

Note: Traineeships are delivered by the Education and Training Boards (ETBs). The decision by an ETB to deliver a traineeship is determined based on the needs identified in collaboration with industry/employers in the sector and local requirements.

Therefore, not all ETBs will offer every traineeship; likewise, elements of a traineeship such as the content, award, duration etc may vary based on the needs identified.

The information below is a sample only; it gives an idea of what this traineeship involves but may not be replicated exactly across ETBs offering this traineeship.

SAMPLE DESCRIPTOR

Retail Associate Traineeship

The aim of the programme is to enable the learner develop the knowledge, skills and competence to work in a retail environment, under supervision, providing effective customer service, retail selling and performing a range of payment transactions.

Typical Certification:	City and Guilds Level 2 Diploma in Retail Skills
Typical Content:	<ul style="list-style-type: none"> Assemble Products for Display in a Retail Environment Career Planning and Job Seeking Skills Contribute to the Continuous Improvement of Retail Operations within own area of Responsibility Deal with Customer Queries and Complaints in a Retail Environment Demonstrate Products to Customers in a Retail Environment Evaluate the Effectiveness of Visual Merchandising Displays Follow Point-Of-Sale Procedures for Age-Restricted Products in a Retail Environment Give Customers a Positive Impression of yourself and your Organisation Help Customers to Choose Products in a Retail Environment In-Company Training Keep Stock on Sale at Required Levels in a Retail Environment Maintain The Availability of Goods on Display in a Retail Environment to Promote Sales Process Payments for Purchases in a Retail Environment Process Returned Goods in a Retail Environment Work Effectively in a Retail Team
Typical Duration:	<p>24 weeks</p> <p>All Traineeships have a minimum of 30% on-the-job learning.</p>
Further information	<p>Details of traineeship programmes currently open for registration are available on www.fetchcourses.ie</p> <p>Further information on traineeship programmes may also be obtained from your local Education and Training Board (ETB) www.etbi.ie/etbs/directory-of-etbs/</p>



	Some traineeship programmes may not be open for registration at a particular time.
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