END-POINT ASSESSMENT GUIDE

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

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VTCT SKILLSFIRST

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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 International 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 a portfolio of evidence.

Level 3 Supply Chain Practitioner
Apprenticeship Standard Summary Table

On-programme Stage *(typically 30 months, minimum 12 months)*	Training to develop the knowledge, skills and behaviours (KSBs) of the occupational standard. The apprentice must complete training towards English and Maths qualifications in line with the apprenticeship funding rules.
End-point Assessment Gateway Stage	• The employer must be content that the apprentice is working at or above the occupational standard for their option • The apprentice must have achieved English and Maths qualifications in line with the apprenticeship funding rules
End-point Assessment *(typically 4 months)*	This Assessment Method will be assessed using the following grades: **Assessment Method 1: Multiple-choice test** • Fail • Pass **Assessment Method 2: Project and presentation** • Fail • Pass • Distinction **Assessment Method 3: Interview underpinned by a portfolio of evidence** • Fail • Pass • Distinction
Re-sits and re-takes	Apprentices will be offered the opportunity to take re-sits/retakes if they fail any element of the End-point Assessment. Any End-point Assessment component re-sit/re-take must be taken during the maximum 6-month End-point Assessment period, otherwise the entire End-point Assessment must be re-taken in full. • Re-take and re-sit grade cap: pass

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 distributions 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. For example, procurement managers, operations managers and manufacturing managers. Likewise external stakeholders can include haulage operators, customer procurement personnel and warehouse managers.

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 titles:

- Logistics Specialist
- Supply demand planner

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 EPA
- Have achieved English and mathematics qualifications in line with the apprenticeship funding rules
- Submit a project title and scope for the project and presentation
- For the interview underpinned by a portfolio of evidence, you must submit a portfolio of evidence

Project scope requirements:

The apprentice must produce a project title and scope of approximately 200 words outlining whether the project is process review focussed or issue focussed. 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.

Portfolio of evidence requirements:

The apprentice must compile a portfolio of evidence during the on-programme period of the apprenticeship. It should only contain evidence related to the KSBs that will be assessed in the interview. It will typically contain 7 discrete pieces of evidence. Evidence must be mapped against the KSBs. Evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested.

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.

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: Multiple-choice test

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

The following will be covered as part of the multiple-choice test:

- Knowledge statements: K1, K4, K5, K8, K9, K11, K12, K14, K17, K32

Assessment Method 2: Project and presentation

For the project and presentation, the apprentice must submit a project title and scope. To ensure the project allows the apprentice to meet the KSBs mapped to this assessment method to the highest available grade, the EPAO must sign-off the project's title and scope at the gateway to confirm it is suitable.

The following will be covered as part of the workplace project and presentation:

- Knowledge statements: K2, K6, K7, K10, K16, K19, K20, K27, K28, K29
- Skills statements: S4, S5, S6, S8, S10, S12, S15, S16, S23
- Behaviour statements: B4, B5

Assessment Method 3: Interview underpinned by a portfolio

For the interview underpinned by a portfolio of evidence, the apprentice must submit a portfolio of evidence.

The following will be covered as part of the professional dialogue and interview:

- Knowledge statements: K3, K13, K15, K18, K21, K22, K23, K24, K25, K26, K30, K31
- Skills statements: S1, S2, S3, S7, S9, S11, S13, S14, S17, S18, S19, S20, S21, S22
- Behaviour statements: B1, B2, B3

Notes

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.

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**)
- 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 Supply Chain Practitioner End-point Assessment consists of **3 Assessment Methods**:

Assessment Method	Assessed/Invigilated by	Overall Grading
Assessment Method 1 Multiple-choice test	Independent Assessor	Fail/Pass
Assessment Method 2 Project and presentation	Independent Assessor	Fail/Pass/Distinction
Assessment Method 3 Interview underpinned by a portfolio of evidence	Independent Assessor	Fail/Pass/Distinction

Please note: *A maximum of 15 Apprentiuces can be assessed at any one time by the Independent Assessor during Assessment Method 1: multiple-choice test and a maximum of one apprentice can be assessed at any one time by the Independent Assessor during Assessment Method 2: Project and presentation, and Assessment Method 3: Interview underpinned by a portfolio of evidence.*

Length of End-point Assessment period

The End-point Assessment will be completed within a period lasting typically 4 months, 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 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 the 3 Assessment Methods: Multiple-choice test, Project and presentation and Interview underpinned by a 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.

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 a portfolio of evidence

The interview underpinned by a 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

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: multiple-choice test, project and presentation and interview underpinned by a portfolio of evidence.

In order to achieve a distinction, apprentices are required to achieve a distinction in the project and presentation; and the interview underpinned by a portfolio of evidence. Grading combinations to determine the apprenticeship grade are shown below:

Multiple-choice test	Project and presentation	Interview underpinned by a 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 an invigilated environment. It gives the apprentice the opportunity to demonstrate the knowledge mapped to the assessment method.

Delivery of the Multiple-choice test

The knowledge test can be computer or paper 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 **30 multiple-choice questions**. Apprentices will have **60 minutes** to complete the test. Multiple-choice questions will have four options, including one correct answer.

The apprentice will be given at least 2 weeks' notice of the date and time of the test.

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

Location of the Multiple-choice test

The multiple-choice test must take place in a suitably controlled and invigilated environment. The environment must be quiet and free from distractions and influence. The test may take place remotely if the appropriate technology and systems are in place to prevent malpractice, such as 360-degree cameras and screen sharing facilities.

Knowledge, Skills and Behaviours

Knowledge requirements	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 following grade boundaries apply to the multiple-choice test:

Grade	Minimum mark	Maximum mark
Pass	18	30
Fail	0	17

Notes

Assessment Method 2: Project and presentation

Assessment Method 2: Project and presentation

This assessment method includes two components:

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

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 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 workplace project. The workplace project should be conducted as part of an apprentice's normal work during the end-point assessment period. Employers will 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

To ensure the project allows the apprentice to meet the KSBs mapped to this assessment method to the highest available grade, VTCT must sign-off the project's title and scope at the gateway to confirm it is suitable.

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 report must also include:

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 report evidences the KSBs mapped to this assessment method.

The apprentice must complete and submit the report and any presentation materials to VTCT by the end of week 10 of the EPA period.

Component 2: Presentation with questions and answers

The assessment will begin with a presentation. This will be followed by a question session. Collectively the presentation and the question session will 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.

The apprentice must submit any presentation materials to VTCT at the same time as the report – by the end of week 10 of the EPA period. The apprentice must notify VTCT, 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.

The apprentice will be given at least 2 weeks' notice of the presentation with questions.

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
K2	Supply chain key performance indicators; inventory, forecast accuracy, plan attainment, customer service, vehicle utilisation, on shelf availability, waste, quality and value.
K6	Data management systems and tools for the supply chain.
K7	The principles of continuous improvement.
K10	Problem-solving techniques and the principles of root cause analysis: 5 whys and fishbone analysis.
K16	The use of data to inform decision making.
K19	Verbal communication techniques. Giving and receiving information. Matching style to audience. Industry terminology.
K20	Written communication techniques. Plain English principles, Supply Chain terminology. Report writing.
K27	Team working principles: personality types, roles within teams, organisational hierarchies.
K28	Planning and prioritising techniques.
K29	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 requirements	Skills 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.

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

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. Fail-Does not meet pass criteria.

KSBs	**Pass** Apprentices must demonstrate all of the pass descriptors	**Distinction** Apprentices must demonstrate all of the pass descriptors and all of the distinction descriptors
Data analysis K2 K6 K16 S10 S12	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)	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)
Continuous improvement K7 K10 S5 S6	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)	Justifies their solutions to problems and the positive impact they make to the business. (K7, S5)
Communication and collaboration K19 K20 K27 K28 S8 S15 S16 S23 B4 B5	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)	Justifies how they have balanced cost and quality in the planning, prioritising and completion of project tasks. (K28, B4)
Digital K29, S4	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)	Outlines the benefits to the business of ensuring GDPR and cyber security regulations and policies are followed. (K29, S4)

Notes

Assessment Method 3: Interview underpinned by a portfolio of evidence

Assessment Method 3: Interview underpinned by a portfolio of evidence

This assessment method has two components:

- Portfolio of evidence (submitted at the gateway stage)
- Interview

In the interview, an independent assessor asks the apprentice questions. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

An independent assessor will conduct and assess the interview.

The following themes will be covered:

- 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

Delivery of the Interview underpinned by a portfolio of evidence

The Independent Assessor will conduct the interview.

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

The independent assessor must have at least 2 weeks to review the supporting documentation.

The apprentice will have access to their portfolio of evidence during the interview.

It is recommended that the apprentice refers to and illustrates 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 at least **6 questions.**

Knowledge, Skills and Behaviours

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

Skills requirements	Knowledge 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 requirements	Behaviours 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.

Grading of the Interview underpinned by a portfolio of evidence

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.

KSBs	**Pass** Apprentices must demonstrate all of the pass descriptors	**Distinction** Apprentices must demonstrate all of the pass descriptors and all of the distinction descriptors
Communication and collaboration K13 S9	Explains how they have escalated issues and tasks that are beyond the limit of their authority in line with organisational procedures. (K13, S9)	
Capturing and recording of data and information K18 K25 S14 S21	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)	
Ways of working - operations K15 K23 K26 S1 S2 S19	Describes how they manage the flow of fast-moving consumer goods products or services based on evolving and changing information such as customer and consumer demand, market trends, competitor activity and seasonality. (K15, S1) 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)	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)
Ways of working - planning and customer satisfaction K3 K30 K31 S3 S7 S11 S13	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)	Justifies how they have used planning and efficiency techniques to exceed customer expectations (K3, K30, K31, S7)

Table continued.

KSBs	Pass Apprentices must demonstrate all of the pass descriptors	Distinction Apprentices must demonstrate all of the pass descriptors and all of the distinction descriptors
Environmental K21 S22 B1	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)	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)
Health and safety K24 S17 S20 B2	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)	Explains the benefits for individuals and the business of prioritising and promoting health and safety and the consequences of not doing so. (S17, B2)
Equity, diversity and inclusion K22 S18 B3	Describes how they follow and contribute to equity, diversity and inclusion principles and legislative guidelines in their team. (K22, S18, B3)	Justifies how their commitment to equity, diversity and inclusion extends to and impacts wider teams or stakeholders. (K22, S18, B3)

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. A re-sit does not need further learning, whereas a re-take does. A re-sit is typically taken within 2 months of the End-point Assessmen 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 Assessmen outcome notification.

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

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.

Document history

Version	Details of amendments	Date
1	First Published	

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