



VTCT



SKILLSFIRST



END-POINT ASSESSMENT GUIDE

**VTCT Level 2 End-point Assessment for
ST0258/AP02 Supply Chain Operator**

Please note, the contents of this booklet are subject to change at any time due to regulatory requirements. Therefore, it is imperative for the user of this document to verify they are in fact using the most up to date version. This can be done by checking it matches the version published on our website at: <http://www.vtct.org.uk>

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VTCT Level 2 End-point Assessment for ST0258/AP02 – Supply Chain Operator

Purpose

This End-point Assessment guidebook outlines the format and the requirements of the End-point Assessment for the Supply Chain Operator Apprenticeship Standard.

The broad purpose of the occupation is to facilitate the smooth and efficient movement of goods and services from the point of origin to the end consumer. Supply chain operators play a vital role in coordinating and managing various elements of the supply chain, including procurement, production, transportation, distribution, and inventory management.

Their key objectives include optimising processes, reducing costs, ensuring timely delivery, and enhancing overall supply chain performance. By effectively managing the flow of materials and information, supply chain operators contribute to the success of businesses by improving operational efficiency and customer satisfaction while minimising disruptions and inefficiencies.

Level 2 Supply Chain Operator

Apprenticeship Standard Summary Table

<p>On-programme Stage (a minimum of 12 months)</p>	<p>The apprentice must:</p> <ul style="list-style-type: none"> • Complete training to develop the knowledge, skills and behaviours (KSBs) outlined in this apprenticeship’s occupational standard • Complete training towards English and maths qualifications in line with the apprenticeship funding rules
<p>End-point Assessment Gateway Stage</p>	<ul style="list-style-type: none"> • The training provider, employer and the apprentice must be content that the apprentice is working at or above the occupational standard for their option and has attained sufficient KSBs to complete the apprenticeship. This can be ascertained through regular milestone meetings between all parties to monitor and establish the apprentice’s progress • The apprentice must confirm they are ready to take the End-point Assessment this could include the following: <ul style="list-style-type: none"> - Completion of a mock End-point Assessment - Completed portfolio • The apprentice must have achieved English and maths qualifications in line with the apprenticeship funding rules
<p>End-point Assessment</p>	<p>Assessment method 1: Knowledge and behaviours test</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Assessment method 2: Practical assessment with questions</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Performance in these assessment methods will determine the overall apprenticeship standard grade of:</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction

Supply Chain Operator ST0258/AP02 Apprenticeship Standard

Occupational Profile

Supply Chain Operators are primarily responsible for managing the movement of goods for a variety of customers across all sectors and, as such, their customer base will range from large global organisations to sole traders and private customers in local areas, depending on their organisation. They will work in one or more of a variety of subsectors, including: shipping, removals, import/export, freight, hazardous goods, and food. The actual job roles apprentices may undertake will vary from one employer to another, but generally fit under the following areas.

A Traffic or Transport Officer in their daily work will be expected to:

- Manage the movement of goods for a variety of customers, either own account or third party, from manufacturer or supplier to final destination or for onward delivery

A Removals Operative in their daily work will be expected to:

- Prepare for and perform packing/unpacking and moving household, office and other furniture, goods and equipment into or out of new premises or storage or preparation for transit, both domestically and internationally
- Removals Operatives often prepare and travel with the removal truck, and long-distance moves may involve nights away from home
- Moving furniture involves a lot of walking, bending and lifting and is hard, physical work

The Gateway Stage

To meet the minimum requirements set out in the apprenticeship standard, an apprentice needs to:

- Confirm they are ready to take the End-point Assessment, this could include; completion of a mock End-point Assessment, completed portfolio
- Display occupational competency
- Have achieved English and mathematics qualifications in line with the apprenticeship funding rules

Only apprentices who complete the gateway successfully can start the End-point Assessment.

The employer, in conjunction with the training provider, will formally sign-off that the apprentice has met the minimum requirements in regard to the knowledge, skills and behaviours outlined in the standard. The apprentice must also confirm that they feel ready to progress on to their End-point Assessment. Both the employer and training provider have a shared responsibility to decide whether the apprentice has demonstrated the knowledge, skills and behaviours required to be competent in their job role.

It is important to refer back to the assessment plan when approaching gateway in order to check that the apprentice is able to demonstrate all the required knowledge, skills and behaviours and can do so in a live End-point Assessment.

A copy of the standard should be available during the gateway meeting to ensure all parties have a clear overview of what is required. This is located in the link: <https://www.instituteforapprenticeships.org/apprenticeship-standards>

Assessment Method 1: Knowledge and behaviours test

There are no specific requirements at the Gateway Stage to upload evidence for the knowledge and behaviours test.

The following areas will be covered as part of the knowledge and behaviours test:

- Removals Operative – knowledge statements: K1, K2, K3, K4, K5, K6, K7, K8, K9, K10 and K11
- Traffic Officer – knowledge statements: K1, K2, K3, K4, K5, K6 and K7
- Core knowledge statements (both pathways): CK1, CK2, CK3, CK4, CK5, CK6 and CK7
- Core skills statements (both pathways): CS1, CS2, CS4 and CS5
- Core behaviours statements (both pathways): B1, B2, B3 and B4

Assessment Method 2: Practical assessment with questions

There are no specific requirements at the Gateway Stage to upload evidence for the practical assessment.

The following areas will be covered as part of the Practical assessment:

- Removals Operative – skills statements: S1, S2, S3, S4, S5, S6, S7 and S8
- Traffic Officer – skills statements: S1, S2, S3, S4, S5, S6, S7 and S8
- Core skills statements (both pathways): CS3

Scheduling

Registering an Apprentice for End-point Assessment

You can register your apprentices for End-point Assessment via VTCT's epaPRO booking platform. Apprentices can be registered at any time during their apprenticeship at no additional upfront cost.

You will require the apprentice's:

- Unique Learner Number (ULN)
- Name
- Date of birth

Further information on registering your apprentices will be supplied once VTCT has received your signed EPAO agreement.

Scheduling an Apprentice for End-point Assessment

Providers must confirm that the apprentice has completed all the mandated components of the standard via the apprentice checklist on VTCT's epaPRO:

- End-point Assessment bookings must be made a minimum of 20 working days in advance of the desired assessment date(s) or within the standard requirement
- You will need to indicate preferred dates of assessment on epaPRO
- The End-point Assessment team will seek to match an Independent Assessor to your request
- The End-point Assessment team will formally confirm the booking via epaPRO

Reasonable Adjustments

It is the responsibility of the training provider to apply for reasonable adjustments/access arrangements on behalf of the apprentice prior to the End-point Assessment taking place. For more information on reasonable adjustments, please refer to the VTCT Reasonable Adjustments and Special Considerations Policy or email epa@skillsforlogistics.co.uk for more information.

Face-to-face End-point Assessments

Face-to-face assessments will take place within the apprentice's normal workplace setting on the date and time agreed during the booking process.

Planning End-point Assessment dates

Prior to the End-point Assessment taking place, you will receive automated emails with:

- Confirmed start time and expected duration of the assessments
- Access to all relevant systems and resources

ID requirements

VTCT will verify the identity of the apprentice before they undertake the assessment. All employers are therefore required to ensure that each apprentice has photographic identification with them on the day of assessment.

VTCT will accept the following as proof of identity:

- A valid passport
- A signed UK photo card driving licence
- Employee ID card or travel card

The Independent Assessor will certify that they have seen valid identification before proceeding with an End-point Assessment and confirm the correct spelling of the apprentice's name in readiness for certification.

Cancellation

Under some circumstances, it may be necessary to cancel an End-point Assessment. Should this happen, you must contact the End-point Assessment team immediately. If the customer cancels the End-point Assessment:

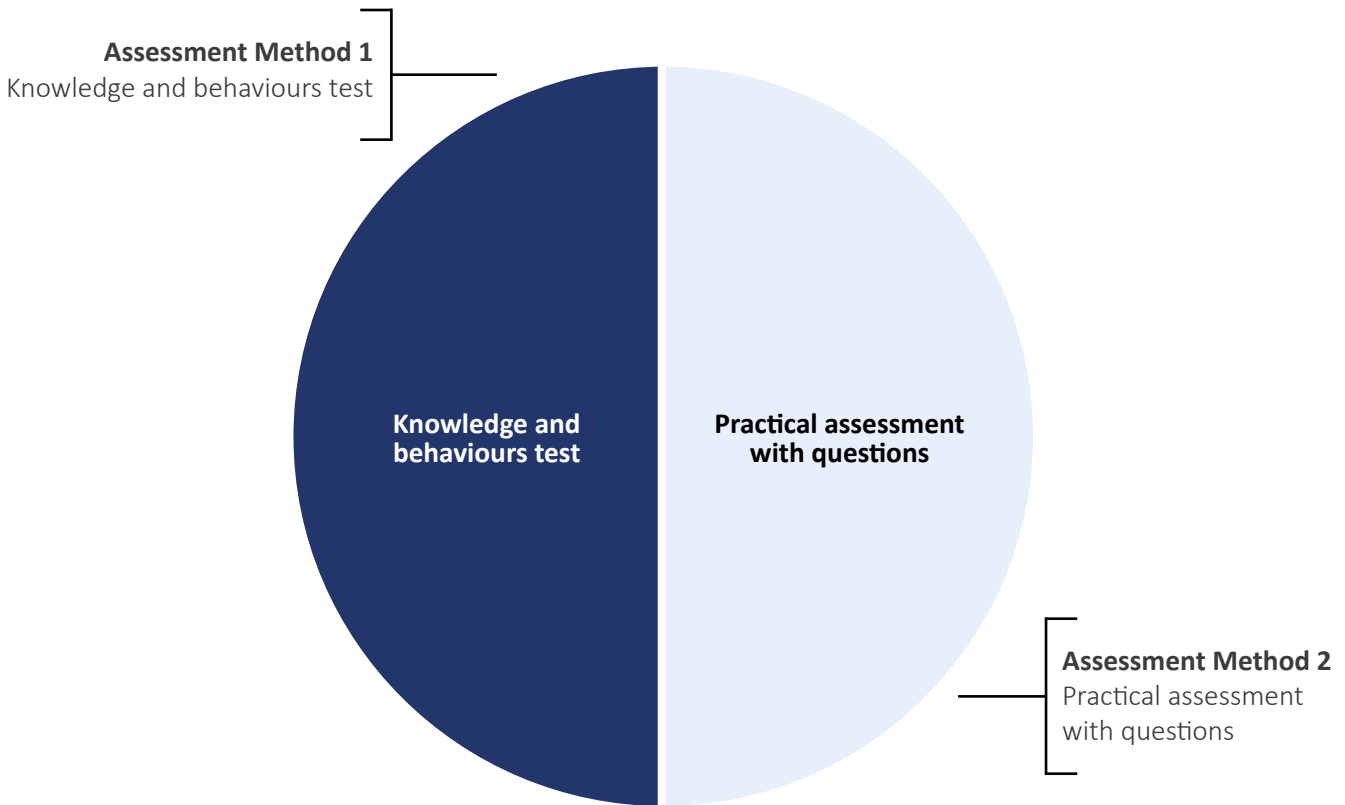
- Prior to the date of the End-point Assessment, the customer must inform VTCT by email (epa@skillsforlogistics.co.uk)
- On the day of the End-point Assessment, the customer must inform VTCT by telephone (02380 684502)

Cancellation of an End-point Assessment within 10 working days prior to the assessment taking place will incur the **full cost** of the End-point Assessment. For further details, the cancellation policy is available on VTCT's epaPRO booking platform or on our website.

Should the apprentice wish to re-sit later, a new booking should be made via epaPRO.

Overview of the End-point Assessment Period

The contribution of each Assessment Method and corresponding elements to the overall End-point Assessment grade is shown in the pie chart below:



Once the apprentice has submitted their evidence at the End-point Assessment Gateway Stage, they will then enter the End-point Assessment period.

The Supply Chain Operator End-point Assessment consists of **2 Assessment Methods**:

Assessment Method	Assessed/Invigilated by	Overall Grading
Assessment Method 1 Knowledge and behaviours test	Independent Assessor/ Independent Invigilator	Fail/Pass/Distinction
Assessment Method 2 Practical assessment with questions	Independent Assessor	Fail/Pass/Distinction

Please note: A maximum of one apprentice can be assessed at any one time by the Independent Assessor during Assessment Method 1: Knowledge and behaviours test and Method 2: Practical assessment with questions.

How the End-point Assessment is graded

The overall grade for the End-point Assessment will be based on the grades achieved in the 2 Assessment Methods: knowledge and behaviours test and practical assessment with questions.

All End-point Assessment methods must be passed for the End-point Assessment to be achieved overall.

Assessment Method 1: Knowledge and behaviours test

The knowledge and behaviours test will be graded a Fail/Pass/Distinction using the grading criteria on pages 14-21.

Assessment Method 2: Practical assessment with questions

The practical assessment with questions will be graded a Fail/Pass/Distinction using the grading criteria on pages 22-31.

Overall Grading

Performance in the End-point Assessment determines the overall apprenticeship grade of:

- Fail
- Pass
- Distinction

The grades from each individual assessment method are combined to determine the overall grade. If the apprentice fails one or more assessment methods, they will be awarded an overall fail.

To achieve an overall pass, the apprentice should achieve at least a pass both the assessment methods. To achieve an overall distinction, the apprentice must achieve a distinction in both assessment methods.

Grades from the individual Assessment Methods will be combined in the following way to determine the overall grade of the End-point Assessment:

Knowledge and behaviours test	Practical assessment with questions	Overall grading
Fail	Any grade	Fail
Any grade	Fail	Fail
Pass	Pass	Pass
Pass	Distinction	Pass
Distinction	Distinction	Distinction
Distinction	Pass	Pass

Length of End-point Assessment period

The End-point Assessment will be completed within a period lasting typically **3 months**, beginning when VTCT has confirmed that all the gateway requirements have been met by the apprentice.

If the End-point Assessment period must last for a minimum of 2 hours.

Order of Assessment Methods

The assessment methods may be completed in any order, but it is likely that the knowledge and behaviours test will precede the practical assessment with questions.

Delivery and location of the End-point Assessment

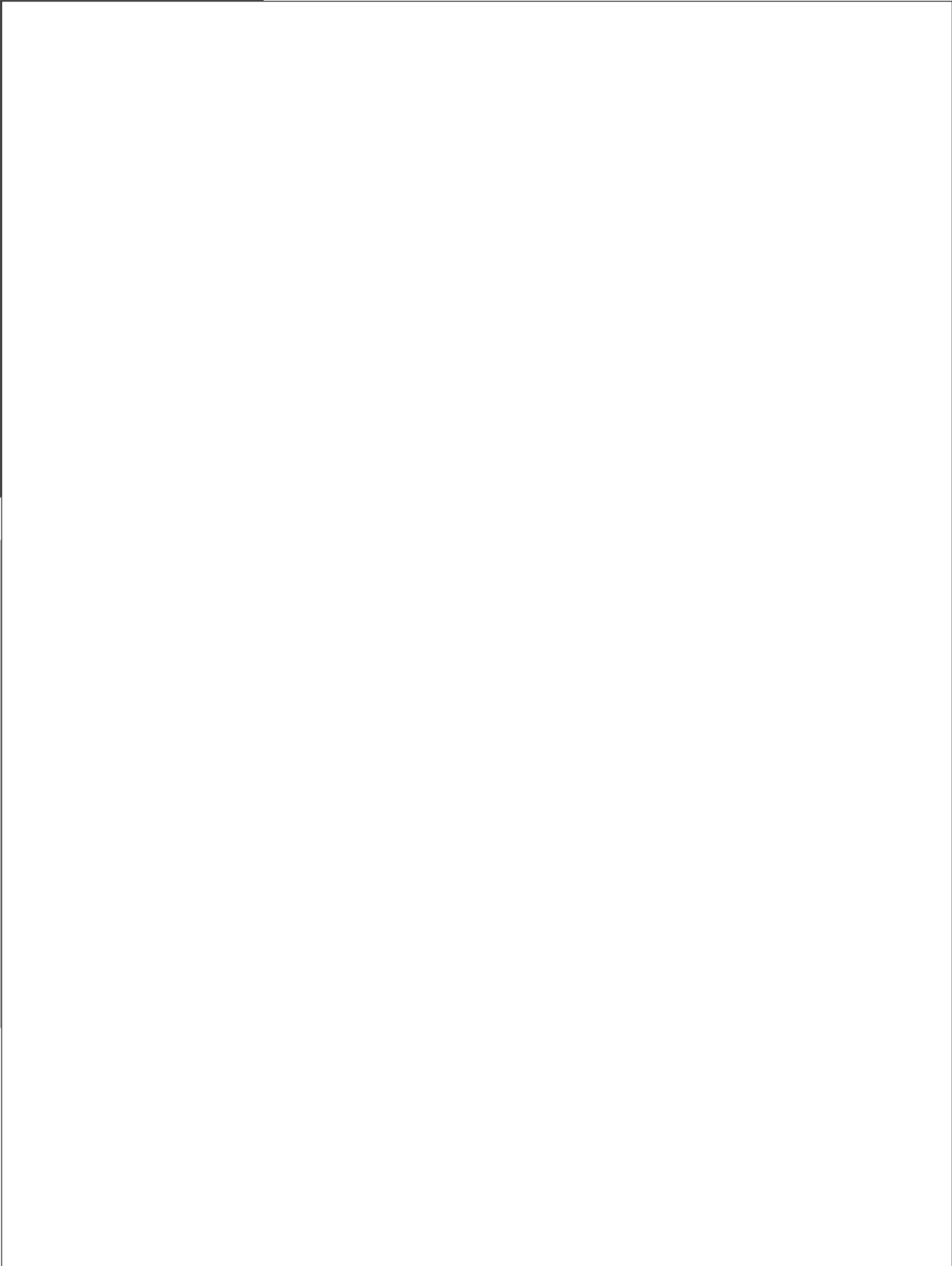
Assessment Method 1: Knowledge and behaviours test

The knowledge test could be taken on the employer's premises if it is under exam conditions with a VTCT invigilator; this may be the Independent Assessor.

Assessment Method 2: Practical assessment with questions

The practical assessment, will be conducted by an Independent Assessor, observing the apprentice carrying out their everyday tasks. For the Removals Operative role, it may be more appropriate to use a simulated situation (depending on the setting) whereby the apprentice is observed by an Independent Assessor carrying out the required skills for their job role.

Notes



Assessment Method 1: Knowledge and behaviours test



Assessment Method 1: Knowledge and behaviours test

Removals Operative

This assessment method has one component.

A test is a controlled assessment which consists of a series of questions in which apprentices are asked to provide a response.

The knowledge and behaviours test will include enough questions to assess the apprentice's understanding of all knowledge based learning outcomes, including short answer questions and at least 2 scenario-based questions.

Delivery of the Knowledge and behaviours test

The assessment will be externally set and marked by the VTCT and will consist of structured short answer and scenario-based questions (SAQs). This test will be taken under exam conditions.

Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
K1	Understand how to plan job
K2	Understand what to consider when selecting and using packing materials
K3	Understand how to prepare and use packing materials efficiently
K4	Understand moving, handling and packing processes
K5	Understand how to use equipment and machinery safely
K6	Understand how to prepare documentation for removals jobs
K7	Understand processes for loading and unloading
K8	Understand how to dismantle and/or reassemble furniture
K9	Understand relevant and current regulation and legislation relating to the moving and handling of items
K10	Understand the changing consumer landscape
K11	Understand basic IT applications and relevant technology and systems
CK1	Understand how to communicate effectively with colleagues
CK2	Understand the structure of the supply chain industry
CK3	Understand opportunities in relation to their own career aspirations
CK4	Understand their own organisation
CK5	Understand the impact of individual performance
CK6	Understand proposed and actual changes to systems, processes and technology
CK7	Understand how their role can affect their health

Core skills requirements	Core skills criteria
CS1	Be able to deliver excellent customer service
CS2	Be able to communicate effectively with customers and colleagues in line with organisational standards
CS4	Be able to work effectively in a team
CS5	Be able to adapt to new technology

Core behaviours requirements	Core behaviours criteria
B1	Be able to demonstrate integrity, credibility, and honesty
B2	Be able to strive for the best results in all they do and maintain a positive attitude
B3	Be able to show a commitment to achieving all personal and organisational objectives
B4	Be able to show a genuine interest in meeting the needs of others

Grading of the Knowledge and behaviours test

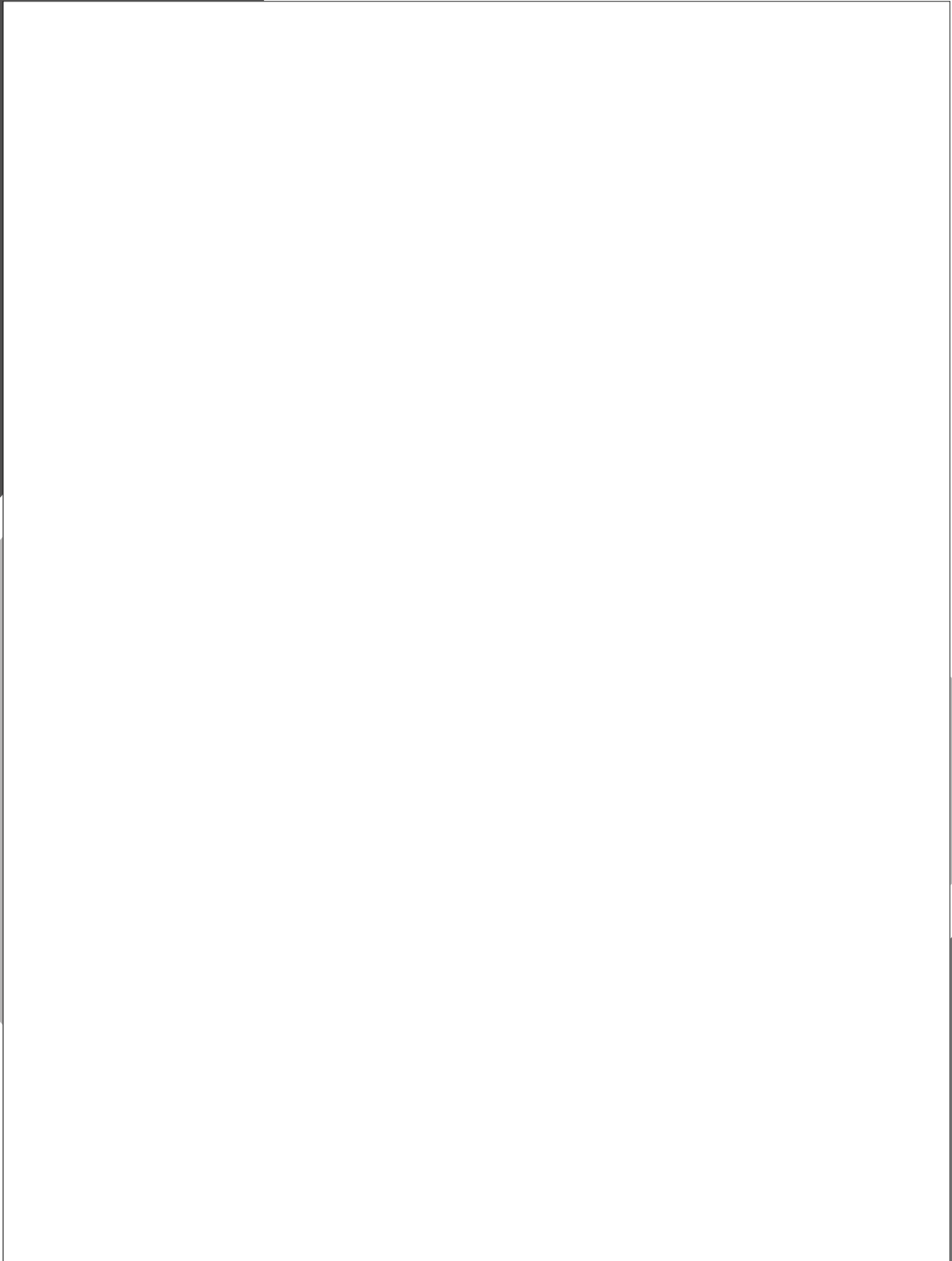
The following grade boundaries apply to the knowledge and behaviours test:

Grade	Minimum mark	Maximum mark
Distinction	90%	100%
Pass	70%	89%
Fail	0%	69%

Grading Criteria

Grade	Fail	Pass	Distinction
K1, K2, K3, K4, K5, K6, K7, K8, K9, K10, K11, CK1, CK2, CK3, CK4, CK5, CK6, CK7, CS1, CS2, CS4, CS5, B1, B2, B3 and B4	Does not meet the pass criteria 0%-69% (apprentice has answered less than 70% of questions correctly).	Apprentice has answered 70-89% of questions correctly.	Apprentice has answered 90% to 100% questions correctly.

Notes



Assessment Method 1: Knowledge and behaviours test

Traffic Officer

This assessment method has one component.

A test is a controlled assessment which consists of a series of questions in which apprentices are asked to provide a response.

The knowledge and behaviours test will include enough questions to assess the apprentice's understanding of all knowledge based learning outcomes, including short answer questions and at least 2 scenario-based questions.

Delivery of the Knowledge and behaviours test

The assessment will be externally set and marked by the VTCT and will consist of structured short answer and scenario-based questions (SAQs). This test will be taken under exam conditions.

Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
K1	Understand relevant and current regulation and legislation
K2	Understand how to plan routes and jobs
K3	Understand appropriate equipment/vehicle types
K4	Understand how to use the Transport Management System (TMS) and other relevant IT systems
K5	Understand safe use of equipment and machinery in order to provide briefs to colleagues
K6	Understand how to process goods when returned to base
K7	Understand the process for arranging vehicle maintenance and dealing with any related issues
CK1	Understand how to communicate effectively with colleagues
CK2	Understand the structure of the supply chain industry
CK3	Understand opportunities in relation to their own career aspirations
CK4	Understand their own organisation
CK5	Understand the impact of individual performance
CK6	Understand proposed and actual changes to systems, processes and technology
CK7	Understand how their role can affect their health

Core skills requirements	Core skills criteria
CS1	Be able to deliver excellent customer service
CS2	Be able to communicate effectively with customers and colleagues in line with organisational standards
CS4	Be able to work effectively in a team
CS5	Be able to adapt to new technology

Core behaviours requirements	Core behaviours criteria
B1	Be able to demonstrate integrity, credibility and honesty
B2	Be able to strive for the best results in all they do and maintain a positive attitude
B3	Be able to show a commitment to achieving all personal and organisational objectives
B4	Be able to show a genuine interest in meeting the needs of others

Grading of the Knowledge and behaviours test

The following grade boundaries apply to the Knowledge and behaviours test:

Grade	Minimum mark	Maximum mark
Distinction	90%	100%
Pass	70%	89%
Fail	0%	69%

Grading Criteria

Grade	Fail	Pass	Distinction
K1, K2, K3, K4, K5, K6, K7, CK1, CK2, CK3, CK4, CK5, CK6, CK7, CS1, CS2, CS4, CS5, B1, B2, B3 and B4	Does not meet the pass criteria 0%-69% (apprentice has answered less than 70% of questions correctly).	Apprentice has answered 70-89% of questions correctly.	Apprentice has answered 90% to 100% questions correctly.

Assessment Method 2: Practical assessment with questions



Delivery of the Practical assessment with questions

Removals Operative

The Independent Assessor will observe the apprentice's performance while carrying out their everyday tasks, typically for **1 hour**. The assessor will ask questions and may use simulated scenarios to collect any evidence they have not been able to gather over the course of the assessment.

In this situation the learner should be given a task or job sheet as they would on a normal given day and a situation created in either the warehouse or assessment centre, whereby the learner can demonstrate all required skills of the role.

Knowledge, Skills and Behaviours

Skills requirements	Skills criteria
S1	Be able to plan and re-plan for a commercial removal job
S2	Be able to select, prepare and use materials efficiently
S3	Be able to move and handle items safely
S4	Be able to use of machinery and equipment safely
S5	Be able to prepare documentation for removals jobs
S6	Be able to load and unload items safely and efficiently
S7	Be able to dismantle and/or reassemble furniture safely and efficiently
S8	Be able to use basic IT systems

Core skills requirements	Core skills criteria
CS3	Be able to demonstrate safe moving and handling of different objects

Grading of the Practical assessment with questions

This assessment method requires that the apprentice has met all the skills and behaviours outlined within the grade descriptors for the allocated grade.

To achieve a pass grade in the practical assessment, the apprentice must achieve a minimum of 6 of the 9 skills criteria (70%) as a minimum. The following skills must be achieved during the practical test: S3, S4, S6, S7, and S9.

To achieve a distinction grade in the practical assessment, the apprentice must achieve a minimum of 13 of the 14 pass and distinction skills criteria (90%). This must include achievement of the following skills; S3, S4, S6, S7, and S9.

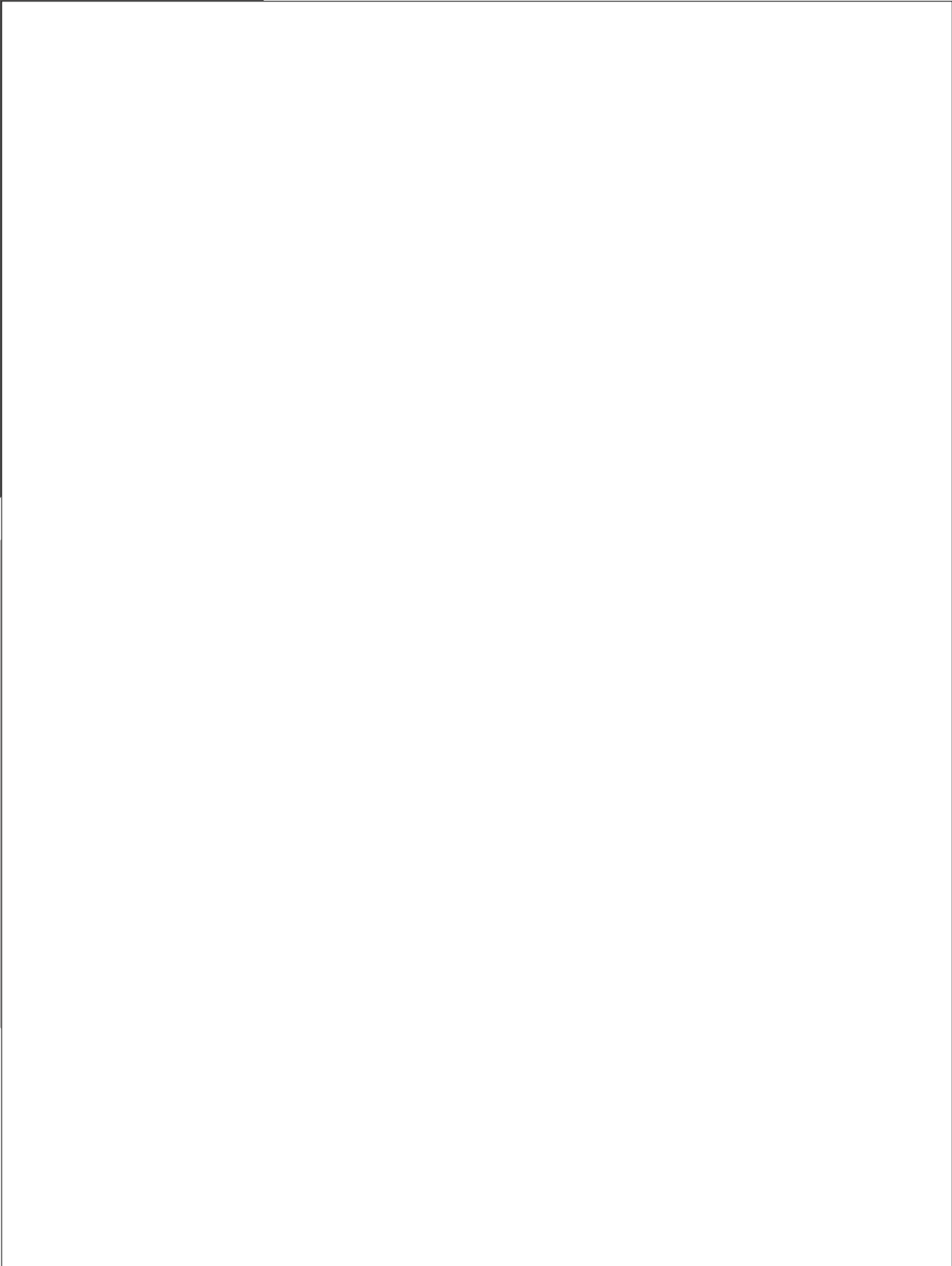
Grading Criteria

Criteria	Statement	Pass
S1	Be able to plan and re-plan for a commercial removal job	The Apprentice must be able to demonstrate how to plan and re-plan for a commercial removal job, this could include observing and adhering to road signage; utilising route scheduling software (Sat Nav); following company instructions for deliveries and/or collections.
S2	Be able to select, prepare and use materials efficiently	The Apprentice must be able to select, prepare, and use materials efficiently. This could include, selecting the correct packaging materials; preparing the correct packaging materials; correctly using the appropriate packaging materials.
S3	Be able to move and handle items safely	The Apprentice must demonstrate how to move and handle items safely. This could include, completing manual handling duties following the principles of task, individual, load, and environment (TILE) safely; using Mechanical Handling Equipment (MHE) safely; selecting the most appropriate manual handling aids.
S4	Be able to use machinery and equipment safely	The Apprentice must demonstrate how to use machinery and equipment safely. This could include, completing pre-usage checks for MHE; using MHE correctly; selecting the correct Forklift Truck (FLT) fork drive and park positions.
S5	Be able to prepare documentation for removals jobs	The Apprentice must be able to prepare documentation for removal jobs. This could include, preparing required documentation in advance of the removal of goods, ensuring all insurance documentation is valid, processing any enquiries or complaints from customers.
S6	Be able to load and unload items safely and efficiently	The Apprentice must demonstrate safely and efficiently loading and unloading items. This could include, using suitable equipment to load or unload items; safely performing a two-person lift; recognising when assistance is required to move goods.
S7	Be able to dismantle and/or reassemble furniture safely and efficiently	The Apprentice must demonstrate how to dismantle and/or reassemble furniture safely and efficiently. This could include, correctly dismantling furniture; correctly assembling furniture; using the appropriate tools and/or PPE safely and efficiently.
S8	Be able to use basic IT systems	The Apprentice must be able to demonstrate the use of basic IT systems by utilising software to share information with others, for example (WhatsApp, Teams or Email). This could include correct use of Sat Nav to plan routes, correct use of Tachographs in line with DVSA guidelines.
CS3	Be able to demonstrate safe moving and handling of different objects	The Apprentice must demonstrate the safe moving and handling of different objects. This could include using suitable equipment to load or unload items, safely performing a two-person lift, recognising when assistance is required to move goods.

Table continued.

Criteria	Statement	Distinction
D1	Be able to go above and beyond what is expected of their role, for example, increased awareness and application of health and safety skills, dealing with more complex situations, spatial awareness and demonstration of particularly fast, efficient and improved new ways of working	The Apprentice must be able to demonstrate or give evidence of where they have gone above and beyond what is expected in their job role, for example, how they would plan and manage adverse weather conditions, investigating issues identified, helping others to overcome issues processing orders without being prompted, suggesting new ways of working or working in a more efficient and effective manner outside their job role.
D2	Be able to demonstrate advanced driving skills and techniques in relation to relevant vehicles	The Apprentice must be able to demonstrate advanced driving/operating skills on the MHE, for example driving slowly and cautiously, excellent all-round observations, forks at travel height, sounding the horn at appropriate risk areas, first-time height adjustment for when entering pallets or other items in use, always looking in direction of travel, use of safety equipment at all times, seatbelt, horn, lights, indicators, flashing beacons, giving way to others for safety purposes, parking the vehicle after use safely and efficiently.
D3	Be able to demonstrate a keen interest in the sector and in the job and in keeping up to date with industry changes	The apprentice must be able to demonstrate or explain their interest in the sector and in their job role and how they keep up to date with industry changes for example being enthusiastic throughout the observation, identifying within the organisation where they can find sector specific information, identifying online sources, seminars, in-house CPD training, intranet.
D4	Be able to demonstrate originality in the consistent, effective application of technical processes, resources, techniques and materials	The Apprentice must be able to demonstrate originality in the consistent, effective application of technical processes, resources, techniques and materials, for example, utilising software to plan the most time efficient routes for drivers, repacking of items that were not suitably packed originally, showing leadership and/or mentoring skills.
D5	Be able to complete tasks independently to a level that far exceeds the minimum standard with few or no errors	The Apprentice must be able to demonstrate the completion of tasks independently to a level that far exceeds the minimum standard with few or no errors, for example, identifying and managing discrepancies between stock and the inventory, using initiative to deal with issues identified, completing a task above their level to a satisfactory standard..

Notes



Delivery of the Practical assessment with questions

Traffic Officer

The Independent Assessor will observe the apprentice's performance while carrying out their everyday tasks, typically for **1 hour**. The assessor will ask questions and may use simulated scenarios to collect any evidence they have not been able to gather over the course of the assessment.

In this situation the candidate should be given a task or job sheet as they would on a normal given day and a situation created in either the warehouse or assessment centre, whereby the learner can demonstrate all required skills of the role.

Knowledge, Skills and Behaviours

Skills requirements	Skills criteria
S1	Be able to demonstrate compliance with current appropriate rules and regulation
S2	Be able to prepare the delivery of products safely and efficiently
S3	Be able to use Transport Management Systems (TMS)
S4	Be able to plan and provide briefs to other operators on safe use of equipment and machinery
S5	Be able to process goods when returned to base
S6	Be able to debrief drivers on their return to base
S7	Be able to follow instructions for maintaining equipment and machinery
S8	Be able to schedule vehicle maintenance

Core skills requirements	Core skills criteria
CS3	Be able to demonstrate safe moving and handling of different objects

Grading of the Practical assessment with questions

This assessment method requires that the apprentice has met all the skills and behaviours outlined within the grade descriptors for the allocated grade.

To achieve a pass grade, the apprentice must achieve a minimum of 6 of the 9 skills criteria (70%) as a minimum. The following skills must be achieved during the practical test: S1, S2, S4, and S9.

To achieve a distinction grade in the practical assessment, the apprentice must achieve a minimum of 13 of the 14 pass and distinction skills criteria (90%). This must include achievement of the following skills; S1, S2, S4 and S9.

Grading Criteria

Criteria	Statement	Pass
S1	Be able to demonstrate compliance with current appropriate rules and regulation	The Apprentice must demonstrate compliance with current appropriate rules and regulations. This could include, following the rules and procedures when using MHE and other equipment, maintaining data security (GDPR), correct use of PPE.
S2	Be able to prepare the delivery of products safely and efficiently	The Apprentice must demonstrate preparing the delivery of products safely and efficiently. This could include, preparing goods ready for delivery, communicating suitable delivery date/ times with customers, processing goods in or ready for dispatch.
S3	Be able to Transport Management Systems (TMS)	The Apprentice must be able to use transport management systems (TMS). This could include, checking progress of scheduled deliveries, preparing of suitable routes for deliveries, re-routing in the event of a problem arising.
S4	Be able to plan and provide briefs to other operators on safe use of equipment and machinery	The Apprentice must demonstrate how to plan and provide briefs to other operators on the safe use of equipment and machinery. This could include, providing updates on the company H&S policy, advising drivers on potential safety concerns, such as weather or known hazards on route, providing a planned briefing to drivers.
S5	Be able to process goods when returned to base	The Apprentice must be able to process goods when returned to base. This could include, placing goods back into stock, quarantining of goods, checking the goods received match the delivery note.
S6	Be able to debrief drivers on their return to base	The Apprentice must be able to de-brief drivers on their return to base. This could include, sharing of information with drivers, placing relevant information on staff notice boards, contacting drivers via phone/radio with updates.
S7	Be able to follow instructions for maintaining equipment and machinery	The Apprentice must be able to follow instructions for maintaining equipment and machinery. This could include, completing a pre-usage check of MHE, recording and/or reporting defects identified with MHE, refuelling/charging MHE.
S8	Be able to schedule vehicle maintenance	The Apprentice must be able to schedule vehicle maintenance. This could include, making arrangements for vehicle maintenance, taking MHE out of service, checking the service/ MOT schedule for vehicles.
CS3	Be able to demonstrate safe moving and handling of different objects	The Apprentice must demonstrate the safe moving and handling of different objects. This could include, using suitable equipment to load or unload items, safely performing a two-person lift, recognising when assistance is required to move goods.

Table continued.

Criteria	Statement	Distinction
D1	Be able to go above and beyond what is expected of their role, for example, increased awareness and application of health and safety skills, dealing with more complex situations, spatial awareness and demonstration of particularly fast, efficient and new and improved ways of working	The Apprentice must be able to demonstrate or give evidence of where they have gone above and beyond what is expected in their job role, for example, how they would plan and manage adverse weather conditions, investigating issues identified, helping others to overcome issues processing orders without being prompted, suggesting new ways of working or working in a more efficient and effective manner outside their job role.
D2	Be able to demonstrate advanced driving skills and techniques in relation to relevant vehicles	The Apprentice must be able to demonstrate advanced driving/operating skills on the MHE, for example driving slowly and cautiously, excellent all-round observations, forks at travel height, sounding the horn at appropriate risk areas, first-time height adjustment for when entering pallets or other items in use, always looking in direction of travel, use of safety equipment at all times, seatbelt, horn, lights, indicators, flashing beacons, giving way to others for safety purposes, parking the vehicle after use safely and efficiently.
D3	Be able to demonstrate a keen interest in the sector and in the job and in keeping up to date with industry changes	The apprentice must be able to demonstrate or explain their interest in the sector and in their job role and how they keep up to date with industry changes for example being enthusiastic throughout the observation, identifying within the organisation where they can find sector specific information, identifying online sources, seminars, in-house CPD training, intranet.
D4	Be able to demonstrate originality in the consistent, effective application of technical processes, resources, techniques and materials	The Apprentice must be able to demonstrate originality in the consistent, effective application of technical processes, resources, techniques and materials, for example, utilising software to plan the most time efficient routes for drivers, repacking of items that were not suitably packed originally, showing leadership and/or mentoring skills.
D5	Be able to complete tasks independently to a level that far exceeds the minimum standard with few or no errors	The Apprentice must be able to demonstrate the completion of tasks independently to a level that far exceeds the minimum standard with few or no errors, for example, identifying and managing discrepancies between stock and the inventory, using initiative to deal with issues identified, completing a task above their level to a satisfactory standard.



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