

Level 2 Retailer

EPA-Kit

The Highfield Approach

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The Highfield Approach

This section describes the approach Highfield has adopted in the development of this end-point assessment in terms of its interpretation of the requirements of the end-point assessment plan and other relevant documents.

Documents used in developing this end-point assessment

Standard (2016)

<https://www.instituteforapprenticeships.org/apprenticeship-standards/retailer/>

End-point assessment plan (January 2017)

<https://www.instituteforapprenticeships.org/media/1147/retailer.pdf>

Common approach

People 1st – Edition 3, November 2017

Specific considerations

On-demand tests - Highfield has used 20 questions and 65% as the pass mark for the on-demand test. The test has been broken down into 3 sections and each section must also be passed, further guidance is available later in this document.

In accordance with the retailer assessment plan, Highfield has detailed which criteria **MUST** be covered within the practical observation and which criteria **MUST** be passed in the professional discussion at the end of this guide. Additionally, there are some criteria within the assessment plan that are open for assessment either by practical observation or professional discussion. Highfield has determined which assessment method these criteria should fall within. Wherever possible, all criteria detailed within the practical observation should be covered within that assessment. However, in some circumstances, some criteria may be 'carried over' to the professional discussion, if they have not been achieved within the practical observation.

During the practical observation, wherever possible, situations and evidence should be naturally occurring. However, to ensure that all criteria can be covered, some simulation will be allowed to ensure total coverage of the standards. This can be arranged before the assessment takes place to give the best opportunity for all criteria to be met.

The end-point assessment plan states that the professional discussion will be a structured discussion between the apprentice and the end-point assessor. The employer may be present, to support, but not lead the apprentice and to confirm information, at the assessor's request.

The employer will not be allowed to add any further information or examples to what the apprentice has stated or lead them in any way. Highfield would encourage the employer/training provider and the apprentice to plan for the professional discussion and consider what resources they may bring with them to support them during their professional discussion. This must be their own work and will only be used to support their discussion. The professional discussion will be the final assessment to take place, to establish the apprentice's understanding and application of the remaining knowledge, skills and behaviours.

The professional discussion will need to take place in a suitable environment and should last for 1 hour. The discussion will be against the set criteria that are outlined in the following pages and will be appropriately structured to draw out the best of the apprentice's energy, enthusiasm, competence and excellence."

All of the evidence criteria used within this end-point assessment have been taken directly from the retailer standard: assessment plan, Annex E.

Assessing the either/or parts of the standard.

The assessment plan for this standard identifies 79 criteria that can be assessed either during the observation or during the professional discussion. The Highfield approach is to strongly recommend which parts of the standard are assessed within each assessment type. However, we recognise that in some circumstances, some standards may not be observed during the observation, and it may be necessary to carry over some for assessment in the professional discussion, so long as they are among the 79 permitted.

Highfield strongly recommend that observations are planned to allow the apprentice to achieve as much of the standard allocated to the observation as possible and keep any 'carry over' to a minimum, as there is only a limited amount of time available to carry out the professional discussion.

During the practical observation, if an apprentice fails to achieve any of the standard designated for the observation alone, they will fail the observation and have to re-sit or retake.

During the professional discussion, if an apprentice fails to achieve any of the standard designated for the discussion alone, they will fail the discussion and have to re-sit or retake.

Re-sits of professional discussion where carry over has occurred

Where an apprentice passes the observation, and there is some carry over of standard to be assessed in the professional discussion, and they subsequently fail the professional discussion, they must re-sit or retake the whole professional discussion, including those parts of the standard that were carried over from the observation. This is irrespective of which standard or standards they fail to achieve in the professional discussion.