

Apprentice Assessment Planning Worksheet

VTCT Skills Level 2 Removals Operative

Assessment Method: Interview Underpinned by a Portfolio of Evidence

This worksheet has been developed to support you in preparation for your Interview underpinned by a portfolio of evidence with the Independent Assessor during your End-point Assessment.

For your interview, you will be required to cover the Knowledge, Skills, and Behaviours (KSBs) assessment requirements that are outlined within the assessment plan for Removals Operative ST1393 v1.0. You will be assessed against the grading criteria outlined in your 'Interview Underpinned by a Portfolio of Evidence Preparation Guide'. You can use this worksheet to make notes about each of the KSBs and criteria and ensure you are confident discussing each one.

You must achieve all the Pass criteria to achieve a Pass for the interview underpinned by a portfolio of evidence. To achieve a Distinction for the interview underpinned by a portfolio of evidence, you must achieve all the Pass criteria **and** all of the Distinction criteria. Pass criteria are indicated in this document by the reference "**P1 P2 P3...**". Distinction criteria are indicated with the reference "**D1 D2 D3...**".

Theme: Health, safety, regulations, and legislation			
Grade Descriptors	KSB Reference		What do I need to remember?
P1 Describes health and safety regulations, standards and guidance and the impact to their role.	K2	Health and safety regulations, standards, and guidance and impact on role. Control of Substances Hazardous to Health (COSHH). Fire safety. Health and Safety at Work Act. Manual handling. Personal Protective Equipment (PPE). Safety equipment: guards, signage, fire extinguishers. Safety signage. Situational awareness. Slips, trips, and falls. Working in conned spaces. Working at height.	
P2 Describes how they comply with industry specific regulations and legislation relating to the moving and handling of items.	K3	Industry specific regulations and legislation relating to the moving and handling of items to include inland domestic moving, commercial moving, overseas moving, storage, working time directives and working hours.	
	S2	Comply with Industry specific regulations and legislation relating to the moving and handling of items for example, inland domestic moving, commercial moving, overseas moving, and storage.	
D1 Explains the benefits of compliance with manual handling regulations and procedures and the consequences of non-compliance to the individual and the company.	K2	Health and safety regulations, standards, and guidance and impact on role. Control of Substances Hazardous to Health (COSHH). Fire safety. Health and Safety at Work Act. Manual handling. Personal Protective Equipment (PPE). Safety equipment: guards, signage, fire extinguishers. Safety signage. Situational awareness. Slips, trips, and falls. Working in conned spaces. Working at height.	
	S2	Comply with Industry specific regulations and legislation relating to the moving and handling of items for example, inland domestic moving, commercial moving, overseas moving, and storage.	

Theme: Policy and procedure			
Grade Descriptors	KSB Reference		What do I need to remember?
P3 Describes how they follow company procedures and quality standards for example, keeping equipment clean and housekeeping.	K18	Industry procedures and quality standards. Keeping work area tidy.	
	S14	Follow company procedures and quality standards, for example housekeeping, clean equipment and machinery, and keep work area tidy.	
D2 Explains the importance of maintaining good quality standards for example, with housekeeping and the impact this has on the organisation.	K18	Industry procedures and quality standards. Keeping work area tidy.	
	S14	Follow company procedures and quality standards, for example housekeeping, clean equipment and machinery, and keep work area tidy.	

Theme: Planning			
Grade Descriptors	KSB Reference		What do I need to remember?
P4 Describes how they plan work using planning and prioritising techniques with consideration for permitted time allowances.	K5	Work organisation and time management techniques.	
	S4	Organise and prioritise own work in line with permitted time allowances.	
P5 Describes the factors that can affect the completion of planned work.	K7	Factors that affect the completion of planned work for example, additional volumes to be moved, unforeseen delays and weather conditions.	
P6 Describes how they adapt to meet company needs, for example the ability to work flexibly including working antisocial hours.	B7	Respond and adapt to work demands and situations.	
D3 Reviews and justifies chosen work organisation or time management techniques used to complete tasks in time allowances.	K5	Work organisation and time management techniques.	
	S4	Organise and prioritise own work in line with permitted time allowances.	

Theme: Removals activities			
Grade Descriptors	KSB Reference		What do I need to remember?
P7 Describes the removals industry, identifying types of services and types of employers.	K1	The removals industry for example, types of services and types of employers.	
P8 Describes how they dismantle and reassemble items using tools and equipment, in line with company policy.	K19	Techniques of dismantling and reassembling items: beds and tables.	
	S15	Dismantle and reassemble items using tools and equipment in line with company policy.	
P9 Describes their role, responsibilities and the limits of the role and how they escalate issues or concerns in line with company policy.	K25	Limits of own authority and escalation procedures for example: reporting inappropriate behaviour.	

Theme: Environment and sustainability			
Grade Descriptors	KSB Reference		What do I need to remember?
<p>P10 Describes how they follow procedures in line with environmental and sustainability regulations standards, and guidelines, including segregating resources, and considers the potential impact the removals industry has on the environment.</p>	K11	Environmental and sustainability regulations including The Environment Act 2021 and the impact of the industry on the environment.	
	S7	Follow procedures in line with environmental and sustainability regulations, standards, and guidance. Segregate resources for reuse, recycling, and disposal.	
	B2	Considers the environment and sustainability.	

Theme: Team working			
Grade Descriptors	KSB Reference		What do I need to remember?
P11 Describes how they apply team working principles to meet their team's work goals.	K9	Team working principles.	
	S6	Apply team working principles.	
	B4	Team-focus to meet work goals.	
D4 Explains how their team focus supports wider teams to meet their goals.	K9	Team working principles.	
	S6	Apply team working principles.	

Theme: Use and movement of equipment and vehicles			
Grade Descriptors	KSB Reference		What do I need to remember?
P12 Explains the methods and modes of transport and auxiliary equipment that are available within the industry.	K6	Methods and modes of transport and auxiliary equipment available within the industry.	
P13 Describes how they have directed the movement of vehicles or mechanical handling equipment using techniques such as hand signalling, following associated regulations.	K16	Techniques including hand signalling required to direct the movement of vehicles and manual handling equipment (MHE). The Health and Safety (Signs and Signals) Regulations.	
	S12	Direct the movement of vehicles or mechanical handling equipment (MHE).	
D5 Explains the importance of compliance with the regulations and the impact on the business.	K16	Techniques including hand signalling required to direct the movement of vehicles and manual handling equipment (MHE). The Health and Safety (Signs and Signals) Regulations.	
	S12	Direct the movement of vehicles or mechanical handling equipment (MHE).	

Theme: Documentation, digital and technology			
Grade Descriptors	KSB Reference		What do I need to remember?
<p>P14 Describes how they use information technology and information systems and comply with GDPR and cyber security to support work tasks.</p>	<p>K21</p>	<p>Information systems used to support removals activities. GDPR and cyber security.</p>	
	<p>S17</p>	<p>Use information technology and digital systems. Comply with GDPR and cyber security.</p>	

Theme: Communication			
Grade Descriptors	KSB Reference		What do I need to remember?
<p>P15 Describes how they communicate with others using written techniques, in a way that is suitable for the context and supports task completion.</p>	<p>K22</p>	<p>Written communication techniques.</p>	
	<p>S18</p>	<p>Communicate in writing with others for example, clients, colleagues, and managers.</p>	

Theme: Equity, diversity, and inclusion			
Grade Descriptors	KSB Reference		What do I need to remember?
P16 Describes their understanding of personal wellbeing and mental health awareness.	K10	Personal wellbeing and mental health awareness.	
P17 Describes how they follow and support equity, diversity, and inclusion in their work in line with rules.	K24	Principles of equity, diversity, and inclusion in the workplace and the impact on their work for example those customers with illnesses, children, and pets.	
	S20	Follow equity, diversity, and inclusion principles.	
	B3	Support an inclusive workplace for example, respectful of different views.	
D6 Explains the benefits of supporting an equitable, diverse and inclusive culture for the business.	K24	Principles of equity, diversity, and inclusion in the workplace and the impact on their work for example those customers with illnesses, children, and pets.	
	S20	Follow equity, diversity, and inclusion principles.	

Theme: Continuing professional development (CPD)

Grade Descriptors	KSB Reference		What do I need to remember?
P18 Outlines the learning and development activities they have carried out.	S21	Carry out and record learning and development activities.	
	B6	Seek learning and development opportunities.	

Document History

Version	Issue Date	Changes	Role
v1	04/02/2025	First published	Qualification Development Manager