

# Highfield Level 3 End-Point Assessment for Retail Team Leader

## Mock Assessment Materials

### Professional Discussion

Professional Discussion		
Ref	Assessment Criteria	Criteria Met
CU1	Describe the organisation's customer profile, how their purchasing habits are monitored across the retail calendar year and explain how the team are supported to ensure their individual needs are met or exceeded	
CU2	State how they act as a role model to motivate the team to increase sales, merchandise products effectively, attract customer loyalty and meet business / brand targets	
LE1	Describe how to organise day-to-day activities, plan for contingencies and escalate to the manager as appropriate	
MA1	Explain the position of the business / brand and how the team can impact the reputation within the market	
PT1	Demonstrate understanding of the full range of products / services offered by the brand / business and how technology is used to promote these to the customer	
ST6	Explain how to lead the team in effective stock management to meet legal and business requirements	
DS4	Demonstrate how own and team development is planned and managed detailing the benefits of development to individuals and the business	
DI2	Describe how the team work positively, professionally within a diverse culture	

	<b>Assessment Criteria - (Distinction)</b>	<b>Criteria Met</b>
CU3	Evaluate customer feedback to justify evidence that customer expectations are met or exceeded	
LE2	Analyse data evidence to support the meeting of organisation's targets and objectives	
DS5	Measure individual and team development and performance	