

RETAIL TEAM LEADER PROFESSIONAL DISCUSSION APPRENTICE GUIDE



The Retail Team Leader Apprentice Guide is a tool to help give you the best possible chance of successfully demonstrating all the criteria required to achieve a pass or distinction in the Professional Discussion assessment as part of your Retail Team Leader apprenticeship.

Your professional discussion will usually last 60 minutes, you should take the time to show off and give examples of all the knowledge, skills and behaviours you have learnt during your apprenticeship.

An example of approximate timings for the discussion are:

- a review of the period of learning, development and continuous assessment (approximately 10 minutes)
- coverage of the remaining areas for the professional discussion as shown below (approximately 40 minutes)
- personal development and reflection – focussing on professional development (approximately 10 minutes)

Use the box below and on at the back of the document to help you (Remember to detail approximate dates).

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Throughout the professional discussion keep an eye on the time and make sure you cover all the areas and tasks you planned to discuss with the assessor.

Leadership

Discuss how you plan each day and how do you know what needs to be achieved on a daily/weekly basis?

Provide examples of how staff are managed effectively, including motivation and development of teams and individual staff members.

In the example scenario you provide consider:

- how the retail operation meets the needs of the business?
- how you have developed and implemented effective retail management and contingency planning and how this has decreased down time and increased overall departmental performance?

Marketing

Explain the importance of keeping up to date with current industry trends and provide examples of how and when you do this as part of your job role.

In the example you provide:

- highlight who are your main competitors and how you monitor their activities?

Financial

Discuss how you have been part of the budgeting and cost control in the organisation.

In the example you provide:

- describe how you have made recommendations and implemented improvements in; quality, cost, value or efficiency

Developing Self and Others

Provide examples of times you have completed improvement activities to develop your own performance to raise standards in sales, promotions, team performance and customer service.

In the example you provide, detail the following:

- how you invite feedback from all stakeholders and use this to develop and implement measurable improvements in your own and team's performance

Team Performance

Explain and give working examples of how you ensure staff engagement, motivation, performance management and how this has led to increased performance.

In the example you provide consider:

- how you mentor team members and how you have achieved measurable improvements to the performance of both individuals and the team

Legal and Governance

Describe how the retail operation meets legislative and regulatory needs and a time you have instilled the importance of following procedures to your team.

In the example scenario you provide consider:

- how a you took a proactive approach to risk management in educating and monitoring staff on health and safety and risk matters beyond the legislative minimum

Notes: