delivered in an online format; however additional formats will be made available for apprentices with specific accessibility requirements. For information regarding adjustments and special considerations to assessments please see our Reasonable Adjustments and Special Considerations Policy.

Assessment Method 2: Real Life Practical Observation

The practical observation will be carried out at the apprentice's place of work and lasts for 3 hours. During the observation the apprentice will be expected to demonstrate to the assessor the knowledge, skills and behaviours for all elements of the trade supplier process including: dealing with customers at the trade counter and over the telephone; elements of processing orders; taking delivery of goods and the basic administration related to these functions.

Assessment Method 3: Professional discussion, underpinned by a portfolio

The professional discussion is a structured discussion between the apprentice and their end-point assessor and will orally examine the apprentice's overall skills, knowledge and behaviour against the apprenticeship standard. Performance in the real-life practical observation and the portfolio of evidence will be used to inform questioning during this discussion.

The portfolio of evidence should contain copies of evidence gathered as part of the work role. The evidence can be in the form of performance review records, logbooks of work completed, statements from customers, colleagues and managers as well as discrete occupational tasks that relate to the elements set out in the standard.

The discussion will be structured to draw out the best of the apprentice's knowledge, competence, excellence, energy and enthusiasm and will typically last one hour. It will be conducted in a controlled environment, i.e. a quiet room away from the normal place of work. It may be conducted using technology such as a video link if fair assessment conditions can be maintained.

Grading

Performance in the EPA determines the apprenticeship grade of:

- Distinction
- Merit
- Pass
- Fail

Knowledge test grading (30 marks)			
Fail	Pass	Merit	Distinction
<18	18-22	23-25	26+

Knowledge Test	Real Life Practical Observation and Professional Discussion Combined	Overall Grade
Pass	Pass	Pass
Minimum grade of pass	Merit	Merit
Minimum grade of merit	Distinction	Distinction

To better facilitate consistency of grading, each of the 50 elements to be assessed under the real life Practical Observation or the Professional Discussion each is worth up to a maximum of 2 points. There are 20 elements to be assessed in the real-life Practical Observation component of the assessment only. There are 20 elements to be assessed in the Professional Discussion component of the assessment only. There are 10 elements that can be assessed in either the Practical Observation or the Professional Discussion supported by the Portfolio of Evidence if the element has not been observed in the workplace.

Each element will be graded from 0-2 marks where 0=fail, 1=pass, 2=distinction. The overall marks achieved by the apprentice in this section of the assessment will be added to the marks achieved in the 2nd part of the assessment (the real-life Practical Observation) to make a maximum total of 100 marks. This is to take account of the fact that up to 10 elements of the workplace assessment may not occur in a real-life situation on the day of assessment and may have to be assessed in the Professional Discussion supported by the Portfolio of Evidence. Following are the grading boundaries for the combined Assessment Methods 2 & 3.

50 marks = fail

51 – 65 marks = pass

66 – 80 marks = merit

81 marks = distinction

Grading Descriptors

Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor (PO and PD only)	Knowledge Test	Practical Observation	Professional Discussion
K1 Structure, mission, objectives and culture and how the role contributes to its success	State the aims of the organisation in relation to its sector, and explain why the organisation's core values are linked to its success	Share ideas of how their role can improve success of their organisation	✓		✓
K2 Position in the flow of goods and services, between the manufacturer and the customer.	Explain the organisation's process to provide customers with products obtained from manufacturers	Describe the process for obtaining goods for a customer which are not stocked items	✓		✓
K3 Position in the external market and the wider sector within which the business operates, including the roles available in relation to their own career aspirations.	Describe the opportunities available in the organisation to gain and maintain knowledge about the products/service offer to customers	Proactively seek to further specialist product knowledge to improve customer experience and business performance	✓		✓

Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor (PO and PD only)	Knowledge Test	Practical Observation	Professional Discussion
K4 Internal policies and procedures, how these relate to the role and interact with legislative obligations.	Give/provide examples of how relevant legislation and regulations affect the organisation, and how they are maintained through the organisation's internal policies	Explain the potential impact on the organisation if it fails to adhere to relevant legislation and regulations	✓		✓
K5 Vulnerability to situations that pose risk to the brand and/or business reputation.	State their responsibilities for keeping brand and business reputation safe from risk	Explain how to identify any potential risks to the brand and business reputation and propose possible solutions	✓		✓
K6 Identify specialist customer needs.	Describe/offer the appropriate product or service options to meet identified needs of customers	Demonstrate the ability to offer alternative, additional or complementary products or services to meet the identified needs of customers	✓	✓	
K7 Recognise how to be an effective listener.	Describe/Display active listening skills	Demonstrate the use of active listening to build and help	✓	✓	

Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor (PO and PD only)	Knowledge Test	Practical Observation	Professional Discussion
		formulate ideas to generate solutions			
K8 Recognise the difference between internal and external customers and the relationship between customer satisfaction and organisational performance.	Explain the difference between internal and external customers in the context of their organisation	Explain the difference in the way internal and external customer relationships are managed	✓		✓
K9 Recognise the products, services and language used by trade customers and the technical application of those product and services.	Describe/Demonstrate how establishing the facts allows for a customer focused experience and appropriate response	Communicate the difference between the features and benefits of products and/or services to the customer	✓	✓	
K10 The safe movement, storage and stock control of products within the trade supplier environment.	Describe company procedure and correct Personal Protective Equipment (PPE) requirements for the safe	Explain ways in which to improve the procedure and the extra steps taken to	✓	✓	

Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor (PO and PD only)	Knowledge Test	Practical Observation	Professional Discussion
	movement, storage and stock control of products	reduce any risks further			
K11 Benefits and potential limitations of technology in the workplace.	Describe benefits of the use of technology in interactions in the workplace and indicate instances when direct interaction is preferable	Describe how correct choice of direct interaction or the use of technology can be of benefit to the business	✓		✓
K12 Different technologies and how they support the operation of the business.	State the different systems or equipment used in the organisation	Provide an explanation of how systems can add value to the business	✓		✓
K13 Importance of health, safety and security in a trade supplies environment, and the consequences of not following legal guidelines.	N/A	N/A	✓		

Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor (PO and PD only)	Knowledge Test	Practical Observation	Professional Discussion
K14 Understand the impact of personal behaviour and actions on the team.	State how personal behaviour and actions can have an impact on the team	Describe how having a positive attitude can impact the team you work with and how this can improve overall team performance	✓		✓
K15 Recognise and comply with organisational standards of presentation and behaviour.	Follow/List the business requirements of personal presentation (including Personal Protective Equipment)	Exceed organisational standards for presentation and behaviour impacting on customers' expectations	✓	✓	
S1 Communicating confidently to internal and external customers about the company and how it operates.	Communicate the organisation's service offer to internal and external customers and how the organisation operates in line with its standards	Communicate confidently about the organisation's position in the external market and wider sector including competition and changing sector landscapes, such as new technologies and online trade			✓

Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor (PO and PD only)	Knowledge Test	Practical Observation	Professional Discussion
S2 Identifying and communicating with the relevant person if a threat or risk to the business is identified.	Explain who should be notified in a situation which poses a risk to the organisation	Actively monitor situations that pose potential risk and take responsibility to ensure these are resolved			✓
S3 Using appropriate techniques and forms of communication to put customers at ease and gain their trust.	Demonstrate adaptability in the service approach to meet the needs of customers and build their trust	Use initiative to improve sales and/or improve customer service by use of specialist customer knowledge		✓	
S4 Delivering customer service that exceeds customer expectations.	Deliver a service/product range to the customer that is not normally available	Exceed customer expectations in the presentation of solutions that include a range of products and services, the relevant merits of each, alternatives and complementary products and services available		✓	✓

Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor (PO and PD only)	Knowledge Test	Practical Observation	Professional Discussion
S5 Identifying customer requirements and referring them onwards in an appropriate manner.	Offer appropriate product and/or service options to meet the identified needs of customers and communicate to customers how the proposed offer meets their needs.	Demonstrate an in-depth understanding of the different specialist trade customer profiles that will exceed customer expectations in the presentation of solutions, alternatives and complementary products and services		✓	
S6 Assisting customers in exploring product ranges and alternative and complimentary products and services, based on the fundamental underpinning product knowledge.	Demonstrate a knowledge of how to identify additional products/services the organisation has to offer	Demonstrate product knowledge and understanding that is over and above what a customer can find for themselves		✓	
S7 Identifying the customers' requirements, matching them to the trade	Display good communication skills to identify customers' needs	Accurately communicate the features and benefits of products and services to customers		✓	

Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor (PO and PD only)	Knowledge Test	Practical Observation	Professional Discussion
supplier's products and services.	and reflect this in the offer to the customer	in a way that helps them make an informed decision			
S8 Delivering accurate product information, to enable the customer to make a decision on products and services and know how to access the detailed technical specification of a product when required.	Demonstrate good listening skills and make recommendations of suitable products and services available based on technical specification	Demonstrate breadth of knowledge around product benefits, providing insight into usefulness of product specifications		✓	
S9 Securing a trade sale using appropriate selling techniques, both face to face and on the telephone, and methods to complete the transaction.	Demonstrate good negotiation skills. Show confidence when dealing with different customer and transaction types operating within limits of authority	Demonstrate genuine rapport with customers and going off script when engaging with them		✓	
S10 Applying basic merchandising techniques used within the business.	Display the importance of clean and tidy housekeeping	Demonstrate how to maximise the creative use of space		✓	✓

Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor (PO and PD only)	Knowledge Test	Practical Observation	Professional Discussion
		throughout the display area			
S11 Applying the key principles of selling in a trade supplier environment, using a variety of methods, which may include unique selling points, upselling, and link selling to secure and complete sales transactions.	Offer, when relevant, associated products to complement those requested by the customer	Demonstrate the use of upselling and/or link selling techniques with all customers in order to secure, complete and increase sales transactions		✓	✓
S12 Communicating with customers using various methods and systems appropriate to the situation.	React promptly to customers: arriving at the Trade Counter; upon receipt of an email; or in response to a ringing telephone.	React with enthusiasm and speed when communicating with customers: arriving at the Trade Counter; upon receipt of an email; or in response to a ringing telephone		✓	
S13 Applying the key principles of administration and working practices to	Demonstrate an understanding of systems and procedures involving documentation as well as	Demonstrate improvements in working practices leading to cost and		✓	✓

Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor (PO and PD only)	Knowledge Test	Practical Observation	Professional Discussion
accurately prepare, store, communicate and process businesses documentation.	company policy on document and information retention.	time saving efficiencies to the business			
S14 Processing information, to the key standards of data protection, security and intellectual property rights.	Explain how you work with confidential information demonstrating awareness of legislation and company policy	Provide an example of when you have used your own initiative to protect confidential information and reassure customers of the procedures in place in line with company policy. Explain the key standards and rights			✓
S15 Processing and recording the receipt, storage, assembly and despatch of goods.	Apply company procedure to the "goods-in" process. Complete all paperwork correctly and in a timely manner and report any issues to the line manager	Use own initiative to resolve any issues in line with procedure, professionally communicating with suppliers, colleagues and drivers		✓	

Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor (PO and PD only)	Knowledge Test	Practical Observation	Professional Discussion
S16 Receiving stock, despatching customer orders and processing returns in line with company processes.	Always follow procedure and pass information on when something is wrong	Use own initiative to resolve any issues in line with procedure, professionally communicating with relevant parties		✓	
S17 Loading/unloading of supplier and contractor vehicles.	Follow company procedure and Health and Safety Regulations in the loading and unloading of supplier and customer vehicles	Demonstrate own initiative when dealing with suppliers and exercises extreme care and caution when loading and unloading whilst liaising with the driver		✓	
S18 Using technology appropriately and efficiently in line with business policy, e.g. Point of Sale Machines, PCs.	Demonstrate basic use of the different systems, equipment or technology used in the organisation	Demonstrate with fluency the use of the different systems, equipment or technology used in the organisation		✓	
S19 Demonstrating the use of various technologies, e.g.	Demonstrates basic knowledge of appropriate	Demonstrates advanced knowledge of appropriate		✓	

Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor (PO and PD only)	Knowledge Test	Practical Observation	Professional Discussion
bespoke/in house or off the shelf software packages to others.	software tools used by the organisation	software tools used by the organisation			
S20 Complying with legal requirements to minimise risk and build customer confidence.	Explain how the relevant legislation and regulations impact upon the organisation's customer service provision	Provide ideas to improve health, safety and security knowledge practices in the business			✓
S21 Minimising disruption to the business and maintaining the safety and security of people at all times.	Explain how the relevant legislation and regulations affect the day to day running of the business and ensure that business is not disrupted	Provide examples of active involvement in maintaining safety and security of people and ensure resolution of identified risks			✓
S22 Taking appropriate action if a breach of H&S regulations is identified.	Demonstrate the action required when a breach of Health and Safety regulation is observed	Demonstrate proactive steps that could be taken to reduce risks before they become breaches of Health and Safety Regulations.		✓	✓

Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor (PO and PD only)	Knowledge Test	Practical Observation	Professional Discussion
S23 Building two-way trust and contributing to working within a team	Carry out tasks with consideration for others. Seek help and support from others when appropriate	Provide feedback to colleagues on performance and actively seek feedback in order to identify areas for improvement		✓	
S24 Collaborating with colleagues to resolve problems.	Take a systematic approach to problem solving, know their own limits and when best to escalate issues	Actively address unexpected situations and complaints to achieve positive outcomes		✓	✓
S25 Managing personal performance by completing tasks to agreed standards and timescales and by taking action to resolve problems and communicating issues beyond own level of competence.	Complete all tasks within their role to agreed timescales and standards	Contribute to the success of the organisation through high-levels of performance, applying positive personal attributes, using initiative and sharing ideas		✓	

Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor (PO and PD only)	Knowledge Test	Practical Observation	Professional Discussion
S26 Demonstrating effective time management through planning and prioritising own workload.	Explain the importance of being punctual and meeting deadlines	Explain the importance of being punctual and meeting deadlines			✓
S27 Identifying own strengths weaknesses and development needs.	Independently and regularly reflect on progress and set goals and priorities for future development	Demonstrate a passion for the industry and sector and proactively explore learning, development and career progression			✓
B1 Adopts an approachable and friendly manner, interacting with customers in the style of the business.	Demonstrate a range of methods of communication, usually adapting these to meet the needs of the customer	Demonstrate a wide range of methods of communication, and adapt the method used (including language and type of communication) to build rapport and exceed the expectations of the customer		✓	

Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor (PO and PD only)	Knowledge Test	Practical Observation	Professional Discussion
B2 Takes an active interest in the range of products and services offered by the business	Demonstrate awareness of products and services offered by the business including basic specifications and information	Use available systems and information to understand the range of services and products offered by the business to update own knowledge			✓
B3 Works with integrity in an honest and trustworthy manner.	Work in a fair and honest manner with limited supervision	Can be trusted to work with no supervision and can demonstrate high levels of integrity and honesty. Understand how their behaviour reflects on the business			✓
B4 Demonstrates adaptability and flexibility in own performance.	Show flexibility to meet the needs of the organisation	Volunteer for additional tasks and responsibilities as required by the organisation. Can recommend different ways of working when appropriate		✓	✓

Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor (PO and PD only)	Knowledge Test	Practical Observation	Professional Discussion
B5 Shows an organised and committed approach, with a positive attitude	Be organised and committed with a positive attitude when carrying out the role	Remain organised and committed with a positive attitude when under pressure		✓	
B6 Takes ownership and responsibility for own performance, is diligent and accurate.	Can be trusted to work on their own. Can take responsibility for their own mistakes	Welcome feedback and actively seek to improve personal performance		✓	✓
B7 Supports equality and diversity in the workplace.	Is aware of the company equality and diversity policies and processes and knows how they apply to them and others in the workplace	Actively supports equality and diversity in the workplace by reporting issues and concerns when identified			✓
B8 Uses appropriate Personal Protective Equipment and operates machinery safely and effectively.	Uses the correct Personal Protective Equipment (PPE) for the appropriate machinery to operate it safely	Demonstrates the importance of PPE and good housekeeping in the organisation and is observant and vigilant and actively looks for ways to make the workplace safer		✓	✓

Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor (PO and PD only)	Knowledge Test	Practical Observation	Professional Discussion
B9 Consistently takes into account company environmental and sustainability policies and procedures.	Can describe how to apply company environmental and sustainability policies and procedures	Can explain how company environmental and sustainability policies have a positive impact on the wider environment			✓

Theme	KSBs
Organisation	K1, K2, K3, K4, K5 S1, S2
Specialist trade customer profile	K6, K7, K8 S3, S4, S5
Trade counter and telesales	K9 S6, S7, S8, S9, S10, S11, S12, S13, S14
Warehousing and stock control	K10 S15, S16, S17
Technologies	K11, K12 S18, S19

Legislative responsibilities	S20, S21, S22
Personal responsibilities	K14, K15, S23, S24, S25, S26, S27
Behaviours	B1, B2, B3, B4, B5, B6, B7, B8, B9

Annex 1: Assessment Plan and Occupational Standard

The Level 2 Trade Supplier Occupational Standard and the latest version of the Assessment Plan can be accessed by following this link:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/trade-supplier-v1-0>

Level 2 Trade Supplier ST0334

Version 1.0

Sector: Retail

EQA Organisation: Ofqual

Annex 2: Additional Information

Results and Certifications

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

We will submit a certificate claim with the ESFA within 15 working days after the final result has been uploaded to epaPRO. The ESFA 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 ESFA.

Re-sits and Re-takes

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take. A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

An apprentice who fails an assessment method, and therefore the EPA in the first instance, will be required to re-sit or re-take any failed assessment methods only. In the event of a re-sit/re-take the apprentice must use a different project but can use the same portfolio of evidence.

Any assessment method re-sit or re-take must be taken during the maximum EPA period, otherwise the entire EPA must be taken again, unless, in the opinion of us, exceptional circumstances apply outside the control of the apprentice or their employer.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to distinction.

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless the EPAO determines there are exceptional circumstances requiring a re-sit or re-take.

Reasonable Adjustments, Special Considerations and Appeals

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

<https://innovateawarding.org/end-point-assessment/apprentice-information>

Support Materials

All the support materials for this apprenticeship can be found on epaPRO including the Assessment Key Verbs Document.

Use of Artificial Intelligence (AI) and referencing

Apprentice submissions such as reports, presentations, business projects and portfolios must be produced by themselves. Correctly cited quotes and the use of Artificial Intelligence (AI) can be used to enhance and support the document, but the document itself must be the apprentice's own work and not generated by AI.

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.

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
V1-7	2018-2025	Specification created with further amendments	
V8	2025	Updates to specification including new reference numbers	Throughout
V9	2026	Amendment to error regarding pass mark.	Page 9

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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