

Professional Discussion

Ref	Assessment Criteria	Criteria 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	

	Assessment Criteria - (Distinction)	Criteria Met
PD11	Explains how effective retail management and contingency planning have been developed and implemented and how this has decreased vehicle down time and 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	