



| APPRENTICESHIPS |

RETAIL TEAM LEADER

Guiding and coordinating staff, their work and sales within a retail environment.

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. Retail team leaders gain the most of their team on a day to day basis, ensuring they are fully trained and work effectively and to the best of their ability.

You will develop knowledge and skills relating to customer service, business vision and objectives, financial targets, leadership and merchandising.

The apprenticeship will also focus on key behaviours such as developing self and others, team performance and diversity.



LEVEL

3



DURATION

12 MONTHS



COST

THERE ARE TWO MAIN FUNDING METHODS BY WHICH APPRENTICESHIP COSTS CAN BE COVERED: LEVY AND NON-LEVY





HOW WILL THE TRAINING BE DELIVERED?

This apprenticeship programme will focus on 3 areas of learning and development: Knowledge, Skills & Behaviours.

We have replicated what we have learnt on the pitch and applied it to the corporate world. We will embed our corporate athlete tactics, supporting your mental focus, physical capacity, emotional connectivity and aspirational alignment, allowing you to thrive in the most challenging circumstances.

HOME OR AWAY?

Delivery is within the workplace and at the home of your organisation, however you will be invited to masterclasses at our inspiration stadium or other similar sites, away.

It is expected that you will spend 20% of your contractual working hours undertaking learning and development. Reasonable time for training while at work should be given and may include reflection, mentoring and the development of new skills while at work.

HOW WILL I KNOW THE PROGRAMME IS RIGHT FOR ME OR MY COMPANY?

An advisor will discuss job roles, career aspirations and organisations' operational needs, to ensure the right level and programme is chosen. In addition, there will be an initial starting period of analysis, called a Flying Start, where advice and guidance may suggest a different learning path to excellence.

WILL THERE BE AN EXAM?

Yes, apprentices will be formally assessed at the end of their programme by an Independent Examiner. The assessment of competence will include several assessment methods, multiple choice test, business project and professional discussion. The exams may be conducted at the workplace or at another location.

ENGLISH AND MATHEMATICS

If you don't already hold GCSE level A*- C or equivalent in either of these subjects, your programme will include teaching and examination of Level 2 Functional Skills.

You will be required to achieve a Level 2 to complete your apprenticeship.

THE NEXT STEPS

Learners can progress onto an Advanced or Higher Apprenticeship in a vocational expertise in Management.

Available courses:
Level 5 Management, Chartered Managers Status or Higher Education.



FURTHER READING

Government guides to apprenticeship:

[www.gov.uk/topic/further-education-skills/ apprenticeships](https://www.gov.uk/topic/further-education-skills/apprenticeships)

www.instituteforapprenticeships.org/apprenticeship-standards/

