Highfield **Level 3** End-Point Assessment for **ST0326 Retail Team Leader v1.1**

£ Government funding band – **£4,000**

Gateway requirements – **level 2 English and maths (optional for 19+, please see funding rules)**

End-point assessment method - **an on-demand test, a retail business project and a professional discussion**

Working in the Retail Sector

The retail sector is one of the UK's largest sectors and employs 11% of the nation's workforce. It is the largest private sector in the UK and generates around £300 billion in sales each year. The role of those working in retail is to assist customers when they purchase products and services. This requires good product knowledge, as well as the ability to process payments, make recommendations, help, advise and deal with customers. 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.

Highfield

Your apprentice's journey

Ready for training

- initial assessment
- maths and English functional skills (optional for 19+, please see funding rules)
- on-programme training to meet the standards
- gateway readiness self-assessment

Set for assessment on completion of training and functional skills

End-point assessment methods are;
On-demand test
- 60 minute on-demand multiple-choice test
- scenario-based questions

Professional discussion
- 1 hour structured meeting
- focusing on performance of knowledge, skills and behaviours in the standard

Business project
- focusing on knowledge, skills and behaviours
- covering an immediate opportunity, problem, challenge or idea in the retail environment

Go further

Progression from this apprenticeship could be into a junior retail management position.

Available Support

On-Programme Support
- delivery resources
- qualification mapped to standard
- tutor support resource
- innovative and multi-device e-learning courses

End-Point Assessment Support
- gateway and mock assessments
- bespoke end-point assessment solutions
- progression tracking system
- staff training, standardisation and support

Need to know more:

0845 2260 350 / 01302 363277   info@highfieldassessment.com   www.highfieldassessment.com