

Retail Team Leader

LEVEL 3



12 Month Programme + EPA

This level 3 apprenticeship helps Retail professionals gain a higher level of skills and knowledge as they progress their career.

Introduction to the course

Retail Team leaders play a significant part in guiding and coaching their team members to provide great service to customers and work to achieve company goals. For this they are required to have experience and thorough knowledge of the organisation, it's products, policies and possess leadership skills.

This apprenticeship offers retail professionals in a team leading role, the opportunity to deepen their understanding and expand their skillset. They will develop an expertise and become confident to train, mentor, and coach a team. In addition, team leaders will learn additional methods to support a team in achieving business objectives and maintaining business standards.

Learner outcomes

Through the skills gained on this course, businesses will benefit from a supportive team leader. Learners will be more capable of supporting and positively influencing a team, managing their own personal development. These skills will ensure that all staff are being led in line with the aims of business, meeting targets and providing high quality customer service.

On completion of this course retail professionals will have greater confidence and skill to lead their team. You will be able to respond and offer support to varying retail challenges regarding customer service, technology, promotion, and finance. You will also be able to develop into a more senior retail management position.

Assessment

Your End Point Assessment (EPA) takes place in the last three months of your apprenticeship. It is an opportunity to display your newly gained knowledge, skills, and behaviours through three assessment methods. These are multiple-choice scenarios on-demand test, a retail business project and a professional discussion.

A good fit for

This apprenticeship is suited to retail employees in a team leading role, whether in a physical store format, or virtually.

What's next?

After completion, learners can progress onto a higher-level apprenticeship, such as:

- Retail Manager Level 4



Course overview



Start Date
Flexible



Level
3



Duration
12 months + 3 months EPA



Delivery
Blended delivery



Assessment
On-Programme And End-Point Assessment



Qualification
Level 3 Retail Team Leader



Entry Requirements
Candidates must work within an operational role within the retail industry and have at some team leading responsibilities.

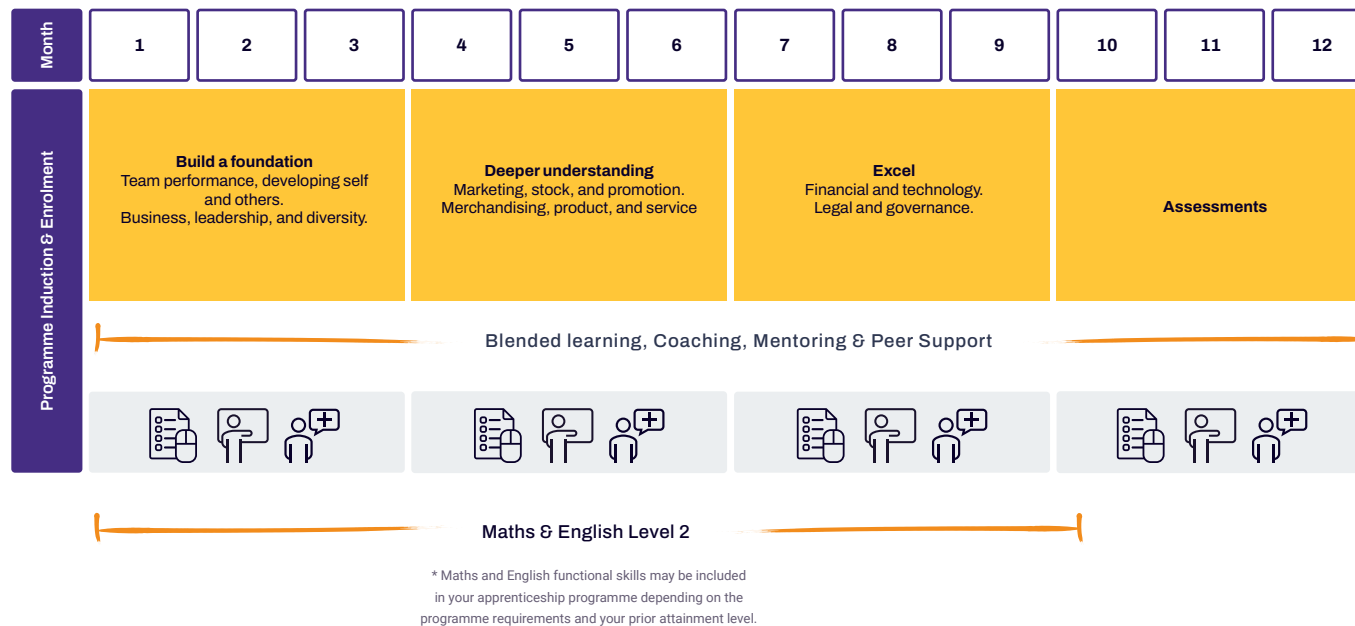
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Blended Delivery Model



unlocking potential
delivering personalisation
enhancing performance

Gateway



End Point Assessment

3 Months

- ✓ Multiple-choice scenarios on-demand test
- ✓ Retail business project
- ✓ Professional discussion

 **Apprenticeship Achieved**

Key



Online
Learning



Workshop



Progress
Reviews