Level 3 Retail Team Leader

EPA-Kit

Assessing the Business Project

- The Business Project – Guidance
- The Business Project – Matrix Sheet
- The Business Project – Criteria

Highfield
Assessment®

Retail Business Project

The purpose of the business project is to ensure the apprentice understands today's industry and what the consumer wants in a retail business, while relating this to their own retail organisation.

The project topic should focus on an immediate problem, opportunity or idea in line with the scope of the apprentice's day-to-day role. For example, a potential cost saving for the business through improving efficiency, reducing waste or finding alternative ways of working to achieve the business's objectives. The project should allow the apprentice to showcase their knowledge, behaviours and skills from across the apprenticeship standard and should include a research proposal which will identify measurable improvements and make recommendations for their implementation.

Once the project has been identified by the apprentice, it should be discussed with their employer/training provider, this should be at least 1 month prior to the readiness for independent end-point assessment. The employer/training provider will then determine whether the proposed project has the potential to meet the criteria of the business project. The apprentice will then prepare a 1-page synopsis of their proposed project to bring to the end-point assessment planning meeting no less than five working days prior to the presentation.

The apprentice will be required to prepare a written copy of their proposal which should be 200 to 300 words and then present it to the end-point assessor at a pre-planned meeting, which may be face-to-face or via a web-based system. At this meeting the apprentice, the end-point assessor and the employer will discuss the proposal and the end-point assessor should approve it. If for any reason the proposal is not approved, the apprentice must re-submit a revised proposal within 1 week.

Once the proposal has been approved, the apprentice will have no more than the 3-month assessment window period to prepare their project. Although there is no stipulated word count, the Highfield guide is to complete 2,000 – 5,000 words and should include:

- an introduction and background
- an outline of the challenge or opportunity
- aims and objectives
- evidence of consultation and engagement of stakeholders
- evidence of effective research
- legislative requirements that have been explained and adhered to
- an analysis of costs and commercial context
- identification of measurable improvements and benefits to the organisation
- justified recommendations for implementation
- proposed timeframes for implementation

The apprentice should be given sufficient time to undertake the research and writing of the project and allocated the required facilities either within or away from the workplace. In addition, time will need to be given to allow the apprentice to prepare for the presentation of their project.

The business project must be presented to the end-point assessor within the 3-month assessment period at a pre-arranged date, which will be mutually agreed. The written project, plus any supporting information, must be submitted to Highfield at least 5 days in advance of the apprentice's presentation, which will enable the end-point assessor to read, reflect and prepare questions for the presentation given by the apprentice. The business project should be submitted via Dropbox, in either PDF or Word format.

The apprentice may present their project in a format of their choosing; however, they should ensure that they cover the key recommendations from their project within the detail contained within the report.

The apprentice will have 30 minutes to deliver their presentation to the end-point assessor and this should include time for questions and answers at the end. An appropriate, quiet place should be available for the presentation to ensure that there are no interruptions; this may be on or off site. The employer can be present during the presentation as an observer only and as such, must not interact with the assessment activity.

The end-point assessor with then mark the written project and the presentation gains the criteria listed below.

Retail Business Project Criteria

The following page includes the criteria that must be covered by the business project.

Business Project

To pass, the following must be evidenced	To gain a distinction
BP1 Give a general introduction and background to department, team or area of work, including how this relates to the rest of the business unit (if applicable)	BP11 Give a detailed introduction and background of the department, team or working area wider business unit (e.g. other departments, head office, local community/customer profile)
BP2 Outline the problem, challenge or opportunity identified	
BP3 State the aims and objectives of the project	BP12 Outline the current situation which has led to the identification of a challenge or opportunity
BP4 Identify how the potential changes would lead to measurable improvements and benefits to the department, team or area of working	BP13 Provide detailed aims and objectives for the project, linking to the current situation
BP5 Consult relevant stakeholders (e.g. customers, team members, managers) to inform the results and recommendations	BP14 Identification of measurable improvements and benefits to the organisation
BP6 Provide an indication of costs associated with the proposed recommendations	BP15 Provide evidence of wide consultation and show how responses have been included in the recommendation
BP7 Identify applicable legislation and ensure the proposal complies where necessary	BP16 Review the project to ensure it meets organisational and legal requirements
BP8 Provide research methodology to demonstrate a logical, coherent approach	BP17 Show a range of qualitative and quantitative research has been used effectively
BP9 Make clear recommendations for implementation	BP18 Detailed recommendations for implementation
BP10 Concise validation and justification of recommendation	BP19 Detailed validation and justification of recommendations
	BP20 Proposed timeframes for implementation