

Apprenticeships

Find your inner Superhero

Retail Team Leader - Level 3



Programme Overview

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.

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.

Modules Include:

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



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Key Information

Qualification	Level 3 Retail Team Leader Apprenticeship - equivalent to A-Levels
Duration	This qualification typically takes 18 months
Entry Requirements	<p>The entry requirement for this apprenticeship will be decided by each employer, but may typically be five GCSEs at Grades 4-7.</p> <p>Apprentices without Maths and English will be required to complete Functional Skills at level 2 prior to taking the end point assessment.</p>
Role Suitability	This 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.
Key Responsibilities	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.
Delivery	Blended approach of remote and face to face visits.
Assessment	<p>For this qualification the EPA consists of the following:</p> <ul style="list-style-type: none"> • 1-hour Multiple Choice Knowledge Test • Retail Business Project (approx. 8 pages in length) • 1 hour Professional Discussion
Progression	Progression from this apprenticeship could be into a junior retail management position.
Benefits	<ul style="list-style-type: none"> • 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



Northern Training Academy are committed to ensuring employers and apprentices have everything they need before the programme begins.

Apprenticeship Support Team

Our dedicated support team provide monthly status updates for learners and line managers to highlight progression and engagement, with additional meeting support where necessary.

Learning and Development Coaches

An industry experienced and professional coach who will guide Apprentices through the programme.

With monthly visits, one- to-one calls, workshops and our e-portfolio delivery will ensure that Apprentices are meeting learning targets and professional development outcomes.

Programme Support:



Induction Support:

- On boarding and start of learner journey



On Programme Support:

- Regular 1-to-1 Progress Reviews
- Tuition from industry expert coach
- Learner Support and Engagement
- L2 Maths and English Support where required



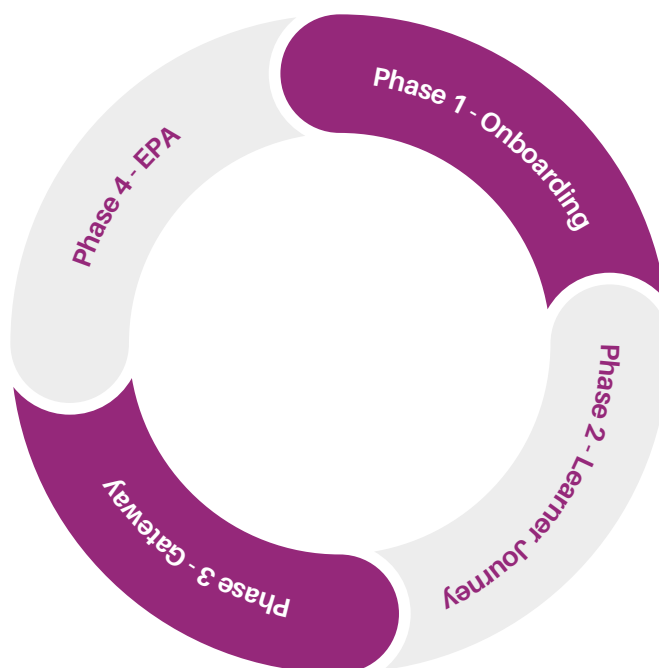
End Point Assessment Support:

- Gateway Review
- EPA Booking
- EPA Support





Programme Outline:



Off the Job Training:

- Planned tasks and research
- Further reading
- Session attendance
- Online learning
- Industry training and events



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