



Retail Manager

Welcome to the Retail Manager programme.

The Level 4 programme is designed to support Managers in the Retail environment; those responsible for leading and developing a team to achieve business objectives and sales targets.

The programme focuses on professional effectiveness and covers areas such as driving continuous improvement, setting SMART targets and performance management. The Learner will develop their understanding of different leadership styles and how to get the best out of people. The Learner will also build on their existing knowledge of the customer journey and the wider business environment in which the organisation operates, driving compliance through effective decision making.

Once completed, the Learner will have achieved a Retail Manager Level 4 Apprenticeship Standard. Depending on their job role, may want to consider progression onto the Operations/ Departmental Manager Level 5 Standard.

ABOUT INTEC BUSINESS COLLEGES

We are a national training provider, who have worked with organisations across the UK helping them to upskill their workforce through vocational qualifications since 1982. Our mission is to enable our Learners to develop, progress and achieve.

**LEVEL
LEVEL 4**

**DURATION
12 MONTHS (+ 3 months for EPA)**

**END POINT ASSESSMENT ORGANISATION
HIGHFIELD ASSESSMENTS**



THE PROGRAMME *

The Learner will receive a 2-3 hour monthly visit from a dedicated Intec Tutor who will deliver the Standard either remotely or in the Learner's place of work. We use a blended learning approach and all sessions will be supported by our online delivery platform, Smart Assessor, where Learners can upload their work and Tutors and Managers can monitor their progress between visits.

As part of an Apprenticeship, Learners are required to spend 6 hours a week (based on 30-hour contract) engaged in off the job training. This can be achieved in a variety of ways.

PROGRAMME COVERAGE	
Customer	Business
Financial	Marketing
Communication	Sales and Promotion
Product and Service	Brand Reputation
Merchandising	Stock
Technical	Team
Performance	Legal and Governance
Diversity	Environment

*Further details of the programmes contents can be found on the factsheet or scheme of work.

MANDATORY ENTRY REQUIREMENTS

- Organisations set their own but the Learner must be able to meet the requirements of the programme through their job.
- Achieve level 2 English and maths or equivalent prior to sitting End Point Assessment.
- Have been a resident in the UK for 3 years or more, or a national of an EU Settlement Scheme.

END POINT ASSESSMENT

Once learning is complete, the Employer, Learner and Intec will agree if the Learner has gained the necessary knowledge, skills and behaviours to be put forward to the Assessment Gateway. This will then trigger the End Point Assessment. The assessment is graded with the Learner achieving a pass, merit, distinction or fail.

33.3% WEIGHTING WRITTEN TEST

A 2 hour written test with a combination of short, scenario based and extended answer questions.

33.3% WEIGHTING RETAIL BUSINESS PROJECT

The project is based on a strategic challenge, opportunity or idea within the retail environment, focussing on internal and external implications and stakeholder management.

33.3% WEIGHTING PROFESSIONAL DISCUSSION

A structured discussion lasting 1 hour.



Enabling you to develop, progress and achieve.