



Retail Team Leader Apprenticeship Level 3

91.9% Overall
Success Rate

Increase Staff Retention
and Job Satisfaction

All-embracing
Training Solution

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 Team Leader Apprenticeship through GP Strategies Training Limited.

Role of Retail Team Leaders

Team Leaders are a critical support to managers delivering exceptional customer service and a positive experience to customers.

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.

By demonstrating dynamic qualities they will lead their team to work effectively and to the best of their ability.

Apprentice Journey

In monthly stages

- 1 Induction and Initial Assessment
- 2 Customer Service
- 3 Products and Services
- 4 Finance, Marketing, Merchandising and Diversity
- 5 Communication, Sales and Promotion
- 6 Stock, Technical and Team, Completion of Functional Skills
- 7 Performance, Legal and Governance, Business Impact
- 8 Leadership, Developing Self and Others
- 9 End Point Assessment Preparation
- 10 End Point Assessment Mock Test
- 11 Revision and GAP Analysis
- 12 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

Recognise and understand legislative responsibilities relating to the business and the products and/or services being sold.

Customer Service

Workshop/workbooks/online learning platform

Develop and maintain customer relationships by using the appropriate methods of communication and how it supports the increase of sales and achieving customer loyalty.

Online Study, Webinars and Virtual Classroom

Workshop/online study/workbooks options also available

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

Performance Matters

Workshop/online study/workbooks options also available

Ensuring you are performing at the appropriate level (as established by your manager).

Developing Team Leader Skills

Workshop/online study/workbooks options also available

Ensuring operational challenges are acknowledged and planned for e.g. lack of resources, lack of time, lack of suitably trained staff to manage change, cultural issues and planning for contingency etc.

Coaching and Mentoring

Workshop/online study/workbooks options also available

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

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.

Policies and Procedures

Able to work with integrity in an honest and trustworthy manner putting personal safety and that of others first.

Customer and Business

Establishing a good rapport with customers, serve them in line with brand standards and promote the values of the business in all work activities.

Products and Services

Confidently match products and services to customers' needs through the sale of associated products and services.

Financial and Marketing

Support the achievement of financial targets by planning and monitoring resources. Proactively seek to understand local customer trends, competitors' offers and promotions, and customer needs and expectations.

Sales and Promotion

Use effective methods of communication that achieve the desired result.

Stock, Technical and Team

Take a proactive approach and lead the team to effective stock management whilst embracing the use of technology, ensuring stock is accessible and available in line with quality requirements, where and when needed.

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.

Leadership

Display decisive thinking when making decisions that are in the best interest of the business. Use sound judgement; take prompt action in the case of problems relating to resources.

Developing Self and Others

Take responsibility for own performance, learning and development. Develop positive relationships with team members, embracing new and better ways of working.

Communication

Demonstrate positive verbal and body language using concise and clear methods of communication, taking on board other people's point of view and responding in a way that is considerate to the audience.

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.

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

