

Level 3 Retail Team Leader

EPA-Kit

Introduction

- How to use this EPA kit
- Standard overview
- On programme requirements
- Additional, relevant on-programme qualifications
- Readiness for end-point assessment
- Order of end-point assessment
- Resit & retake information

How to Use This EPA Kit

Welcome to the Highfield end-point assessment kit for the Retail Team Leader Apprenticeship Standard.

Highfield is an independent end-point assessment organisation that has been approved to offer and carry out the independent end-point assessments for the Level 3 Retail Team Leader Apprenticeship Standard. Highfield internally quality assure all end-point assessments in accordance with its IQA process, additionally all end-point assessments are externally quality assured by the relevant EQA organisation.

This guide is designed to outline all you need to know about the end-point assessments for this standard and will also provide an overview of the on-programme delivery requirements. In addition, advice and guidance for trainers on how to prepare apprentices for the end-point assessment is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but trainers may find them helpful as a starting point.

Highfield also offers the Highfield Retail Team Leader Apprenti-kit which is a comprehensive learning resource that is designed to be used on-programme.

For more information, please go to <https://www.highfieldproducts.com/products/item/395/level-3-retail-team-leader/> Please note that the use of this kit is not a prerequisite for apprentices undertaking the retail team leader end-point assessment.

For employers/training providers that use the Apprenti-kit, a criteria mapping document is available from Highfield if required.

Key facts

Apprenticeship Standard:	Retail Team Leader
Level:	3
On-Programme Duration:	Minimum of 12 months
Grading:	Pass/distinction
End-Point Assessment Duration:	Maximum of 3 months
End-Point Assessment Methods:	On-demand test, business project, professional discussion

In this guide, you will find:

- a section focused on delivery, where the standard and assessment criteria are presented in a suggested format that is suitable for delivery
- guidance on how to prepare the apprentice for gateway
- detailed information on which part of the standard is assessed by which assessment method
- a section focused on the end-point assessment method where the assessment criteria are presented in a format suitable for carrying out mock assessments
- suggestions on how to prepare the apprentice for each part of the end-point assessment
- a practice test that you can use with apprentices

Introduction

Standard overview

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 from 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 requirements

Although learning, development and on-programme assessment is flexible, and the process is not prescribed, the following is the recommended baseline expectation for an apprentice to achieve full competence in line with the Retail Team Leader Standard.

Throughout the period of learning and development, and at least every 2 months, the apprentice should meet with the on-programme assessor to record their progress against the standard using on-programme progression documentation. At these reviews, evidence should be discussed and recorded by the apprentice. Once the apprentice is deemed competent, the relevant section(s) of the standard should be signed off by the on-programme assessor and employer.

The maintenance of an on-programme record is important to support the apprentice, on-programme assessor and employer in monitoring the progress of learning and development and to determine when the apprentice has achieved full competence in their job role and is ready for the end-point assessment. The on-programme assessment log is NOT a portfolio of evidence, but a record of what the apprentice can do following periods of training, development and assessment. A minimum of 6 meetings and completed records are recommended, to show ongoing competence across the entire standard, over a minimum of a 12-month period prior to starting the end-point assessment.

Further guidance and support on planning and managing a retail team leader apprentice's training and development journey is available from the Retail Apprenticeship Board via People1st.co.uk.

Additional, relevant on-programme qualification

The Highfield Level 3 Certificate in Retail Team Leading (RQF) and the Highfield Level 3 Diploma in Retail Team Leading (RQF) are also available as additional qualifications that may be taken alongside the Retail Team Leader apprenticeship while on programme, if required.

Readiness for end-point assessment

In order for an apprentice to be ready for the end-point assessments:

- the English and maths components of the apprenticeship must be successfully completed by the apprentice
- the employer must be confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. To ensure this, the apprentice must attend a formal meeting with their employer to complete the gateway readiness report
- the apprentice and the employer should then engage with Highfield to agree a plan and schedule for each assessment activity to ensure all components can be completed within a 3-month end-assessment window. Further information about the gateway process is covered later in this guide.

Order of end-point assessments

The on-demand test must be the first assessment component, followed by the business project and finally the professional discussion.

Retake and resit information

Should an apprentice fail one assessment activity on the first attempt, a resit should be scheduled as soon as the apprentice is ready, when practicable for the business and in line with the policies, practices and procedures of Highfield.

The resit is normally expected to take place after all the required assessments have been taken and the individual assessment results and overall apprenticeship result has been given to the apprentice.

Should an apprentice fail 2 or more activities, a period of further training and development lasting between 1 and 3 months must take place before a retake is scheduled. The decision on how much time is required is based on a discussion between the apprentice, their employer and end-point assessor.

When resitting or retaking any assessment activity, the maximum grade that can be achieved for that activity is a pass.