

Think about
Professional discussion
Level 3 Retail Team Leader V1.1



On the day of assessment, you will carry out:



A 60-minute professional discussion



Remote or face-to-face



Under exam conditions



With your end-point assessor and your line manager (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
- 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 tell your colleagues that you are being assessed
- Forget to bring your ID



Next steps

- Results can take up to 7 days to be confirmed
- Your manager will inform you of your 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

Standard area	Key points to remember
Stock	
Developing self and others	

Diversity

Customer

Leadership

Marketing

**Product and
service and
technology**

