



UP TO **£5k**  
GOVERNMENT  
FUNDING BAND

TYPICAL  
DURATION **12mth**  
APPRENTICESHIP  
PROGRAMME

**level 3**  
A LEVEL  
EQUIVALENT

# retail team leader.

## Apprenticeship Standard NCFE Solution Brief

### Overview

Responsible for providing critical support to managers, and deputising where appropriate, the Retail Team Leader delivers exceptional customer service in a dynamic role which can involve a variety of functions.

Your apprentice will undergo a 12 month apprenticeship training programme at Level 3, during which they will be supported with on and off the job training to assist their development. Throughout, they will develop the core knowledge, skills and behaviours required by someone working competently in the Retail Team Leader role.

### Role profile

Retail Team Leaders guide and co-ordinate the work of team members to ensure tasks are completed and opportunities to drive sales are identified and explored, ensuring business standards are maintained in relation to merchandising, service and promotional activities.

The Retail Team Leader will aim to get the most from their team each day, ensuring they are fully trained and motivated to work effectively and to the best of their ability.



# apprenticeship journey.



## Mock Assessments

Ensuring everyone has the most accurate expectations of end-point assessment (EPA) is essential. Providing mock assessment materials and guidance on all our assessment methodologies, we empower providers and apprentices to structure learning towards the EPA format to assure the best chance of success.



## Gateway

The decision to take an apprentice through Gateway is made between the employer, Independent Training Provider (ITP) and apprentice. The apprentice must have achieved all the required on-programme elements before they enter Gateway. We provide a Gateway guide to all of our providers to support them with this process. This ensures that the apprentice is only put forward when they are ready and comfortable to take the EPA.

1

2

# end-point assessments.



## Knowledge-based Multiple Choice Question Test

Via a series of scenario-based questions, apprentices are required to demonstrate their knowledge of team leading in retail in relation to specific work-place situations or problems. This will be a 60 minute on demand test.



**ASSESSMENT DELIVERY** – digital first, on-demand delivery via an online platform.



**GRADE WEIGHTING** – all Pass criteria must be achieved in order to pass this assessment. Distinction grade not available for this assessment but can be achieved overall through the Business Project and Professional Discussion.



## Retail Business Project

The Retail Business Project will test the application of knowledge, skills and behaviours against the standard as set out in the assessment plan. It will require the apprentice to demonstrate their understanding of the industry and what the consumer requires from a retail business.

The apprentice will present a project proposal based on an immediate opportunity, problem, challenge or idea within their retail environment. Once approved by their IEPA in the initial planning meeting, the apprentice will undertake their project and present it to the IEPA within the 3 month assessment period. The presentation will take no longer than 30 minutes, including time for questions and answers.

Supporting information to show that the apprentice has completed each of the underpinning activities must be submitted to the IEPA no less than 5 days prior to the presentation, in order to fulfil the requirements of the assessment.



**ASSESSMENT DELIVERY** – digital first, on-demand delivery via an online platform where appropriate to the apprentice and employer.



**GRADE WEIGHTING** – all Pass criteria must be achieved in order to pass this assessment. Distinction grade may be awarded with the achievement of all Distinction criteria.



## End-Point Assessment

Defined by the employer-led trailblazer action group, the assessment plan for Retail Team Leader has 3 modes of assessment: on-demand Knowledge-based Multiple Choice Test, Retail Business Project, and Professional Discussion. NCFE will ensure the appropriate allocation of the IEPA to see each apprentice through all modes of assessment and assure consistent quality of assessment.



## Certification

Once the IEPA verifies the apprentice has successfully completed all EPAs, NCFE will activate certification. Working with the apprenticeship certificate issuing authority, we'll ensure the apprentice receives their certificate – a worthy recognition of their hard work and achievement and the currency that can help further their career.

3

4



## Professional Discussion

The final assessment undertaken includes a 60 minute, structured discussion between the apprentice and the IEPA, held in a controlled environment. The apprentice will be informed of the requirements 5 days before and will be able to bring materials to the discussion to assist them in demonstrating their competence. The employer should be present to support (but not lead) the apprentice and confirm information.

The IEPA will seek to explore areas not fully evidenced during the previous assessments, and will recognise areas already covered so as not to re-assess those areas where competence has already been fully demonstrated.



**ASSESSMENT DELIVERY** – digital first, on-demand delivery via an online platform where appropriate to the apprentice and employer.



**GRADE WEIGHTING** – all Pass criteria must be achieved in order to pass this assessment. Distinction grade may be awarded with the achievement of all Distinction criteria.

## Grading

Marks are awarded based on how the evidence presented across all assessment modes contributes to:

- what the apprentice has shown they can do against the requirements of their job role
- how the apprentice has approached their work and learning, and the way they have completed the tasks
- who the apprentice has worked with, demonstrating the interpersonal qualities they have brought to all their work relationships.

It's essential to demonstrate 100% of the Pass criteria outcomes to achieve the EPA. In order to achieve a Distinction overall, the apprentice must demonstrate achievement of all Pass criteria, as well as demonstrating all Distinction criteria outcomes over the course of the retail Business Project and Professional Discussion.

## Progression

Once the Retail Team Leader (Level 3) Apprenticeship is complete, the learning doesn't stop. NCFE offers a full suite of programmes designed to take your apprentice onward up the career ladder. Their next step is Retail Manager (Level 4) and onto Operations/ Departmental Manager (Level 5).



## Delivery and pricing

NCFE is committed to offer value for money, high quality EPAs. Our 'digital first' approach provides flexible assessment methods for apprentices that limit the impact on the productivity of their working day. This enables us to provide the EPA for Retail Team Leader at a highly competitive rate. For levy payers within their digital account limit, 100% of this price is covered by government funding. For non-levy payers, 90% is covered and just 10% requires an employer contribution.

# 100%

price is covered with government funding for levy payers within their limit.

# 10%

10% employer contribution for non-levy payers.

## why ncfе?

With over 170 years of assessment experience, we're a 'digital first' apprenticeship assessment organisation, making use of innovative new technology approaches to enhance the delivery and management of EPA. Recognised in The Times Top 100 not-for-profit companies listing 5 years in a row and placed in the Top 50 companies for customer service, you can trust NCFE to support your apprenticeship journey. As an Awarding Organisation, we're regulated by the Office of Qualifications and Examinations Regulation (Ofqual) in England, the Qualification Wales in Wales, and the Council for Curriculum, Examinations and Assessment (CCEA) in Northern Ireland.

## let's get to work.

Visit: [ncfe.org.uk/epa](https://ncfe.org.uk/epa) | Call: 0191 240 8950 | Email: [epa@ncfe.org.uk](mailto:epa@ncfe.org.uk)