



Retail Team Leader Level 3

Apprenticeship Training Programme

Your business can leverage recent eligibility and funding changes to provide high quality apprenticeship training to new and existing staff starting out in their retail management careers.

You can design all aspects of this programme to aid the development of future leaders within your organisation who have operational responsibilities for guiding and coordinating staff, their work and sales within a retail environment. It is suitable for organisations of all sizes.

Qualification Overview:

Typical Duration

12-15 months, with exact duration dependent upon learner.

Example Job Roles

Team Leader, Supervisor and Lead Sales Advisor.

Entry Requirements

Set by the employer; it is expected that the apprentice will have worked in an operational role within the industry.

Assessment

Independent end-point assessment conducted to test knowledge, competencies and assess portfolio of evidence.

Progression

Upon completion of this apprenticeship staff members could progress into a junior retail management position.

Course Benefits:

- Identify and develop future leaders allowing your business to expand its talent pool
- Increase staff morale and engagement and ensure that employees feel supported
- Improve staff retention rates and increase productivity levels
- Create a learning culture and increase the knowledge and ability of your Team Leaders/Supervisors
- Strengthen the decision making capabilities of your team/s

Areas of Development

We will ensure that your staff members are fully supported by a specialist skills tutor. The tutor will provide regular feedback throughout the programme and will tailor each individual's learning experience so they develop the required knowledge, skills and behaviours to excel in their roles.

Knowledge, Skills & Behaviours Development Areas:

The Customer, The Business, Financial Awareness, Effective Leadership, Marketing, Communication, Sales and Promotion, Products and Services, Merchandising, Stock Management/Control, Impact of Technology, Developing Self and Others, Team Performance, Legal and Governance and Diversity.

