



Professional
Assessment Ltd

Level 2
Retailer

(ST0327/APO1)

End Point Assessment





The Independent End-Point Assessment

Once a successful gateway review has been completed, your training organisation will notify Professional Assessment. We will then organise an assessment planning meeting with the employer and apprentice. Professional Assessment will advise all parties of the requirements of this meeting. At the planning stages, we will together, agree timings and dates for all the required assessment components.

The end-point assessment begins when the EPAO confirms that the apprentice has successfully passed through the gateway and has achieved the appropriate functional skills, unless in the opinion of the EPAO exceptional circumstances apply.

Summary of the End-Point Assessment process

The apprentice will be assessed to the apprenticeship standard using three complementary assessment methods. The assessments are synoptic and take a view of the overall performance of the apprentice in their specific job role.

The assessment activities will be administered in order by the assessment organisation as follows.





On-Demand Test

- 30 minutes (including reading time) on-demand, multiple choice test
- Scenario-based questions, usually completed on-screen
- Externally set and marked automatically by the assessment organisation
- Undertaken either on the employer's premises or off site under controlled conditions.



Practical Observation

- 2 hour observation of the apprentice in their workplace
- Observation must take place in one session, except in exceptional circumstances
- Must demonstrate the apprentice's knowledge, skills and behaviours as detailed in the Customer, Business, Communication and Brand Reputation elements of the apprenticeship standard
- Can also cover wider aspects of the standard.



Professional Discussion

- A structured, 60 minute discussion between the apprentice and their independent end-point assessor
- Focusing on how the apprentice has demonstrated their performance during the apprenticeship and their overall achievement of the knowledge, skills and behaviours detailed in the standard
- The discussion will be led by the independent assessor and the agenda will be communicated in advance
- The line manager is required to be present during the discussion.



Completion

The end-point assessment activities are graded. Successful grades are a pass or a distinction and the final grade is based on the apprentice's combined performance across all of the assessment activities. In order to pass the apprentice is required to pass each of the assessments. Should an apprentice fail one assessment activity this should be re-assessed as soon as the apprentice is ready and when practicable for the business. Should they fail two or more activities a period of further training and development lasting between one and three months must take place before a retake.

For more information on grading criteria please refer to the apprenticeship standard assessment plan by searching via:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/>

and for more information on re-sits, re-takes and cancellations please contact: **info@professionalassessment.co.uk**



Grading

In addition to demonstrating competence across all of the assessment criteria to achieve a pass, apprentices can also achieve a distinction grade by demonstrating competence against all of the criteria in Annex E(v) of the assessment plan. This competence can be demonstrated over the course of the observation and professional discussion.

The final overall grade will be based on the combined performance in the practical observation and professional discussion.



Independent End-Point Assessment Organisations

Professional Assessment is registered on the ESFA register of end-point assessment organisations.

Professional Assessment is responsible for ensuring assessments are conducted fairly and that assessments are valid, reliable and consistent.

...find out more

Email: info@professionalassessment.co.uk

Call: **0800 160 1899**

Visit: professionalassessment.co.uk



Professional
Assessment Ltd

Unit 20, Maisies Way, The Village
South Normanton, Derbyshire DE55 2DS

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