

# Highfield Level 3 End-Point Assessment for ST0326 Retail Team Leader

## Mock Assessment Materials

### Professional Discussion

Professional discussion			
Ref	Assessment Criteria (Pass)	Criteria met	Criteria not met
PD1	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		
PD2	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		
PD3	Describe how to organise day-to-day activities, plan for contingencies and escalate to the manager as appropriate		
PD4	Explain the position of the business / brand and how the team can impact the reputation within the market		
PD5	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		
PD6	Explain how to lead the team in effective stock management to meet legal and business requirements		
PD7	Demonstrate how own and team development is planned and managed detailing the benefits of development to individuals and the business		
PD8	Describe how the team work positively, professionally within a diverse culture		
Ref	Assessment Criteria (Distinction)	Criteria met	Criteria not met
PD9	Evaluate customer feedback to justify evidence that customer expectations are met or exceeded		
PD10	Analyse data evidence to support the meeting of organisation's targets and objectives		
PD11	Measure individual and team development and performance		