

Highfield *Level 3* End-Point Assessment for Retail Team Leader



Government funding band – **£5,000**



On-programme duration – minimum of **12 months**



Gateway requirements – **level 2 English and maths**



End-point assessment method:
on-demand test, business project, 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.



The Programme Structure

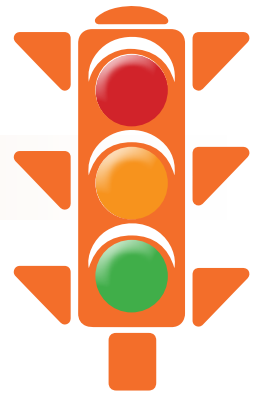
Your apprentices will be placed in a retailer role over a minimum period of 12 months during which they will be supported whilst on-programme by their tutor. The tutor will review the progress of the apprentice during the 12 months against the standard to ensure they are prepared for end-point assessment.



Retail
Level 3 apprenticeship standard



Your apprentice's journey



Ready for training

- initial assessment
- maths and English functional skills
- 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: