

**Think about  
Interview underpinned  
by portfolio of evidence  
Level 2 ST0327  
Retailer v1.2**



**On the day of this assessment you will carry out:**



**A 60-minute interview**



**Remote or face-to-face**



**In a suitable environment under exam conditions**



**With an end-point assessor**



**Key point**

You will have already submitted your portfolio of evidence. Your portfolio will not be directly assessed but will be used to underpin the interview.



## Do

- ☐ Review the criteria associated with the interview - 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
- ☐ Ensure that you have access to your portfolio of evidence
- ☐ Reflect on the knowledge, skills and behaviours you have developed and how they have supported you in your job role
- ☐ Be prepared to provide clear and concise answers to at least 6 questions and any follow-up questions



## Don't

- ☐ Forget to plan
- ☐ Forget to bring your ID
- ☐ Forget to prepare real-life examples from your job role



### 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 interview you can resit the assessment.



### Use the table below to plan and prepare for the interview

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
(P) Explains the regulatory and legislative requirements which impact on their role in retail	

**(P) Details the business's policy for exchange and refunds of products**

**(P) Explains, with examples, how they have handled or escalated complaints in an approachable and professional way, building positive relationships with customers**

**(D) Explains how dealing with refunds, exchanges and legislative requirements can impact on the business, both positively and negatively**

(P) Describes the typical customers of the local community, the business, and their purchasing habits and how they use this to provide a retail service that balances customer needs with additional linked products and services, and the promotion of seasonal or local offers

(P) Describes the brands, products and services provided by the business and explain how this supports sales throughout the calendar year

(P) Explains how their role contributes to the business aims and objectives, and how it supports the overall financial performance of the business

**(P) Gives examples of ways in which they can support the business's approach to sustainability in their role**

**(P) Describe how they identified a situation that had the potential to damage the business' reputation and the professional actions they took to minimise any damage**

**(D) Explains the importance of understanding the makeup of their local community and how this impacts the requirements of the customer**

**(P) Provides examples of how they support and develop their team in line with equality, diversity, and inclusion principles, explaining how this benefits the customer and business**

**(P) Explains how they manage their workload and gives examples of when they have sought learning and development opportunities**