

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**

**Brand reputation**

**Product and  
service**

**Marketing**

**Stock**

**Merchandising**

**Technical**

**Team**

**Diversity**



**Diversity**

**Performance**

**Environment**

