



Retail Manager Apprenticeship Level 4

91.9% Overall
Success Rate

Increase Staff Retention
and Job Satisfaction

All-embracing
Training Solution

CHEESY BUTTERNUT
BUTTERNUT, CHEESE
& CINNAMON

THE BRUNCHER
BACON, MUSHROOM
& CHEESE

THE G
OLIVES
& PEP

There are a range of incentives to help recruit and train your staff

- Free apprenticeship recruitment service.
- £1000 incentive for recruiting a 16-18 year old apprentice.
- Full funding available for employers with less than 50 employees who recruit a 16-18 year old apprentice.
- Free English, Maths and ICT training.
- 90% government contribution for small and medium size employers.
- Support for those individuals with additional learning needs.

You receive a range of guaranteed and complementary services

- Learning solutions to support progress.
- Nationally recognised qualification.
- Designated access to a subject matter expert skills coach.
- Integrated EPA (End Point Assessment).
- Bespoke LMS system.
- Equality and Diversity training.
- IAG.
- Free NUS apprenticeship extra card for all apprentices.

Why choose GP Strategies Training Limited?

- Best achievement rates of the top 50 largest providers.
- Rated Outstanding by Ofsted for Leadership and Management, Quality of Provision and Capacity to improve.
- Continually high employer and apprentice satisfaction rates.
- ESFA Approved Training Organisation.
- Accredited by Customer Service Excellence.
- Investors in People Silver Organisation.

These are just a few reasons how your organisation can benefit from a Retail Manager Apprenticeship through GP Strategies Training Limited.

Role of Retail Managers

Retail Managers are responsible for delivering sales and a positive experience to customers that will encourage repeat custom and loyalty.

Retail managers champion the way for personal development, training and continuous improvement, encouraging their team to develop their own skills and abilities to enhance business performance and productivity.

Apprentice Journey

In monthly stages

- 1 Induction and Initial Assessment
- 2 Independent Learning, IAG & e-Learning
- 3 Complete Holistic Practical Observation
- 4 Complete Speaking and Listening Observation
- 5 Customer, Business, Finance
- 6 Legal, Governance and Diversity, Completion of Functional Skills
- 7 Leadership, Marketing and Communication
- 8 Promotion, Brand, Service and Reputation
- 9 Merchandising, Stock and Tech and Business Improvement Project
- 10 Developing Self, Others and Team Performance
- 11 End Point Assessment Preparation
- 12 End Point Assessment Mock Test
- 13 Revision and GAP Analysis
- 14 Gateway Meeting, Final Review and End Point Assessment Referral

Off the Job Training



We offer blended solutions to meet your needs, below is an example of how off the job training can be tailored to the apprentice and the organisation.

Legal and Governance

Workshop/workbooks/online learning platform options also available

Understand environmental, legislative, corporate, data protection and social responsibilities relating to retail businesses.

Customer Service

Workshop/workbooks/online learning platform options also available

Understanding key drivers of customer journeys and how managing positive customer experiences increase sales, customer spend and loyalty, and the resulting financial impact on the business.

Online Study, Webinars and Virtual Classroom

Workshop/workbooks/online learning platform options also available

Supporting learning via e-learning portals allowing apprentices to explore and develop new techniques on a variety of work related activities.

Team Performance Matters

Workshop/workbooks/online learning platform options also available

Know how to recruit, retain and develop the right people for the right roles.

Developing Yourself and Others

Workshop/workbooks/online learning platform options also available

Identify a variety of ways to inspire and motivate team member.

Coaching and Mentoring

Workshop/workbooks/online learning platform options also available

Producing development plans for colleagues and building skills to implement and review the effectiveness of the coaching process.

On the Job Training

Whilst apprentices are carrying out their day to day role, they will be observed by a dedicated Skills Coach, who will offer support and guidance to enhance their knowledge.

Customer and Business

Manage the customer journey including on-line, ensuring the team deliver a positive customer experience.

Products and Services

Take ownership of the service offer, keeping self and team up to date with brand developments. Passionately take pride in new products and services actively promoting these with colleagues and customers.

Stock, Technical and Team

Take ownership of stock management systems to meet current and projected business needs and drive efficient implementation of new opportunities in technology.

Financial

Produce and report on financial plans as required by the business. Identify and implement opportunities to increase profit and reduce waste.

Brand and Reputation

Ensure the team carry out activities in line with business and brand values.

Communication

Establish and adapt styles and methods of communication to the circumstances and needs of individuals.

Performance, Legal and Governance

Ensure self and team always comply with legal requirements in line with business procedures and reported to the appropriate members. Each Retail Team Leader will be responsible and adhere to the importance of working legally in the best interests of all people.

Sales and Promotion

Think ahead and take positive actions to maximise opportunities for sales and effective marketing activities.

Leadership

Influence, challenge and involve others, aligning personal value with those of the company to instil a high performance culture.

Developing Self and Others

Help team members balance work and life priorities, realise their potential and see the benefits of self-development and improvement.

These are just some of the topics that you will be working towards. Your Skills Coach will support you to meet the requirements of the Apprenticeship.

Supplied by our Partner Organisations

e-Portfolio

e-Track is our flexible learner management tool for employers, apprentices and training providers to track progress, share learning resources and review ongoing achievement remotely and in real time.

You will have access to group and individual progress updates and direct support from our Skills Coaches throughout the apprentice journey.

Online Accredited and Non Accredited Courses

GPSTL provides a fast and flexible online option for apprentices and employers to access training courses that can be studied at a time to suit. Courses typically range from 2-4 hours and include topics such as compliance, health & Safety and self-development. You choose when, how and where you learn.

Please visit our website for a full course list.

What Happens Next?

1 Initial Meeting

- Initial meeting to establish the organisation's requirements
- Explore current delivery models and resources
- Establish and agree programmes

2 Set Up

- Service level agreement
- Mobilisation and implementation planning
- Account management

3 Programme Design

- Programme design
- Programme content
- Complementary services
- Agree timetable and locations for enrolment
- Project delivery team

4 Programme Delivery

- Programme launch
- Initial assessment and enrolment
- Dedicated skills coach allocated
- Register for online resources
- Set up e-Portfolio

5 Support and Feedback

- Line manager briefings
- Apprentice progression review
- Management information
- Account management meetings
- Customer service review meetings

6 Review and Evaluation

- Quality assurance
- Programme review and evaluation
- Celebration of success

Start learning with GP Strategies Training Limited and contact us today

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GP Strategies Training Limited – committed to equality and valuing diversity

