

## Mock Assessment Form

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

#### Assessment Method: Observation with Questions

This 'Mock Assessment Form' has been developed to support the tutor in preparing the Apprentice for their observation with questions 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
Pass	Records identified hazards and risks in line with company procedures. Applies control measures to manage risks or hazards in line with company procedures. (K4 S3)		
Pass	Prioritises safe systems of work, following procedures in compliance with health and safety regulations, standards and guidance. (S1 B1)		

**Sample Questions: Pass Criteria**
**K4 S3**

Can you give examples of when you have applied control measures to manage risks or hazards in line with your company procedures?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
--	------------------------------	-----------------------------

What is your company procedure for recording identified hazards and risks?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
--	------------------------------	-----------------------------

**S1 B1**

Can you provide an example where you have prioritised health and safety over a job schedule/job requirements?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
---	------------------------------	-----------------------------

What health and safety regulations do you comply with as a priority in your workplace?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
--	------------------------------	-----------------------------

Theme: Removals activities			
Grading Criteria		Achieved Yes/No	Comments
Pass	Follows standard operating procedures in compliance with company procedures. (K8 S5)		
Pass	Selects packing materials that are appropriate to the task and in line with company policy and item instructions. (K12 S8)		
Pass	Moves, handles, packs and unpacks items in line with company policy and procedures, and item instructions. (K13 S9)		
Pass	Loads or unloads identified goods in line with company policy and procedures and item instructions. (K14 S10)		

Sample Questions: Pass Criteria				
<b>K8 S5</b>				
What are the standard operating procedures you are required to follow as part of your job role?			Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you provide an example of a standard operating procedure that you follow in your day-to-day work and its importance?			Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>K12 S8</b>				
Can you provide an example of a standard operating procedure that you follow in your day-to-day work and its importance?			Yes <input type="checkbox"/>	No <input type="checkbox"/>
What do you consider when selecting packing materials for a task?			Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>K13 S9</b>				
Can you tell me your company procedure for packing and unpacking items?			Yes <input type="checkbox"/>	No <input type="checkbox"/>

Can you provide an example of how you adapt your handling techniques for hazardous goods?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>K14 S10</b>		
Can you give me an example of how you ensure safe working practices are followed when loading/unloading items from vehicles?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Please discuss how you ensure the removal vehicle remains secure when you are loading/unloading items.	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>	Uses manual handling techniques and equipment, for example, lifting equipment, vehicle ramps or platforms in line with task requirements. (K15 S11)		
<b>Pass</b>	Checks and uses personal protective equipment (PPE), tools and machinery in line with operating instructions or manufacturers' guidelines for the task. (K17 S13)		

Sample Questions: Pass Criteria		
<b>K15 S11</b>		
Can you provide an example of when and how you would use a piece of lifting equipment?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you tell me the steps that you should follow when manually lifting items?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>K17 S13</b>		
Where can you find information on how to use equipment and tools in your workplace?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Prior to starting a task, what checks would you make in regard to personal protective equipment (PPE)?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Theme: Documentation, digital and technology			
Grading Criteria		Achieved Yes/No	Comments
<b>Pass</b>	Records or enters information for work tasks in line with company procedures in full – paper-based or electronic. (K20 S16)		

Sample Questions: Pass Criteria		
<b>K20 S16</b>		
Can you tell me the process you follow for inventory labelling?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you discuss the type of information that is required when completing a conditions report?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Theme: Communication			
Grading Criteria		Achieved Yes/No	Comments
<b>Pass</b>	Acts in a professional manner when communicating with others, using verbal communication techniques, in a way that is suitable for the context and supports task completion. (K23 S19 B5)		

Sample Questions: Pass Criteria			
K23 S19 B5			
How do you ensure that your verbal communication techniques are effective with colleagues to support successful task completion?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
Tell me how your verbal communication techniques differ when dealing with clients and colleagues.	Yes	<input type="checkbox"/>	No <input type="checkbox"/>

**Document History**

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