

RETAIL TEAM LEADER

Retail Team Leaders guide and coordinate the work of their 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. They will gain the most of their team on a day-to-day basis ensuring they are fully trained and work effectively.

In any retail environment a team leader is a critical support to their manager, delivering customer service, identifying sales promotion opportunities or deputising for their manager.

You can see more information about the apprenticeship standard at [Skills England](#).



months minimum*

Assessment methods

1

Multiple-choice test

A scenario-based test that covers eight key areas of the standard. There will be a maximum of 44 questions and time allowed is 60 minutes/

2

Business project

A project that requires your apprentices to demonstrate their understanding of today's retail industry and what the consumer wants in a retail business.

3

Professional discussion

A 60 minute structured discussion, including aspects of the standard not seen in the business project and a selection of pre-prepared discussion areas.



Learning



Gateway



End-Point Assessment

The EPA Process



Gateway meeting:

training provider, employer and apprentice meet to determine if they are ready for their EPA, and submit any files as needed through the iLearner system.



Assessor meeting:

the employer and an iCQ Assessor meet to agree any evidence submitted by the apprentice and plan dates for assessments.



Learner preparation:

the employer and training provider make sure the learner is familiar with the iLearner tools and formats of their assessments.



End-Point Assessment is carried out by iCQ Assessor.

Cost	£650 (in person), £550 (remote)
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With you every step of the way

iCQ support the complete apprenticeship journey for employers, training providers and learners through our innovative iLearner platform – making it easy and quick to record and track progress.



*Apprenticeship starts from 1st August 2025 are eligible for the 8-month minimum duration, starts before 1st August 2025 are subject to a 12-month minimum duration.