

## Retailer Level 2 - End-Point Assessment

### Planning meeting:

- The meeting will be conducted remotely via Skype for business.
- Assessor plans and schedules all activity within 3 month window for EPA with Apprentice and employer (not the on-programme assessor).

### EPA components:

All components must be completed within the 3 month assessment window from the planning meeting.

- **1<sup>st</sup> component On demand multiple choice test** - 30 minutes, scenario based questions, externally set and marked, can be taken on the employer's premises or off-site. The on demand test will feature a sample of questions, based on a representative sample of the assessment criteria as per details in the standard.
- **2<sup>nd</sup> component Practical observation** - 2 hours in the workplace, and covers an observation of the apprentice's knowledge, skills and behaviours for the Customer, Business, Communication and Brand Reputation elements of the standard. Can also cover wider sections of the standard, in line with the assessment plan.
- **3<sup>rd</sup> component Professional discussion** – 1 hour structured meeting, led by the 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 in line with the assessment plan.

### Grading:

- All elements graded Pass, Distinction, Fail.
- In order to pass the apprentice must pass each component of the End-point assessment. To achieve distinction, individual grades of distinction must be achieved for the observation and professional discussion, provided the multiple choice test is also a pass.
- If any activity is failed it must be re-taken. The apprentice cannot achieve without passing each component of EPA.
- Should the apprentice fail one assessment activity, they can re-take when they are ready and when practicable for the business.
- Should the apprentice fail two or more activities a period of further training and development lasting between one and three months must take place before a resit.
- A maximum of two resits per assessment activity will be permitted.

When retaking an assessment activity the maximum grade that can be achieved for that activity is a pass.