

Highfield **Level 4** End-Point Assessment for ST0325 **Retail Manager v1.1**



Government funding band – **£5,000**



Gateway requirements – **level 2 in English and maths**
(optional for 19+, please see funding rules)



End-point assessment method – **a written exam, professional discussion and a retail business project**

Working in the Retail Sector

The retail sector is one of the UK's largest sectors and employs 11% of the nation's workforce. It is the largest private sector in the UK and generates around £300 billion in sales each year. The role of those working in retail is to assist customers when they purchase products and services. This requires good product knowledge, as well as the ability to process payments, make recommendations, help, advise and deal with customers. 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.

Your apprentice's journey



Ready for training

- initial assessment
- English and maths training (optional for 19+, please see funding rules)
- on-programme training to meet the standards
- gateway readiness self-assessment

Set for assessment on completion of training and functional skills

End-point assessment methods are;

Written exam

- a 2-hour written exam
- short and extended answer questions

Business project

- covering an immediate opportunity, problem, challenge or idea in the retail environment
- comprising research, proposals and recommendations, and an implementation plan
- a 30-minute presentation with questions and answers

Professional discussion

- a 1-hour structured meeting
- focuses on the knowledge, skills and behaviours in the standard

Go further

Progression from this apprenticeship would be into a retail store manager, senior retail manager or area manager position.

Available support

On-programme support

- Delivery resources
- Qualification mapped to standard
- Tutor support resource
- Innovative and multi-device e-learning courses

End-point assessment support

- Gateway and mock assessments
- Bespoke end-point assessment solutions
- Progression tracking system
- Staff training, standardisation and support



Need to know more: