

# Apprenticeships Find your inner Superhero

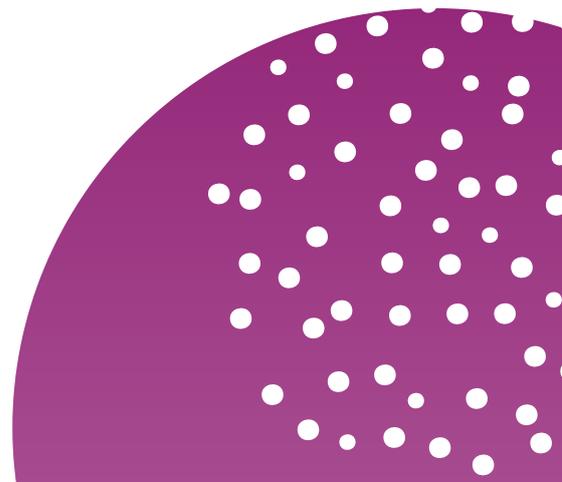
## Retail Team Leader Level 3



### Overview

The retail apprenticeship is great for individuals who are working in an intermediate Leadership Role, for example new Supervisors or Supervisors who have no formal leadership training, newly appointed Assistant Managers or Assistant Managers who have had no formal leadership training. This qualification is also for any staff who have undertaken level 2 retail as this forms part of the succession planning. It is an excellent opportunity to further develop people management skills and learn new techniques that can be implemented into the workplace. This programme is great for those who are new to leadership or are experienced leaders. If you are looking to stretch your development this programme is for you.

Retail supervisors/assistant managers are critical in the support to the store managers, delivering excellent customer service and providing a positive overall shopping experience and also having to deputise for managers in their absence. Most significantly retail supervisors/assistant managers coordinate the work of the team to complete tasks and identify and explore opportunities to drive sales.



## Modules Include:

- 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.....



Length of Programme:  
18 Months

## Benefits:

- Excellent Progression (opens up new opportunities)
- Builds on Confidence
- Provides numerous tools to help you lead and drive your people
- Earn as you learn
- Government Recognised Qualification - equivalent to A Levels



## End Point Assessment:

End Point Assessment or EPA as its known 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. For this qualification the EPA consists of the following:

- 1 hour Knowledge Test (multiple choice)
- Retail Business Project (approx. 8 pages in length)
- 1 hour Professional Discussion