


Retail Team Leader ST0326/V1.1


 Level 3

 12 Months

 3 Months

Assessment Methods

 On Demand Test

 Retail Business Project

 Professional Discussion

Gateway Requirements

- Level 2 English and Mathematics
- Gateway Declaration Form
- Site Health & Safety and Risk Assessment Form

Occupational Profile

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. Most significantly retail team leaders guide and coordinate the work of the team to complete tasks, identify and explore opportunities that drive sales, ensuring team members maintain business standards in relation to merchandising, service and promotional activities, in line with procedures.

Grading

The standard is graded overall: Fail, Pass or Distinction

End Point Assessment

On Demand Test

The apprentice will have a maximum of 60 minutes to complete an online multiple-choice scenario-based question test. The test will comprise of 40 multiple-choice questions to assess the apprentices' knowledge.

Retail Business Project

The apprentice completes a project requiring the apprentice to look at an immediate opportunity, problem, challenge, or idea within their retail environment. The apprentice will then deliver a 30-minute presentation followed by a question and answer session with the Independent Assessor.

Professional Discussion

A 1-hour professional discussion between the apprentice and the Independent Assessor focusing on how the apprentice performed during the apprenticeship and their overall achievement of the knowledge, skills, and behaviours in the standard.

[Click here to view the Retail Team Leader assessment plan](#)