

# APPRENTICESHIP STANDARDS ASSESSMENT AND SOLUTIONS

## RETAIL MANAGER

- LEVEL 4
- 18 MONTH PROGRAMME



## RETAIL SECTOR

### OVERVIEW

Your Retail Manager apprentices will develop their knowledge and skills to be responsible for delivering sales targets and a positive experience to customers that will encourage repeat custom and loyalty to the brand/business.

### ROLE PROFILE

Retail management 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 and therefore apprentices 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 personal development, training and continuous improvement, encouraging their team to develop their own skills and abilities to enhance business performance and productivity.

### YOUR APPRENTICES' LEARNING JOURNEY

It is anticipated that your apprentices will have worked within a supervisory role to start on this apprenticeship standard. They will complete an 18-month apprenticeship learning journey. Their journey will include achievement of Level 2 Literacy and Numeracy.

On completion of their learning journey, apprentices will undertake an End-Point Assessment, with an independent iCQ assessor.

Throughout their journey, your apprentices will record and update their progress using iCQ's **iLearner** system, and their End-Point Assessment will be delivered using **iLearner**.

### FURTHER INFORMATION

The full Standard, Assessment Plan and current funding details can be viewed on the [\*Institute for Apprenticeships & Technical Education\*](#) website.



LEARNING  
JOURNEY



GATEWAY  
MEETING



END-POINT  
ASSESSMENT

## APPRENTICESHIP STANDARDS DELIVERY SOLUTIONS

iLearner

### APPRENTICE AND LEVY/FUNDING MANAGEMENT

A complete apprentice and levy/funding management tool for ROATP providers and employer-providers.

Manage your funding, apprentice key learning milestones and progression, off-job learning hours, gateway meeting and much more. All using one, secure, on-line, management system - **iLearner**.

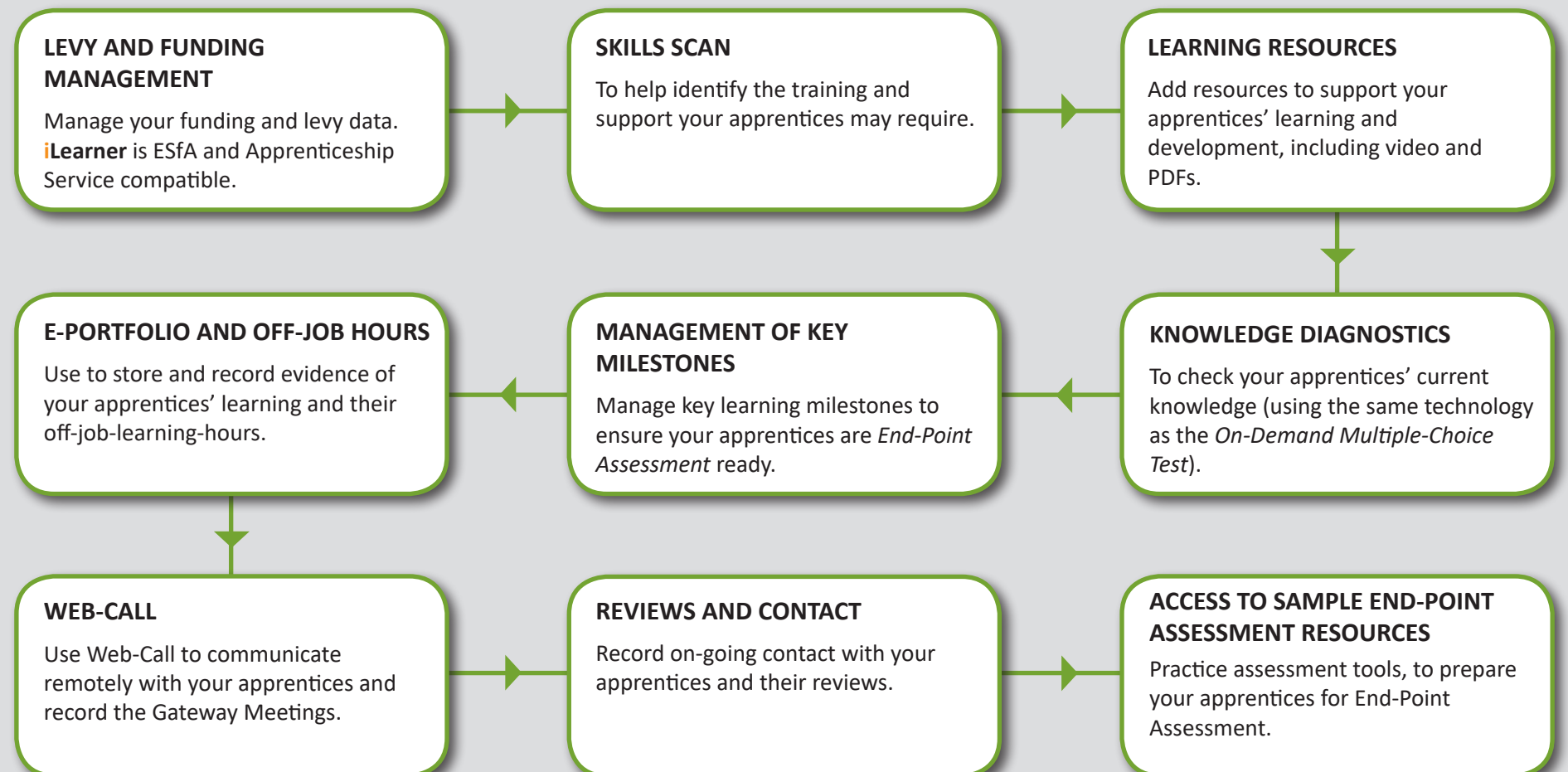
## APPRENTICESHIP STANDARDS END-POINT ASSESSMENT SOLUTIONS

### DELIVERY OF END-POINT ASSESSMENT

- Sample assessment resources and Trainer Toolkit, to prepare your apprentices for their End-Point Assessment
- Professional Discussion, Interview and Presentation End-Point Assessment conducted online, using **iLearner's** Web-Call
- Track End-Point Assessment progress and results on **iLearner**

## APPRENTICESHIP LEARNING JOURNEY

A complete  
apprenticeship  
delivery solution -  
guiding you every step  
of the journey...



# APPRENTICESHIP STANDARDS END-POINT ASSESSMENT

## RETAIL MANAGER - LEVEL 4



### WRITTEN EXAMINATION

A 2-hour written examination with a combination of short and extended answer questions, some incorporating scenarios.

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### BUSINESS PROJECT

The business project requires your apprentices to demonstrate their understanding of today's retail industry and what the consumer wants in a retail business.

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### PROFESSIONAL DISCUSSION

A 60-minute structured discussion between your apprentices and an iCQ assessor, including aspects of the standard not seen in the business project and a selection of pre-prepared discussion areas (available from iCQ).



APPRENTICES CAN ACHIEVE A PASS OR A DISTINCTION GRADE.

## WANT TO KNOW MORE?

For further information, please contact us:

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