Highfield Level 3 End-Point Assessment for ST0326 Retail

Team Leader Mock Assessment Materials

Professional Discussion

Stock			
Ref	**Assessment Criteria (Pass)**	**Achieved**	**Not Achieved**
ST6	Explain how to lead the team in effective stock management to meet legal and business requirements		

Developing self and others			
Ref	**Assessment Criteria (Pass)**	**Achieved**	**Not Achieved**
DS4	Demonstrate how own and team development is planned and managed detailing the benefits of development to individuals and the business		
	Assessment Criteria (Distinction)	**Achieved**	**Not Achieved**
DS5	*Measure individual and team development and performance*		

Diversity			
Ref	**Assessment Criteria (Pass)**	**Achieved**	**Not Achieved**
DI2	Describe how the team work positively, professionally within a diverse culture		

Customer			
Ref	**Assessment Criteria (Pass)**	**Achieved**	**Not Achieved**
CU1	Describe the organisation's customer profile, how their purchasing habits are monitored across the retail calendar year and explain how the team are supported to ensure their individual needs are met or exceeded		
CU2	State how they act as a role model to motivate the team to increase sales, merchandise products effectively, attract customer loyalty and meet business / brand targets		
	Assessment Criteria (Distinction)	**Achieved**	**Not Achieved**
CU3	*Evaluate customer feedback to justify evidence that customer expectations are met or exceeded*		

Leadership			
Ref	**Assessment Criteria (Pass)**	**Achieved**	**Not Achieved**
LE1	Describe how to organise day-to-day activities, plan for contingencies and escalate to the manager as appropriate		
	Assessment Criteria (Distinction)	**Achieved**	**Not Achieved**
LE2	*Analyse data evidence to support the meeting of organisation's targets and objectives*		

Marketing			
Ref	**Assessment Criteria (Pass)**	**Achieved**	**Not Achieved**
MA1	Explain the position of the business / brand and how the team can impact the reputation within the market		

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Product Service Technology			
Ref	**Assessment Criteria (Pass)**	**Achieved**	**Not Achieved**
PT1	Demonstrate understanding of the full range of products / services offered by the brand / business and how technology is used to promote these to the customer		