Think about **Observation with questions** Level 2 ST1016 Professional Security Operative V1.0 – Cash



On the day of this assessment you will carry out:



A 2-hour observation with questions



Face-to-face



In your natural working environment

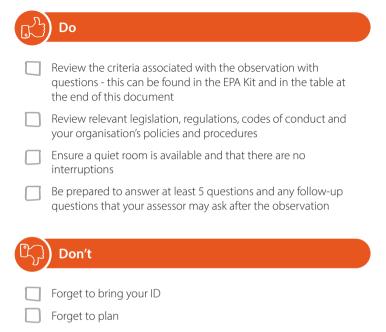


With an end-point assessor



Key point

Your end-point assessor will have reviewed any relevant organisational policies and procedures prior to your observation.





Next steps

- Results can take up to 7 working days to be confirmed
 - Your manager or training provider will inform you of the results



Resits

 If you do not achieve a pass result on the observation with questions, you can resit the assessment



Use the table below to plan and prepare for the observation with questions.

- (P) indicates pass criteria
- (D) indicates distinction criteria

Assessment criteria	Key points to remember
Communication and customer service	
(P) Communicate respectfully with stakeholders using verbal and non-verbal means to establish a rapport and deliver customer service	
(P) Act responsibly to diffuse potential conflict situations by communicating in a calm and professional manner with others in a way that reflects the organisation's values	
(D) Adapt your language and behaviour, in a calm and professional manner, in response to individual needs to exceed stakeholder expectations	