

LEVEL  
4

DURATION

12

MONTHS

MAXIMUM  
FUNDING

£5K

## RETAIL MANAGER

### End Point Assessment from NOCN

#### Role Profile

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: What apprentices need to learn

The apprentice will be assessed on the knowledge, skills and behaviours required for the Level 4 Retail Manager apprenticeship standard.

Apprentices need to complete 6 hours of off-the-job training per week during the on-programme phase of their apprenticeship. Specific rules govern this and it must take place in the apprentice's contracted hours.

Refer to the [IfATE website](#) for further details on the apprenticeship standard and assessment plan.

#### Gateway Requirements

At the end of the on-programme training period, the training provider and employer will need to agree that the apprentice has met the knowledge, skills and behaviours required for the Level 4 Retail Manager apprenticeship standard.

Apprentices without English or maths at Level 2 must achieve this prior to taking their EPA. For those with an Education, Health and Care Plan or a legacy statement, the apprenticeships English and maths minimum requirement is Entry Level 3 and a British Sign Language qualification is an alternative to English qualifications for whom this is their primary language.

Once this criteria has been met the apprentice can move to End Point Assessment.

# RETAIL MANAGER

## End Point Assessment

End Point Assessment is the final stage of the apprenticeship. As defined in the assessment plan, the End Point Assessment for the Level 4 Retail Manager consists of the following events.

### Written Exam:

2 hour written exam with a combination of short and extended answer questions, some incorporating scenarios. Externally set and marked by the End Point Assessment Organisation and undertaken either on the employer's premises or off site.

### Retail Business Project:

A project requiring the apprentice to look at a strategic challenge, opportunity or idea within their retail environment. This must look both internally at the organisation and externally to the local and wider retail markets and include financial implications. As a guide the manager will research and recommend strategies for up to three years including research, proposals and recommendations, including an implementation plan.

### Professional Discussion:

1 hour structured meeting led by the independent assessor, involving the apprentice and employer (e.g. line manager), focusing on how they have performed during the apprenticeship and their overall achievement of the Knowledge, Skills and Behaviours in the standard.

## Grading

The apprenticeship includes Pass and Distinction grades with the final grade based on the apprentice's combined performance in each of the independent assessment activities.

Should an apprentice fail one assessment activity this should be retaken as soon as the apprentice is ready. When retaking an assessment activity, the maximum grade that can be achieved is a pass.

## Results and Certification

On successful completion, NOCN will issue an EPA grade notification and apply to the Education and Skills Funding Agency (ESFA) to produce the final apprenticeship certificate.

## Why Choose NOCN?

NOCN works in partnership with employers and training providers to deliver high quality End Point Assessments. When you contract with us you will receive: