

Highfield Level 2 End-Point Assessment for ST0334 Trade Supplier

Apprentice Details

Name	
Employer	
Training Provider	

Portfolio of evidence

The date of submission for the portfolio of evidence is agreed at the time of scheduling and this date will be stated on the booking confirmation.

You will then submit the apprentice’s portfolio to Highfield for the assessor to review in order to inform the professional discussion. The assessor will review the portfolio, which will be used to inform questioning the professional discussion. The portfolio can be brought into the professional discussion.

Please indicate below which piece of evidence is mapped to each KSB covered in the professional discussion. 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 Structure, mission, objectives and culture and how the role contributes to its success (OK1a, OK1b)		
K2 Position in the flow of goods and services, between the manufacturer and the customer (OK2a, OK2b)		
K3 Position in the external market and the wider sector within which the business operates, including the roles available in relation to their own career aspirations (OK3a, OK3b)		
K4 Internal policies and procedures, how these relate to the role and interact with legislative obligations (OK4a, OK4b)		
K5 Vulnerability to situations that pose risk to the brand and/or business reputation (OK5a, OK5b)		

K8 Recognise the difference between internal and external customers and the relationship between customer satisfaction and organisational performance (CK3a, CK3b)		
K11 Benefits and potential limitations of technology in the workplace (TK1a, TK1b)		
K12 Different technologies and how they support the operation of the business (TK2a, TK2b)		
K14 Understand the impact of personal behaviour and actions on the team (PK1a, PK1b)		
S1 Communicating confidently to internal and external customers about the company and how it operates (OS1a, OS1b)		
S2 Identifying and communicating with the relevant person if a threat or risk to the business is identified (OS2a, OS2b)		
S4 Delivering customer service that exceeds customer expectations (CS2a, CS2b)		
S10 Applying basic merchandising techniques used within the business (SS5a, SS5b)		
S11 Applying the key principles of selling in a trade supplier environment, using a variety of methods, which may include unique selling points, upselling, and link selling to secure and complete sales transactions (SS6a, SS6b)		
S13 Applying the key principles of administration and working practices to accurately prepare, store, communicate and process businesses documentation (SS8a, SS8b)		
S14 Processing information, to the key standards of data protection, security and intellectual property rights (SS9a, SS9b)		
S20 Complying with legal requirements to minimise risk and build customer confidence (LS1a, LS1b)		
S21 Minimising disruption to the business and maintaining the safety and security of people at all times (LS2a, LS2b)		
S22 Taking appropriate action if a breach of H&S regulations is identified (LS3a, LS3b)		
S24 Collaborating with colleagues to resolve problems (PS2a, PS2b)		

S25 Managing personal performance by completing tasks to agreed standards and timescales and by taking action to resolve problems and communicating issues beyond own level of competence (PS3a, PS3b)		
S26 Demonstrating effective time management through planning and prioritising own workload (PS4a, PS4b)		
S27 Identifying own strengths weaknesses and development needs (PS5a, PS5b)		
B2 Takes an active interest in the range of products and services offered by the business (PB2a, PB2b)		
B3 Works with integrity in an honest and trustworthy manner (PB3a, PB3b)		
B4 Demonstrates adaptability and flexibility in own performance (PB4a, PB4b)		
B6 Takes ownership and responsibility for own performance, is diligent and accurate (PB6a, PB6b)		
B7 Supports equality and diversity in the workplace (PB7a, PB7b)		
B8 Uses appropriate Personal Protective Equipment and operates machinery safely and effectively (PB8a, PB8b)		
B9 Consistently takes into account company environmental and sustainability policies and procedures (PB9a, PB9b)		

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