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



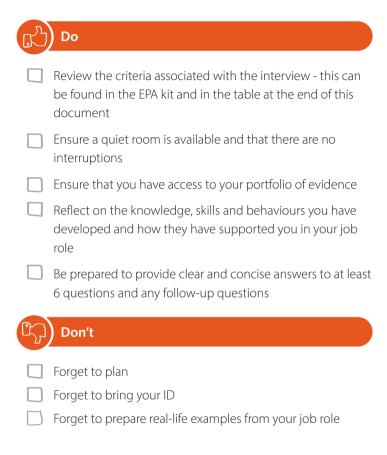
With an end-point assessor



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.







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	
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(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	