



**VTCT Skills**

# **END-POINT ASSESSMENT GUIDE**

VTCT Skills Level 3 End-point Assessment for ST0201

– Supply Chain Practitioner v1.1

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 **epaPRO**, VTCT Skills' online End-point Assessment booking platform.

# End-point Assessment Guide - Content

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# VTCT Level 3 End-point Assessment for ST0201 – Supply Chain Practitioner v1.1

## Purpose

This End-point Assessment guidebook outlines the format and the requirements of the End-point Assessment for the Supply Chain Practitioner v1.1 Standard.

Prior to the End-point Assessment period, a full-time apprentice will typically spend 30 months on-programme (before the gateway) to complete the criteria included within the occupational standard.

All apprentices must spend a minimum of 12 months on-programme. Once the on-programme requirements have been met, the apprentice can proceed through the **Gateway Stage** to the End-point Assessment period.

The End-point Assessment will consist of three different Assessment Methods: Multiple-choice test, Project and presentation and an Interview underpinned by portfolio of evidence.

# Level 3 Supply Chain Practitioner

## Apprenticeship Standard Summary Table

<p><b>On-programme Stage</b> <i>(typically 30 months, minimum 12 months)</i></p>	<p>The apprentice must:</p> <ul style="list-style-type: none"> <li>• receive training to develop the Knowledge, Skills and Behaviours (KSBs) of the occupational standard</li> <li>• receive training towards English and mathematics qualifications in line with the apprenticeship funding rules</li> <li>• produce a portfolio of evidence</li> </ul>
<p><b>End-point Assessment Gateway Stage</b></p>	<p>The employer must confirm that the apprentice:</p> <ul style="list-style-type: none"> <li>• is working at or above the occupational standard as a Supply Chain Practitioner</li> <li>• has the evidence required to pass the gateway and is ready to take the End-point Assessment</li> </ul> <p>The apprentice must:</p> <ul style="list-style-type: none"> <li>• achieve English and mathematics qualifications in line with the apprenticeship funding rules</li> </ul> <p>The apprentice must submit the following:</p> <ul style="list-style-type: none"> <li>• a portfolio of evidence to underpin the interview</li> </ul>
<p><b>End-point Assessment</b> <i>(typically 4 months)</i></p>	<p><b>Assessment Method 1: Multiple-choice test</b></p> <ul style="list-style-type: none"> <li>• Fail</li> <li>• Pass</li> </ul> <p><b>Assessment Method 2: 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: Interview underpinned by portfolio of evidence</b></p> <ul style="list-style-type: none"> <li>• Fail</li> <li>• Pass</li> <li>• Distinction</li> </ul> <p><b>Overall End-point Assessment and apprenticeship can be graded:</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>	<ul style="list-style-type: none"> <li>• Re-take and re-sit grade cap: pass</li> <li>• Re-sit timeframe: typically 2 months</li> <li>• Re-take timeframe: typically 4 months</li> </ul>

# Supply Chain Practitioner Apprenticeship Standard

## Occupational Profile

This occupation is found in all organisational sectors and is a system of people, activities, information and resources involved in moving products or services from supplier to customer. Effective and dynamic supply chains are particularly important in fast moving consumer goods (FMCG) sectors, for example, food and 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.

The broad purpose of the occupation is to move products or services from supplier to customer, ensuring customer satisfaction is achieved at all stages. The occupation can be in one or more supply chain functions, for example, junior demand planners will forecast customer demand. A junior supply planner will schedule factory production, a customer service operative will process customer orders and an assistant transport planner will work with hauliers and distribution centres to organise transportation and delivery. Supply chain practitioners will have a broad understanding of the entire supply chain and must strive to ensure their impact on each function offers best value for their organisation and internal and external stakeholders.

In their daily work, an employee in this occupation interacts with internal and external stakeholders who are critical in ensuring supply chain effectiveness. Due to the high number of interactions both within and outside of organisations, strong relationship building, influencing, stakeholder management and communication skills are essential. Depending on the specialist focus of the occupation, an employee will interact with a range of internal stakeholders.

An employee in this occupation will be responsible for their supply chain functional role and must 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 and communication skills alongside sound analytical, 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.

## Typical job roles on completion of Supply Chain Practitioner:

- Logistics Specialist
- Supply demand planner

## Occupational Duties for Supply Chain Practitioner

Duty	Knowledge, Skills and Behaviours covered
<b>Duty 1</b> – Coordinate products and services through the supply chain.	K1 K2 K4 K5 K6 K7 K8 K11 K12 K13 K14 K17 K18 K19 K20 K25 K26 K28 K30 S1 S2 S3 S5 S7 S8 S9 S11 S13 S14 S15 S16 S21 S23 B1 B4 B5
<b>Duty 2</b> – Ensure achievement of supply chain quality requirements.	K1 K2 K4 K5 K6 K12 K14 K17 S1 S7 S13 S14 S19 B5
<b>Duty 3</b> – Apply continuous improvement techniques to supply chain practice.	K1 K3 K7 K8 K10 K11 K12 K17 S5 S6 S10
<b>Duty 4</b> – Apply a structured approach to solving problems within the supply chain.	K1 K7 K12 K16 K17 S5 S6 S10
<b>Duty 5</b> – Compile reports to support the supply chain function.	K1 K2 K5 K6 K8 K12 K14 K17 K18 S2
<b>Duty 6</b> – Conduct supplier performance monitoring.	K1 K2 K4 K5 K6 K7 K11 K12 K15 K17 K18 K23
<b>Duty 7</b> – Use data management systems to support supply chain operations.	K1 K2 K5 K6 K8 K12 K17 K18 K23 K29 S4 S10 S12
<b>Duty 8</b> – Identify and manage risk that can impact on achievement of customer requirements.	K1 K2 K5 K6 K7 K8 K11 K12 K14 K17 K18 K23 K24 K31 S1 S14 S20
<b>Duty 9</b> – Manage customer accounts to ensure payment is received in accordance with agreements.	K1 K2 K5 K6 K8 K18 K23 S3 S4 S11 S14
<b>Duty 10</b> – Liaise with internal and external stakeholders to manage end to end supply chains.	K1 K2 K5 K7 K8 K11 K12 K14 K17 K18 K27 K31 S1 S2 S3 S4 S5 S11
<b>Duty 11</b> – Support inventory management activities.	K1 K2 K4 K6 K8 K9 K11 K14 K17 S1
<b>Duty 12</b> – Support end to end supply chain planning.	K1 K2 K4 K5 K6 K7 K8 K9 K11 K12 K14 K17 K18 S1 S2 S3 S5 S6 S11
<b>Duty 13</b> – Identify and manage risks impacting supply chain operations.	K1 K2 K5 K6 K7 K8 K9 K11 K12 K14 K17 K18 K24 S1 S3 S5 S9 S11 S20
<b>Duty 14</b> – Comply with industry, organisational policy and governing legislation and regulations.	K1 K2 K4 K5 K6 K8 K11 K12 K14 K15 K17 K18 K21 K22 K24 K32 S3 S4 S11 S17 S18 S20 S22 B2 B3

# The Gateway Stage

To meet the minimum requirements set out in the apprenticeship standard, an apprentice must meet the following Gateway requirements:

- A full time apprentice will typically spend 30 months on-programme. All apprentices must spend a minimum of 12 months on-programme
- Complete the on-programme stage of the Level 3 Supply Chain Practitioner standard and consistently work at or above the level of the occupational standard
- Submit a project title and scope for the Project and presentation
- Submit a portfolio of evidence which will underpin the interview
- Achieve English and mathematics qualifications in line with the apprenticeship funding rules

In addition to this, the apprentice's employer must formally sign off that they are satisfied that the apprentice is consistently working at or above the level set out in the Supply Chain Practitioner Occupational Standard, and that the apprentice is deemed to have achieved occupational competence, before the gateway process can be implemented. The apprentice must also confirm that they feel ready to move on to their End-point Assessment.

When making this decision, the employer may take advice from the apprentice's training provider(s); however, the decision must ultimately be made solely by the apprentice's employer. 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 of the required Knowledge, Skills and Behaviours and they can do so in a live End-point Assessment. A copy of the standard can be located through the following link: <https://www.instituteforapprenticeships.org/apprenticeship-standards>.

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

Gateway evidence must be submitted to VTCT Skills, along with any organisation specific policies and procedures requested by VTCT Skills.

## Assessment Method 1: Multiple-choice test

There are no specific requirements at the Gateway Stage to upload evidence for the Multiple-choice test Assessment Method.

## Assessment Method 2: Project and presentation

For the Project report and presentation, the apprentice must submit a project title and scope, a project report and a presentation for this Assessment Method.

### Project scope requirements for Gateway Stage

The apprentice must produce a project title and scope of **approximately 200 words** outlining whether the project is process review focused, or issue focused. The project title and scope will also indicate milestones, objectives, timelines and key performance indicators. Agreement of the project title and scope by the employer will be required to indicate organisational approval. VTCT Skills must sign-off the project's title and scope at the gateway to confirm it is suitable and pitched appropriately.



## Assessment Method 3: Interview underpinned by portfolio of evidence

For the Interview underpinned by portfolio of evidence, the apprentice will submit a portfolio of evidence, which should be compiled during the on-programme period of the apprenticeship. Evidence must be mapped against the KSBs aligned to this assessment method.

### Portfolio of evidence requirements for Gateway Stage

- The portfolio of evidence will typically contain **7 discrete pieces of evidence**
- One piece of evidence can be mapped against more than one Knowledge, Skill or Behavioural requirement
- The portfolio of evidence can be in any format, as long as it is legible and can be uploaded electronically to epaPRO
- A Declaration of Authenticity form must be signed by the apprentice, the training provider and the Employer. This form should be uploaded alongside the portfolio of evidence
- The portfolio of evidence must be submitted to VTCT Skills at the Gateway Stage
- A completed Portfolio of Evidence Mapping Document is required to be uploaded alongside the portfolio of evidence

### Evidence sources may include:

- Workplace documentation and records, for example:
  - Witness statements
  - Annotated photographs
  - Video clips with a maximum total duration of 10 minutes; the apprentice must be in view and identifiable

This is not a definitive list; other evidence sources can be included.

The portfolio of evidence should not include reflective accounts or any methods of self-assessment. Any employer contributions should focus on direct observation of performance, for example, witness statements, rather than opinions. The evidence provided should be valid and attributable to the apprentice; the portfolio of evidence should contain a statement from the employer and apprentice confirming this.

VTCT Skills will not assess the portfolio of evidence directly as it underpins the interview. The Independent Assessor should review the portfolio of evidence to prepare questions for the interview. They are not required to provide feedback after their review.

# Scheduling

## Registering an Apprentice for End-point Assessment

You can register your apprentices for End-point Assessment via epaPRO. 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 Skills has received your signed EPAO agreement.

## Scheduling an Apprentice for End-point Assessment

Providers must confirm that the apprentice has completed all of the mandated components of the standard via the apprentice checklist on the booking platform:

- 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 the 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 by email and 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 Skills Reasonable Adjustments and Special Considerations Policy or email [epavtctskills.org.uk](mailto:epavtctskills.org.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.

## 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 Skills 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 Skills 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 Skills by email ([epa@vtctskills.org.uk](mailto:epa@vtctskills.org.uk))
- On the day of the End-point Assessment, the customer must inform VTCT Skills 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 the booking platform or on our website.

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

# Overview of the End-point Assessment Period

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> Multiple-choice test	Independent Assessor	Fail/Pass
<b>Assessment Method 2</b> Project and presentation	Independent Assessor	Fail/Pass/Distinction
<b>Assessment Method 3</b> Interview underpinned by portfolio of evidence	Independent Assessor	Fail/Pass/Distinction

## Length of End-point Assessment period

The End-point Assessment will be completed within a period lasting typically **4 months**, beginning when VTCT Skills 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 for the End-Point Assessment can be delivered in any order. The result of one Assessment Method does not need to be known before starting the next.

# How the End-point Assessment is graded

The overall grade for the End-point Assessment will be based on the grades achieved in following 3 Assessment Methods: Multiple-choice test, Project and presentation and Interview underpinned by portfolio of evidence.

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

## Assessment Method 1: Multiple-choice test

The Multiple-choice test will be graded a Fail/Pass using the grading criteria. Each correct answer will receive 1 mark.

## Assessment Method 2: Project and presentation

The Project and presentation will be graded a Fail/Pass/Distinction using the grading criteria.

## Assessment Method 3: Interview underpinned by portfolio of evidence

The Interview underpinned by portfolio of evidence will be graded a Fail/Pass/Distinction using the grading criteria.

## 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 End-point Assessment Fail.

To achieve an overall pass, the apprentice must achieve at least a Pass in the Assessment Methods. To achieve an overall EPA distinction, the apprentice must achieve a Distinction in all 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:**

Multiple-choice test	Project and presentation	Interview underpinned by portfolio of evidence	Overall grading
Fail	Fail	Fail	Fail
Fail	Pass	Pass	Fail
Pass	Fail	Pass	Fail
Pass	Pass	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Pass	Distinction	Pass	Pass
Pass	Distinction	Distinction	Distinction

# Assessment Method 1: Multiple-choice test



## Assessment Method 1: Multiple-choice test

In the Multiple-choice test, the apprentice answers questions in a controlled and invigilated environment. It gives the apprentice the opportunity to demonstrate the Knowledge mapped to this Assessment Method.

### Delivery of the Multiple-choice test

The Multiple-choice test will last **60 minutes** and will consist of **30 multiple-choice questions**. Each question will have four options, including one correct answer.

The Multiple-choice test is closed book, which means that the apprentice cannot refer to reference books or materials whilst taking the test.

The apprentice may complete the Multiple-choice test either on a computer or paper based. Each correct answer will receive 1 mark. Any incorrect or missing answers will receive zero marks.

The following equipment may be used during the Multiple-choice test:

- Laptop (screens to be shared and apprentices on camera to ensure integrity of test)
- Dictionaries should be allowed where requested

### Venue

The End-point Assessment Multiple-choice test must be taken in the presence of an Invigilator, who is the responsibility of VTCT Skills. The Multiple-choice test can take place at a study centre/exam venue or it may be conducted remotely. The environment must be quiet and free from distractions and influence.

# Knowledge

The End-point Assessment Multiple-choice test will cover the following Knowledge criteria:

## Knowledge

Knowledge reference	Knowledge criteria
K1	Characteristics and processes of the end-to-end fast-moving consumer goods supply chain.
K4	Legislation and policies that influence the supply chain.
K5	The characteristics and specific needs of different customer groups, for example, Major Multiples, Wholesalers, Convenience, Value Retailers, Discounters, Ecommerce.
K8	The principles of commercial and cost efficiencies in supply chain.
K9	Types of logistics costs and their components, for example, Transportation costs, Inventory costs, Labour costs, Customer service costs, Storage costs, Administration costs.
K11	The principles of capacity planning including, rough cut, resource requirement, capacity requirement, warehouse capacity, hauliers, logistics and resources.
K12	The principles of strategic and operational decision making.
K14	The principles of forecasting.
K17	Factors that impact on supply chain planning: capacity, product life, for example, customer requirements- exclusive range or NPD, producing factory location, co-manufacturing, promo cycles, sustainability.
K32	Awareness of health and safety regulations, standards, and guidance and impact on role. Control of Substances Hazardous to Health (CoSHH). Fire safety. Hazards and risks. Health and Safety at Work Act. Isolation and emergency stop procedures. Manual handling. Personal Protective Equipment (PPE). Safety equipment: guards, signage, fire extinguishers. Safety signage. Situational awareness. Slips, trips, and falls. Working in confined spaces. Working at height.

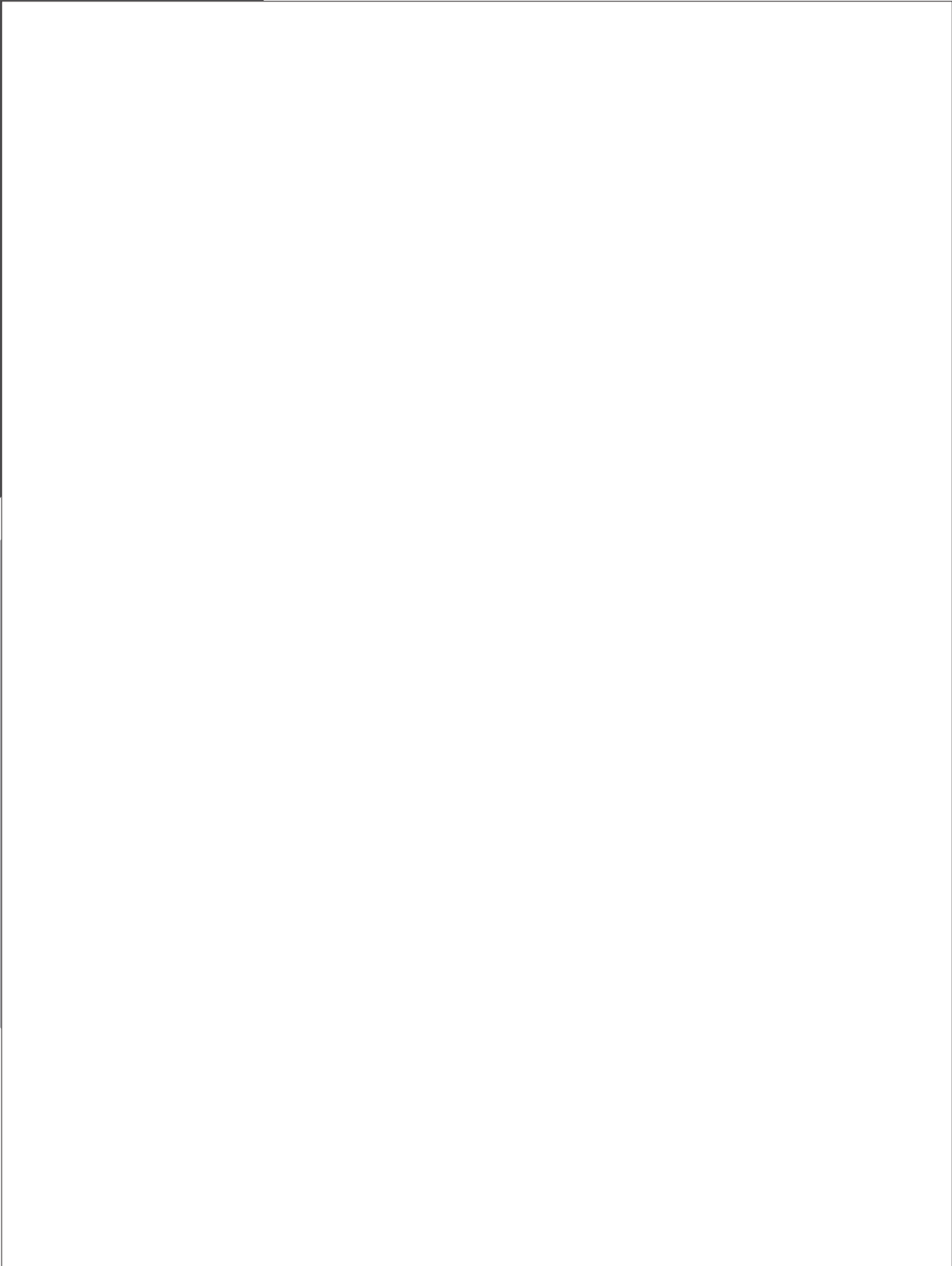
## Grading of the Multiple-choice test

The apprentice may achieve either a Fail/Pass using the following grade boundaries:

Grade	Minimum Marks Required	Maximum Marks Required
Fail	0	17
Pass	18	30



# Notes



## Assessment Method 2: Project and presentation



## Assessment Method 2: Project and presentation

The project report involves the apprentice completing a significant and defined piece of work that has a real business application and benefit. The project must meet the needs of the employer's business and be relevant to the apprentice's occupation and apprenticeship.

This Assessment Method has 2 components:

- Project with a project output
- Presentation with questions and answers

Together, these components give the apprentice the opportunity to demonstrate the KSBs mapped to this Assessment Method. They are assessed by an independent assessor.

## Delivery of the 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 questions asked by VTCT Skills Independent Assessor.

The workplace project is a substantial piece of work that will allow the apprentice to plan, implement and present an individual workplace project. The workplace project should be conducted as part of an apprentice's normal work during the End-point Assessment period. Employers must agree and approve the scope of the workplace project based on their current job role; this must be done so sufficient time is available to complete the project.

It is recommended that the project is focussed on either a process review or a specific issue. The project should require the apprentice, as a minimum to:

- Identify a supply chain process or issue
- Analyse data about the process or issue
- Lead and participate in problem solving activities
- Use the outcomes of data analysis and problem-solving activities to make informed decisions or solutions for the process or issue
- Create a proposed solution for the process or issue

The apprentice must complete a workplace project report as part of their normal work during the End-point Assessment period. The apprentice may work as part of a team to complete the project, which could include internal colleagues or technical experts. The apprentice must however, complete their project report and presentation unaided and they must be reflective of their own role and contribution. The apprentice and their employer must confirm this when the report and any presentation materials are submitted.

## Component 1: Project Report

The report must include at least:

- An executive summary (or abstract)
- An introduction
- The scope of the project (including key performance indicators, aims and objectives)
- A project plan
- Research outcomes
- Data analysis outcomes
- Project outcomes
- Discussion of findings
- Recommendations and conclusions
- References
- Appendix containing mapping of KSBs to the report

The apprentice must start the Project report after the gateway. The Project report must have a word count of **3000 words**. A tolerance of **10%** above or below is allowed at the apprentice's discretion. Appendices, references and diagrams are not included in this total. The apprentice must produce and include a mapping of KSBs in an appendix, showing how the Project report evidences the KSBs mapped to this Assessment Method.

The apprentice must complete and submit the report and any presentation materials to VTCT Skills by the end of week 10 of the End-point Assessment period.

## Component 2: Presentation with questions

The Presentation with questions will be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this Assessment Method to the highest available grade.

The apprentice will prepare and deliver a presentation to a VTCT Skills Independent Assessor. After the presentation, the Independent Assessor will ask the apprentice questions about their Project report, and presentation.

The presentation should cover the following:

- An overview of the project
- The project scope (including key performance indicators)
- Summary of actions undertaken by the apprentice
- Project outcomes and how these were achieved

The Presentation with questions session must last **45 minutes**. This will typically include a **presentation of 15 minutes and questioning lasting 30 minutes**. The Independent Assessor will use the full time available for questioning. The Independent Assessor can increase the time of the presentation and questioning by up to **10%**. This time is to allow the apprentice to complete their last point or respond to a question if necessary.

The Independent Assessor will ask a minimum of **6 questions**. Follow-up questions are allowed where clarification is required.

The purpose of the Independent Assessor's questions is:

- To verify that the activity was completed by the apprentice
- To seek clarification where required
- To assess those KSBs that the apprentice did not have the opportunity to demonstrate with the report, although these should be kept to a minimum
- To assess level of competence against the grading descriptors

The apprentice must submit any presentation materials to VTCT Skills at the same time as the report by the end of week 10 of the End-point Assessment period. The apprentice must notify VTCT Skills, at that point, of any technical requirements for the presentation.

During the presentation, the apprentice will have access to:

- Audio-visual presentation equipment
- Flip chart and writing and drawing materials
- Computer

The Independent Assessor must have at least 1 weeks to review the project report and any presentation materials, to allow them to prepare questions.

VTCT Skills will give the apprentice at least 2 weeks' notice of the presentation with questions.

## Venue

The End-point Assessment Presentation with questions component must take place in a suitable venue selected by VTCT Skills (for example, the employer's premises). The Presentation with questions component can be conducted by video conferencing. The Presentation with questions component should take place in a quiet room, free from distractions and influence.

# Knowledge, Skills and Behaviours

The End-point Assessment Project and presentation will cover the following Knowledge, Skills and Behaviours:

## Knowledge

Knowledge reference	Knowledge criteria
<b>K2</b>	Supply chain key performance indicators; inventory, forecast accuracy, plan attainment, customer service, vehicle utilisation, on shelf availability, waste, quality and value.
<b>K6</b>	Data management systems and tools for the supply chain.
<b>K7</b>	The principles of continuous improvement.
<b>K10</b>	Problem-solving techniques and the principles of root cause analysis: 5 whys and fishbone analysis.
<b>K16</b>	The use of data to inform decision making.
<b>K19</b>	Verbal communication techniques. Giving and receiving information. Matching style to audience. Industry terminology.
<b>K20</b>	Written communication techniques. Plain English principles, Supply Chain terminology. Report writing.
<b>K27</b>	Team working principles: personality types, roles within teams, organisational hierarchies.
<b>K28</b>	Planning and prioritising techniques.
<b>K29</b>	Information technology and digital: digital interfaces, email, Management Information Systems (MIS), spreadsheets, presentation, word processing, virtual communication, learning platforms, work collaboration platforms. General Data Protection Regulation (GDPR). Cyber security.

## Skills

Skill reference	Skill criteria
S4	Use IT systems for the supply chain. Company and customer systems. Applies cyber security and GDPR regulations and policies.
S5	Use continuous improvement techniques in the fast-moving consumer goods supply chain.
S6	Lead and participate in problem solving activities: 5 whys, fishbone analysis.
S8	Apply team working principles.
S10	Analyse data against supply chain key performance indicators to identify trends and themes that affect the fast-moving consumer goods supply chain.
S12	Use data analysis outcomes to inform decision making in the supply chain function.
S15	Communicate with others verbally for example, colleagues and stakeholders.
S16	Communicate in writing with others for example, internal and external customers, colleagues, and managers.
S23	Identify, organise and use resources, including team members, to plan and complete tasks, with consideration for cost and quality.

## Behaviours

Behaviour reference	Behaviour criteria
B4	Respond and adapt to work demands and situations.
B5	Collaborate within teams, across disciplines and with internal and external stakeholders.

# Project and presentation

## Pass criteria

The apprentice will achieve a Pass grade if they provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the Project and presentation and all the criteria below:

Theme – Data analysis		
Grading criteria	Fail	Pass
Analyses supply chain data, derived from data management systems, tools and key performance indicators, to identify trends or themes that affect the fast-moving consumer goods supply chain. (K2, K6, S10)		
Applies the principles of root cause analysis and problem solving techniques to lead on and carry out problem solving activities in line with task requirements. (K16, S12)		

Theme – Continuous improvement		
Grading criteria	Fail	Pass
Uses continuous improvement principles and techniques to improve performance in the supply chain. (K7, S5)		
Uses the outcomes of problem-solving activities to improve performance in the supply chain. (K10, S6)		

Theme – Communication and collaboration		
Grading criteria	Fail	Pass
Communicates data and information in a written context, suitable to the audience. (K20, S16)		
Uses verbal communication techniques suitable for the context, adapting style and use of terminology to suit the audience. (K19, S15)		
Applies team working principles, collaborating within teams and with stakeholders, to ensure project objectives are achieved. (S8, K27, B5)		
Responds and adapts to work demands and situations when planning and completing tasks and organising others in the team. (K28, B4)		
Identifies, organises and uses resources to plan and with consideration for cost, quality. (S23)		



Theme – Digital		
Grading criteria	Fail	Pass
Uses IT and digital systems, complying with data protection and cyber security regulations and policies, to achieve project and organisational aims and meet client or customer needs. (K29, S4)		

## Project and presentation

### Distinction criteria

The apprentice will achieve a Distinction grade in the Project and presentation if they provide evidence to meet all the Pass criteria and all the Distinction criteria below:

Theme – Data analysis	
Grading criteria	Distinction
Reflects and amends their approach during the analysis process, based on trends and themes they have identified to refine approach and ensure outcomes best support and inform the project scope. (K2, K6, K16, S10, S12)	

Theme – Continuous improvement	
Grading criteria	Distinction
Justifies their solutions to problems and the positive impact they make to the business. (K7, S5)	

Theme – Communication and collaboration	
Grading criteria	Distinction
Justifies how they have balanced cost and quality in the planning, prioritising and completion of project tasks. (K28, B4)	

Theme – Digital	
Grading criteria	Distinction
Outlines the benefits to the business of ensuring GDPR and cyber security regulations and policies are followed. (K29, S4)	

## Assessment Method 3: Interview underpinned by portfolio of evidence



## Assessment Method 3: Interview underpinned by portfolio of evidence

During the Interview underpinned by portfolio of evidence, a VTCT Skills Independent Assessor will ask the apprentice questions. This gives the apprentice the opportunity to demonstrate the KSBs mapped to this Assessment Method.

### Delivery of the Interview underpinned by portfolio of evidence

The Interview underpinned by portfolio of evidence must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this Assessment Method to achieve the highest available grade.

A VTCT Skills Independent Assessor must conduct and assess the Interview underpinned by portfolio of evidence.

The following themes will be covered during the Interview underpinned by portfolio of evidence:

- Communication and collaboration
- Capturing and recording of data and information
- Ways of working – operations
- Ways of working – planning and customer satisfaction
- Environmental
- Health and safety
- Equity, diversity and inclusion

The apprentice will have access to their portfolio of evidence during the interview. They can refer to and illustrate their answers with evidence from their portfolio of evidence. However, the portfolio of evidence is not directly assessed.

The interview will last for **60 minutes**. The Independent Assessor can increase the time of the interview by up to 10%. This time is to allow the apprentice to respond to a question if necessary.

The Independent Assessor will ask a minimum of **6 questions** and follow-up questions are allowed where clarification is required.

VTCT Skills will give an apprentice 2 weeks' notice of the interview.

The Independent Assessor must have at least 2 weeks to review the supporting documentation.

### Venue

The End-point Assessment Interview underpinned by portfolio of evidence must take place in a suitable venue selected by VTCT Skills (for example, the employer's premises). The Interview underpinned by portfolio of evidence can be conducted by video conferencing. The Interview underpinned by portfolio of evidence should take place in a quiet room, free from distractions and influence.

# Knowledge, Skills and Behaviours

The End-point Assessment Interview underpinned by portfolio of evidence will cover the following Knowledge, Skills and Behaviours:

## Knowledge

Knowledge reference	Knowledge criteria
<b>K3</b>	Principles of supply chain efficiency in the fast-moving consumer goods industry.
<b>K13</b>	Limits of authority, when to escalate tasks and issues, and to whom.
<b>K15</b>	Influences on customer and consumer demand: market trends, competitor activity and seasonality.
<b>K18</b>	The principles of order capture and management.
<b>K21</b>	Impact of the sector on the environment. Efficient use of resources. Recycling, reuse, and safe disposal of waste.
<b>K22</b>	Principles of equity, diversity, and inclusion in the workplace.
<b>K23</b>	Quality assurance procedures and monitoring processes.
<b>K24</b>	Methods of hazard identification and risk management.
<b>K25</b>	Documentation: methods and requirements- electronic and paper.
<b>K26</b>	Standard operating procedures (SOP). What they are and why they are important. What they need to cover and why.
<b>K30</b>	Capacity planning techniques.
<b>K31</b>	Customer needs: satisfaction considerations, lead times and service levels.

## Skills

Skill reference	Skill criteria
S1	Manage the flow of fast-moving consumer goods products or services based on evolving and changing information.
S2	Use standard operating procedures.
S3	Support customers with supply chain enquiries.
S7	Use capacity planning to inform fast-moving consumer goods supply chain processes.
S9	Escalate issues and tasks.
S11	Plan and adhere to customer lead times.
S13	Develop and implement a supply plan, for example, supply planning, production planning, demand planning, operations planning- logistics, commercial planning.
S14	Use order management tools to capture customer orders.
S17	Comply with health and safety legislation, regulations, standards, and guidance.
S18	Follow equity, diversity, and inclusion principles.
S19	Apply quality assurance procedures.
S20	Identify and document hazards and risks in the workplace. Apply control measures.
S21	Record or enter information- paper based or electronic; risk assessments, handover documents, work sheets, checklists, and any legal reporting requirements.
S22	Comply with sustainability principles and regulations including efficient use of resources, recycling, reuse and safe disposal of waste.

## Behaviours

Behaviour reference	Behaviour criteria
B1	Consider the impact on the environment when using resources and carrying out work.
B2	Prioritise health and safety.
B3	Contributes to equity, diversity, and inclusivity in the workplace.

# Interview underpinned by portfolio of evidence

## Pass criteria

The apprentice will achieve a Pass grade if they provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the Interview underpinned by portfolio of evidence and all the Pass criteria below:

Theme – Communication and collaboration		
Grading criteria	Fail	Pass
Explains how they have escalated issues and tasks that are beyond the limit of their authority in line with organisational procedures. (K13, S9)		

Theme – Capturing and recording of data and information		
Grading criteria	Fail	Pass
Explains how they have used order management tools to meet the needs of customers in line with organisational procedures. (K18, S14)		
Describes how they have recorded or entered information, for work tasks to meet the needs of clients or organisational objectives. (K25, S21)		

Theme – Ways of working operations		
Grading criteria	Fail	Pass
Describes how they manage the flow of fastmoving 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)		
Explains how they have followed Standard Operating Procedures (SOPs) to provide a service in line with company policy. (K26, S2)		
Explains how they have applied quality assurance procedures in order to meet organisational objectives. (K23, S19)		

<b>Theme – Ways of working planning and customer satisfaction</b>		
<b>Grading criteria</b>	<b>Fail</b>	<b>Pass</b>
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)		
Explains how they have supported customers with enquiries, meeting lead times and service levels, in order to ensure customer satisfaction. (K31, S3, S11)		

<b>Theme – Environmental</b>		
<b>Grading criteria</b>	<b>Fail</b>	<b>Pass</b>
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)		

<b>Theme – Health and safety</b>		
<b>Grading criteria</b>	<b>Fail</b>	<b>Pass</b>
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)		
Explains how they have prioritised health & safety in their own work, ensuring compliance with regulations, legislation and organisational procedures. (S17, B2)		

<b>Theme – Equity, diversity and inclusion</b>		
<b>Grading criteria</b>	<b>Fail</b>	<b>Pass</b>
Describes how they follow and contribute to equity, diversity and inclusion principles and legislative guidelines in their team. (K22, S18, B3)		

# Interview underpinned by portfolio of evidence

## Distinction criteria

The apprentice will achieve a Distinction grade in the Interview underpinned by portfolio of evidence if they provide evidence to meet all the Pass criteria and all the Distinction criteria below:

Theme – Ways of working operations	
Grading criteria	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)	

Theme – Ways of working planning and customer satisfaction	
Grading criteria	Distinction
Justifies how they have used planning and efficiency techniques to exceed customer expectations. (K3, K30, K31, S7)	

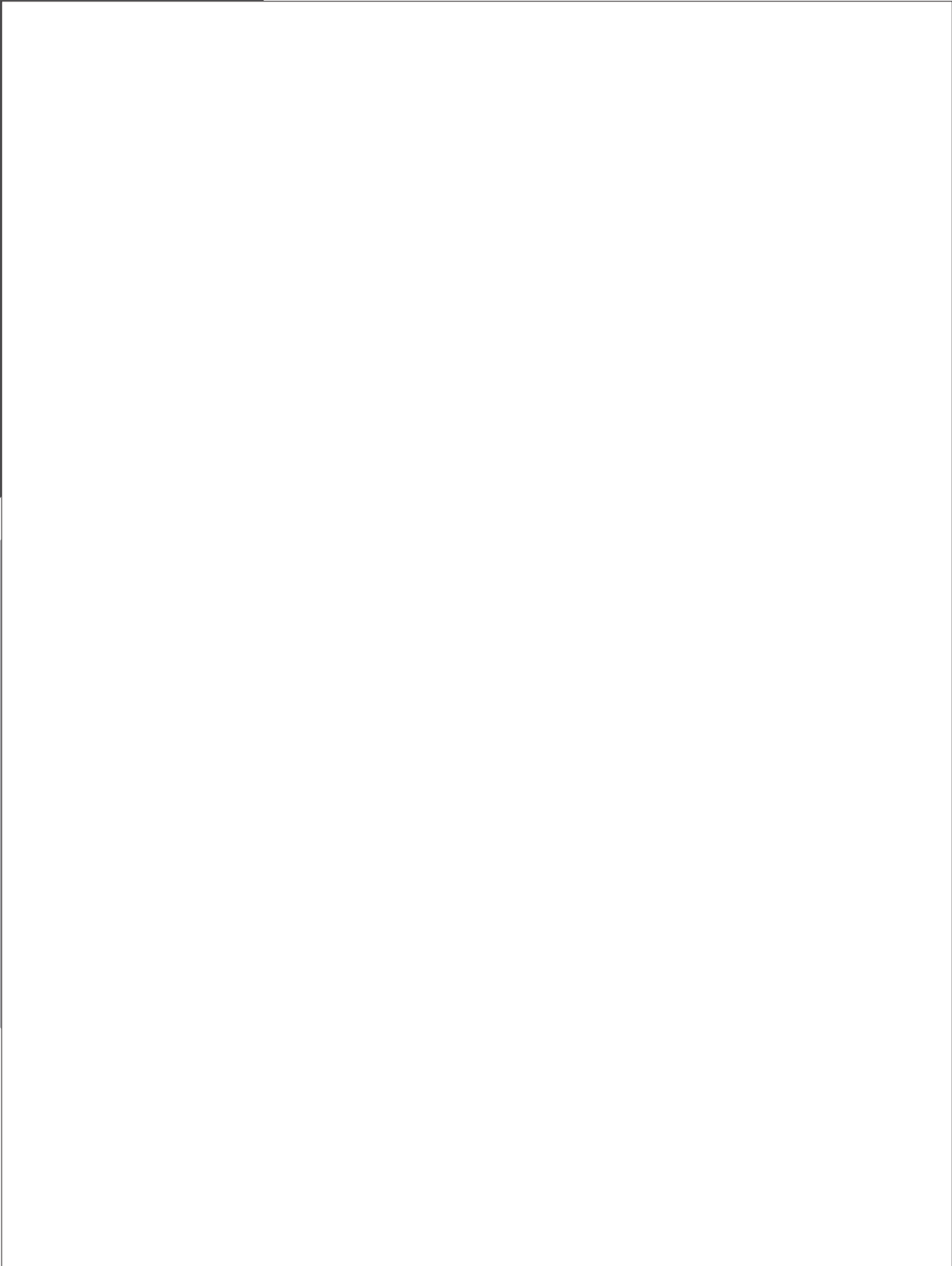
Theme – Environmental	
Grading criteria	Distinction
Explains how they have supported the development of environmental and sustainability practice in the workplace for example, through promoting good practice to others, identifying improvement to practice. (K21, S22, B1)	

Theme – Health and safety	
Grading criteria	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)	

Theme – Equity, diversity and inclusion	
Grading criteria	Distinction
Justifies how their commitment to equity, diversity and inclusion extends to and impacts wider teams or stakeholders. (K22, S18, B3)	



# Notes



# Re-sits and Retakes

An apprentice who fails one or more Assessment Method(s) can take a re-sit or a re-take at their employer's discretion. The apprentice's employer needs to agree that a re-sit or re-take is appropriate. A re-sit does not need further learning, whereas a re-take does.

An apprentice should have a supportive action plan to prepare for a re-sit or a re-take.

The employer and VTCT Skills will agree on the timescale for a re-sit or re-take. A re-sit is typically taken within 2 months of the End-point Assessment outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 4 months of the End-point Assessment outcome notification.

If the apprentice fails the Project and presentation Assessment Method, they must amend the Project report output in line with the Independent Assessor's feedback. The apprentice will be given 4 weeks to rework and submit the amended Project report.

Failed Assessment Methods must be re-sat or re-taken within a 6-month period from the End-point Assessment outcome notification, otherwise the entire End-point Assessment will need to be re-sat or re-taken in full.

Re-sits and re-takes are not offered to an apprentice wishing to move from pass to a higher grade.

An apprentice will get a maximum End-point Assessment grade of pass for a re-sit or re-take, unless VTCT Skills determines there are exceptional circumstances.

# Document history

Version	Details of amendments	Date
1	First Published	10/12/2024



[www.vtctskills.org.uk](http://www.vtctskills.org.uk)

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