

Think about
Practical observation
Level 2 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

