



Ofsted

Good
Provider

Retail Team
Leader
Level 3



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 Apprenticeships

 **FAREPORT**
SKILLS FOR THE FUTURE

Retail Team Leader

Level: 3

Duration: 12 – 15 Months

Entry Requirements:

- Candidates should already be working at a supervisory level and have direct line reports within their job role.
- The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grade C or higher.

Overview:

The Retail Team Leader apprenticeship is great for individuals who are working in an intermediate Leadership role within the Retail sector. It is an excellent opportunity to further develop people management skills and learn new techniques that can be implemented into their workplace. With our bespoke programme design, this qualification is great for those that are new to leadership or are experienced leaders. If you're looking to stretch your development this qualification is for you.

Retail team leaders are a critical support to managers, delivering exceptional customer service and a positive experience to customers, and 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

Qualification Achieved:

- Retail Team Leader Level 3
- Functional Skills English L2
- Functional Skills Maths L2

Key Topics:

- Supporting, managing and developing team members
- Customer Service
- Planning and monitoring workloads and resources
- Business and Finance
- Building relationships internally and externally
- And much more...

Assessment Methods:

A variety of assessment methods will be used to demonstrate knowledge and competence:

- Workbooks
- Assignments
- Product evidence
- Reflective accounts
- Discussions
- Witness testimony
- Observation

End Point Assessment

End point assessment or "EPA" has been created to assess the knowledge, skills and behaviours gained throughout the qualification. EPA is conducted by an external independent body chosen by the employer. EPA offers the chance to showcase your skills and be awarded a grade that reflects your performance. EPA will consist of the below activities:

- Knowledge Test
- Professional Discussion
- Retail Business Project