

**Think about  
Practical observation  
Level 2 ST0327  
Retailer v1.1**



**On the day of assessment, you will carry out:**



**An up to 120-minute observation**



**Face-to-face**



**In your workplace**



**With an end-point assessor**



**Key point**

Your end-point assessor will need to stop the observation if you demonstrate any unsafe practices or breaches of GDPR, professional codes of conduct or legislation.



## Do

- ☐ Review the criteria associated with the observation -  
this can be found in the EPA-kit
- ☐ Use the planner to plan how you will demonstrate as many of the  
criteria associated with the observation as possible within the time  
allocated
- ☐ Be prepared to interact with customers and colleagues
- ☐ Be prepared to work in areas of the store that you are unfamiliar  
with depending on your role and the business you work for
- ☐ If any of your work activities are simulated make sure you have  
planned and prepared



## Don't

- ☐ Forget to give a brief description of the task you are about  
to complete
- ☐ Spend unnecessary time on any one activity, complete it  
and move on
- ☐ Forget to follow the organisation's policies and procedures



## Next steps

- Results can take up to 7 days to be confirmed
- Your manager/training provider will inform you of your results



## Resits

- If you do not achieve a pass result on the practical observation you can resit the assessment.



**Use the table below to plan and prepare for the practical observation**

Standard area	Key points to remember
Customer	

**Communications**

**Business**

**Brand reputation**

**Sales and  
promotion**

**Financial**

**Marketing**

**Legal and  
governance**

**Product  
and service**

**Merchandising**

**Team**

**Legal and  
governance**

**Technical**

**Diversity**

**Environment**