Highfield Level 4 End-Point Assessment for Retail Manager

Mock Assessment Grids – Professional Discussion

	Assessment Criteria	Criteria Met
PD1	Clearly articulate examples from the workplace relevant to evidencing competence across the standard	
C06	Explain why it is essential to instil the importance of following procedures to staff	
DS6	Provide examples of how staff are managed effectively, including motivation and development of teams and individual staff members	
SP5	Provide an overview of how the retail operation meets the needs of the business	
SP6	Provide reasoned examples of how the operation operates efficiently	
PS1	Explain the importance of keeping up to date with current industry trends and provide examples of how this has been achieved	
FN7	Provide evidence to show they have been part of the budgeting and cost control in the organisation	
LG6	Describe how the retail operation meets legislative and regulatory needs	
LE3	Provide an effective evaluation of own performance, including behaviours, identifying where opportunities for improvement have been taken and results thereof evaluated	
CU1	Demonstrate how feedback has been sought from managers and customers and how this has been effectively dealt with	

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Assessment Criteria - (Distinction)		
LE4	Explains how effective retail management and contingency planning have been developed and implemented and how this has increased overall departmental performance	
FN8	Describe how recommendations for the improvement of quality, cost, value or efficiency have been made and implemented in the organisation	
DS7	Demonstrates staff engagement, motivation, performance management and how this has led to increased performance	
LG7	Demonstrate how a proactive approach to risk management has been implemented, including proactively educating and monitoring staff on health and safety and risk matters beyond the legislative minimum	
DS8	Provide examples of when improvement activities have been actively sought to develop own performance to raise standards in sales, promotions, team performance and customer service	
LE5	Provides mentorship to team members with measurable improvements to the performance of individuals and the team	
CU2	Proactively invite feedback from all stakeholders and use this to develop and implement measurable improvements in performance of self and team	

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