

Apprenticeship standard (England only)

Retail Team Leader




Industry: Retail

City & Guilds code: 9307

LARS number: 140



A City & Guilds Group Business

-  **Minimum duration: 12 months**
-  **Funding band: 7 (£5,000)***
-  **Level 3**

*Funding bands from May 2017

On-programme learning: Available

End-point assessment (EPA): We are on the register of EPA organisations and anticipate taking registrations from summer 2018

Retail team leaders should deliver exceptional customer service and a positive experience for customers. They provide critical support to managers and may deputise in their absence.

Retail team leaders may guide and coordinate the work of the team, identify and explore opportunities that drive sales and ensure team members maintain business standards in relation to merchandising, service and promotional activities. They need to engage their team on a day-to-day basis and ensure their team is fully trained to work efficiently.

The Department for Business, Energy and Industrial Strategy (BEIS) approved the new standard in September 2016. It replaces the current Level 3 Advanced Level Apprenticeship in Retail on the specification of apprenticeship standards for England (SASE) framework.

City & Guilds – helping you with an expert solution

There are four stages where we can work together to help your apprentices from the start through to successful completion of their training.



Plan

Helping you plan and prepare for the new standards with a bespoke solution to make the most of your investment in apprentices.



Attract

Simple online vacancy and candidate set up, TalentPortal can connect you to the talent you need to fill your apprenticeship vacancies.



Deliver

High-quality, online and offline content to help draw out the skills, knowledge and behaviours to prepare apprentices for end-point assessment as well as tracking options to monitor performance.



Assess

Support for you and your apprentices to prepare for end-point assessment by our first-rate, fully trained assessors. Our simple, flexible service meets the demands of your team and your partners.

The apprentice journey



1 On-programme (deliver)

Training and development takes place during this part of the apprenticeship. It may include a qualification if set in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan.

Apprentices have to reach a minimum level of maths and English set by the standard. If they've not previously achieved this, they'll need further study and support.

1 On-programme: what apprentices need to learn

On-programme is the learning phase for apprentices to pick up the skills, knowledge and behaviours set in each standard. Apprentices need to complete 20% off-the-job training during on-programme. Specific rules govern this and it must take place in the apprentice's contracted hours.

The process is flexible though there is a baseline expectation that the apprentice will have regular reviews to monitor their progress. At least every two months, the apprentice meets with the on-programme assessor to review and record, with evidence, their progress against the standard using a template. The on-programme reviews are important to support the apprentice and keep them on track. Once the apprentice is deemed competent, the relevant section(s) is signed off by the employer with the support of those involved in the learning and development.

Our resources and tools that support on-programme delivery

Our core content for this standard covers Prevent, British values, equality and diversity, and health and safety which give you the basics to deliver the standard and satisfy regulators. It's a blend of e-learning and downloadable content. We also have:



Optional qualification

We offer a Level 3 Certificate in Retail Knowledge (1013-32) which helps underpin apprentices' learning.



Apprenticeship training manual

Available in print and as part of our e-portfolio, the manual guides apprentices through step-by-step tasks that develop the skills, knowledge and behaviours required.



Learning Assistant

Innovative and cost effective e-portfolio solution that lets you dramatically improve the delivery of their apprenticeship standards by tracking apprentices' progress online in real time. And it helps authorise and evidences 20% off-the-job learning.

Maths and English requirements

If your apprentices need to complete maths and English, our popular Functional Skills qualifications fit within apprenticeship programmes and cover the core maths and English requirement for the workplace and further study. We have an extensive support package available, including e-Functional Skills, and an online teaching and learning platform, which guides learners from an initial and a diagnostic assessment, through to being exam ready.

Find out more: [cityandguilds.com/functionalskills](https://www.cityandguilds.com/functionalskills)



2 Gateway

The employer and provider must sign off the apprentice as ready to move on to end-point assessment.



3 Assess

The end-point assessment must demonstrate that the apprentice can perform in the occupation in a fully competent, holistic and productive way.

The assessment will be graded if required by the standard.

The assessment organisation and assessor must be independent of, and separate from, the training provided by the provider and employer.



4 Apprenticeship certificate

On successful completion, the end-point assessment organisation will apply to the Education and Skills Funding Agency (ESFA) for the apprenticeship certificate. The certificate is sent to the apprentice's employer.

2 Gateway

To move on to end-point assessment (EPA), the apprentice must show evidence of the relevant knowledge, skills and behaviours as set out in the standard and have achieved maths and English (Level 1) and taken the test for Level 2.

3 End-point assessment (EPA): how apprentices demonstrate their learning

EPA is the final stage that an apprentice goes through to complete their apprenticeship. The apprentice must demonstrate their learning to an independent end-point assessor and the overall grade available is pass or fail. Assessment methods for this standard are:



On demand test

One-hour, on-demand, multiple-choice test with scenario-based questions.



Retail business project

A project requiring the apprentice to look at an immediate opportunity, problem, challenge or idea within their retail environment.



Professional discussion

One-hour structured meeting led by the independent end-point assessor, involving the apprentice and focusing on how they have performed during the apprenticeship and their overall achievement of the knowledge, skills and behaviours in the standard.

Our resources and tools that support EPA

Our EPA service includes support resource as well as flexibility around assessment delivery and a dedicated EPA team to support you.



EPA preparation tool

Online content to help the apprentice feel ready for their EPA experience. Personalised to their confidence levels and the standard, they're sent free access details once they're registered with us for EPA.



EPA team

Our dedicated EPA team is on hand to help with bookings and questions on anything from the assessment process to evidence portfolios.



EPA pack and guidance

Let our support, including short videos and how to guides help you get to grips and stay on track with the EPA process.

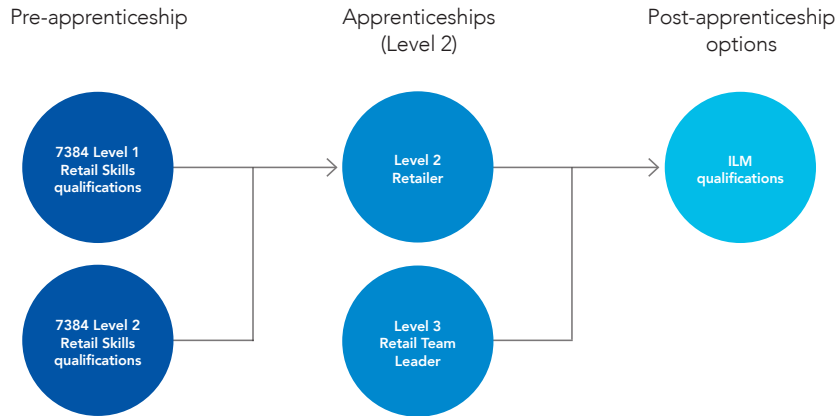


4 Apprenticeship certification

As well as receiving their Institute for Apprenticeships (IfA) apprenticeship certificate, we give the apprentice a City & Guilds statement of achievement for end-point assessment via their training provider.

Progression with City & Guilds Group

This apprenticeship is part of our wider offering in the sector and you can develop new and existing talent at all levels with ILM management apprenticeships including: Team Leader/ Supervisor Level 3; Operations/Departmental Manager Level 5; Chartered Manager Degree Level 6 and the Senior Leader Master's Degree Level 7.



How our offer supports you:

Supportive payment structure

When you choose us for EPA you pay a small registration fee and the balance once the EPA has taken place and results submitted.

Personal support

Our Technical Advisors, Business Managers and Customer Service teams are on hand to help you with all aspects of apprenticeships.

Specialist online tools

Our e-Functional Skills can boost maths and English; Skills Zone develops workplace behaviours and skills; and our e-portfolio, Learning Assistant, lets you manage assignments and track the 20% off-the-job training requirement.

Events and webinars

We deliver a range of events and webinars run by industry specialists to advise and guide you, including regional networking and CPD events.



More information

If you're a City & Guilds centre, visit Walled Garden or contact your Business Manager to find out prices and if any elements are extra to the package. If you're a new customer, contact apprenticeships@cityandguilds.com to find out more.

Or visit cityandguilds.com/apprenticeships for full information on our apprenticeship products and services. Visit i-l-m.com/apprentice for information on management apprenticeships.

Designed with input from an employer group including: The Co-operative Group, Ryman, John Lewis PLC, Tesco Stores Ltd, Asda, Goulds Dorchester Ltd, HTA The Horticultural Trades Association, AS Watson UK, B&Q, Boots UK Ltd, Screwfix Ltd, Debenhams PLC, Argos Ltd, People 1st, and Greggs.