

Retail Team Leader

Level 3

Apprenticeship Standard

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 are skilled at managing and motivating their team on a daily basis, ensuring they are fully trained, working effectively and to the best of their ability.

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Example Job roles:

Retail Team Leader, Supervisor, Retail Assistant Manager, Retail Department Manager, Floor Manager, Senior Sales Assistant

Eligibility / Entry requirements:

- Aged 16+ years
- Employed in a relevant retail supervisor role
- Willing to work towards Functional Skills Level 2 Maths and English (if required)

Price:

£5,000 (inclusive of End Point Assessment)

Progression route:

The Retail Team Leader role may be a gateway to further career opportunities, such as Retail Management.



Key facts:	
Typical Duration	13-15 months
Study mode/frequency	Regular attendance on bespoke virtual learning environment and face-to-face meetings planned in with a dedicated tutor
Apprenticeship standard	Upon completion the apprentice will receive: <ul style="list-style-type: none"> • Retailer Team Leader Level 3 qualification
Knowledge and Skills	<ul style="list-style-type: none"> • Knowing your customers • Know the vision, brand and objectives of the business • Effective leadership • Financial procedures and performance • Marketing • Effective team communication • Product and service knowledge • Driving sales and promotion • Merchandising and stock control • Oversee use of appropriate technology • Legal and governance • Team performance • Developing self and others • Promoting diversity
Functional skills	Required to work towards Level 2 in Maths and English, unless exempt with recognised prior learning.
Assessment	End point assessment which may include: test of knowledge; competency based interview; assessment of evidence; presentation & questioning and a professional discussion

Call **01949 20976** or email **engagement@srededucation.co.uk** for further information.