

# Highfield Level 2 End-Point Assessment for ST0334 Trade

## Supplier Mock Assessment Materials

### Professional Discussion

Knowledge and understanding of the organisation		
Ref	Assessment Criteria (pass)	Professional Discussion
OK1a	State the aims of the organisation in relation to its sector and explain why the organisation's core values are linked to its success	
OK2a	Explain the organisation's <b>process</b> to provide customers with products obtained from manufacturers	
OK3a	Describe the opportunities available in the organisation to gain and maintain knowledge about the products/service offer to customers	
OK4a	Give examples of how relevant <b>legislation</b> and <b>regulations</b> affect the organisation, and how they are maintained through the organisation's internal policies	
OK5a	State their responsibilities for keeping brand and business reputation safe from risk	
OS1a	Explain the organisation's service offer to internal and external customers and how the organisation operates in line with its standards	
OS2a	Explain who should be notified in a situation that poses a risk to the organisation	

Knowledge and understanding of the organisation		
Ref	Assessment Criteria (distinction)	Professional Discussion
OK1b	<i>Share ideas of how their role can improve success of their organisation</i>	
OK2b	<i>Describe the <b>process</b> for obtaining goods for a customer which are not stocked items</i>	
OK3b	<i>Proactively seek to further specialist product knowledge to improve customer experience and business performance</i>	
OK4b	<i>Explain the potential <b>impact</b> on the organisation if it fails to adhere to relevant <b>legislation and regulations</b></i>	

OK5b	Explain how to identify any potential <b>risks</b> to the brand and business reputation and propose possible solutions	
OS1b	Communicate confidently about the organisation's position in the external market and wider sector including competition and changing sector landscapes, such as new technologies and online trade	
OS2b	Actively monitor situations that pose a potential risk and take responsibility to ensure these are resolved	

### Knowledge and understanding of the specialist trade customer profile of the business

Ref	Assessment Criteria (pass)	Professional Discussion
CK3a	Explain the difference between internal and external customers in the context of their organisation	
CS2a	Supply a service/product range to the customer that is not normally available	

### Knowledge and understanding of the specialist trade customer profile of the business

Ref	Assessment Criteria (distinction)	Professional Discussion
CK3b	Explain the difference in the way internal and external customer relationships are managed	
CS2b	Exceed customer expectations in the presentation of solutions that include a range of products and services, the relevant merits of each, alternatives and complementary products and services available	

### Knowledge and understanding of trade counter and telesales services and how to

Ref	Assessment Criteria (pass)	Professional Discussion
SS5a	Display an understanding of the importance of clean and tidy housekeeping	
SS6a	Occasionally offer associated products to complement those requested by the customer	
SS8a	Demonstrate an understanding of systems and procedures involving documentation as well as company policy on document and information retention	

SS9a	Demonstrate awareness of legislation and treat confidential information correctly in line with company policy	
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### Knowledge and understanding of trade counter and telesales services and how to

Ref	Assessment Criteria (distinction)	Professional Discussion
SS5b	<i>Demonstrate how to maximize the creative use of space throughout the display area</i>	
SS6b	<i>Always use upselling and link selling techniques with all customers in order to secure, complete and increase sales transactions</i>	
SS8b	<i>Provide ideas of how working practices could be improved, providing cost and time-saving efficiencies to the business</i>	
SS9b	<i>Use own initiative to protect confidential information and reassure customers of the procedures in place in line with company policy. Explain the key standards and rights regarding data protection and security</i>	

### Knowledge and understanding of the technologies that are appropriate to the role

Ref	Assessment Criteria (pass)	Professional Discussion
TK1a	Describe benefits of the use of technology in <b>interactions</b> in the workplace and indicate instances when <b>direct</b> interaction is preferable	
TK2a	State the different systems or equipment used in the organisation	

### Knowledge and understanding of the technologies that are appropriate to the role

Ref	Assessment Criteria (distinction)	Professional Discussion
TK1b	<i>Describe how correct choice of <b>direct interaction</b> or the use of technology can be of benefit to the business</i>	
TK2b	<i>Provide an explanation of how systems can <b>add value</b> to the business</i>	

### Knowledge and understanding of legislative responsibilities relating to the business, products and/or services being sold

Ref	Assessment Criteria (pass)	Professional Discussion
LS1a	Explain how the relevant <b>legislation and regulations</b> impact the organisation's customer service provision	
LS2a	Explain how the relevant <b>legislation and regulations</b> affect the day to day running of the business and ensure that business is not disrupted	
LS3a	Show or explain what action is required when a breach of Health and Safety regulations is observed	

### Knowledge and understanding of legislative responsibilities relating to the business, products and/or services being sold

Ref	Assessment Criteria (distinction)	Professional Discussion
LS1b	<i>Provide ideas to improve health, safety and security knowledge practices in the business</i>	
LS2b	<i>Provide examples of active involvement in maintaining safety and security of people and ensure resolution of identified risks</i>	
LS3b	<i>Show or explain what proactive steps could be taken to reduce risks before they become breaches of Health and Safety Regulations</i>	

### Knowledge and understanding of how personal responsibilities and performance contribute to the success of the team and the business

Ref	Assessment Criteria (pass)	Professional Discussion
PK1a	State how personal behaviour and actions can have an impact on the team	
PS2a	Take a systematic approach to problem solving, know their own limits and when best to escalate issues	
PS3a	Know what they need to do in their role and complete all tasks to agreed timescales and standards	
PS4a	Is punctual and routinely meets deadlines	
PS5a	Independently and regularly reflect on progress and set goals and priorities for future development	

## Knowledge and understanding of how personal responsibilities and performance contribute to the success of the team and the business

Ref	Assessment Criteria (distinction)	Professional Discussion
PK1b	<i>Describe how having a positive attitude can impact the team you work with and how this can improve overall team performance</i>	
PS2b	<i>Demonstrate ability to actively address unexpected situations and complaints to achieve positive outcomes</i>	
PS3b	<i>Contribute to the success of the organisation through high-levels of performance, applying positive personal attributes, using initiative and sharing ideas</i>	
PS4b	<i>Prioritise future tasks and react to unexpected situations positively</i>	
PS5b	<i>Demonstrate a passion for the industry and sector and proactively explore learning, development and career progression</i>	

## Behaviours

Ref	Assessment Criteria (pass)	Professional Discussion
PB2a	Show awareness of the products and services offered by the business and know basic specifications and information	
PB3a	Work in a fair and honest manner, can be trusted to work with limited supervision	
PB4a	Show flexibility to meet the needs of the organisation	
PB6a	Can be trusted to work on their own. Can take responsibility for their own mistakes	
PB7a	Is aware of the company equality and diversity policies and processes and knows how they apply to them and others in the work place	
PB8a	Uses the correct personal protective equipment (PPE) for the appropriate machinery to operate it safely	
PB9a	Can describe how to apply company environmental and sustainability policies and procedures	

## Behaviours

Ref	Assessment Criteria (distinction)	Professional Discussion
PB2b	<i>Use available systems and information to understand the range of services and products offered by the business to update own knowledge</i>	
PB3b	<i>Can be trusted to work with no supervision and can demonstrate high levels of integrity and honesty. Understand how their behaviour reflects on the business</i>	
PB4b	<i>Volunteer for additional tasks and responsibilities as required by the organisation. Can recommend different ways of working when appropriate</i>	
PB6b	<i>Welcome feedback and actively seek to improve personal performance</i>	
PB7b	<i>Actively supports equality and diversity in the workplace by reporting issues and concerns when identified</i>	
PB8b	<i>Can describe the importance of PPE and good housekeeping in the organisation. Is observant and vigilant and actively looks for ways to make the workplace safer</i>	
PB9b	<i>Can explain how company environmental and sustainability policies have a positive impact on the wider environment</i>	