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# **END-POINT ASSESSMENT GUIDE**

**VTCT Level 3 End-point Assessment for  
ST0201 – Supply Chain Practitioner**

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>

# End-point Assessment Guide - Content

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# VTCT Level 3 End-point Assessment for ST0201 – Supply Chain Practitioner

## Purpose

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

The Supply Chain Practitioner (Fast Moving Consumer Goods) apprenticeship is an integrated programme of knowledge and skills acquisition, developed alongside core behaviours expected of a competent supply chain practitioner in the fast moving consumer goods sector. The award of the apprenticeship certificate will signify recognition of competence in the role. Apprentices will typically spend 30 months working towards the apprenticeship standard, with the End-point Assessment completed in the final 12 weeks. Performance in the End-point Assessment will determine the apprenticeship grade of fail, pass or distinction.

FMCG Supply Chain Practitioners will work in one or more supply chain functions. Typical duties could include forecasting customer demand as a Junior Demand Planner, liaising with the factories schedule production as a Junior Supply Planner, processing orders as a Customer Service Operative and working with hauliers and Distribution Centres as an Assistant Transport Planner.

They have a comprehensive understanding of the entire supply chain, are responsible for their impact on each function and strive to deliver the best value for their business and customer. Due to the high number of interactions, both within and outside of the business they need: strong relationship building, influencing, stakeholder management, communication skills alongside sound analytical skills, information technology and numeracy skills, with an ability to work in a fast paced environment with frequently changing requirements.

FMCG Supply Chain Practitioners will be able to progress to management or specialist roles.



# Level 3 Supply Chain Practitioner

## Apprenticeship Standard Summary Table

<p><b>On-programme Stage</b> <i>(typically 30 months)</i></p>	<p>Training to develop the knowledge, skills and behaviours (KSBs) of the occupational standard.</p> <p>The apprentice must complete training towards English and Maths qualifications in line with the apprenticeship funding rules.</p>
<p><b>End-point Assessment Gateway Stage</b></p>	<ul style="list-style-type: none"> <li>• The employer must be content that the apprentice is working at or above the occupational standard for their option</li> <li>• The apprentice must have achieved English and Maths qualifications in line with the apprenticeship funding rules</li> </ul>
<p><b>End-point Assessment</b> <i>(which will last a maximum of 12 weeks)</i></p>	<p>This Assessment Method will be assessed using the following grades:</p> <p><b>Assessment Method 1: Knowledge test</b></p> <ul style="list-style-type: none"> <li>• Fail</li> <li>• Pass</li> <li>• Distinction</li> </ul> <p><b>Assessment Method 2: Workplace project and presentation</b></p> <ul style="list-style-type: none"> <li>• Fail</li> <li>• Pass</li> <li>• Distinction</li> </ul> <p><b>Assessment Method 3: Professional dialogue and interview</b></p> <ul style="list-style-type: none"> <li>• Fail</li> <li>• Pass</li> <li>• Distinction</li> </ul>
<p><b>Re-sits and re-takes</b></p>	<p>Apprentices will be offered the opportunity to take re-sits/retakes if they fail any element of the End-point Assessment.</p> <p>Any End-point Assessment component re-sit/re-take must be taken during the maximum 12 week End-point Assessment period, otherwise the entire End-point Assessment must be re-taken in full in a new 12 week period.</p> <ul style="list-style-type: none"> <li>• Re-take and re-sit grade cap: pass</li> </ul>

# Supply Chain Practitioner Apprenticeship Standard

## Occupational Profile

Supply Chain is at the heart of every business – it is a system of organisations, people, activities, information and resources involved in moving products or services from supplier to customer. It may include the transformation of natural resources, raw materials and components into a finished product.

Effective and dynamic supply chains are particularly important in fast moving consumer goods (FMCG) sectors, for example food & drink, retail or consumables, where products have one or more of the following characteristics: high volume, fast turnover and frequently purchased. FMCG have a short shelf life, either as a result of high consumer demand or because the product deteriorates rapidly.

In contrast, durable goods or major appliances such as kitchen appliances are generally replaced over a period of several years. Supply chain functions include procurement, forecasting, planning manufacture, customer service and logistics.

### **A Supply Chain Practitioner in their daily work will be expected to:**

- Forecast customer demand as a Junior Demand Planner
- Liaise with the factories schedule production as a Junior Supply Planner
- Process orders as a Customer Service Operative
- Work with hauliers and Distribution Centres as an Assistant Transport Planner
- FMCG Supply Chain Practitioners will be able to progress to management or specialist roles

## The Gateway Stage

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

- Completed training ensuring they can consistently demonstrate competence against all elements of the apprenticeship standard
- Have achieved or be exempt from Functional Skills English and Maths Level 2
- Complete and submit an appropriate workplace project for the End-point Assessment, this must be agreed for the apprentice, based on their current job role
- Provide examples of work that they can use for reference in the professional dialogue and interview covering the knowledge, skills and behaviours being assessed by this assessment method

The employer will judge whether the apprentice is ready for the end-point assessment; they may wish to take advice from the training provider.

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 move onto 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 test**

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

### **Assessment Method 2: Workplace project and presentation**

There are no specific requirements at the Gateway Stage to upload evidence for the workplace project and presentation. However, the report must be submitted to the Independent Assessor one week before the date of the presentation.

### **Assessment Method 3: Professional dialogue and interview**

There are no specific requirements at the Gateway Stage to upload evidence for the professional dialogue and interview. However, the apprentice can bring examples of their work from the entire programme to refer to.

# 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](mailto:epa@skillsforlogistics.co.uk) for more information.

## Remote Assessments

Remote assessments will ordinarily be conducted via a video conferencing platform. The apprentice will receive an automated email containing a link to their video conferencing platform within 72 hours of the assessment being booked. The apprentice will need this link to enter the video conferencing platform and complete their assessment. This is typically for professional discussion only. The assessment will require both audio and video to be on and working at all times during the assessment. This is typically for professional discussion only. Remote assessments are recorded.

## 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. Please note that if a cancellation occurs within 10 working days of the assessment taking place, there will be a cancellation charge applied in line with our Cancellation Policy.

If the customer cancels the End-point Assessment:

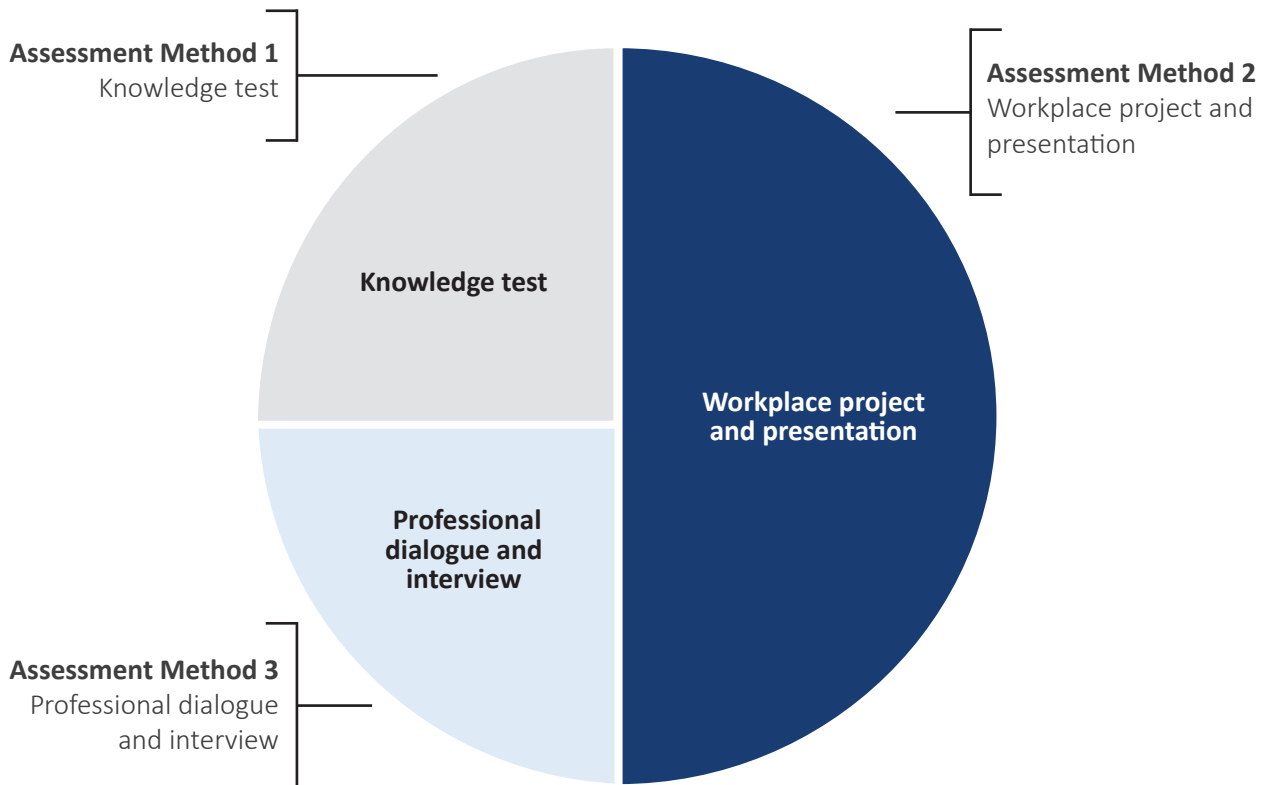
- Prior to the date of the End-point Assessment, the customer must inform VTCT by email ([epa@skillsforlogistics.co.uk](mailto:epa@skillsforlogistics.co.uk))
- On the day of the End-point Assessment, the customer must inform VTCT by telephone (02380 684502)

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 Practitioner End-point Assessment consists of **3 Assessment Methods**:

Assessment Method	Assessed/Invigilated by	Overall Grading
<b>Assessment Method 1</b> Knowledge test	Independent Assessor	Fail/Pass/Distinction
<b>Assessment Method 2</b> Workplace project and presentation	Independent Assessor	Fail/Pass/Distinction
<b>Assessment Method 3</b> Professional dialogue and interview	Independent Assessor	Fail/Pass/Distinction

**Please note:** A maximum of 15 Apprentiucses can be assessed at any one time by the Independent Assessor during Assessment Method 1: knowledge test and a maximum of one apprentice can be assessed at any one time by the Independent Assessor during Assessment Method 2: workplace project and presentation, and Assessment Method 3: professional dialogue and interview.

# How the End-point Assessment is graded

The overall grade for the End-point Assessment will be based on the grades achieved in the 3 Assessment Methods: Knowledge test, Workplace project and presentation, Professional dialogue and interview.

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

## Assessment Method 1: Knowledge test

The knowledge test will be graded a Fail/Pass/Distinction using the grading criteria on pages 14-17.

## Assessment Method 2: Workplace project and presentation

The Workplace project and presentation will be graded a Fail/Pass/Distinction using the grading criteria on pages 18-24.

## Assessment Method 3: Professional dialogue and interview

The Professional dialogue and interview will be graded a Fail/Pass/Distinction using the grading criteria on pages 26-30.

## Overall Grading

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

- Fail
- Pass
- Distinction

Each component of the end-point assessment is individually marked and awarded a fail, pass or distinction based on the guidance given in this assessment plan. To achieve a pass overall the apprentice must achieve a minimum of a pass in the end-point assessment components: written knowledge test, workplace project and presentation and professional dialogue and interview.

In order to achieve a distinction, apprentices are required to achieve a distinction in the workplace project and presentation; and at least one of the other assessment components. Grading combinations to determine the apprenticeship grade are shown below:

Knowledge test	Workplace project and presentation	Professional dialogue and interview	Overall grading
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Distinction	Pass	Pass
Pass	Pass	Distinction	Pass
Distinction	Pass	Pass	Pass
Pass	Distinction	Distinction	Distinction
Distinction	Pass	Distinction	Pass
Distinction	Distinction	Pass	Distinction
Distinction	Distinction	Distinction	Distinction

## Length of End-point Assessment period

The End-point Assessment will be completed within a period lasting typically **12 weeks**, beginning when VTCT has confirmed that all the gateway requirements have been met by the apprentice.

If an End-point Assessment Method is not achieved, the failed Assessment Method should be re-sat or retaken within the End-point Assessment period, and in accordance with the requirements outlined in the Supply Chain Practitioner Assessment Plan.

## Order of Assessment Methods

The assessment methods are typically taken in the following order:

- Knowledge test
- Workplace project and presentation
- Professional dialogue and interview

The apprentice must have achieved a minimum of a pass grade for the knowledge test and the workplace project and presentation assessment components before progressing to the professional dialogue and interview.

## Delivery and location of the End-point Assessment

### Assessment Method 1: Knowledge test

The knowledge test will be undertaken in controlled conditions invigilated by the Independent Assessor. There will be a maximum of 15 apprentices. Invigilation can be provided remotely. The test will be undertaken at a test centre or in the workplace.

### Assessment Method 2: Workplace project and presentation

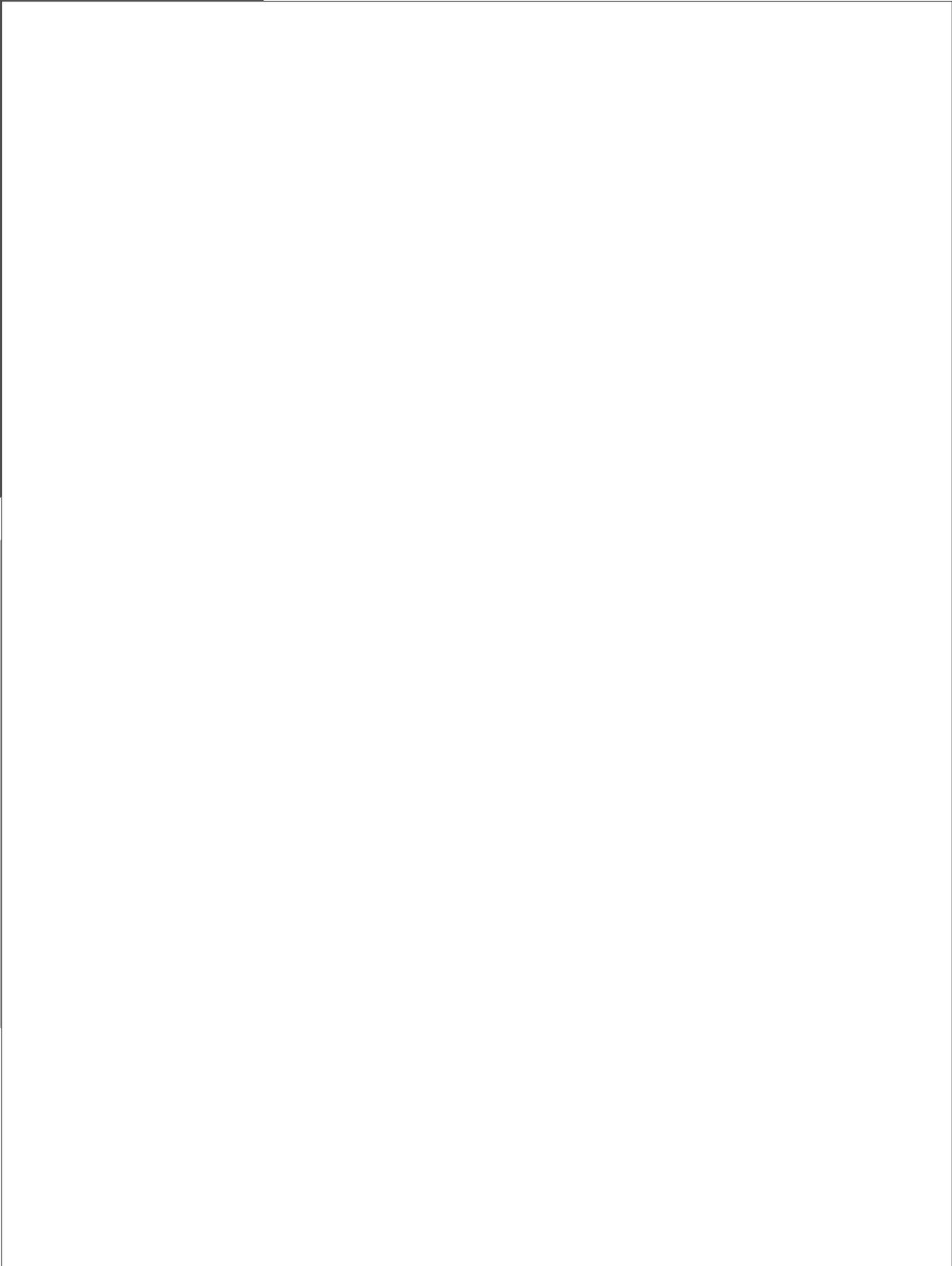
The workplace project and presentation assessment, the presentation must be completed under controlled conditions and can take place in the workplace or in assessment centres. The presentation may be undertaken remotely using video conferencing. The report must be submitted to the Independent Assessor one week before the presentation. This assessment method must take place in a quiet room, free from distractions and influence.

### Assessment Method 3: Professional dialogue and interview

The professional dialogue and interview can take place at the employers' premises, or a suitable venue selected by VTCT (for example outreach locations or a training provider's premises). The professional dialogue and interview should take place in a quiet room, free from distractions and influence. This assessment method can also be carried out in an electronic environment such as video conferencing or other safe digital space platform.



# Notes





# Assessment Method 1: Knowledge test





## Assessment Method 1: Knowledge test

This assessment method has one component.

The knowledge test assesses the underpinning knowledge and understanding of the apprentice. The knowledge test has a range of multiple-choice questions and extended answer questions.

### Delivery of the Knowledge test

The knowledge test will be computer based. It will be undertaken in a test centre or in the workplace. The knowledge test will be administered and marked by the Independent Assessor and undertaken in controlled conditions. If the knowledge test is taken remotely, invigilation can be provided.

The test consists of a total of 60 questions. 30 multiple-choice questions and 6 extended answer questions. Apprentices will have **90 minutes** to complete the test.

This knowledge test should be taken as early as possible in the 12-week period of the End-point assessment and must be passed prior to the apprentice undertaking the professional dialogue and interview.

# Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
<b>K1</b>	Critical supply chain key performance indicators: inventory, forecast accuracy, plan attainment, customer service, vehicle utilisation, on shelf availability and waste, quality and value in line with business requirements and expectations, commerciality; and their impact on other parts of the business.
<b>K2</b>	Key legislation, policies and procedures that influence the supply chain: health and safety, environmental, sustainability and others relevant to the business context such as large goods vehicle (LGV) driver hours and food safety/safe manufacturing practices.
<b>K3</b>	The characteristics and specific needs of different customer groups: retailers, business-to-business, ecommerce and export.
<b>K4</b>	The key principles of Continuous Improvement (CI) Management and Problem Solving.
<b>K5</b>	The importance of new products and how a product is costed.
<b>K6</b>	Complete supply chain documentation for audit requirements.
<b>K7</b>	The principles of capacity planning. Procurement: the principles of buying – strategic and operational decision making (influences, risk, cost); and legal and customer requirements (anti-bribery policies, ethical approaches and frameworks).
<b>K8</b>	The principles of capacity planning. Forecasting: the levers and influences on customer and consumer demand (market trends, weather, competitor activity and seasonality); the impact of merchandising on supply chain decisions; and others relevant to the business context.
<b>K9</b>	The principles of capacity planning. Plan manufacture: the principles of developing and implementing a supply plan taking account of capacity, product life and the key drivers of success.
<b>K10</b>	The principles of capacity planning. Customer service: the principles of order capture and management, from order receipt to delivery through to customers, the importance of customer fulfilment.
<b>K11</b>	The principles of capacity planning. Logistics: the importance of logistics cost, the impact of short-lead time and high demand volatility logistics on network planning.
<b>K12</b>	Analyse data on key trends and themes that affect demand; use data to make recommendations to internal and external customers



## Grading of the Knowledge test

The following grade boundaries apply to the knowledge test:

Grade	Minimum mark	Maximum mark
Distinction	51	60
Pass	40	50
Fail	0	39

The knowledge test contributes 25% to the weighting of the final apprenticeship grade.

## Grading Criteria

Grade	Fail	Pass	Distinction
<b>All KSBs mapped to the Knowledge Test</b>	Does not meet the pass criteria (the apprentice has 39 or fewer marks).	The apprentice has achieved 40 to 50 marks.	The apprentice has answered 51-60 marks.

## Assessment Method 2: Workplace project and presentation





## Assessment Method 2: Workplace project and presentation

This assessment method includes two components:

- Workplace project
- Presentation – including question and answer

### Delivery of the Workplace project and presentation

Apprentices must complete a project and submit this to the Independent Assessor one week before the presentation. Assessment of the project will be through a report, presentation and a question and answer session with the Independent Assessor.

#### Component 1: Workplace project

The workplace project is a substantial piece of work that will allow the apprentice to plan, implement and present an individual work-based project. The workplace project assesses the apprentice's ability to effectively use the techniques described within the standard. It should be conducted as part of an apprentice's normal work during the End-point assessment period.

Employers will agree on the most appropriate project with each apprentice, based on their current job role. VTCT have developed business-based projects which will be available for End-point assessment.

The apprentice will produce a report of no more than 3,000 words which describes how the project was planned, implemented and the outcome, which is presented to the Independent Assessor. Appendices will not count towards the 3,000 word limit. The project must be submitted to the Independent Assessor one week before the presentation.

#### Component 2: Presentation – including question and answer

The assessment will begin with a presentation. This will be followed by a question and answer session. Collectively the presentation and the question and answer session will last typically 45 minutes and no more than one hour. The presentation will be for a maximum of 15 minutes of this time period.

The presentation will take place under controlled assessment conditions and can be completed in the workplace or an assessment centre. The presentation may be undertaken remotely using video conferencing. Wherever the presentation is undertaken it must take place in a room, free from distractions or interference.

# Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
<b>K1</b>	Critical supply chain key performance indicators: inventory, forecast accuracy, plan attainment, customer service, vehicle utilisation, on shelf availability and waste, quality and value in line with business requirements and expectations, commerciality; and their impact on other parts of the business.
<b>K13</b>	Information technology (IT) systems for the supply chain: Excel, material requirements planning (MRP) systems and business planning systems.

Skills requirements	Skills criteria
<b>S1</b>	Prioritise the flow of FMCG products or services based on evolving and changing information; meeting critical deadlines to ensure the efficient running of the FMCG supply chain, including managing unexpected demand.
<b>S2</b>	Lead and participate in everyday problem solving activities required for the FMCG industry, where small process improvements can have a significant improvement on the rest of the supply chain, using recognised techniques: 5 Whys and fishbone analysis.
<b>S3</b>	Use continuous improvement techniques to improve performance in the FMCG supply chain, such as forecast accuracy.
<b>S4</b>	Manipulate and interpret constantly changing data sets to inform decision making in the supply chain function(s).
<b>S5</b>	Develop and manage a small project plan within a supply chain function(s) to improve operational performance.
<b>S6</b>	Identify, manage and escalate risks to the business, such as customers significantly exceeding their forecast, factory breakdowns, supplier failures, delivery failures and customer relationship issues through to not fulfilling an order in full, to ensure that products produced and delivered against very short lead times are available whenever and wherever consumers choose to purchase, at the lowest possible cost.
<b>S7</b>	Communicate using appropriate methods and FMCG terminology; verbal, email, face-to-face.

Behaviour requirements	Behaviour criteria
<b>B2</b>	Responsiveness to change: demonstrates and encourages curiosity to foster new ways of thinking and working to ensure economic benefits are maximised.
<b>B3</b>	Pride in work: aims for excellence, time management, adherence to deadlines.
<b>B4</b>	Have courage/conviction in their decisions and demonstrates ownership of work.
<b>B6</b>	Builds good relationships with others, works collaboratively, contributes ideas and challenges appropriately, leads by example.
<b>B7</b>	Tenacious approach to problem-solving by working to identify and ensure root causes are resolved to ensure supply chains remain flexible and agile.
<b>B8</b>	Highly effective communicator at all levels and with a variety of stakeholders: always acting with integrity and respect.



## Grading of the Workplace project and presentation

This assessment method requires the apprentice to provide evidence that they have met all the knowledge, skills and behaviours outlined within the grade descriptors for the allocated grade. This component is weighted at 50% of the final End-point assessment grade.

Grade	Minimum mark	Maximum mark
Distinction	91	120
Pass	66	90
Fail	0	65

The project will result in a fail, pass or distinction grade and will contribute 50% to the weighting of the final apprenticeship grade.

# Grading Criteria

Knowledge, skill and behaviour areas assessed through the project & presentation are shown in statement column. To pass the apprentice must, as a minimum, demonstrate acceptable performance for each area assessed as shown in the pass column and in doing so will accrue 66/120. Additional marks are achieved for outstanding performance as shown in the distinction column, which incorporates the criteria and mark for a pass i.e. apprentices will achieve marks as shown in either the pass or distinction column.

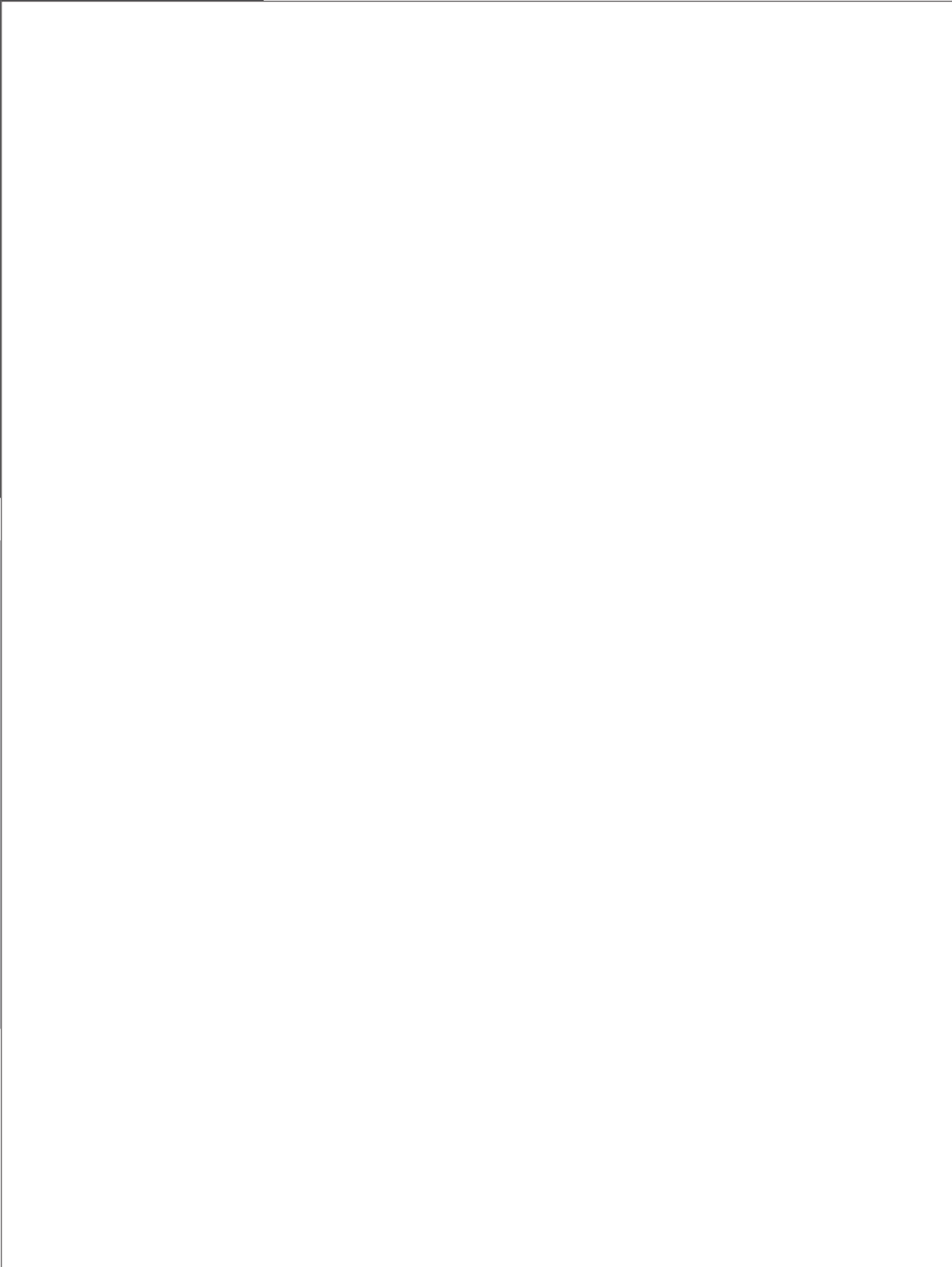
KSBs	Statement	Pass	Distinction
K1	<p>Critical supply chain key performance indicators: inventory, forecast accuracy, plan attainment, customer service, vehicle utilisation, on shelf availability and waste, quality and value in line with business requirements and expectations, commerciality; and their impact on other parts of the business.</p> <p>Total marks = 10 Minimum marks required = 5</p>	<p>(5 out of 10 points)</p> <p>Understands own key performance indicators within area of responsibility and their impact on upstream and downstream operations (5)</p>	<p>(10 out of 10)</p> <p>Understands own key performance indicators within area of responsibility and those of other teams within the supply chain and their impact on upstream and downstream operations (10)</p>
K13	<p>Information technology (IT) systems for the supply chain: Excel, material requirements planning (MRP) systems and business planning systems.</p> <p>Total marks = 10 Minimum marks required = 10</p>	<p>(10 out of 10)</p> <p>Correctly uses IT systems in their supply chain to complete tasks (10)</p>	
S1	<p>Prioritise the flow of FMCG products or services based on evolving and changing information; meeting critical deadlines to ensure the efficient running of the FMCG supply chain, including managing unexpected demand.</p> <p>Total marks = 10 Minimum marks required = 5</p>	<p>(5 out of 10)</p> <p>Ensures the flow of FMCG products or services, reacting to factors affecting the operation as they occur (3)</p>	<p>(10 out of 10)</p> <p>Ensures the flow of FMCG products or services, considers factors that may impact on the efficient running of the FMCG supply chain and has contingency plans in place (6)</p> <p>Exceeds deadlines (4)</p>
S2	<p>Lead and participate in everyday problem-solving activities required for the FMCG industry; where small process improvements can have a significant improvement on the rest of the supply chain, using recognised techniques: 5 Whys and fishbone analysis.</p> <p>Total marks = 10 Minimum marks required = 5</p>	<p>(5 out of 10)</p> <p>Lead and participate in everyday problem-solving activities, using a recognised technique (5)</p>	<p>(10 out of 10)</p> <p>Lead and participate in everyday problem-solving activities, using multiple techniques; end to end understanding demonstrated; longer term horizon considered, element of 'future proofing'/forward thinking (10)</p>

KSBs	Statement	Pass	Distinction
S3	Use continuous improvement (CI) techniques to improve performance in the FMCG supply chain, such as forecast accuracy.  Total marks = 10 Minimum marks = 5	(5 out of 10)  Use up to 2 CI techniques to identify one or two potential improvements for the workplace and shows how improvements could be embedded in the workplace (5)	(10 out of 10)  Uses 3plus CI techniques to identify 3 or more potential outcomes and shows how improvements could be embedded in the workplace (10)
S4	Manipulate and interpret constantly changing data sets to inform decision making in the supply chain function(s).  Total marks = 10 Minimum marks = 5	(5 out of 10)  Identify patterns and trends to make informed decisions using appropriate techniques and drawing logical conclusions (5)	(10 out of 10)  Identify patterns and trends to make informed decisions using appropriate techniques and drawing logical conclusions; making reasoned and sound/logical recommendations based on data analysis for potential business benefits (10)
S5	Develop and manage a small project plan within a supply chain function(s) to improve operational performance.  Total marks = 10 Minimum marks = 5	(5 out of 10)  Develops a project plan with milestones, key project stages and deliverables (5)	(10 out of 10)  Develops a project plan with activities, milestones, roles and responsibilities, key stages and deliverables, risk log; demonstrates adherence to plan and re-planning based on project findings (10)
S6	Identify, manage and escalate risks to the business, such as customers significantly exceeding their forecast, factory breakdowns, supplier failures, delivery failures and customer relationship issues through to not fulfilling an order in full, to ensure that products produced and delivered against very short lead times are available whenever and wherever consumers choose to purchase, at the lowest possible cost.  Total marks = 10 Minimum marks = 5	(5 out of 10)  Identify, manage and escalate risks to the business within own area of responsibility, based on project outcomes (3)  Ensure product availability (2)	(10 out of 10)  Identify, manage and escalate risks within own area of responsibility and to other areas of the supply chain/ business (internal and external), based on project outcomes (6)  Ensure product availability, anticipating and contingency planning for internal and external factors which may impact on product availability (4)
S7	Communicate using appropriate methods and FMCG terminology- verbal, email, face-to-face.  Total marks = 10 Minimum marks = 5	(5 out of 10)  Presents reasoned conclusions (3)  Communicates message, using appropriate methods and FMCG terminology (2)	(10 out of 10)  Presents reasoned conclusions and sound/logical recommendations for future implementation (6)  Communicates message using appropriate method and FMCG terminology, adapts style according to the audience (4)

Table continued.

KSBs	Statement	Pass	Distinction
B2	<p>Responsiveness to change: demonstrates and encourages curiosity to foster new ways of thinking and working to ensure economic benefits are maximised.</p> <p>Total marks = 4 Minimum marks required = 2</p>	<p>(2 out of 4)</p> <p>(2) Demonstrates flexibility to changing working environment and demands (2)</p>	<p>(4 out of 4)</p> <p>Demonstrates flexibility to changing working environment and demands; constructively questions and challenges to understand the reasons behind the change; sets a positive example for others about change (4)</p>
B3	<p>Pride in work: aims for excellence, time management, adherence to deadlines.</p> <p>Total marks = 6 Minimum marks required = 3</p>	<p>(3 out of 6)</p> <p>Aims to meet objectives, demonstrates good time management (3)</p>	<p>(6 out of 6)</p> <p>Aims for exceed objectives; actively reviews performance with a critical eye and looks for ways to improve performance (6)</p>
B4	<p>Have courage/conviction in their decisions and demonstrates ownership of work.</p> <p>Total marks = 4 Minimum marks required = 2</p>	<p>(2 out of 4)</p> <p>Accepts responsibility; plans work to meet objectives (2)</p>	<p>(4 out of 4)</p> <p>Accepts responsibility; plans to exceed objectives, effectively prioritises and re-prioritises work to meet objectives (4)</p>
B6	<p>Builds good relationships with others, works collaboratively, contributes ideas and challenges appropriately, leads by example.</p> <p>Total marks = 6 Minimum marks required = 4</p>	<p>(3 out of 6)</p> <p>Builds good relationships with others, works collaboratively, contributes ideas and challenges appropriately (3)</p>	<p>(6 out of 6)</p> <p>Builds good relationships with others, works collaboratively, contributes ideas and challenges appropriately; contributes to team-based discussions/ problem solving (6)</p>
B7	<p>Tenacious approach to problem solving by working to identify and ensure root causes are resolved to ensure supply chains remain flexible and agile.</p> <p>Total marks = 6 Minimum marks required = 3</p>	<p>(3 out of 6)</p> <p>Works to identify and ensure root causes of problems are resolved (3)</p>	<p>(6 out of 6)</p> <p>Works to identify and ensure root causes of problems are resolved; adopts a preventative approach to problem solving (6)</p>
B8	<p>Highly effective communicator at all levels and with a variety of stakeholders: always acting with integrity and respect.</p> <p>Total marks = 4 Minimum marks required = 2</p>	<p>(2 out of 4)</p> <p>Communicates message to different audience, honest and polite (2)</p>	<p>(4 out of 4)</p> <p>Communicates message to different audiences, honest and polite. Reviews effectiveness communication to identify ways to improve, demonstrates effective influencing skills (4)</p>

# Notes





# Assessment Method 3: Professional dialogue and interview





## Assessment Method 3: Professional dialogue and interview

This assessment method has one component.

The professional dialogue and interview are a structured discussion between the apprentice and their Independent Assessor. The discussion will be appropriately structured to draw out the best of the apprentice's competence and excellence.

It is recommended that the Independent Assessor conducting the professional dialogue is not the same person who carried out the assessment of the workplace project and presentation. Apprentices can only undertake the professional dialogue and interview component, once a pass as a minimum has been achieved in each of the other two end-point assessment components.

The apprentice can bring examples of their work from the entire programme to refer to in providing their answers and showcase their demonstration of the apprenticeship standard- this work will not be directly assessed.

### Delivery of the Professional dialogue and interview

The Independent Assessor will conduct the professional dialogue and interview.

The professional dialogue and interview will be conducted in a 'controlled environment' i.e. a quiet room, away from the normal place of work. The professional dialogue and interview will typically last **30 minutes** and be no more than **45 minutes** in duration.

The Independent Assessors will ask six questions, as well as ensuring all required areas of the standard are appropriately covered.

The professional dialogue and interview provides a basis for the independent assessor to make a holistic decision about the grade to be awarded for this component.

# Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
<b>K3</b>	The characteristics and specific needs of different customer groups: retailers, business-to-business, ecommerce and export.

Behaviours requirements	Behaviours criteria
<b>B1</b>	Safe working: ensures safety of self and others, challenges safety issues.
<b>B2</b>	Responsiveness to change: demonstrates and encourages curiosity to foster new ways of thinking and working to ensure economic benefits are maximised.
<b>B4</b>	Have courage/conviction in their decisions and demonstrates ownership of work.
<b>B5</b>	Acts in alignment with the business vision and values, desire to learn about the FMCG industry, acts as an ambassador.
<b>B6</b>	Builds good relationships with others, works collaboratively, contributes ideas and challenges appropriately, leads by example.
<b>B7</b>	Tenacious approach to problem-solving by working to identify and ensure root causes are resolved to ensure supply chains remain flexible and agile.

## Grading of the Professional dialogue and interview

This assessment method requires the apprentice to provide evidence that they have met all the knowledge, skills and behaviours outlined within the grade descriptors for the allocated grade. This component is weighted at 25% of the final EPA grade.

Grade	Minimum mark	Maximum mark
<b>Distinction</b>	46	60
<b>Pass</b>	30	45
<b>Fail</b>	0	29

## Grading Criteria

Areas of the standard assessed through the professional dialogue and interview are shown in statement column. Apprentices must achieve a pass for each area assessed as shown in pass column; and in doing so will accrue half of the marks available: 30/60. Additional marks are achieved by meeting the distinction criteria as shown in the distinction column, which incorporates the criteria and mark for Pass i.e. apprentices will achieve marks as shown in either the pass column or the distinction column.

KSBs	Statement	Pass	Distinction
K3	The characteristics and specific needs of different customer groups: retailers, business-to-business, ecommerce and export.  Total marks = 12 Minimum marks = 6	(6 out of 12)  Demonstrates an understanding of the needs of a single customer group (6)	(12 out of 12)  Demonstrates an understanding of the needs of multiple customer groups (12)
B1	Safe working: ensures safety of self and others, challenges safety issues.  Total marks = 8 Minimum marks = 4	(4 out of 8)  Ensures safety of self and others, hygienic (2)  Challenges safety issues (2)	(8 out of 8)  Ensures safety of self and others, hygienic (2)  Challenges safety issues (2); Promotes safe working (4)
B2	Responsiveness to change: demonstrates and encourages curiosity to foster new ways of thinking and working to ensure economic benefits are maximised.  Total marks = 8 Minimum marks required = 4	(4 out of 8)  Demonstrates flexibility to changing working environment and demands (4)	(8 out of 8)  Demonstrates flexibility to changing working environment and demands; constructively questions and challenges to understand the reasons behind the change; sets a positive example for others about change (4)
B4	Have courage/conviction in their decisions and demonstrates ownership of work.  Total marks = 8 Minimum marks required = 4	(4 out of 8)  Apprentice accepts responsibility, is proactive, plans work (4)	(8 out of 8)  Apprentice accepts responsibility; plans to exceed objectives; effectively prioritises and reprioritises work to meet objectives (4)

Table continued:

KSBs	Statement	Pass	Distinction
B5	<p>Acts in alignment with the business vision and values, desire to learn about the FMCG industry, acts as an ambassador.</p> <p>Total marks = 8 Minimum marks = 4</p>	<p>(4 out of 8)</p> <p>Acts in alignment with the business vision and values (2)</p> <p>Completes activity to learn about FMCG industry (2)</p>	<p>(8 out of 8)</p> <p>Acts in alignment with the business vision and values; promotes business vision and values to others (4);</p> <p>Completes activity to learn about FMCG industry, undertakes activity to promote the supply chain profession (4)</p>
B6	<p>Builds good relationships with others, works collaboratively, contributes ideas and challenges appropriately, leads by example.</p> <p>Total marks = 8 Minimum marks required = 4</p>	<p>(4 out of 8)</p> <p>Builds good relationships with others, works collaboratively, contributes ideas and challenges appropriately (4)</p>	<p>(8 out of 8)</p> <p>Builds good relationships with others, works collaboratively, contributes ideas and challenges appropriately; contributes to team-based discussions/problem solving) (8)</p>
B7	<p>Tenacious approach to problem-solving by working to identify and ensure root causes are resolved to ensure supply chains remain flexible and agile.</p> <p>Total marks = 8 Minimum marks required = 4</p>	<p>(4 out of 8)</p> <p>Works to identify and ensure root causes of problems are resolved, demonstrating a tenacious approach (4)</p>	<p>(8 out of 8)</p> <p>Works to identify and ensure root causes of problems are resolved; adopts a preventative approach to problem solving (8)</p>

# Re-sits and Re-takes

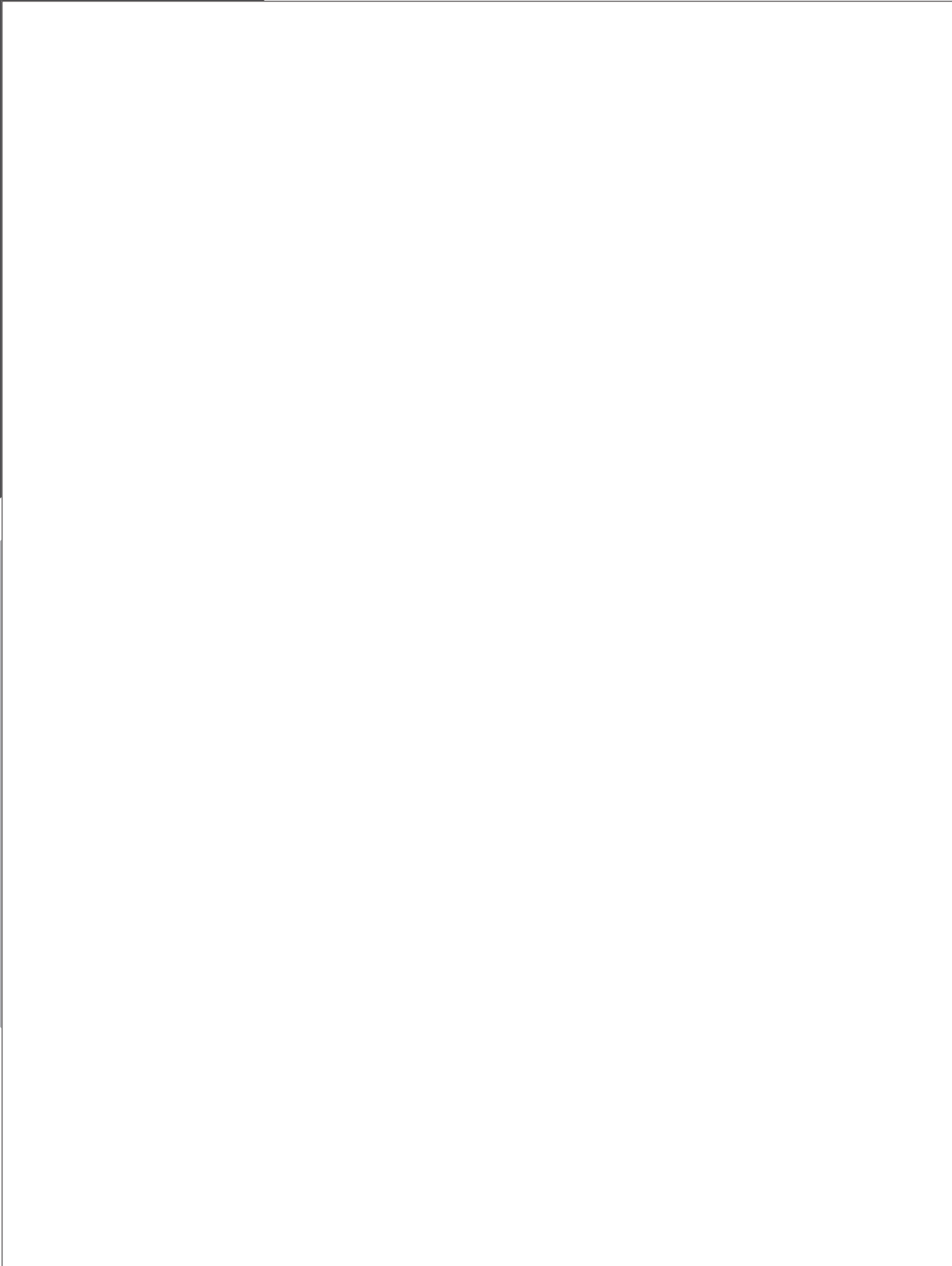
Apprentices will be offered the opportunity to take re-sits/re-takes if they fail any element of End-point Assessment. Any End-point Assessment component re-sit/re-take must be taken during the maximum 12 week End-point Assessment period, otherwise the entire End-point Assessment must be re-taken in full in a new 12 week period.

Re-sits and retakes are not offered to apprentices wishing to move from pass to distinction.

Apprentices should have a supportive action plan to prepare for the re-sit/re-take.

Apprentices who take a re-sit/re-take will only be able to achieve a pass in their overall grade, unless there are exceptional circumstances which are beyond the control of the apprentice as determined by VTCT.

# Notes



# Document history

Version	Details of amendments	Date
1	First Published	
2	Renumbered KSBs for clarity	16/08/2024
3	Removed KSBs from gateway section	23/10/2024





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