

Think about Professional discussion Level 4 Retail Manager IfATE V1.1



On the day of this assessment you will carry out:



A 60-minute professional discussion



Remote or face-to-face



In a suitable environment under exam conditions



With an end-point assessor and your employer
(optional)



Key point

You may wish to ask your line manager to sit in on the professional discussion. They can prompt your memory of events but they must not lead you into providing answers.



Do

- Review the criteria associated with the professional discussion - this can be found in the EPA kit and in the table at the end of this document
- Ensure a quiet room is available and that there are no interruptions
- Review relevant legislation, regulations and your organisation's policies and procedures
- Have copies of your notes available, remember these should be brief and not paragraphs of information
- Reflect on the knowledge, skills and behaviours you have developed and how they have supported you in your job role
- Provide clear and concise answers to the questions that you are asked



Don't

- Forget to plan
- Forget to bring your ID
- Forget to tell your colleagues that you are being assessed



Next steps

- Results can take up to 7 working days to be confirmed.
- Your manager/training provider will inform you of the results.



Resits

- If you do not achieve a pass result on the professional discussion you can resit the assessment.



Use the table below to plan and prepare for the professional discussion.

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
(P) Clearly articulate examples from the workplace relevant to evidencing competence across the standard	
(P) Explain why it is essential to instil the importance of following procedures to staff	

Assessment criteria	Key points to remember
<p>(P) Provide examples of how staff are managed effectively, including motivation and development of teams and individual staff members</p>	
<p>(P) Provide an overview of how the retail operation meets the needs of the business</p>	
<p>(P) Provide reasoned examples of how the operation operates efficiently</p>	

Assessment criteria	Key points to remember
<p>(P) Explain the importance of keeping up to date with current industry trends and provide examples of how this has been achieved</p>	
<p>(P) Provide evidence to show they have been part of the budgeting and cost control in the organisation</p>	
<p>(P) Describe how the retail operation meets legislative and regulatory needs</p>	



Assessment criteria	Key points to remember
<p>(P) Provide an effective evaluation of own performance, including behaviours, identifying where opportunities for improvement have been taken and results thereof evaluated</p>	
<p>(P) Demonstrate how feedback has been sought from managers and customers and how this has been effectively dealt with</p>	
<p>(D) Explains how effective retail management and contingency planning have been developed and implemented and how this has increased overall departmental performance</p>	

Assessment criteria	Key points to remember
<p>(D) Describe how recommendations for the improvement of quality, cost, value or efficiency have been made and implemented in the organisation</p>	
<p>(D) Demonstrates staff engagement, motivation, performance management and how this has led to increased performance</p>	
<p>(D) Demonstrate how a proactive approach to risk management has been implemented, including proactively educating and monitoring staff on health and safety and risk matters beyond the legislative minimum</p>	



Assessment criteria**Key points to remember**

(D) Provide examples of when improvement activities have been actively sought to develop own performance to raise standards in sales, promotions, team performance and customer service

(D) Provides mentorship to team members with measurable improvements to the performance of individuals and the team

(D) Proactively invite feedback from all stakeholders and use this to develop and implement measurable improvements in performance of self and team