

Think about
Real-life practical observation
Level 2 Trade Supplier AP03



On the day of assessment, you will carry out:



A 180-minute observation



Face-to-face



Under exam conditions



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 real-life practical observation – this can be found in the EPA kit
- Review relevant legislation, regulations and your organisation's policies and procedures
- Use the planner to plan how you will demonstrate the skills and behaviours that are associated with the practical observation
- Be prepared to reflect on your on-programme experiences and learning and identify real-life examples



Don't

- Forget to bring your ID
- Forget to tell your colleagues and customers you are being observed
- Forget to have tasks prepared that you can complete if your planned activity cannot go ahead or if the business is quiet



Next steps

- Results can take up to 12 working days to be confirmed
- Your manager/training provider will inform you of the results



Resits

- If you do not achieve a pass result on the observation of practice you can resit the assessment



Use the table below to plan and prepare for the practical observation

Standard area	Key points to remember
Specialist trade customer profile of the business	

**Trade counter
and telesales
services**

**Key principles
of warehousing
and stock
control**

**Technologies
that are
appropriate
to the role**

Legislative responsibilities relating to the business, products and/or services being sold

How personal responsibilities and performance contribute to the success of the team and the business

Behaviours

