

# WE ARE HERE TO HELP APPRENTICES BEE WHAT THEY WANT TO BEE

## Retail Team Leader Apprenticeship

### 1 The Apprenticeship

A retail team leader should deliver exceptional customer service and a positive experience for customers. They provide critical support to managers and may deputise in their absence. Retail team leaders may guide and coordinate the work of the team, identify and explore opportunities that drive sales and ensure team members maintain business standards in relation to merchandising, service and promotional activities.

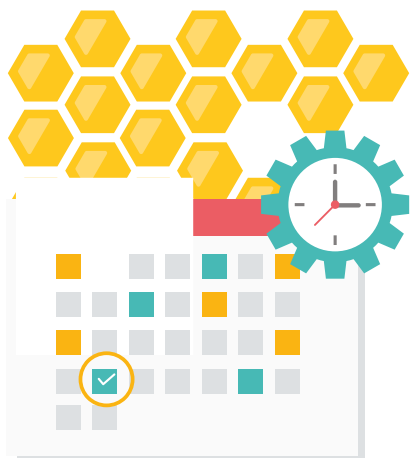
Retail team leaders are critical to supporting managers and the role is dynamic and in one day can involve a variety of different functions. On a day to day basis, a retail team leader gains the most of their team, ensuring they are fully trained and work effectively and to the best of their ability.

For more information on this apprenticeship standard, visit the [Institute for Apprenticeships](#).

Funding Band: 8 (£5,000) -  
changing to band 6 (£4,000) from  
September 30th 2019

Duration: 12 months

Level: 3



### 2 Initial Assessment Plan

Employers will set their own entry requirements in order to start on this apprenticeship. This will include:

Level 1 English and Mathematics.



### 3 On-the-job and Off-the-job training

This is where all the apprentice's training and development takes place. They will be busy making sure they have packed all the essential items to complete their journey. This may include a qualification if it is identified as a requirement in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan. Mathematics and English are required (level varies according to the standard).

## 4 Gateway

In order to enter into this phase, the apprentice will need to have passed all the relevant knowledge, skill and behaviour criteria as set out in the apprenticeship standard. It will be the employer's decision to place an apprentice through End-Point Assessment.



In order to pass, the apprentice must have achieved:

- Evidence of the relevant behaviours
- Level 1 in Mathematics and English, attempt Level 2 English and Mathematics
- On-programme progression meetings and records

If all the above has been completed, employers can feel confident that they are putting forward apprentices who are in the best shape to pass their End-Point Assessment.

## 5 End-Point Assessment

The synoptic End-Point Assessment will consist of **three** components. In order to pass the apprenticeship, the apprentice is required to pass each component.



On-Demand Test	Retail Business Project	Professional Discussion
<p>The 60-minute On-Demand Test will be scenario based requiring the apprentice to demonstrate reasoning and joined up thinking, demonstrating synoptic performance against the key elements of the standard. Completed under controlled conditions, this will be externally set and marked automatically by the assessment organisation and will cover the core and relevant specialist function. <b>Pass</b></p>	<p>A project requiring the apprentice to look at an immediate opportunity, problem, challenge or idea within their retail environment. This could be a project to identify a potential cost saving for the business through improving efficiency, reducing waste or finding alternative ways of working to achieve business objectives and should include a research proposal, identify measurable improvements and make recommendations for implementation. The apprentice will need to provide a one-page synopsis of their project to the assessor one month before the End-Point Assessment process can begin. The apprentice will have 30-minutes to present their project and should include time for questions and answers at the end. <b>Distinction/Pass</b></p>	<p>Planned in advance to allow the apprentice to prepare fully, the Professional Discussion is the final part of the assessment of the Retailer apprenticeship standard. A 60-minute discussion between the apprentice and the independent end assessor will take place and will be structured to draw out the best of the apprentice's energy, enthusiasm, competence and excellence. <b>Distinction/Pass</b></p>

## Grading

Once the three assessments are completed, you will be provided an overall grade for your apprenticeship, using the following Grading Table:

On-Demand Test	Retail Business Project	Professional Discussion	Grade
Pass	Pass	Pass	Pass
		Distinction	Pass
	Distinction	Pass	Distinction
		Distinction	Distinction



## 6 Completion and Certification

Once the assessor verifies the apprentice has successfully completed all End-Point Assessments, TQUK will initiate the certification process. Working with the Education & Skills Funding Agency, we will ensure the apprentice receives their certificate in recognition of completing their apprenticeship.

Progression: Level 4 Retail Manager

## 7 Occupational competence

Once the apprentice has achieved this Retail Team Leader apprenticeship there are many additional avenues which can enhance their training and skill set. These can include development into a Retail Manager role within the Retail sector.

