

# Mock Assessment Form

## VTCT Skills Level 2 End-point Assessment for Removals Operative

**Assessment Method: Interview Underpinned by a Portfolio of Evidence**

This 'Mock Assessment Form' has been developed to support the tutor in preparing the Apprentice for their interview underpinned by a portfolio of evidence during their End-point Assessment for Removals Operative - ST1393 v1.0.

### Grading Criteria

Theme: Health, safety, regulations, and legislation			
Grading Criteria		Achieved Yes/No	Comments
<b>Pass</b>	Describes health and safety regulations, standards and guidance and the impact to their role. (K2)		
<b>Pass</b>	Describes how they comply with industry specific regulations and legislation relating to the moving and handling of items. (K3 S2)		
<b>Distinction</b>	Explains the benefits of compliance with manual handling regulations and procedures and the consequences of non-compliance to the individual and the company. (K2, S2)		

**Sample Questions: Pass Criteria**

<b>K2</b>		
What steps do you take to ensure you comply with health and safety regulations, standards and guidance within your role?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you give some examples of how health and safety regulations/standards impact your role?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>K3 S2</b>		
How do you comply with industry specific regulations and legislation when moving and handling items in your role?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What is the maximum weekly working period under the working time directive, if you have NOT opted out?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

**Sample Questions: Distinction Criteria**

<b>K2, S2</b>		
What are the consequences of non-compliance with manual handling regulations and procedures for yourself and your company?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you discuss the benefits for yourself and the company of compliance with manual handling regulations and procedures?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Theme: Policy and procedure			
Grading Criteria		Achieved Yes/No	Comments
<b>Pass</b>	Describes how they follow company procedures and quality standards for example, keeping equipment clean and housekeeping. (K18 S14)		
<b>Distinction</b>	Explains the importance of maintaining good quality standards for example, with housekeeping and the impact this has on the organisation. (K18 S14)		

Sample Questions: Pass Criteria			
K18 S14			
What are the quality standards you maintain in your place of work in relation to housekeeping?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
What can you do to ensure that work equipment and vehicles are presented well?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>

Sample Questions: Distinction Criteria			
K18 S14			
Why do you think maintaining quality standards in your workplace is so important?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
What would be the consequences to the organisation of not following quality standards?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>

<b>Theme: Planning</b>			
<b>Grading Criteria</b>		<b>Achieved Yes/No</b>	<b>Comments</b>
<b>Pass</b>	Describes how they plan work using planning and prioritising techniques with consideration for permitted time allowances. (K5 S4)		
<b>Pass</b>	Describes the factors that can affect the completion of planned work. (K7)		
<b>Pass</b>	Describes how they adapt to meet company needs, for example the ability to work flexibly including working anti-social hours. (B7)		
<b>Distinction</b>	Reviews and justifies chosen work organisation or time management techniques used to complete tasks in time allowances. (K5 S4)		

**Sample Questions: Pass Criteria**

<b>(K5 S4)</b>		
Can you give examples of when your planning has meant that you have successfully met permitted time allowances for a task?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What type of planning and prioritising techniques have you used and how have these been effective in meeting time allowances?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>(K7)</b>		
What factors have significantly impacted your completion of planned work?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you provide some examples of factors that may impact upon planned work?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>(B7)</b>		
Can you talk about times when you have worked anti-social hours to meet the needs of your company?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you provide examples of how you have adapted and worked flexibility to meet the needs of the business?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

**Sample Questions: Distinction Criteria**

<b>(K5 S4)</b>		
What process would you use to determine the time frame needed to complete a project/removal?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you express the advantages and disadvantages of time management techniques you have used to complete tasks in given time allowances?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Theme: Removals activities			
Grading Criteria		Achieved Yes/No	Comments
Pass	Describes the removals industry, identifying types of services and types of employers. (K1)		
Pass	Describes how they dismantle and reassemble items using tools and equipment, in line with company policy. (K19 S15)		
Pass	Describes their role, responsibilities and the limits of the role and how they escalate issues or concerns in line with company policy. (K25)		

Sample Questions: Pass Criteria		
<b>K1</b>		
Can you describe the types of services the removals industry provides?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What types of employers can be found in the removals industry?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>K19 S15</b>		
Can you give examples of how you have used tools and equipment to reassemble items in line with your company's policies?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you describe how you dismantle and reassemble a particular item using tools and equipment guided by your company's policies?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>K25</b>		
Can you explain the limits of your role and responsibility in regard to raising issues or concerns within your workplace?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you provide an example of when and how you have escalated an issue or concern to a more senior colleague?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Theme: Environment and Sustainability			
Grading Criteria		Achieved Yes/No	Comments
<b>Pass</b>	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. (K11, S7 B2)		

Sample Questions: Pass Criteria		
K11 S7 B2		
Can you provide some examples of the procedures you follow in line with environmental and sustainability guidelines?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you describe the steps that you take to segregate resources, re-cycle or re-use?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Theme: Team working			
Grading Criteria		Achieved Yes/No	Comments
<b>Pass</b>	Describes how they apply team working principles to meet their team's work goals. (K9 S6 B4)		
<b>Distinction</b>	Explains how their team focus supports wider teams to meet their goals. (K9 S6)		

Sample Questions: Pass Criteria			
<b>K9 S6 B4</b>			
What team working principles do you apply as part of your job role?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
How do you work as part of a team to achieve work goals?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>

Sample Questions: Distinction Criteria			
<b>K9 S6</b>			
Can you talk about how your team focus contributes to wider teams achieving their goals?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
What team working principles do you apply to support wider teams meeting their goals?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>



Theme: Use and movement of equipment and vehicles			
Grading Criteria		Achieved Yes/No	Comments
<b>Pass</b>	Explains the methods and modes of transport and auxiliary equipment that are available within the industry. (K6)		
<b>Pass</b>	Describes how they have directed the movement of vehicles or mechanical handling equipment using techniques such as hand signalling, following associated regulations. (K16 S12)		
<b>Distinction</b>	Explains the importance of compliance with the regulations and the impact on the business. (K16 S12)		

Sample Questions: Pass Criteria				
<b>K6</b>				
Can you talk about the modes of transport available within the removals industry and discuss those you have experience of using?			Yes <input type="checkbox"/>	No <input type="checkbox"/>
What types of auxiliary equipment are available within the removals industry?			Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>K16 S12</b>				
Can you give examples of when you have directed the movement of mechanical handling equipment and describe the techniques you have used to ensure you comply with associated regulations?			Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you describe how you have directed the movement of vehicles or mechanical handling equipment using techniques such as hand signalling, following associated regulations?			Yes <input type="checkbox"/>	No <input type="checkbox"/>

Sample Questions: Distinction Criteria		
<b>K16 S12</b>		
Can you give an example of how you have complied with vehicle safety during manoeuvring activities?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What are the potential consequences of not following vehicle or MHE regulations during manoeuvring activities?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Theme: Documentation, digital and technology			
Grading Criteria		Achieved Yes/No	Comments
<b>Pass</b>	Describes how they use information technology and information systems and comply with GDPR and cyber security to support work tasks. (K21 S17)		

Sample Questions: Pass Criteria		
<b>K21 S17</b>		
Can you describe the steps that you take to maintain cyber security?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you discuss how you use information technology (IT) within your job role?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Theme: Communication			
Grading Criteria		Achieved Yes/No	Comments
Pass	Describes how they communicate with others using written techniques, in a way that is suitable for the context and supports task completion. (K22 S18)		

Sample Questions: Pass Criteria		
<b>K22 S18</b>		
Can you describe how your written communication with clients and colleagues differs?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
How do you adjust your written techniques when communicating with others to support the completion of tasks?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Theme: Equity, diversity, and inclusion (EDI)			
Grading Criteria		Achieved Yes/No	Comments
<b>Pass</b>	Describes their understanding of personal wellbeing and mental health awareness. (K10)		
<b>Pass</b>	Describes how they follow and support equity, diversity, and inclusion in their work in line with rules. (K24 S20 B3)		
<b>Distinction</b>	Explains the benefits of supporting an equitable, diverse and inclusive culture for the business. (K24 S20)		

Sample Questions: Pass Criteria				
<b>K10</b>				
What strategies are you aware of that can be used to preserve positive mental health?			Yes <input type="checkbox"/>	No <input type="checkbox"/>
How does maintaining personal wellbeing affect the employee and the business?			Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>K24 S20 B3</b>				
Can you provide some examples of equity, diversity and inclusion rules that you are required to follow in your workplace?			Yes <input type="checkbox"/>	No <input type="checkbox"/>
Tell me how you support equity, diversity, and inclusion in your place of work?			Yes <input type="checkbox"/>	No <input type="checkbox"/>

**Sample Questions: Distinction Criteria****K24 S20**

Can you explain the benefits to everyone of supporting an inclusive workplace?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What is the advantage to your company of supporting an equitable, diverse and inclusive culture?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Theme: Continuing professional development (CPD)			
Grading Criteria		Achieved Yes/No	Comments
<b>Pass</b>	Outlines the learning and development activities they have carried out. (S21 B6)		

Sample Questions: Pass Criteria				
<b>S21 B6</b>				
Can you discuss the range of learning and development activities you have carried out?			Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you tell me about the most recent development activities you have undertaken?			Yes <input type="checkbox"/>	No <input type="checkbox"/>

**Document History**

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