

## Observation with questions assessment – Level 2 Supply Chain Warehouse Operative

This observation with questions assessment has been designed to enable you to demonstrate the knowledge, skills and behaviours (KSBs) mapped to this assessment method, when carrying out a task under your normal working conditions. The task itself can be determined by your employer and should provide you with the opportunity to demonstrate your ability against the KSBs.

### Assessment specification

- The observation with questions assessment must last for **75 minutes (1 hour and 15 minutes)**
- The assessment is broken down into **three** components
- Please ensure that you read the requirements of each component fully
- You will be asked a **minimum of 3 questions** during the observation
- The time for questioning is included within the overall assessment time

#### Throughout the assessment you will be assessed on your:

- compliance with health and safety working practices
- verbal communication with others
- use of operational documentation, electronic or paper based
- ownership of the task

(To cover KSBs: K3, K18, K20, S2, S7, S12, B1, B5)

### Assessment: Loading and unloading operations

For this assessment, loading and unloading operations may include vehicles, trailers, racking, shelving or workstations

## Component 1: Risk assessment

(To cover KSBs: K1, S1)

- Conduct a risk assessment of the working area and task requirements, to include:
  - Tools and equipment required for product handling
  - PPE requirements
  - COSHH requirements (where required)

## Component 2: Loading and unloading products

(To cover KSBs: K2, K4, K5, S9, S10)

- Load and unload products, demonstrating the following:
  - Use of tools and equipment following manufacturer's instructions and contractual requirements
  - Consideration of weight limits of the load and loading distribution
  - Consideration of the location and destination of the product

## Component 3: Handover activity

(To cover KSBs: K14, S19)

- Complete a task handover in line with your organisational procedures
- Handover information may include:
  - Work completed
  - Work in progress
  - Incidents
  - Accidents
  - Damages
  - Delays
  - Cancellations
  - Equipment issues
  - Complaints
  - Hazards or Risks

## Grading criteria

| Theme<br>KSBs                                   | PASS<br>Apprentices must demonstrate all of the Pass descriptors  |
|---|---|
| <b>Health and safety</b><br>K1, K3, S1, S2, B1  | <p>Conducts risk assessments within the working environment, adhering to PPE and COSHH requirements where required and safe systems of work. (K1, S1)</p> <p>Demonstrates commitment to workplace health, safety and wellbeing by applying safe working practices in line with their role, the organisation's policy and associated health and safety legislation. (K3, S2, B1)</p> |
| <b>Communication</b><br>K18, S7                 | <p>Communicates with others using verbal or written techniques, in a way that is suitable for the context and supports task completion. (K18, S7)</p>   |
| <b>Task organisation</b><br>K2, K4, K5, S9, S10 | <p>Loads and unloads products in line with their location, destination and requirements including weight limits and loading distribution. (K5, S9)</p> <p>Uses tools and equipment to aid in product handling in line with operating instructions or manufacturers' guidelines to meet contractual requirements. (K2, K4, S10)</p>  |
| <b>Documentation</b><br>K20, S12, B5            | <p>Locates and uses operational information required to fulfil contractual requirements, taking ownership of and acting in response to the requirements (K20, S12, B5)</p>  |
| <b>Teamwork</b><br>K14, S19                     | <p>Conducts handover activities in line with organisational procedures (K14, S19)</p>   |

| Version | Issue Date | Changes         | Role                              |
|---------|------------|-----------------|-----------------------------------|
| 1       | 03/09/2024 | First published | Product Manager                   |
| 2       | 17/02/2025 | Branding        | Qualification Development Manager |