

## Highfield Level 2 End-Point Assessment for ST0327 The Retailer Standard

### Apprentice Details

Name	
Employer	
Training Provider	

### Portfolio of evidence

It is a requirement of this assessment plan that a portfolio of evidence is submitted at Gateway to support the interview. This is not assessed. Please see EPA-kit for more information on the requirements for the portfolio of evidence.

Please indicate below which piece of evidence is mapped to each KSB covered in the interview. Please use the same reference as the file name to ensure the correct piece of evidence can be located.

KSB	Evidence reference	Evidence location
K1: The customer profile of the business and customers' purchasing habits. (CP1)		
K2: The business aims and objectives and how their work contributes to them. (CP3)		
K3: The principles of running a retail business to support the overall financial performance for example by aiming to exceed targeted sales and reduce wastage and returns. (CP3)		
K4: The makeup of the local community and the requirements of customers within it. (CP1, CP6)		
K7: The brands, products and services provided by the business including knowledge of the technical specification of a product and aftercare service. (CP2)		
K12: How to support and influence the team and how all colleagues and teams work together to meet business objectives. (ST1)		
K13: Relevant regulatory and legislative requirements which impact on the retail		

sector such as the sale of bladed items, high fats, salt and sugar, safety requirements, and age restricted sales. (LR1, LR4)		
K14: Principles of equality, diversity and inclusion and the impact on the customer experience and business. (ST1)		
K15: The support requirements and/or coaching needs of their team. (ST1)		
K16: The business's policy for exchange and refunds of products for in-store and/or on-line purchases. (LR2, LR4)		
S3: Provide a retail service that balances the customers' needs with additional linked products and services. (CP1)		
S5: Promote seasonal or local offers through in-store or online promotions. (CP1)		
S6: Identify situations that may damage business reputation in line with company policy and escalate as required. (CP5)		
S10: Support team and colleague development through buddying and/or coaching. (ST1)		
S12: Contribute to continuous improvement activities which focus on improving sustainability within the business. (CP4)		
S13: Handle complaints within remit or escalate as appropriate. (LR3)		
S14: Support sales across a range of promotional events throughout the calendar year. (CP2)		
B1: Acts in a professional manner with integrity and confidentiality. (CP5)		
B3: Seeks learning opportunities and continuous development. (ST2)		
B4: Has accountability and ownership of their tasks and workload. (ST2)		
B6: Acts in an open and approachable manner to build and maintain inclusive relationships with others. (LR3)		

## Apprentice Declaration

I confirm that the evidence contained in this portfolio of evidence is all my own work and any assistance given and/or sources used have been acknowledged.

Signed by apprentice (name)	Signature	Date

## Employer Declaration

I confirm that the portfolio of evidence is valid and attributable to the apprentice.

Signed on behalf of employer (name)	Signature	Date