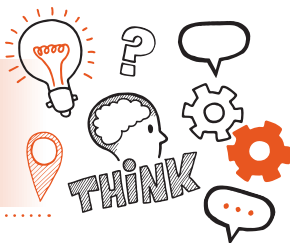


Think about  
Observation  
Level 3 Security First Line Manager



On the day of assessment, you will carry out:



A 90-minute observation and 15-minutes Q&A



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 professional codes of conduct.



## Do

- Review the criteria associated with the observation and Q&A - this can be found in the EPA-kit
- Use the planner to plan how you will demonstrate the skills you have that are associated with the observation and Q&A
- Review relevant legislation, regulations and your organisation's policies and procedures
- Be prepared to answer questions that your end-point assessor may have
- Reflect on your on-programme experience and learning to ensure that you meet the standard



## Don't

- Forget to plan
- Forget to tell your colleagues and customers that you are being observed
- Forget to bring your ID



## Next steps

- Results can take up to 12 days to be confirmed
- Your manager will inform you of your results



## Resits

- If you do not achieve a pass result on the observation and Q&A you can resit the assessment.



**Use the table below to plan and prepare for the observation and Q&A**

Standard area	Key points to remember
Area 8 Communication	
Core behaviour - security conscious	

**Core behaviour -  
professional**

**Core behaviour  
- courteous and  
respectful**

**Core behaviour  
- calm**

**Core behaviour  
- customer-  
focused**

**Core behaviour -  
confidential**

**Core behaviour -  
integrity**