

LEVEL
3

DURATION

12

MONTHS

MAXIMUM
FUNDING

£5K

RETAIL TEAM LEADER

End Point Assessment from NOCN

Role 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. 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.

On-Programme: What apprentices need to learn

The apprentice will be assessed on the knowledge, skills and behaviours required for the Level 3 Retail Team Leader apprenticeship standard.

Apprentices need to complete 6 hours of off-the-job training per week during the on-programme phase of their apprenticeship. Specific rules govern this and it must take place in the apprentice's contracted hours.

Refer to the [IfATE website](#) for further details on the apprenticeship standard and assessment plan.

Gateway Requirements

At the end of the on-programme training period, the training provider and employer will need to agree that the apprentice has met the knowledge, skills and behaviours required for the Level 3 Retail Team Leader apprenticeship standard.

Apprentices without English or maths at Level 2 must achieve this prior to taking their EPA. For those with an Education, Health and Care Plan or a legacy statement, the apprenticeships English and maths minimum requirement is Entry Level 3 and a British Sign Language qualification is an alternative to English qualifications for whom this is their primary language.

Once this criteria has been met the apprentice can move to End Point Assessment.

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End Point Assessment

End Point Assessment is the final stage of the apprenticeship. As defined in the assessment plan, the End Point Assessment for the Level 3 Retail Team Leader consists of the following events.

On demand test:

This assessment will be an objective on demand test and will be in multiple-choice format. The questions will be scenario based and will cover the knowledge and skills identified for the standard. The test will last for 60 minutes.

Retail business project:

The retail business project will ensure that the apprentice understands the industry and what the customer wants in a retail business. It will assess the apprentice in a consistent way, irrespective of their particular workplace and their role within their company, and must therefore be presented outside of day-to day work pressures.

Professional discussion:

This assessment will be a 1 hour structured discussion between the apprentice and the End Point assessor. The professional discussion will recognise areas which have already been covered in the retail business project.

Grading

The grades for this standard include Pass and Distinction grades with the final grade based on the apprentice's combined performance in each of the end point assessment activities. In order to receive a Pass grade the apprentice must pass all elements of the end point assessment.

Results and Certification

On successful completion, NOCN will issue an EPA grade notification and apply to the Education and Skills Funding Agency (ESFA) to produce the final apprenticeship certificate.

Why Choose NOCN?

NOCN works in partnership with employers and training providers to deliver high quality End Point Assessments. When you contract with us you will receive:

- An allocated EPA Scheduler as a dedicated point of contact
- Face to face and remote overview sessions on EPA requirements and process
- Access to guidance and support materials
- Access to mock assessment materials
- Remote assessment technology
- Robust quality assurance process
- 5 working day turn-around of results
- Feedback provided on unsuccessful assessment attempts