



Professional  
Assessment Ltd

Level 2  
Retailer

ST0327

End-Point Assessment

Programme Duration:  
Typically 14 months





## The Independent End-Point Assessment

This version of the Retailer End-Point Assessment is for apprentices who started on-programme from 29/05/2023.

Once a successful Gateway review has been completed, the training provider will notify Professional Assessment Ltd (PAL). We will then organise an assessment planning meeting with the employer and apprentice and will advise all parties of the requirements of this meeting. At the planning stage, we will agree timings and dates for all the required assessment components. The end-point assessment begins when PAL confirms that the apprentice has successfully passed through the Gateway and has achieved English and Maths qualifications in line with the apprenticeship funding rules, unless in the opinion of PAL, exceptional circumstances apply.

A completed portfolio of evidence, which underpins the interview, must also be submitted as part of the Gateway evidence.

## Summary of the End-Point Assessment process

The apprentice will be assessed to the apprenticeship standard using 2 discrete assessment methods:

1. Observation with questions.
2. Interview underpinned by a portfolio of evidence.

The assessments are synoptic and take a view of the overall performance of the apprentice in their specific job role. The assessment activities can be completed in any order within the 3-month end-point assessment period. All assessment methods are equally weighted in their contribution to the overall grade.





## Observation with Questions

- The observation with questioning will take 2.5 hours (+10% at the independent assessor's discretion).
- The observation with questions must take place in the apprentice's normal place of work.
- The apprentice should be observed carrying out:
  - Customer Support.
  - Stock Control.
  - Communication.
- The independent assessor must ask at least 5 questions. Follow-up questions are allowed. Questioning can occur both during and after the observation, and is included in the total assessment time.
- This method of assessment has fail, pass and distinction grades.



## Interview underpinned by a Portfolio of Evidence

- The portfolio of evidence is completed during the on-programme period of the apprenticeship and must be submitted to PAL at Gateway.
- The portfolio must contain 'real' work evidence related and be mapped to each of the knowledge, skills, and behaviours (KSBs) that will be assessed by the interview.
- The portfolio will typically contain 14 pieces of evidence in total. The evidence should be qualitative as opposed to quantitative and each piece of evidence is likely to demonstrate more than one knowledge, skill and/or behaviour (KSB).
- The evidence provided must be valid and attributable to the apprentice - the portfolio must contain a statement from the employer and apprentice confirming this.
- The independent assessor will review the portfolio and use it to identify areas for the interview – it is not directly assessed.
- The interview must last for 60 minutes (+10% at the independent assessor's discretion).
- The apprentice will be asked at least 6 questions. Follow up questions are permitted where clarification is required.
- The portfolio of evidence should be present during the interview and the apprentice will be expected to draw on its contents.
- Webinar or video conferencing software can be used for the assessment.
- This method of assessment has fail, pass and distinction grades.

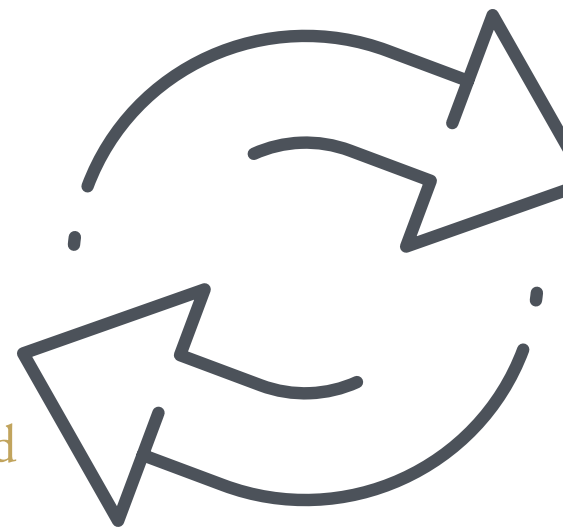
# Grading

The apprentice must achieve at least a pass in all the end-point assessment methods to get an overall pass.

To achieve an overall distinction, the apprentice must achieve a distinction in both assessment methods.

Grades from individual assessment methods should be combined in the following way to determine the grade of the end-point assessment as a whole:

Observation with Questions	Interview	Overall Grading
Any grade	Fail	<b>Fail</b>
Fail	Any grade	<b>Fail</b>
Pass	Pass	<b>Pass</b>
Pass	Distinction	<b>Pass</b>
Distinction	Pass	<b>Pass</b>
Distinction	Distinction	<b>Distinction</b>



## Resits and Retakes

An apprentice who fails an assessment method, and therefore the end-point assessment in the first instance, will be required to resit any failed assessment methods only.

The employer and PAL agree the timescale for a resit or retake.

A resit is typically taken within 1 month of the EPA outcome notification.

The timescale for a retake is dependent on how much retraining is required and is typically taken within 3 months of the EPA outcome notification.

Failed EPA methods must be resat or retaken within a 6-month period from the EPA outcome notification, otherwise the entire EPA will need to be resat or retaken in full.

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

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

For more information on resits, retakes and cancellations please contact:

**[info@professionalassessment.co.uk](mailto:info@professionalassessment.co.uk)**





# Independent End-Point Assessment Organisations

Professional Assessment is a registered end-point assessment organisation.

Professional Assessment is responsible for ensuring assessments are conducted fairly and that assessments are valid, reliable, and consistent, in line with the relevant regulatory requirements for end-point assessment.

...find out more

Email: [info@professionalassessment.co.uk](mailto:info@professionalassessment.co.uk)

Call: **0800 160 1899**

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