Level 4 Retail Manager

EPA-Kit

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How to Use This EPA Kit

Welcome to the Highfield End-Point Assessment Kit for the Retail Manager Apprenticeship Standard.

Highfield is an independent end-point assessment organisation that has been approved to offer and carry out the independent end-point assessments for the Level 4 Retail Manager Apprenticeship Standard. Highfield internally quality assure all end-point assessments in accordance with its IQA process, additionally all end-point assessments are externally quality assured by the relevant EQA organisation.

This guide is designed to outline all you need to know about the end-point assessments for this standard and will also provide an overview of the on-programme delivery requirements. In addition**,** advice and guidance for trainers on how to prepare apprentices for the end-point assessment is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but trainers may find them helpful as a starting point.

Highfield also offers the Highfield Retail Manager Apprenti-kit that is a comprehensive learning resource which is designed to be used on-programme.

For more information, please go to https://www.highfield.co.uk/products/item/407/level-4-standard-in-retail-manager/ Please note that the use of this kit is not a prerequisite for apprentices undertaking the retailer end-point assessment.

For employers/training providers that use the Apprenti-kit, a criteria mapping document is available form Highfield if required.

Key facts

Apprenticeship standard: Retail Manager
Level: 4
On Programme Duration: Minimum of 12 months
Grading: Pass/distinction
End-Point Assessment Duration: Maximum of 4 months
End-Point Assessment methods: Written Exam, Retail Business Project, Professional Discussion

In this guide, you will find:

- a section focused on delivery, where the standard and assessment criteria are presented in a suggested format that is suitable for delivery

- guidance on how to prepare the apprentice for gateway

- detailed information on which part of the standard is assessed by which assessment method

- a section focused on the end-point assessment method where the assessment criteria are presented in a format suitable for carrying out 'mock' assessments

- suggestions on how to prepare the apprentice for each part of the end-point assessment

- a practice written exam that you can use with apprentices

Introduction

Standard overview

Retail managers are 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.

On-programme requirements

Although learning, development and on-programme assessment is flexible, and the process is not prescribed, the following is the recommended baseline expectation for an apprentice to achieve full competence in line with the retail manager standard.

Throughout the period of learning and development, and at least every 2 months, the apprentice should meet with the on-programme assessor to record their progress against the standard using the on-programme progression template (included in Appendix 2). At these reviews, evidence should be discussed and recorded by the apprentice. Once the apprentice is deemed competent, the relevant section(s) of the standard should be signed off by the on-programme assessor and employer.

The maintenance of an on-programme record is important to support the apprentice, on-programme assessor and employer in monitoring the progress of learning and development and to determine when the apprentice has achieved full competence in their job role and is ready for end-point assessment. The on-programme assessment log is NOT a portfolio of evidence, but a record of what the apprentice can do following periods of training, development and assessment. A minimum of 6 meetings and completed records are recommended to show ongoing competence across the entire standard, over a minimum of a 12-month period prior to starting the end-point assessment.

Further guidance and support on planning and managing a retail manager apprentice's training and development journey is available from the Retail Apprenticeship Board via People1st.co.uk.

Additional, relevant on-programme qualification

The Highfield Level 4 Certificate in Retail Management (RQF) and the Highfield Level 4 Diploma in Retail Management (RQF) are also available as additional qualifications that may be taken alongside the retail manager apprenticeship whilst on programme, if required.

Readiness for end-point assessment

In order for an apprentice to be ready for the end-point assessments:

- the English and maths components of the apprenticeship must be successfully completed by the apprentice
- the employer must be confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. To ensure this, the apprentice must attend a formal meeting with their employer to complete the gateway readiness report
- the apprentice and the employer should then engage with Highfield to agree a plan and schedule for each assessment activity to ensure all components can be completed within a 4-month end-assessment window. Further information about the gateway process is covered later in this guide.

The independent end assessment is synoptic, which means it takes an overview of the apprentices' competence. The end assessment should only commence once the employer is confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard which, as a best practice recommendation, could be clearly evidenced by the on-programme progression meetings and records. The independent end assessment ensures that all apprentices consistently achieve the industry set professional standard for a retail manager. Prior to independent end assessment the English and maths components of the apprenticeship must be successfully completed.

The independent end assessor will agree a plan and schedule for each assessment activity with the apprentice and employer representative to ensure all components can be completed within a four-month end assessment window.

Order of end-point assessments

The written exam must be the first assessment component, followed by the retail business project and finally the professional discussion.

Retake and resit information

Should an apprentice fail 1 assessment activity on the first attempt, a resit should be scheduled as soon as the apprentice is ready, when practicable for the business and in line with the policies, practices and procedures of Highfield.

The resit is normally expected to take place after all the required assessments have been taken and the individual assessment results and overall apprenticeship result has been given to the apprentice.

Should an apprentice fail 2 or more activities, a period of further training and development lasting between 1 and 3 months must take place before a retake is scheduled. The decision on how much time is required is based on a discussion between the apprentice, their employer and the training provider.

When resitting or retaking any assessment activity, the maximum grade that can be achieved for that activity is a pass.