

# Highfield Level 2 End-Point Assessment for ST0327

## Retailer Mock Assessment Materials

### Interview Underpinned by Portfolio

Legislation, regulations and organisational policies/procedures			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
LR1	Explains the regulatory and legislative requirements which impact on their role in retail (K13)		
LR2	Details the business's policy for exchange and refunds of products (K16)		
LR3	Explains, with examples, how they have handled or escalated complaints in an approachable and professional way, building positive relationships with customers (S13, B6)		
Ref	Assessment Criteria (Distinction)	Achieved	Not Achieved
LR4	<i>Explains how dealing with refunds, exchanges and legislative requirements can impact on the business, both positively and negatively (K13, K16)</i>		

Customer profiles, business objectives and reputation			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
CP1	Describes the typical customers of the local community, the business, and their purchasing habits and how they use this to provide a retail service that balances customer needs with additional linked products and services, and the promotion of seasonal or local offers (K1, K4, S3, S5)		
CP2	Describes the brands, products and services provided by the business and explain how this supports sales throughout the calendar year (K7, S14)		
CP3	Explains how their role contributes to the business aims and objectives, and how it supports the overall financial performance of the business (K2, K3)		

<b>CP4</b>	Gives examples of ways in which they can support the business's approach to sustainability in their role (S12)		
<b>CP5</b>	Describes how they identified a situation that had the potential to damage the business' reputation and the professional actions they took to minimise any damage (S6, B1)		
<b>Ref</b>	<b>Assessment Criteria (Distinction)</b>	<b>Achieved</b>	<b>Not Achieved</b>
<b>CP6</b>	<i>Explains the importance of understanding the makeup of their local community and how this impacts the requirements of the customer (K4)</i>		

Self and team development			
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Achieved</b>	<b>Not Achieved</b>
<b>ST1</b>	Provides examples of how they support and develop their team in line with equality, diversity, and inclusion principles, explaining how this benefits the customer and business (K12, K14, K15, S10)		
<b>ST2</b>	Explains how they manage their workload and gives examples of when they have sought learning and development opportunities (B3, B4)		