

Retailer Level 2

End Point Assessment Process

The learner will be assessed to the apprenticeship standard using three complementary assessment methods. The assessment is synoptic, i.e. takes a view of the overall performance of the learner in their job.

The assessment activities will be completed as follows:

On-demand test

- 30 minute on-demand multiple choice test
- Scenario based questions
- Externally set and marked automatically by the assessment organisation

Practical observation

- 2 hour observation of the learner in the workplace
- Will cover observation of the learner's knowledge, skills and behaviours for the Customer, Business, Communication and Brand Reputation elements of the standard
- Can also cover wider sections of the standard

Professional discussion

- 60 minute structured discussion
- Led by the Independent End Point Assessor

Completion

Independent End Point Assessor confirms that each assessment element has been completed. The overall grade is determined by the Independent End Point Assessor based on the combination of performance in all assessment activities.

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End Point Assessment Delivery Model

