

# employerguide

PARAGON

skills for the retail industry



Staying ahead of the competition is crucial, especially in today's fiercely competitive retail industry.

The future success of your business will rely upon motivated and skilled staff, offering superior customer service and ultimately increased sales performance.

Paragon Skills for Industry specialises in Retail Apprenticeships, developing and training people to give them the practical skills they need to enhance the performance of your business. We work with you to provide your business with the training and skills you need; now and for the future. With industry qualified tutors and assessors, Paragon Skills has the expertise and experience to ensure the relevant and appropriate skills are developed to suit your requirements.

Remember, Apprenticeships have been designed to create the managers of the future and your Apprentices will develop increased self-confidence as they acquire the ability and knowledge to perform proficiently in your workplace.

Our superbly equipped skill centres across the south of England give us the ability to meet the needs of all retail businesses, from small independents to High Street chains; and our partnership approach to training means you are in control of your Apprentices training programme from the start.

Freephone 0800 783 2545



## Apprenticeships: The way to secure a skilled workforce for tomorrow.

Apprenticeships offer the opportunity for subsidised training to national standards, giving you access to motivated young people looking to start their careers.

We provide a full induction programme for young people prior to starting the apprenticeship programme so that they are ready for working in the sector.

The majority of learning takes place on the job, with work-based assessment carried out by our experienced trainers and assessors. This ensures that apprentices are learning to your organisation's way of working. This is supplemented with dedicated training sessions to cover theoretical knowledge, practical skills, first aid and health and safety training.

Designed by employers to meet the needs of the employers, Apprenticeships bring together:

- A National Vocational Qualification (NVQ) at level 2
- Key Skills in Application of Number and Communication
- A Certificate in Retailing at level 2

Mandatory units of the Apprenticeship include: contributing to maintaining a safe and healthy workplace, contributing to keeping the work place secure, working effectively in own organisation, and developing and maintaining productive work relationships.

## Train to Gain: Another opportunity to access subsidised training, the Train to Gain service is there to help you meet your immediate training needs.

Any member of your staff who does not hold a level 2 qualification\* may be eligible for training supported by funding from the Learning and Skills Council. This funding pays for the delivery of an NVQ at level 2 or 3.

\*Level 2 is equivalent to 5 GCSEs at A\* to C passes

The Train to Gain service provides an ideal opportunity for experienced staff to gain the minimum statutory Skills for Retail NVQ. All training and assessment is completed on the job, meaning there is no need to take valuable staff out of the workplace.

## Further Training Opportunities

Paragon Skills offers a wide range of courses to meet your requirements.

Additional courses run regularly include:

- NVQ Retail Skills Level 2
- NVQ Retail Skills Level 3 - Sales Professional
- NVQ Retail Skills Level 3 - Visual Merchandising
- NVQ Retail Skills Level 3 - Management
- NVQ Customer Service - Level 2
- NVQ Customer Service - Level 3

## Did you know?

Paragon Skills also delivers qualifications in management, business administration and customer service. In fact Paragon Skills can meet all of your business training needs.

We are renowned for our customer service and client care and our qualification success rates are some of the best around.

## What they say

The Retail Manager of Animal is quick to recognise the benefits of enrolling her team onto Apprenticeships with Paragon Skills: "As their apprenticeship develops, I see a remarkable improvement in their confidence.

"The beauty of the Apprentice programme is that they can learn the theoretical side of the business with Paragon Skills and then put this straight into practice with us in the store."

Michelle Cornish, Retail Manager of Animal in Weymouth, Dorset.

**Call today for a free consultation with a Retail Training Advisor.**

**Freephone 0800 783 2545**  
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**www.paragonskills.co.uk**