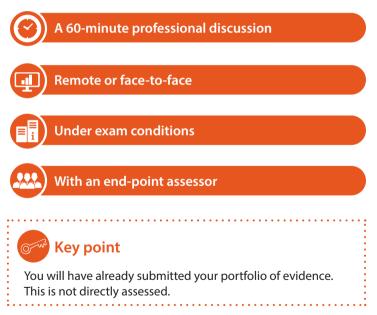


On the day of assessment, you will carry out:



dge **-> i D &** A S **;** DIRECTION (V: IDEAS -> QUES ment **EXPERTISE (2)** learning (Inspire (2) engage ATION (**): PROGRESS** talent (~) skills (2)^Q, (2), 2)

Do			
	Review the criteria associated with the professional discussion –		
	this can be found in the EPA kit		
	Review relevant legislation, regulations, external and internal		
	professional codes of conduct and your organisation's policies		
	and procedures		
	Make sure you have a quiet room available where you will not be disturbed		
	Be prepared to reflect on your on-programme experiences and learning		

Don't				
	Forget to plan			
\Box	Forget to bring your portfolio of evidence to support			
	you in the discussion			
	Forget to bring your ID			

owledge —> I D L A S I DIRECTION @ IDEAS —> QU mployment == EXPERTISE & learning (inspire & engag ACINATION : PROGRESS talent -> skills [®]socialise

Next steps

- Results can take up to 12 working days to be confirmed
- Your manager/training provider will inform you of the results

Resits

If you do not achieve a pass result on the professional discussion you can resit the assessment



Use the table below to plan and prepare for the professional discussion

Standard area	Key points to remember
The organisation	

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Specialist trade customer profile of the business	
Trade counter and telesales services	
Technologies that are appropriate to the role	

Legislative responsibilities relating to the business, products and/or services being sold	
How personal responsibilities and performance contribute to the success of the team and the business	
Behaviours	

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