Highfield Level 4 End-Point Assessment for ST0325 Retail Manager

Mock Assessment Materials

Professional Discussion

	Professional discussion		
Ref	**Assessment Criteria (Pass)**	**Criteria met**	**Criteria not met**
PD1	Clearly articulate examples from the workplace relevant to evidencing competence across the standard		
PD2	Explain why it is essential to instil the importance of following procedures to staff		
PD3	Provide examples of how staff are managed effectively, including motivation and development of teams and individual staff members		
PD4	Provide an overview of how the retail operation meets the needs of the business		
PD5	Provide reasoned examples of how the operation operates efficiently		
PD6	Explain the importance of keeping up to date with current industry trends and provide examples of how this has been achieved		
PD7	Provide evidence to show they have been part of the budgeting and cost control in the organisation		
PD8	Describe how the retail operation meets legislative and regulatory needs		
PD9	Provide an effective evaluation of own performance, including behaviours, identifying where opportunities for improvement have been taken and results thereof evaluated		
PD10	Demonstrate how feedback has been sought from managers and customers and how this has been effectively dealt with		

Ref	Assessment Criteria (Distinction)	Criteria met	Criteria not met
PD11	*Explains how effective retail management and contingency planning have been developed and implemented and how this has increased overall departmental performance*		
PD12	*Describe how recommendations for the improvement of quality, cost, value or efficiency have been made and implemented in the organisation*		
PD13	*Demonstrates staff engagement, motivation, performance management and how this has led to increased performance*		
PD14	*Demonstrate how a proactive approach to risk management has been implemented, including proactively educating and monitoring staff on health and safety and risk matters beyond the legislative minimum*		
PD15	*Provide examples of when improvement activities have been actively sought to develop own performance to raise standards in sales, promotions, team performance and customer service*		
PD16	*Provides mentorship to team members with measurable improvements to the performance of individuals and the team*		
PD17	*Proactively invite feedback from all stakeholders and use this to develop and implement measurable improvements in performance of self and team*		