
Apprenticeship Training Manual

Level 3 Retail Team Leader

This apprenticeship training manual is the essential practical resource for Level 3 Retail Team Leader apprentices. This manual provides apprentices with a range of practical tasks which are designed to reflect the full range of skills and knowledge that learners will need to master to succeed in their learning as well as in the workplace. Learners are also encouraged to examine their workplace behaviours, with behavioural checklists at the beginning and end of the manual which are designed to highlight any areas for improvement and show how their behaviours have progressed throughout the apprenticeship. The manual therefore supports an apprentice's formative learning by allowing them to track their progress and record evidence throughout their apprenticeship.

The tasks are mapped to the apprenticeship standards and are designed to prepare learners for the requirements of their end-point assessment. Each task is broken down into three components:

- Know it – these are the preparatory activities focusing on the knowledge/theory parts of the standards.
- Show it – these are the more active 'task'-based activities which demonstrate the knowledge learners have covered in the 'Know it' sections and which cover the practical skills in the standards.
- Live it – these are the reflective sections where learners can detail what behaviours have been displayed by carrying out the designated task and which cover the behavioural parts of the standards.

Throughout this manual, employers can record constructive feedback that learners can use for their development. Tasks also do not need to be completed in the order given in the manual. Employers and training providers should feel free to assign each task in any order.

The author:

Claire Loosemore has worked in the work-based learning industry for over 20 years, in a variety of roles including Lead Verifier, Examiner and End Point Assessor. In addition to working with City & Guilds, Claire is a practising training professional in a busy centre that is the preferred training provider for many NHS trusts, local authorities and commercial businesses.



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