



**Level 2 Retail Apprenticeship**  
**Interview Preparation Guide**

# Level 2 Retail Apprenticeship: Fact Sheet

## How does it work?

- **12-15 months learning**, covering over 7 core modules
- A tablet is provided to help apprentices complete learning and assessments
- Mixed assessment approach; exams and written coursework
- Colleagues must be on a minimum of a 30 hour contract or happy to uplift their hours. Built in 'off-the-job' learning time covering 20% of contracted working hours (6 hours for a 30 hour contract/ 8 hours for a 40 hour contract)
- All learning and travel costs are covered

## What will you learn?

The foundations of retailing excellence. We'll be taking the colleague through modules which cover the basics of retailing in general in a detailed and structured manner

**Topics include:** Customer service, sales and promotions, product knowledge, finance and figures, technology, legal & governance plus many more ...

## What will you get?

**England Only:** Level 2 Retailer qualification (equal to 5 GCSE passes) + Functional Skills Maths & English qualification if required.

### Q: Do I have to pay for it?

No. It's total free. Co-op will cover all of your costs. All we ask is for 110% commitment and effort whilst on the programmes.

### Q: Do I need experience in retail?

No. The whole purpose of the apprenticeship is to help you gain knowledge and experience whilst working full time.

### Q: When will I study? What about work?

We'll give you 20% of your contracted hours to study on a regular basis. We've ensured that your store teams won't be affected by you studying. Don't let this put you off.

### Q: What happens after?

You'll continue as a permanent colleague in store however your hours might change. We're always on the look-out for great Team Leaders which is the next step up and if you get a distinction in your apprenticeship you can fast track onto the Level 3 programme.

### Q: What happens if it's not for me? Or I want to change my job?

Your employment in this role is dependant on you committing to the apprenticeship, if it's not for you it might be possible for you to take a job as a CTM in store but it'll depend if there's an opening. If you want to change jobs, that's ok but you'll need to commit to completing your studies

## What is this part of the process?

Individual interview with 1 or 2 assessors talking you through the programme in detail and helping the business identify the right colleague for our apprenticeship and our store teams. Hopefully that's you!

## How long will it take?

Interviews will last around 45 minutes covering off a range of questions with opportunities for you to hear about the programme and ask any questions you might have.

## Who will be assessing?

The assessor names will be on your invite in the email. This will be the store manager of the store you've applied to.

## Where will it be?

We've given you time, date and location in your email invite. Please keep this email safe and maybe add the information to a calendar.

## What I need to bring – read through the section which is relevant to your current situation

### I don't yet work for the Co-op

- Before your interview make sure you do lots of research about the Co-op and maybe even go to visit the store and get a feel for the place you could be working in.
- For your interview you'll need to **bring original and photocopy versions** of your Eligibility To Work (ETW) documents, these are listed below:

Common Types of Document		
UK passport – copy of the photo page <b>OR</b> passport or national identity card (both sides) from a European Economic Area country or Switzerland		
Biometric Residence Permit (both sides) showing indefinite leave to remain in the UK		
Full UK Birth Certificate (parents' names visible)	Plus	Proof of National Insurance (NI card, P45 or P60 from previous employer, letter from HM Revenue & Customs or Job centre but not a Co-op payslip)
Adoption Certificate		
Naturalisation/Registration Certificate as a British Citizen		
A current Immigration Status Document with an endorsement showing indefinite leave to remain in the UK		
A current Immigration Status Document containing a photograph indicating that they may stay in the UK and can do the type of work in question		
For Student visa's we also need a copy of their timetable showing the actual term dates for the academic year e.g. Jan-Mar, Apr-Jun etc.		

- You'll also need to bring proof of National Insurance with you. You can find out more about proving your NI number at: <https://www.gov.uk/national-insurance/your-national-insurance-number>

If you already work for us there's nothing to bring with you. Just yourself and your passion to develop and grow as a colleague here at Co-op.



## Preparation for the interview – What We’re Looking For

An apprenticeship at Co-op is more than just learning new skills. It's a gateway to opportunities but it's not a quick or easy win. We're looking for the right colleagues to join our Level 2 Retail Apprenticeship to build their skills and knowledge in retailing. The best apprentices put in their all, work hard and importantly show a clear desire to learn and develop. You can see what we're looking for below which will give you an idea of how to prepare.

Behaviours	How it's measured	Definition
<b>Building Relationships</b>	Specific question	How you understand and connect with others including customers and colleagues.
<b>Being Confident</b>	Specific question	How you build confidence in yourself and others in their ability to succeed.
<b>Getting Results</b>	Specific question	How you ensure the successful completion of tasks, by planning & taking action.
<b>Self-development</b>	Specific question	How you look for and take opportunities to develop your skills.
<b>Clear Communication</b>	Throughout interview	How you communicate to others in a clear, effective and appropriate way.

# Preparation for the interview – Example Question

To set you up for success (without giving you the answers) we've given you a practice question below to try out. Have a read through it and consider using a simple yet effective approach called, **STAR**. Think about the **S**ituation (where,when,why), **T**ask (what you had to achieve), **A**ction (What you actually did) and **R**esult (what the outcomes were). Once you've cracked this, you'll be in a great place to start thinking about other possible questions which might come up using the 'what we're looking for' slides previously.

Question	Answer
<p><b>Q:</b></p> <p>Tell me about an occasion when you had to present an idea to an individual or group.</p> <p>---</p> <p><b>You could think about:</b></p> <p><i>What was the situation?</i></p> <p><i>What did you have to do in order to make the presentation happen?</i></p> <p><i>Who did you work with?</i></p> <p><i>How did you manage obstacles?</i></p> <p><i>What was the outcome?</i></p>	

## What happens next?

Once you've completed your interview you'll find out whether or not you have been successful in reaching the final stage of the process within the next week.

The next and final stage is to complete a final online test which allows us to understand what level of support is required for maths & English before or during your apprenticeship.

Don't worry. We'll be sending you further information on this stage if you're successful in passing the interview stage.

*Remember – You can use a calculator and a dictionary If you need.*

## Got a question? Need some support?

Speak to the apprenticeship recruitment team on:

0330 606 9446 or email [apprentice.jobs@coop.co.uk](mailto:apprentice.jobs@coop.co.uk)