Training Qualifications UK
• End-Point Assessment •

WE ARE HERE TO HELP APPRENTICES BEE WHAT THEY WANT TO BEE

Retail Manager Apprenticeship

For more information on this apprenticeship standard, visit the Institute for Apprenticeships.

1 The Apprenticeship

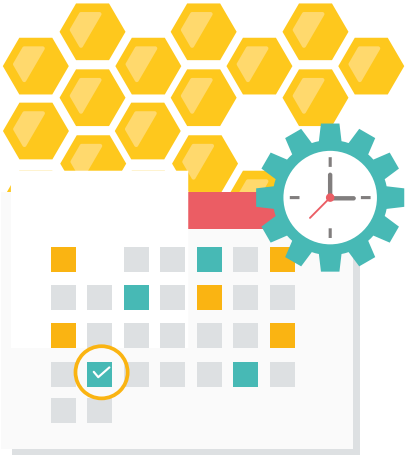
A retail manager is responsible for delivering sales targets and a positive experience to customers that will encourage repeat custom and loyalty to the brand/business. It is a diverse role that includes leading and developing a team to achieve business objectives and work with a wide range of people, requiring excellent communication skills.

Maximising income and minimising wastage are essential to the job and therefore individuals must develop a sound understanding of business and people management principles to support the achievement of the vision and objectives of the business. Retail managers champion the way for personal development, training and continuous improvement, encouraging their team to develop their own skills and abilities to enhance business performance and productivity.

Funding Band: 8*

Duration: 18 months

Level: 4



2 Initial Assessment Plan

Employers will set their own entry requirements in order to start on this apprenticeship. This will include:

Level 2 English and Mathematics.

3 On-the-job and Off-the-job training

This is where all the apprentices training and development takes place. They will be busy making sure they have packed all the essential items to complete their journey. This may include a qualification if it is identified as a requirement in the standard.

Formative assessment of skills, knowledge and behaviours is required in the delivery of the standard and this will be outlined in the assessment plan. Mathematics and English are required (level varies according to the standard).

4 Gateway

In order to enter into this phase, the apprentice will need to have passed all the relevant knowledge, skill and behaviour criteria as set out in the apprenticeship standard. It will be the employers decision to place an apprentice through End-Point Assessment

In order to pass, the apprentice must have achieved:

- Evidence of the relevant behaviours
- Level 2 in Mathematics and English
- On-programme progression meetings and records (if utilised)

If all the above has been completed, employers can feel confident that they are putting forward apprentices who are in the best shape to pass their End-Point Assessment.

5 End-Point Assessment

The synoptic end-point assessment will consist of **three** components. In order to pass the apprenticeship, the apprentice is required to pass each component.

Written Exam	Professional Discussion	Retail Business Project
Two-hour written exam with a combination of short and extended answer questions, some incorporating scenarios. Externally set and marked by the assessment organisation, the exam can be undertaken either on the employer's premises or in an off-site location. Distinction / Pass	Planned in advance to allow the apprentice to prepare fully, the Professional Discussion is the final part of the assessment of the Retailer apprenticeship standard. A 60-minute discussion between the apprentice and the independent end assessor will take place and will be structured to draw out the best of the apprentice's energy, enthusiasm, competence and excellence. Distinction / Pass	A project requiring the apprentice to look at an immediate opportunity, problem, challenge or idea within their retail environment. This could be a project to identify a potential cost saving for the business through improving efficiency, reducing waste or finding alternative ways of working to achieve business objectives and should include a research proposal, identify measurable improvements and make recommendations for implementation. The apprentice will need to provide a one-page synopsis of their project to the assessor one month before the end-point assessment process can begin. The apprentice will have 30-minutes to present their project and should include time for questions and answers at the end. Distinction / Pass

Grading
Once the three assessments are completed, you will be provided an overall grade for your apprenticeship, using the following Grading Table:

Written Exam	Retail Business Project	Professional Discussion	GRADE
Pass	Pass	Pass	Pass
		Distinction	Pass
	Distinction	Pass	Pass
		Distinction	Distinction
Distinction	Pass	Pass	Pass
		Distinction	Pass
	Distinction	Pass	Distinction
		Distinction	Distinction

6 Completion and Certification

Once the assessor verifies the apprentice has successfully completed all End-Point Assessments, TQUK will initiate the certification process. Working with the Education & Skills Funding Agency, we will ensure the apprentice receives their certificate in recognition of completing their apprenticeship.

7 Occupational competence

Once the apprentice has achieved this Retail Manager apprenticeship there are many additional avenues which can enhance their training and skill set. These can include development into a senior management role within the Retail sector.