

# TRADE SUPPLIER APPRENTICESHIPS

## Apprentice Overview

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# INTRODUCTION

We are looking for new starters to join our business working as a Trade Counter Apprentice. This is a varied role with plenty of opportunities to develop your customer service, sales skills and product knowledge.

As an apprentice you will:

- Work as part of the team to ensure we maintain great service for all our customers
- Work in all areas of the Profit Centre to develop your knowledge and skills
- Have a structured training programme and development plan in place
- Be supported by your manager and Training team to help you progress

If you like a fast paced, fun environment and want to learn new skills across a variety of job roles then an apprenticeship with us is perfect for you!

This guide covers the main information of the programme and will help you understand if this is the right opportunity for you. It will cover:



Trade Supplier Apprenticeship Programme & Module Overview



Useful Information

If you require any further information or want to discuss in more detail please contact your local hiring manager, they will be able to help answer any questions or refer to myself for further information.

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# TRADE SUPPLIER LEVEL 2 OVERVIEW



## PROGRAMME OVERVIEW

This apprenticeship offers you the opportunity to start your career with us on the Trade Counter and earn money whilst gaining a great qualification!

You will be part of the team and undertake a variety of tasks within the Profit Centre. During the programme you will learn about sales on the trade counter and over the telephone, understand incoming deliveries, stock control and dispatch. You will also understand how to process customer orders, take delivery of goods and the administration related to these functions alongside any other relevant tasks.

Your manager will work with you to ensure you have a development plan in place and are able to gain the required skills to become a full-time member of the team upon completion of the programme.

## WHAT WILL YOU LEARN?

- Customer Types
- Trade Counter & Sales Services
- Warehousing and Stock Control
- Use of technology
- Health, Safety and Security
- Personal responsibilities and performance
- Working within a team

\*Full programme overview available

## COURSE DURATION



12 Month Programme  
3 months to complete End Point Assessment

## QUALIFICATIONS ACHIEVED



- Trade Supplier Level 2 Apprenticeship
- Functional Skills (if required)

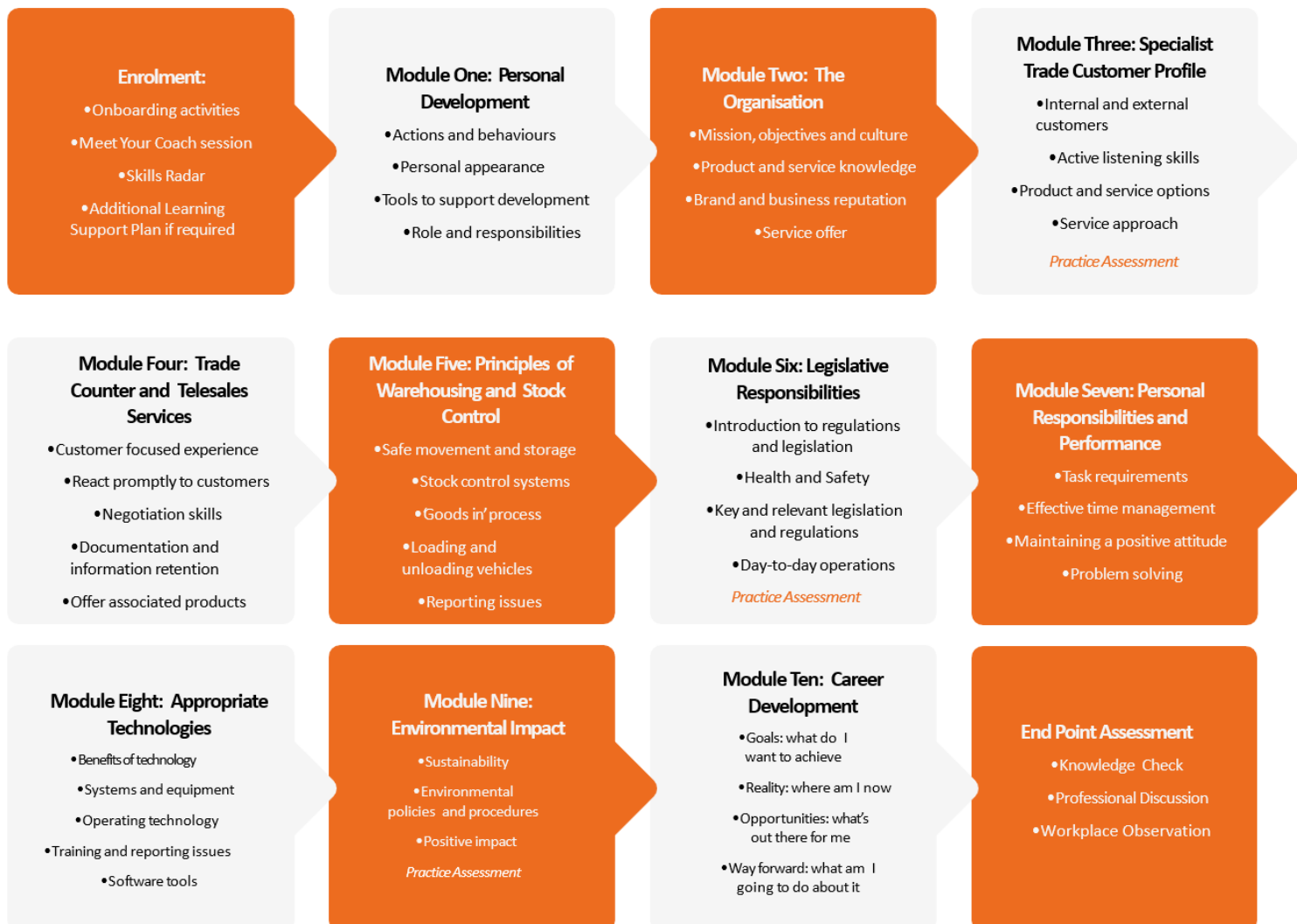
## WHAT WILL HAPPEN ON COMPLETION OF THE APPRENTICESHIP?

You will be employed on a full-time, permanent contract. Upon successful completion of the 12-month apprenticeship, you will become a permanent employee within the Profit Centre.

# TRADE SUPPLIER QUALIFICATION OVERVIEW



There are a range of modules that you will complete as part of the Trade Supplier Apprenticeship Programme. These are all relevant to our business to provide you with the key skills to be successful in the job role and will be completed alongside your internal training programme.



# USEFUL INFORMATION

## WHAT DO YOU NEED TO KNOW

- You will be a full time permanent employee with a desire to start a long term career with UK Plumbing Supplies
- You will experience in all areas of the Profit Centre over the 12 month duration of the course
- You will be enrolled on your Apprenticeship within a month of starting your role
- Support will be provided by your manager & training provider to help you meet the programme requirements
- As part of the apprenticeship you will need to demonstrate the appropriate level of literacy & numeracy in functional skills
- You will be required to attend regular meetings and training with the training provider and complete the relevant preparation
- You will have access to a virtual learning portal to support your learning
- To complete the apprenticeship you will need to prepare and undertake for an End Point Assessment
- Upon completion of programme you will have a career discussion with your Profit Centre Manager before confirming their future role

## SALARY & HOLIDAY INFORMATION

- Your starting salary will be £5.50 / hour
- This will rise to £6.25/hour after 6 months
- After 12 months this will be reviewed and increased in line with company salary (and Living Wage)
- You will be eligible for our Profit Share Scheme
- Annual holiday entitlement will be 20 days + Bank Holidays

## WHO WE ARE LOOKING FOR

We are looking for someone who is:

- Enthusiastic, flexible, resilient and willing to undertake a variety of tasks
- A good team player
- Able to deal with multiple tasks
- Able to use your own initiative, with a “can do” positive outlook even when under pressure
- Wants to begin a career within a Plumbing & Heating merchant