

Think about
Professional discussion underpinned
by portfolio of evidence
Level 3 Electrical, Electronic Product
Service and Installation Engineer AP01



On the day of this assessment you will carry out:



A 75-minute professional discussion



Remote or face-to-face



Under exam conditions



With an end-point assessor



Key point

You will have already submitted your portfolio of evidence and briefing document relating to health and safety, and environmental legislation.



Do

- Review the criteria associated with the professional discussion - this can be found in the EPA-kit
- Review relevant health and safety and environmental legislation and regulations
- Refer to your portfolio and briefing document during your assessment to support you to meet the required knowledge, skills and behaviours
- Be prepared to talk through a repair scenario and answer questions that your end-point assessor may have



Don't

- Forget to plan
- Forget to reflect on your on-programme learning and experiences
- Forget to bring your ID



Next steps

- Results can take up to 12 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 tables below to plan and prepare for the professional discussion

Standard area - knowledge	Key points to remember
Customer care techniques	

**Relevant
regulation**

**Vulnerable
customers**

**Standard area –
skills**

Key points to remember

**EU/BS product
standards**

**Dispute
resolution**

**Environmental
legislation**

**Electrical safety
principles**

**Electrical,
electronic and
software issues**

**Fault-finding
techniques**

Standard area – behaviours	Key points to remember
Making a good impression	
Manner towards customers and colleagues	
Personal professional development	
Developing trusting relationships with customers and colleagues	

