



Retail Team Leader Apprenticeship



Level: 3 Duration: 12 months

Occupational Profile

Retail team leaders are a critical support to managers, delivering exceptional customer service and a positive experience to customers. They may have to deputise for managers in their absence. The role is dynamic and in one day can involve a variety of different functions. Most significantly retail team leaders guide and coordinate the work of the team to complete tasks, identify and explore opportunities that drive sales, ensuring team members maintain business standards in relation to merchandising, service and promotional activities, in line with procedures. Retail team leaders gain the most of their team on a day to day basis, ensuring they are fully trained and work effectively and to the best of their ability.

Entry criteria: Employers will set their own entry requirements, but it is expected that the individual would have worked with an operational role within the industry to start on this apprenticeship standard.

Applicants will be assessed and interviewed to demonstrate that they have the ability to cover the range required by the apprenticeship standard. In addition, they are expected to carry out initial assessments in English and Maths. If an applicant has a GCSE in Maths and English at A*- C, they don't need to complete functional skills as a part of the apprenticeship.

Delivery Model: The delivery model for this apprenticeship is decided by the employer in agreement with the college.

Progression: Completing this apprenticeship programme will enable progression into a junior retail management position.

Additional information: Apprentices without Level 2 English and Maths need to achieve this level prior to completion of their Apprenticeship.

Knowledge Skills and Behaviours

On completion of the level 3 Retail Team Leader Apprenticeship successful applicants will have the following knowledge, skills and behaviours as defined by the Apprenticeship standard:

- Customer
- Business
- Financial
- Leadership
- Marketing
- Communication
- Sales and Promotion
- Products and Service
- Brand Reputation
- Merchandising
- Stock
- Technology
- Developing Self and Others
- Team performance
- Legal & Governance
- Diversity

End Point Assessment

	Point of Assessment	Coverage	Assessed by	Grading
<ul style="list-style-type: none"> ■ 60 minute on demand scenario based multiple choice test ■ A project requiring the apprentice to look at an immediate opportunity, problem, challenge or idea within their retail environment. ■ 1 hour structured professional discussion 	End	Synoptic coverage of knowledge, skills and behaviours	Independent Assessment Organisation	Pass/Distinction/Fail



Course information 020 8442 3055 | courseinfo@conel.ac.uk | www.conel.ac.uk

Tottenham Centre | High Road, Tottenham N15 4RU | Enfield Centre | 73 Hertford Road, Enfield EN3 5HA