

Think about
(Temporary COVID-19 discretion)
Witness testimony Q&A session
Level 2 Retailer AP01



On the day of assessment, you will carry out:

-  A 30-minute Q&A session
-  Remote
-  Under exam conditions
-  With an end-point assessor



Key point

A witness testimony completed by an expert witness that validates the evidence provided in your portfolio will have already been submitted.



Do

- Review the criteria associated with the witness testimony and Q&A session
- Review relevant legislation, regulations and your organisation's policies and procedures
- Make sure you have a quiet room available where you will not be disturbed
- Take your portfolio and other supporting documents into the assessment with you
- Provide clear and concise answers to the questions that you are asked



Don't

- Forget to plan
- Provide any unnecessary information
- Forget to bring your ID



Next steps

- Results can take up to 12 days to be confirmed
- Your manager/training provider will inform you of your results



Resits

- If you do not achieve a pass result on the witness testimony Q&A you can resit the assessment.



Use the table below to plan and prepare for the witness testimony Q&A

Standard area	Key points to remember
Customer	

Sales and promotion

Communications

Legal and governance

Business

owledge → IDEAS → DIRECTION → IDEAS → QU
employment EXPERTISE → learning → inspire → engage
AGINATION → PROGRESS → talent → skills → socialise

Brand reputation

Product and service

Marketing

Stock

knowledge → IDEAS → DIRECTION → IDEAS →
employment → EXPERTISE → learning → inspire → engage
IMAGINATION → PROGRESS → talent → skills → social

Merchandising

Technical

Team

Diversity

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Diversity

Performance

Environment