



LEVEL 3 APPRENTICESHIP IN RETAIL SKILLS (TEAM LEADER)

The Level 3 Apprenticeship in Retail Skills (Team Leader) is tailored for those who are responsible for the delivery of retail services and who may be in charge of their own department or team for example supervisor, first line manager, department manager, owner/manager. Retail Team Leading apprentices will work in job roles such as:

- Retail sales professional
- Retail visual merchandising
- Retail team leader

The Retail Team Leading Apprenticeship Framework gives learners the opportunity to learn and evidence their knowledge and competency within the Level 3 Diploma in Retail Team Leading and the level 3 Certificate in Retail knowledge. Combined these qualifications provide learners with the knowledge, understanding and skills in retail such as:

- Organising staff
- Stock management
- Product expertise
- Sourcing
- Merchandising
- Management & leadership
- Finance & administration

What are the benefits?

This is a work-based qualification which will enable learners to develop knowledge, understanding and skills essential for working in Retail Management, such as knowledge of legislation, audit of stock and stock control, setting objectives, making effective decisions and promoting continuous improvement.

What progression opportunities are available?

This qualification may support employment in Department Manager, Sales Manager or Store Manager roles. Learners can progress to the Level 4 Higher Apprenticeship in Retail Management.



On completion of the Level 3 Apprenticeship in Retail, you will achieve the following qualifications:

Level 3 Diploma in Retail Skills (Management)

Level 3 Certificate in Retail Knowledge
Essential Skills in Application of Number level 2 * and Communication level 2 *

**If an apprentice has not achieved GCSE A-C in English or Maths they will be expected to work towards our Essential Skills programme which will develop and demonstrate the learner's ability to use English and Maths in work situations.*

Duration of programme is 16 Months.

Course Delivery

Assessment will take place via blended learning and you will be supported by a training officer who has industry experience. You and your training officer will have a session at least once per month, which will include online training sessions or on-site visits for up to 4 hours, we tailor the course to your needs.

If you need to do your essential skills this will be done towards the beginning of your course and can include weekly visits from an essential skills tutor.

Learners must achieve a minimum of 43 credits.



Group A - Mandatory Unit - Level 3

Title	Credit
Work effectively and support others in a retail organisation	10

Group A Optional Units

Title	Credit
Audit stock levels and stock inventories in a retail environment	6
Manage staff to receive goods in a retail environment	5
Contribute to the continuous improvement of retail operations within own area of responsibility	10
Monitor and support secure payment point use during trading hours	3
Organise and monitor the storage of stock in a retail environment	6
Manage the prevention of wastage and loss in a retail environment	11
Produce staffing schedules to help a retail team to achieve its targets	5
Monitor and help improve food safety in a retail environment	11
Maintain the availability of goods on display in a retail environment to promote sales	6
Monitor and maintain health and safety in a retail environment	13
Manage the payment transaction process in a retail environment	9
Source required goods and services in a retail environment	10

Group B Optional Units

Title	Credit
Make effective decisions	3
Set objectives and provide support for team members	5
Manage or support equality of opportunity, diversity and inclusion in own area of responsibility	4
Manage conflict in a team	3
Plan, allocate and monitor work of a team	5
Source required goods and services in a retail environment	10



Group C Optional Units

Title	Credit
Work with others to improve customer service	8
Improve the customer relationship	7
Promote continuous improvement	7
Monitor and solve customer service problems	6
Organise the delivery of reliable customer service	6

Level 3 Certificate in Retail Knowledge

To achieve the level 3 Certificate in Retail Knowledge learners must achieve at least 16 credits, of which a minimum of 10 credits must be achieved at Level 3. The learners must achieve all of the mandatory units in Group M (10 credits) plus, at least 6 further credits from the optional units in Group A.

Group M Mandatory Units

Title	Credit
Understanding the development of personal and team effectiveness in a retail business	4
Understanding the retail selling process	2
Understanding the management of risks to health and safety on the premises of a retail business	2
Understanding customer service in the retail sector	2

Group A Optional Units

Title	Credit
Understanding how the effectiveness of store operations can be improved	3
The Principles of Food Safety Supervision for Retail	3
Understanding the management of stock in a retail business	3
Understanding how the smooth operation of a payment point is maintained	3
Understanding security and loss prevention in a retail business	3