

**Think about
Observation
Level 3 ST0330
Security First Line Manager v1.0**



On the day of assessment, you will carry out:



A 90-minute observation and 15-minutes Q&A



Face-to-face



In your workplace



With an end-point assessor



Key point

Your end-point assessor will need to stop the observation if you demonstrate any unsafe practices or breaches of professional codes of conduct.



Do

- Review the criteria associated with the observation and Q&A - this can be found in the EPA-kit
- Use the planner to plan how you will demonstrate the skills you have that are associated with the observation and Q&A
- Review relevant legislation, regulations and your organisation's policies and procedures
- Be prepared to answer questions that your end-point assessor may have
- Reflect on your on-programme experience and learning to ensure that you meet the standard



Don't

- Forget to plan
- Forget to tell your colleagues and customers that you are being observed
- 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 observation and Q&A you can resit the assessment.



Use the table below to plan and prepare for the observation and Q&A

Standard area	Key points to remember
Area 8 Communication	
Core behaviour - security conscious	

**Core behaviour -
professional**

**Core behaviour
- courteous and
respectful**

**Core behaviour
- calm**

**Core behaviour
- customer-
focused**

**Core behaviour -
confidential**

**Core behaviour -
integrity**