

Think about
Professional discussion
underpinned by portfolio of evidence
Level 3 ST0150 Electrical, Electronic
Product Service and Installation
Engineer AP01



On the day of this assessment you will carry out:



A 60-75 minute professional discussion



Remote or face-to-face



Under exam conditions



With an end-point assessor



Key point

You will have already submitted your portfolio of evidence and briefing document relating to health and safety, and environmental legislation.



Do

- Review the criteria associated with the professional discussion - this can be found in the EPA-kit
- Review relevant health and safety and environmental legislation and regulations
- Refer to your portfolio and briefing document during your assessment to support you to meet the required knowledge, skills and behaviours
- Be prepared to talk through a repair scenario and answer questions that your end-point assessor may have



Don't

- Forget to plan
- Forget to reflect on your on-programme learning and experiences
- Forget to bring your ID



Next steps

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



Resits

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



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

Assessment criteria	Key points to remember
Knowledge	
Explain effective customer care techniques	
Outline company policies relating to customer care	
State the customer care approach regarding vulnerable customers	

Assessment criteria	Key points to remember
Skills	
Explain the principles of the EU/BS product standards	
Explain how to resolve disputes and know who to report to in case of problems	
Research and apply environmental legislation that is current and appropriate to installations and repairs	
Explain the principles of electrical safety and how to work safely	
Explain how electrical, electronic and software issues can be caused and how these lead to faults in equipment	
Describe different fault-finding techniques	

Assessment criteria	Key points to remember
Behaviours	
Give a good impression of your employer and yourself by being polite and appropriately dressed	
Use a friendly manner to colleagues and customers	
Undertake 'personal professional development' in an industry that is changing rapidly	
Develop a trusting relationship with customer and colleagues	

