

# RETAIL MANAGER APPRENTICESHIP



## Preparing your Apprentices for the Post-Pandemic Future in Hospitality

All our apprenticeships now contain the following live and online training courses:

- ▶ The Principles of Infection Control and Safe Working
- ▶ Awareness of First Aid for Mental Health
- ▶ Customer Service in the World of Now
- ▶ Managing Change and Building Resilience

Retail managers are responsible for hitting sales targets and delivering a positive experience to customers that will encourage repeat custom and loyalty to the brand or business. It is a diverse role that includes leading and developing a team to achieve business objectives and working with a wide range of people, therefore 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.

### Entry

Employers will set their own entry requirements, but it is expected that the individual would have worked within a supervisory role to start on this apprenticeship standard.

### Duration

Based on the entry requirements the minimum duration for this qualification is 12, but will typically be 18, months to complete.

### Progression

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

### Level

This apprenticeship standard is set at level 4.

### Functional Skills

If the employee does not have maths and English GCSE passes at grade C or above, they will need to pass maths and English Functional Skills level 2 during their Apprenticeship.

### End Assessment

To achieve this apprenticeship standard, the employer, training provider and apprentice will agree when the apprentice is competent and ready to undertake the independent end point assessment.

### HIT Professional Trainers

Each apprentice will be assigned a designated Training Consultant by HIT who will visit them and their line manager bi-monthly at their workplace throughout the apprenticeship. On alternate months, the HIT Training Consultant will be in contact with the apprentice to coach, mentor and discuss progress.

For more information contact us at:

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	<b>Knowledge and Understanding</b> (Know it)	<b>Skills</b> (Show it)	<b>Behaviours</b> (Live it)
<b>Customer</b>	Understand key drivers of customer journeys and how managing positive customer experiences increases sales, customer spend and loyalty, and the resulting financial impact on the business	Manage the customer experience, including remotely e.g. on-line, through ensuring the team deliver to customers a positive experience that benchmarks favourably to its main competitors and meets customer service objectives	Take overall accountability and responsibility for the customers' experience. Make effective decisions by balancing the needs of the customer and the business
<b>Business</b>	Understand the vision of the business, its competitive position and own role and responsibility in the delivery of business objectives. Understand the market in which the business operates and how this impacts on the products / services it offers	Lead the team to achieve and exceed business objectives through forward planning, analysis and evaluation of own business area. Use sales and customer data to make sound and effective decisions which improve business performance	Demonstrate personal responsibility for the strategic direction and objectives for own area of the business
<b>Financial</b>	Understand the key drivers of profitable retail performance and the relationship of forecasting to the retail calendar; know how to analyse and use information for forecasting, and how to report on financial results. Identify the impact of different types of costs on the business and understand how to make effective use of resources	Manage the overall performance of the team to achieve financial targets taking into account the retail calendar year. Analyse reports to identify and determine key actions and recommendations. Produce and report on financial plans as required by the business, and identify and implement opportunities to increase profit and reduce waste	Demonstrate commercial acumen and confidence to initiate change to improve the financial performance and profitability in line with business policy, objectives and procedures
<b>Leadership</b>	Understand different leadership styles used in retail businesses and when to use them effectively to motivate and inspire the team to do their best	Provide clear direction and leadership to the team, giving open and honest feedback. Apply and adapt own leadership style to different retail situations and people to achieve the desired outcome	Influence, challenge and involve others, aligning personal values with those of the company to instil a high performance culture
<b>Marketing</b>	Know the key factors influencing a marketing plan such as product launch and life cycle, pricing, discount and special offers and ways of marketing via physical and other media. Understand how own business has formed marketing plan and how own role can best utilise marketing strategies to address demand throughout the retail calendar	Communicate marketing objectives to team members and drive results. Analyse and evaluate the impact of marketing activities e.g. sales and customer feedback, and report the outcomes to senior management with relevant recommendations	Proactively seek to understand the marketing strategy of the business, gain knowledge of local area and competition, take action, or upwardly communicate recommendations on action, to improve the implementation and drive marketing activities in area of responsibility
<b>Communication</b>	Understand how to communicate and cascade information effectively at all levels and to a diverse audience. Know how to identify the information required for decision making, how it should be gathered and reported internally and externally	Establish clear communication objectives, lead communications in a style and manner that is relevant to the target audience and achieves an effective result for the business	Adapt style and method of communication to the circumstances and needs of individuals intuitively, demonstrating appropriate skills such as empathy, fairness and authority as appropriate; seek and provide feedback in a positive manner
<b>Sales and Promotions</b>	Understand how to set sales targets that are challenging but realistic and how to lead team members to achieve sales targets, maximising opportunities and reducing potential threats to sales across the retail calendar	Manage the team to achieve sales targets through regular monitoring of performance against results, identifying high and low performance products / services and taking timely action to find and implement appropriate solutions	Think ahead and take positive actions to maximise opportunities for sales and effective marketing activities, make cost effective use of resources through robust processes to meet sales targets
<b>Product and Service</b>	Keep up to date knowledge of product ranges, brand development, promotions, current and future trends. Understand how to analyse, interpret and share information and brief relevant stakeholders on products and services	Analyse and interpret product / service sales information and use it to make recommendations for future planning e.g. of staff and resources, ideas for new initiatives. Research and demonstrate new products / services or initiatives to the team	Take ownership of the service offer, keeping self and team up to date with brand developments. Passionately take pride in new products and services actively promoting these with colleagues and customers

	<b>Knowledge and Understanding</b> (Know it)	<b>Skills</b> (Show it)	<b>Behaviours</b> (Live it)
<b>Brand Reputation</b>	Understand the importance of upholding brand reputation, how brand reputation can become compromised and the impact on the business, and how threats can be managed. Identify the impact of social media on the industry and how it is used in own organisation	Ensure the team carry out activities in line with business and brand values that actively market the business, support competitiveness and help meet business objectives. Identify possible risks to brand reputation and take action to prevent or minimise their impact	Champion the brand and work closely with team and management to ensure brand reputation is upheld at all times
<b>Merchandising</b>	Understand key features of merchandising and how these link with the business' merchandising plan to achieve sales targets. Know the particular requirements of related activities such as seasonal peaks and troughs over the retail calendar year	Ensure effective merchandising set up, monitoring and maintenance in own area of business. Measure the impact of merchandising on sales and report the outcome to colleagues and senior managers, providing recommendations for improvements, and implementing changes within own remit	Adapt merchandising principles to own environment, store configuration, local needs and sales patterns
<b>Stock</b>	Understand how to manage an effective stock control system; recognise the financial implications to the business and own responsibility to manage stock to meet sales targets, marketing activities and business objectives	Monitor the stock management system to minimise the cost of damage to stock and the loss of stock to the business. Ensure audit compliance and react quickly to results to maintain business standards and stock requirements	Take ownership of stock management systems to meet current and projected business needs
<b>Technology</b>	Understand the technology requirements of the business and how to manage them to achieve effective and efficient retail operations and service; identify commonly used and emerging technology in the retail industry and identify its current and potential impact on the business	Ensure technology is sourced, located, available, maintained and secured in line with business needs; oversee the use of technology in line with business policy, identify and make recommendations for improvement	Drive efficiency in the implementation and use of new opportunities in technology for retail that will provide benefits to the business
<b>Developing Self and Others</b>	Identify a variety of ways to inspire and motivate team members, how to positively influence their approach to work and how to pass on knowledge and experience. Understand the importance of, and process for, ensuring team members' and own development	Work with team members to maximise their potential and achieve organisation's objectives. Implement effective and accurate training on products, services and legislation governing sales, such as age restricted products, trading standards and weights and measures	Help team members balance work and life priorities, realise their potential and see the benefits of self- development and improvement. Demonstrate commitment to self-improvement, championing a culture of continual development and progression
<b>Team Performance</b>	Know how to recruit, retain and develop the right people for the right roles. Know the key theories of performance management and how to apply them to retail teams using own organisation's tools and protocols to support them	Recruit the right people into the right job, monitor team performance and recognise excellence, effectively manage performance that is below standard	Orchestrate effective team dynamics, build effective relationships that select the right person for the right task, recognise individual styles and preferences and use these to build a strong team
<b>Legal and Governance</b>	Understand environmental, legislative, corporate, data protection and social responsibilities relating to retail businesses	Manage and continuously review adherence to legislation and regulations / policies for due diligence; handle audits and regulatory authorities such as the Environmental Health Officer appropriately	Be accountable, advocate and adhere to the importance of working legally in the best interests of all people
<b>Diversity</b>	Understand how local demographics impact on business, customers, staff and products and how this impacts the business policies on diversity and equal opportunities	Implement business policy on diversity, ensuring team are aware of and know how to work effectively with colleagues customers and other stakeholders from wide range of backgrounds and cultures	Instil values which embrace the benefits of working in a culturally diverse environment

# INDEPENDENT END POINT ASSESSMENT

The end point assessment will only commence once the employer, apprentice and HIT Training Consultant are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and clearly evidenced by the on-programme progression review meetings and records.

The independent end point assessment ensures that all apprentices consistently achieve the industry set professional standard and can commence at any point once the apprentice is competent after the twelve-month minimum period of learning and development. Prior to independent end point assessment the functional skills English and maths components of the apprenticeship must be successfully completed.

## Summary of Independent End Point Assessment Process

The apprentice will be assessed to the apprenticeship standard using three complementary assessment methods. The assessment is synoptic, i.e. takes a view of the overall performance of the apprentice in their job. The assessment activities will be completed by the independent end point assessment organisation as follows:



### Written

- ▶ 2 hour written exam with a combination of short and extended answer questions, some incorporating scenarios
- ▶ Externally set and marked by the assessment organisation
- ▶ 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
- ▶ Focusing on how they have performed during the apprenticeship and their overall achievement of the knowledge, skills and behaviours in the standard.
- ▶ Led by the independent end assessor, involving the apprentice and employer (e.g. line manager)



### Completion

Independent end assessor confirms that each assessment element has been completed. The grade is determined by the

independent end assessor on the overall performance of the apprentice in each assessment activity: Pass / Distinction / Fail.

#### Independent end point assessment organisations

Approved assessment organisations are registered on the SFA Register of apprenticeship assessment organisations. Assessment organisations are responsible for ensuring assessments are conducted fairly and that assessments are valid, reliable and consistent. To access the list and find an assessment organisation visit: <https://www.gov.uk/government/publications/using-the-register-of-apprentice-assessment-organisations>.

**The employer will approve and appoint the assessment organisation to undertake the independent end point assessment of the apprentice.**