

Retail Service, Supply & Administration Foundation Apprenticeship



Course Overview

The Retail Service, Supply & Administration Foundation Apprenticeship is designed for learners who are interested in building a career in retail, customer service, business support, logistics, stock control or office administration. This programme combines practical workplace experience with industry focused learning, helping learners develop the knowledge, skills and confidence needed to succeed in a variety of customer-facing and business support roles.

What You Will Study

This programme will help you develop the knowledge and skills needed for careers in retail, customer service, business administration and supply chain operations.

You will cover:

- Customer service and communication
- Retail operations and merchandising
- Business administration and office skills
- Stock control, logistics and supply chain processes
- Digital skills and workplace technology
- Teamworking and collaboration
- Problem-solving and decision-making
- Professional behaviours and employability skills
- Health, safety, equality and diversity
- Career planning and progression opportunities

Attendance Expectations

To achieve success on this programme, learners are expected to maintain good attendance, punctuality and engagement throughout their studies.

- Regular check-ins and development activities with their training provider
- Regular progress reviews with your employer and tutor
- Complete assignments, projects and portfolio work by agreed deadlines.
- Agreed teams support sessions mutually arranged.

START DATE

Various

LEVEL

Level 2

STUDY MODE

Full-time

DURATION

8 months

LOCATION

Blended Learning



For further information about this course, including Entry Requirements, Assessments and Further Study, scan the QR code.

Need More Information?

For additional course information please contact the Course Information Team on **01924 789111** or email courseinfo@heartofyorkshire.ac.uk.

To learn more about the Heart of Yorkshire Education Group, our facilities and how we can support you please visit our website www.heartofyorkshire.ac.uk.

Quick Links



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How You Will Be Assessed

Assessment is based on practical application of skills and knowledge throughout the programme. You will build a portfolio of evidence using workplace activities, projects, assignments, observations, discussions and employer feedback.

Assessment methods may include:

Practical tasks and workplace projects
Written assignments and activities
Professional discussions and presentations
Observation of skills in practice
Reflective learning and personal development reviews
Employer and work placement feedback

You will receive regular support and feedback from your tutor to help you track your progress, develop your skills and achieve your goals. Assessment is designed to reflect real workplace situations, allowing you to demonstrate your learning in a practical and meaningful way.

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.

Foundation apprenticeships are designed for younger learners beginning their career journey.

Applicants must be employed in a suitable catering or hospitality setting (employer support required).

English and maths support is included as part of the programme

Initial skills assessments may also be required.

Fee Information

Please contact the Apprenticeship Recruitment Team on 01924 789469 or email Apprenticeships@HeartofYorkshire.ac.uk

Further Study

Upon successful completion of this programme, learners can progress to a range of apprenticeships, qualifications and employment opportunities within retail, customer service, business administration and supply chain sectors.

Progression routes may include:

- Retailer Apprenticeship
- Customer Service Practitioner Apprenticeship
- Business Administrator Apprenticeship
- Supply Chain Warehouse Operative Apprenticeship
- Supply Chain Practitioner Apprenticeship

The skills and experience gained through this programme provide a strong foundation for further study, apprenticeships and long-term career development across a variety of industries.

