

Level 3 Retail Team Leader

EPA-Kit

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Assessment Summary

The end-point assessment for retail team leader is made up of 3 components that must be taken in the following order:

1. On-demand test consisting of 40 questions which has a 60-minute duration
2. Retail business project. Although there is no stipulated word count, the Highfield guide is to complete 2,000 – 5,000 words
3. Professional discussion, which has a 1-hour duration

As an employer/training provider, you should agree a plan and schedule with the apprentice to ensure all assessment components can be completed effectively.

Each component of the end-point assessment will be assessed against the appropriate criteria laid out in this guide, which will be used to determine a grade for each individual component.

On-demand test

- To achieve a pass, apprentices must achieve 60% overall, which equates to 24 out of 40
- The test is not graded above a pass.

Retail business project

The retail business project will take the form of a 30-minute presentation with accompanying evidence, which will be in the form of a written report. The presentation should cover key recommendations from their project with the detail contained within the report.

The report supported by accompanying appendices (e.g. meeting minutes, emails) Although there is no stipulated word count, the Highfield guide is to complete 2,000 – 5,000 words.

At least 1 month prior to submission of the business project, the apprentice is required to submit a 200 to 300 word proposal for discussion and approval, firstly with their line manager and then with the end-point assessor.

- In order to achieve a pass in the business project, all of the pass criteria must be covered
- To achieve a distinction in the business plan, all pass and all distinction criteria must be covered.

Professional discussion

- To achieve a pass in the professional discussion, all pass criteria must be covered
- To achieve a distinction in the professional discussion, all pass and all distinction criteria must be covered.

Grading

The overall grade for the apprentice is determined using the matrix below:

On-demand test	Business project	Professional discussion	<i>Overall outcome</i>
Pass	Pass	Pass	<i>Pass</i>
Pass	Distinction	Pass	<i>Distinction</i>
Pass	Pass	Distinction	<i>Pass</i>
Pass	Distinction	Distinction	<i>Distinction</i>

Retake and Resit information

Should an apprentice fail 1 assessment activity on the first attempt, a resit should be scheduled as soon as the apprentice is ready, when practicable for the business and in line with the policies, practices and procedures of Highfield.

The resit is normally expected to take place after all the required assessments have been taken and the individual assessment results and overall apprenticeship result has been given to the apprentice.

Should an apprentice fail 2 or more activities, a period of further training and development lasting between 1 and 3 months must take place before a retake is scheduled. The decision on how much time is required is based on a discussion between the apprentice, their employer and end-point assessor.

When resitting or retaking any assessment activity, the maximum grade that can be achieved for that activity is a pass.

Summary of end-point assessments

On-demand test	Retail business project	Professional discussion
<p>60-minute on-demand multiple-choice test containing scenario-based questions, usually taken on-screen.</p> <p>Externally set and marked automatically by Highfield</p> <p>Undertaken either on the employer’s premises or off-site.</p>	<p>2000 - 5000-word report submitted 5 days in advance of the presentation which will last no longer than 30 minutes.</p> <p>A 200-300 word proposal must be submitted for discussion and approval.</p> <p>Highfield will grade the plan against the set criteria.</p>	<p>1-hour structured meeting.</p> <p>Led by the end-point assessor, involving the apprentice and employer (e.g. line manager).</p> <p>Focusing on how they have performed during the apprenticeship and their overall achievement of the knowledge, skills and behaviours in the standard.</p>
<p>Apprentices will complete their tests on-screen unless individual assessment needs dictate a suitable alternative method, such as paper based, away from the day to day pressures of work and in a ‘controlled’ environment, which may be on or off the employers’ premises.</p>	<p>The presentation must take place in a controlled environment i.e. a quiet room away from the normal place of work with access to all the equipment the apprentice requires to deliver the presentation. The apprentice will have 30 minutes to deliver the presentation, to include time for questions and answers at the end. The presentation can take place on or off-site.</p>	<p>The professional discussion will be conducted in a ‘controlled environment’ i.e. a quiet room, away from the normal place of work. If for any reason it is not possible for all involved to meet in the same place, end-point assessors must ensure adequate controls are in place to maintain fair and accurate assessment.</p>
	<p>The business plan presentation and professional discussion should be carefully planned to give every opportunity for the relevant criteria to be met.</p> <p>The employer can be present during the presentation and the professional discussion as an observer only and must not interact with the assessment activity.</p> <p>The business plan presentation and the professional discussion may be conducted using technology such as video link, as long as fair assessment conditions can be maintained. Acceptable means of remote assessment include videoconferencing/video calling and must include a 2-way visual and audio link.</p>	