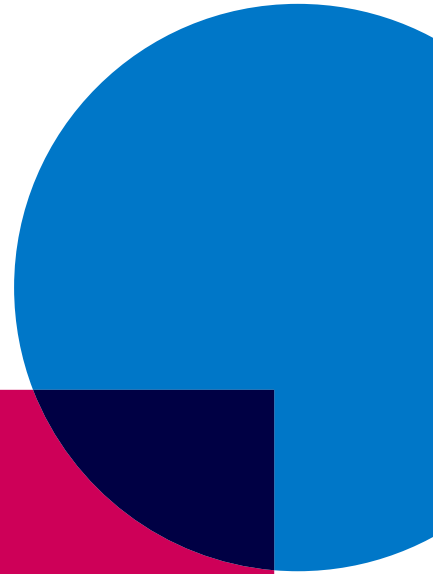


Retail  
SmartScreen Factsheet

# Level 2 Retailer: Apprenticeship Training Manual



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### City & Guilds SmartScreen

City & Guilds SmartScreen is our dedicated online resource portal, supporting over 120 qualifications. It currently boasts more than 80,000 resources and pages of content for tutors and learners.

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### How can SmartScreen help me?

SmartScreen materials have been designed specifically for each individual qualification. They have been developed to assist tutors, and others, delivering the qualification to obtain the best possible results for their learners.

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### Resources

This form-fillable PDF apprenticeship training manual is the essential practical resource for any learner starting out in the retail industry. Suitable to use for the Level 2 Retailer apprenticeship, this manual provides apprentices with a range of practical tasks which are designed to reflect the full range of skills and knowledge that learners will need to master to succeed in their learning as well as in the workplace. Learners are also encouraged to examine their workplace behaviours, with behavioural checklists at the beginning and end of the manual which are designed to highlight any areas for improvement and show how their behaviours have progressed throughout the apprenticeship. The manual therefore supports an apprentice's formative learning by allowing them to track their progress and record evidence throughout their apprenticeship.

These tasks are mapped to the apprenticeship standards and are designed to prepare learners for the requirements of their end-point assessment. Each task is broken down into three components:

- Know it – these are the preparatory activities focusing on the knowledge/theory parts of the standards.
- Show it – these are the more active 'task'-based activities which demonstrate the knowledge learners have covered in the 'Know it' sections and which cover the practical skills in the standards.

- Live it – these are the reflective sections where learners can detail what behaviours have been displayed by carrying out the designated task and which cover the behavioural part of the standards.

Throughout the manual, employers can record constructive feedback that learners can use for their development. Tasks also do not need to be completed in the order given in the manual. Employers and training providers should feel free to assign each task in any order.

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### Why choose SmartScreen?

Shake learning up	Offers flexibility in lesson delivery and learning styles.
Learn inside and outside the classroom	With increased internet speeds available to learners using smartphones, laptops and tablets, resources can be accessed at any time and in any location.
Stay ahead	The definitive source for the most up-to-date information about qualification developments and delivery information.
Do what you do best	Our lesson plans, handouts and worksheets will save tutors time, meaning that they can keep their heads out of the paperwork and teach.
Peace of mind	Peace of mind that the resources fully support the qualification.

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