

Mock Assessment Form – Interview underpinned by a portfolio of evidence

Level 3 Supply Chain Practitioner (Fast Moving Consumer Goods (FMCG))

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 Supply Chain Practitioner (Fast Moving Consumer Goods (FMCG)) – **ST021 v1.1**.

Grading criteria

Communication and Collaboration			
Grading criteria		Achieved Yes/No	Comments
Pass	Explains how they have escalated issues and tasks that are beyond the limit of their authority in line with organisational procedures. (K13, S9)		

Sample Questions: Pass Criteria			
K13, S9			
How do you escalate issues that you cannot manage?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
What is your organisation's procedure for referring tasks that are out of your authority to complete?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>

Capturing and recording of data and information			
Grading criteria		Achieved Yes/No	Comments
Pass	Explains how they have used order management tools to meet the needs of customers in line with organisational procedures. (K18, S14)		
Pass	Describes how they have recorded or entered information, for work tasks to meet the needs of clients or organisational objectives. (K25, S21)		

Sample Questions: Pass Criteria		
K18, S14		
How have you used management tools to meet customer needs?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Explain how you have used management tools in your work.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
K25, S21		
How do you record information on work tasks to meet organisational objectives?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you give an example of when you have recorded work tasks to meet the need of clients?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Ways of Working – operations			
Grading criteria		Achieved Yes/No	Comments
Pass	Describes how they manage the flow of fast-moving consumer goods products or services based on evolving and changing information such as customer and consumer demand, market trends, competitor activity and seasonality. (K15, S1)		
Pass	Explains how they have followed Standard Operating Procedures (SOPs) to provide a service in line with company policy. (K26, S2)		
Pass	Explains how they have applied quality assurance procedures in order to meet organisational objectives. (K23, S19)		
Distinction	Explains how they have mitigated against potential issues, supporting a right first-time outcome with no back tracking, in order to meet customer needs and organisational objectives. (K15, K23, S1, S19)		

Sample Questions: Pass Criteria
K15, S1

How do you manage the flow of goods to meet changing customer demand?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you tell give an example of when you have managed the flow of good, based on seasonality changes?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

K26, S2

Can you tell me about a time where you have followed standard operating procedures?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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K23, S19

How have you applied quality assurance procedures to meet the organisational objective?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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Sample Questions: Distinction Criteria
K15, K23, S1, S19

Give me an example of when you have mitigated against potential operational issues.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
How have you supported a first-time right policy?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Ways of Working – planning and customer satisfaction			
Grading criteria		Achieved Yes/No	Comments
Pass	Describes how they have applied planning techniques and supply chain efficiency principles to inform, develop and implement an efficient supply plan in line with task requirements and organisational procedures. (K3, K30, S7, S13)		
Pass	Explains how they have supported customers with enquiries, meeting lead times and service levels, in order to ensure customer satisfaction. (K31, S3, S11)		
Distinction	Justifies how they have used planning and efficiency techniques to exceed customer expectations (K3, K30, K31, S7)		

Sample Questions: Pass Criteria		
K3, K30, S7, S13		
When have you applied planning techniques to maximise supply chain efficiency?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
How do you implement supply plans to meet organisational requirements?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
K31, S3, S11		
Give me an example of when you have supported customers with enquiries.	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Tell me about how you have met lead times.	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Sample Questions: Distinction Criteria**K3, K30, K31, S7**

Give me an example of when you have planned work to exceed customer expectations.

Yes No

Environmental			
Grading criteria		Achieved Yes/No	Comments
Pass	Describes how they apply the principles of environmental sustainability in their work in line with organisational procedures, regulations and standards on energy efficiency, material reuse, recycling and management of emissions and waste. (K21, S22, B1)		
Distinction	Explains how they have supported the development of environmental and sustainability practice in the workplace for example, through promoting good practice to others, identifying improvement to practice. (K21, S22, B1)		

Sample Questions: Pass Criteria			
K21, S22, B1			
How do you work in an environmentally sustainable way?	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
Tell me about your workplace/ organisations reuse and recycle procedures.	Yes	<input type="checkbox"/>	No <input type="checkbox"/>

Sample Questions: Distinction Criteria			
K21, S22, B1			
Give me an example of when you have supported sustainability practices in the workplace.	Yes	<input type="checkbox"/>	No <input type="checkbox"/>
Tell me about an environmental practice that you have identified for improvement in the workplace.	Yes	<input type="checkbox"/>	No <input type="checkbox"/>

Health and safety			
Grading criteria		Achieved Yes/No	Comments
Pass	Explains how they have complied with risk assessments, method statements and safe systems of work and applied control measures in the workplace in line with organisational procedures. (K24, S20)		
Pass	Explains how they have prioritised health & safety in their own work, ensuring compliance with regulations, legislation and organisational procedures. (S17, B2)		
Distinction	Explains the benefits for individuals and the business of prioritising and promoting health and safety and the consequences of not doing so. (S17, B2)		

Sample Questions: Pass Criteria			
K24, S20			
Give me an example of when you have complied with safe work systems.			Yes <input type="checkbox"/> No <input type="checkbox"/>
How do you apply safety control measures in the workplace?			Yes <input type="checkbox"/> No <input type="checkbox"/>
S17, B2			
Tell me about a time you have ensured compliance with health and safety legislation.			Yes <input type="checkbox"/> No <input type="checkbox"/>
How do you prioritise compliance with organisation health and safety procedures?			Yes <input type="checkbox"/> No <input type="checkbox"/>

Sample Questions: Distinction Criteria
S17, B2

Tell me about the consequences of non-compliance with health and safety procedures.

 Yes No

What are the benefits to individuals for prioritising health and safety in the workplace?

 Yes No

Equality and Diversity			
Reference to assessment requirements (Knowledge and Skills)		Achieved Yes/No	Comments
Pass	Describes how they follow and contribute to equity, diversity and inclusion principles and legislative guidelines in their team. (K22, S18, B3)		
Distinction	Justifies how their commitment to equity, diversity and inclusion extends to and impacts wider teams or stakeholders. (K22, S18, B3)		

Sample Questions: Pass Criteria			
K22, S18, B3			
Tell me how you contribute to equity, diversity and inclusion within your work team.			Yes <input type="checkbox"/> No <input type="checkbox"/>
How do you follow legislative guidelines relating to equity, diversity and inclusion?			Yes <input type="checkbox"/> No <input type="checkbox"/>

Sample Questions: Distinction Criteria			
K22, S18, B3			
Tell me about the how your commitment to equity, diversity and inclusion impacts stakeholders.			Yes <input type="checkbox"/> No <input type="checkbox"/>
How does your commitment to equity, diversity and inclusion extends to your wider work teams?			Yes <input type="checkbox"/> No <input type="checkbox"/>

Document History

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