

# Level 3 Retail Team Leader

EPA-Kit

## Assessing the On-Demand Test

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## The On-Demand Test - guidance

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The following knowledge areas of the retail team leader standard will be assessed by a 60-minute on-demand test. The apprentice will be given 5 minutes to read the question paper before attempting to provide any answers, so in total the examination will last 65 minutes. The on-demand test consists of 40 questions with the pass mark being 60% (24 out of 40).

The test has been broken down into 5 sections as shown below.

The topics covered within the test are listed below:

- Financial
- Communication
- Merchandising
- Stock
- Developing self and others
- Team performance
- Legal and governance
- Diversity

In each paper, questions will cover each of the areas above, however not every aspect of every area will be covered in every test. The individual marking sections are detailed in the table below:

<b>Areas of the standard to be covered</b>	<b>Approximate percentage of questions in the test</b>
Financial Stock	30
Communication	15
Merchandising	15
Developing self and others Team performance	20
Legal and governance Diversity	20

## Before the assessment

- While on-programme, the employer/training provider should brief the apprentice on the areas to be assessed by the on-demand test.
- In readiness for end-point assessment, the apprentice should complete a sample test. This can be found at the end of this section of the EPA kit.

## On-demand test criteria

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The following pages include the criteria that are covered by the on-demand test.

The apprentice will	Criteria covered in the on-demand test
<b>Financial</b>	
Understand how own actions and those of the team can contribute to the overall financial performance of the business by increasing sales e.g. through product positioning, and minimising costs through effective stock control and prevention of theft	FN1 Principles of establishing, monitoring and reviewing sales targets FN2 Key costs for a retail team, including fixed and variable, stock, staff and overheads FN3 Turnover, gross and net profit FN4 Ways to minimise costs and wastage FN5 VAT

The apprentice will	Criteria covered in the on-demand test
<b>Communications</b>	
Understand how to support effective communication, quickly determining the situation and needs of individuals and how to respond in the most appropriate way using a variety of techniques and methods, for example face to face and/or remotely to include on-line	CO1 The variety of methods of communication available and how to use these effectively depending on the situation and audience CO2 Verbal/non-verbal/written, face to face, on-line, via telephone, brand standard/corporate image CO3 How to establish the needs of individuals (team members and customers) CO4 Principles of active listening CO5 The importance of feedback

The apprentice will	Criteria covered in the on-demand test
<b>Merchandising</b>	
Know methods of merchandising throughout the retail operation, including point of sale, the retail calendar and local needs e.g. geographical, topical or weather based	ME1 Key principles of the retail calendar ME2 Principles of merchandising ME3 How local needs can influence merchandising ME4 The importance of following merchandising plans

The apprentice will	Criteria covered in the on-demand test
<b>Stock</b>	
Understand the principles of stock control from sourcing to sale/supply. Understand the management of stock levels, security, restrictions (e.g. age restricted products), wastage and effective systems for recording them	ST1 The principles of stock control ST2 The stock journey, from supply to sale ST3 Why storage conditions are important for effective stock control ST4 How to manage stock levels ST5 Legal requirements relating to stock control, movement and sale (e.g. age restricted, fireworks)

The apprentice will	Criteria covered in the on-demand test
<b>Developing Self and Others</b>	
Understand the knowledge, skills and behaviours required of self and others to develop a high performing team in the business. Understand team dynamics and the importance of enabling team members to appreciate their role in the wider organisation and in meeting business objectives	DS1 Team dynamics DS2 Performance reviews, SMART planning and target setting to meet team and individual objectives DS3 Motivation and monitoring of team members to achieve objectives

The apprentice will	Criteria covered in the on-demand test
<b>Team Performance</b>	
Know how to identify and develop excellent team performance. Understand how the performance of the team contributes to the overall success of the business	TE1 Benefits of team building TE2 Identification and resolution of conflict within a team

The apprentice will	Criteria covered in the on-demand test
<b>Legal and Governance</b>	
Understand the importance of business compliance to legal requirements and supporting the team to operate in line with business policy and procedures	LG1 Legal requirements relating to a range of retail operations LG2 Health and safety supervision and risk analysis

The apprentice will	Criteria covered in the on-demand test
<b>Diversity</b>	
Understand how to work with and support people from a wide range of backgrounds and cultures and the business policy on diversity	DI1 The range of cultures, characteristics and individual requirements that can affect team members and customers and how and why these may affect the operations/products in a retail environment