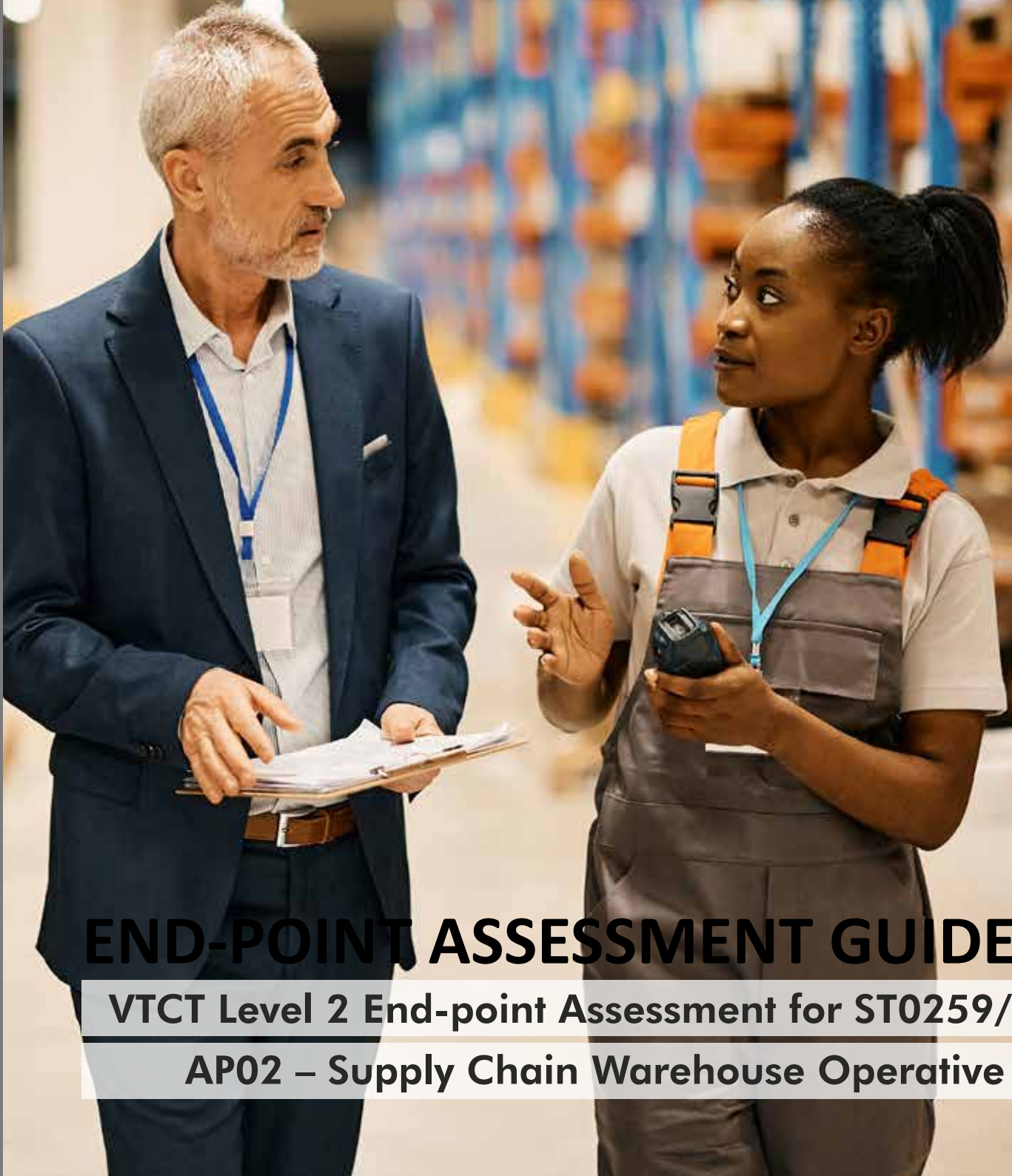




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END-POINT ASSESSMENT GUIDE

VTCT Level 2 End-point Assessment for ST0259/

AP02 – Supply Chain Warehouse Operative

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

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VTCT Level 2 End-point Assessment for ST0259/AP02 – Supply Chain Warehouse Operative

Purpose

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

The broad purpose of the occupation is to handle goods safely in and out of the storage facility. This will involve the unloading of goods from lorries, trains, ships or planes, the identification and checking of the product and then putting it away in a storage location. Operatives will pick products from storage locations to satisfy customer orders. Some products may require repackaging prior to assembly for despatch. All orders will be checked and loaded on to the relevant form of transport allocated for delivery. Warehouse Operatives will typically work in large buildings and often have a shift working pattern in order to provide a twenty four hour operation. A driving licence is not an absolute necessity but may be preferable for access to Distribution Centres, located on out of town Industrial Estates where public transport may not be available for shift start and finish times.

Level 2 Supply Chain Warehouse Operative Apprenticeship Standard Summary Table

<p>On-programme Stage</p>	<p>The apprentice must:</p> <ul style="list-style-type: none"> • Complete training to develop the Knowledge, Skills and Behaviours (KSBs) outlined in this apprenticeship’s occupational standard • Complete training towards English and Mathematics qualifications in line with the apprenticeship funding rules • Compile a portfolio of evidence
<p>End-point Assessment Gateway Stage</p>	<ul style="list-style-type: none"> • The employer must be content that the apprentice is working at or above the occupational standard. <p>The apprentice must:</p> <ul style="list-style-type: none"> • Confirm they are ready to take the EPA, this could also include the following: <ul style="list-style-type: none"> - Completion of a mock End-point assessment - Completed portfolio - Successful completion of the level 2 Certificate in Warehousing and Storage • Have achieved English and mathematics qualifications in line with the apprenticeship funding rules <p>The apprentice must submit the gateway evidence to their EPAO, including any organisation specific policies and procedures requested by the EPAO.</p>
<p>End-point Assessment <i>(which will typically take 3 months)</i></p>	<p>This Assessment Method will be assessed using the following grades:</p> <p>Assessment Method 1: Knowledge and behaviours test</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Assessment Method 2: Practical test</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Overall EPA and apprenticeship can be graded:</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction

Supply Chain Warehouse Operative Apprenticeship Standard

Occupational Profile

A Supply Chain Warehouse Operative in their daily work will be expected to:

In their daily work, an employee in this occupation interacts with team Leaders and Warehouse Supervisors, Stock Control Administrators, Incoming Delivery Drivers, Outgoing Delivery Drivers, Customers making collections, Data Management Assistants, Sales and Marketing representatives, Planners and Project Managers, Buyers and Procurement Managers. A Warehouse Operative will be supervised by a Team Leader, Warehouse Supervisor or Shift Manager.

An employee in this occupation will be responsible for the safe handling of goods and the accuracy of putting stock away in the correct locations and the accuracy of picking products in accordance with the orders received. This may include the packing of goods and ensuring product is not damaged. In a small operation they may be responsible for the whole process of incoming goods, storage and outgoing orders. They may be required to operate different forms of mechanical handling equipment such as fork lift trucks, cranes, pallet trucks and reach trucks. They should operate all equipment in a safe manner and be aware of any specific regulations which may apply to the products handled.

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 and display occupational competency
- Have achieved English and mathematics qualifications in line with the apprenticeship funding rules and could also include the following:
 - Completion of a mock End-point assessment
 - Completed portfolio
 - Successful completion of the level 2 Certificate in Warehousing and Storage

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 for knowledge, skills and behaviours outlined in the standard. The apprentice must also confirm that they feel ready to progress 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 of 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 below: <https://www.instituteforapprenticeships.org/apprenticeship-standards>.

Assessment Method 1: Knowledge and behaviours test

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

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

- Knowledge statements K1, K2, K3, K4, K5, K6, K7, K8, K9 and K10
- Behaviours statements B1, B2 and B3

Assessment Method 2: Practical test

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

The following will be covered as part of the Practical test:

- Skills statements S1, S2, S3, S4, S5, S6, S7 and S8
- Distinction statements D1, D2, D3, D4, D5, D6 and D7

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.

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, the apprentice 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 End-point 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:

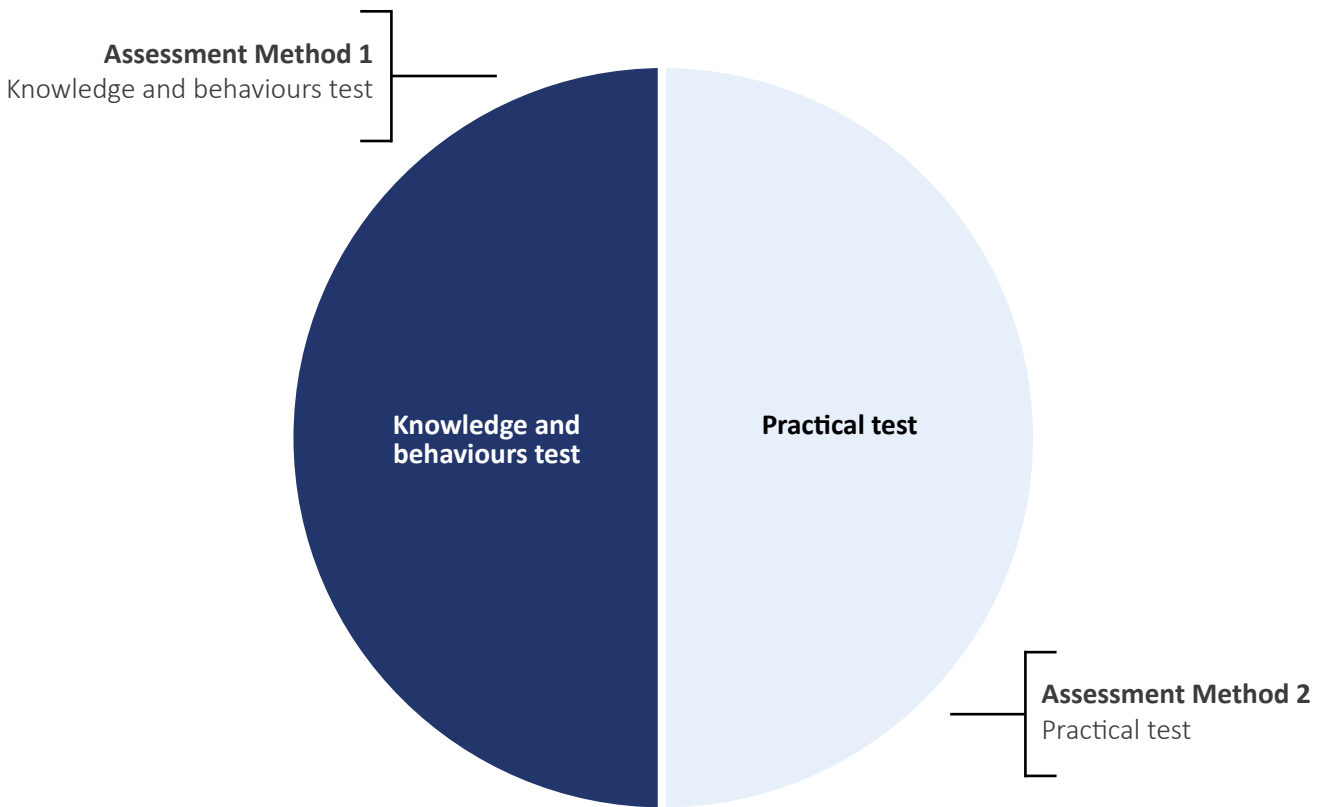
- Prior to the date of the End-point Assessment, the customer must inform VTCT by email (epa@skillsforlogistics.co.uk)
- On the day of the End-point Assessment, the customer must inform VTCT by telephone (02380 684502)

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 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 Warehouse Operative End-point Assessment consists of **2 Assessment Methods**:

Assessment Method	Assessed/Invigilated by	Overall Grading
Assessment Method 1 Knowledge and behaviours test	Independent Assessor/VTCT invigilator/ specialised proctoring software	Fail/Pass/Distinction
Assessment Method 2 Practical test	Independent Assessor	Fail/Pass/Distinction

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

How the End-point Assessment is graded

The overall grade for the End-point Assessment will be based on the grades achieved in the 2 Assessment Methods: Knowledge and behaviours test and Practical test.

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

Assessment Method 1: Knowledge and behaviours test

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

Assessment Method 2: Practical test

The Practical test will be graded a Fail/Pass/Distinction using the grading criteria on pages 19-23.

Overall Grading

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

- Fail
- Pass
- Distinction

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

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

To achieve an overall distinction, the apprentice must achieve a distinction in both assessment methods.

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

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

Order of Assessment Methods

The assessment methods may be completed in any order, but it is likely that the Knowledge and behaviours test will precede the Practical test.

Delivery and location of the End-point Assessment

There are only 2 methods of assessment in this standard. It is expected that both the practical and the knowledge test be administered on the same day.

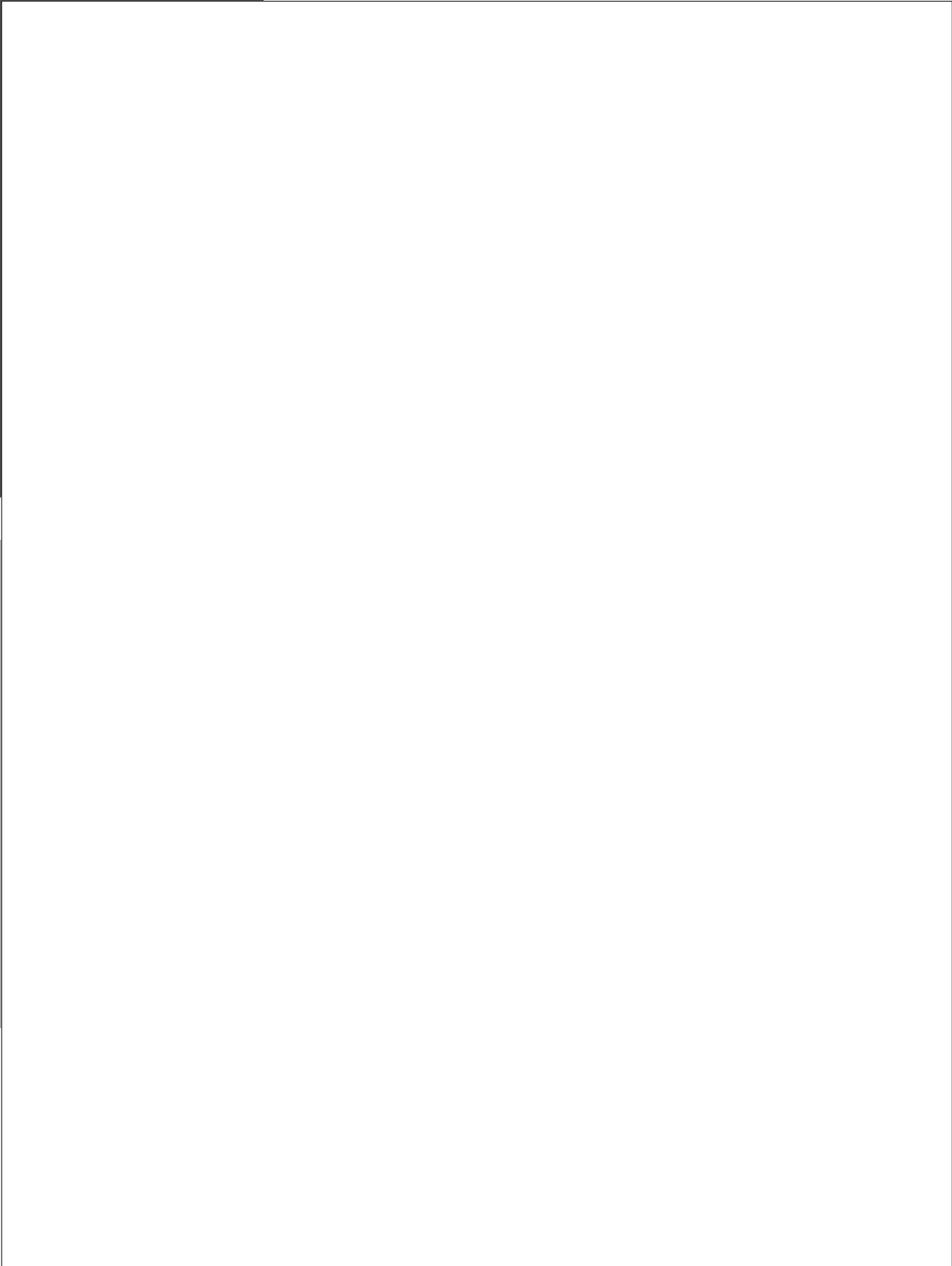
Assessment Method 1: Knowledge and behaviours test

The knowledge test could be taken at the employer's premises under exam conditions with a VTCT invigilator, this may be the Independent Assessor.

Assessment Method 1: Practical test

The practical test, will be conducted by and Independent Assessor, observing the apprentice carrying out their everyday tasks. The the practical test can take place in a simulated environment.

Notes



Assessment Method 1: Knowledge and behaviours test



Assessment Method 1: Knowledge and behaviours test

This assessment method has 1 component.

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

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

Delivery of the Knowledge and behaviours test

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

Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
K1	Safe and controlled driving and/or operating techniques relating to materials handling equipment
K2	The environmental impact of the industry and how it can be minimised
K3	Safe use of equipment and machinery
K4	How to use warehouse systems and processes relating to packaging, moving and receiving stock
K5	How to use relevant IT, technology and systems
K6	Relevant regulation and legislation governing the Supply Chain Industry
K7	The structure of the industry
K8	The importance of delivering excellent customer service
K9	The vision, objectives and brand of the organisation
K10	Proposed and actual changes to systems, processes and technology

Behaviour requirements	Knowledge criteria
B1	Communicate effectively with customers and colleagues
B2	Work effectively in a warehousing team
B3	Demonstrate integrity, credibility, positivity and honesty

Grading of the Knowledge and Behaviours Test

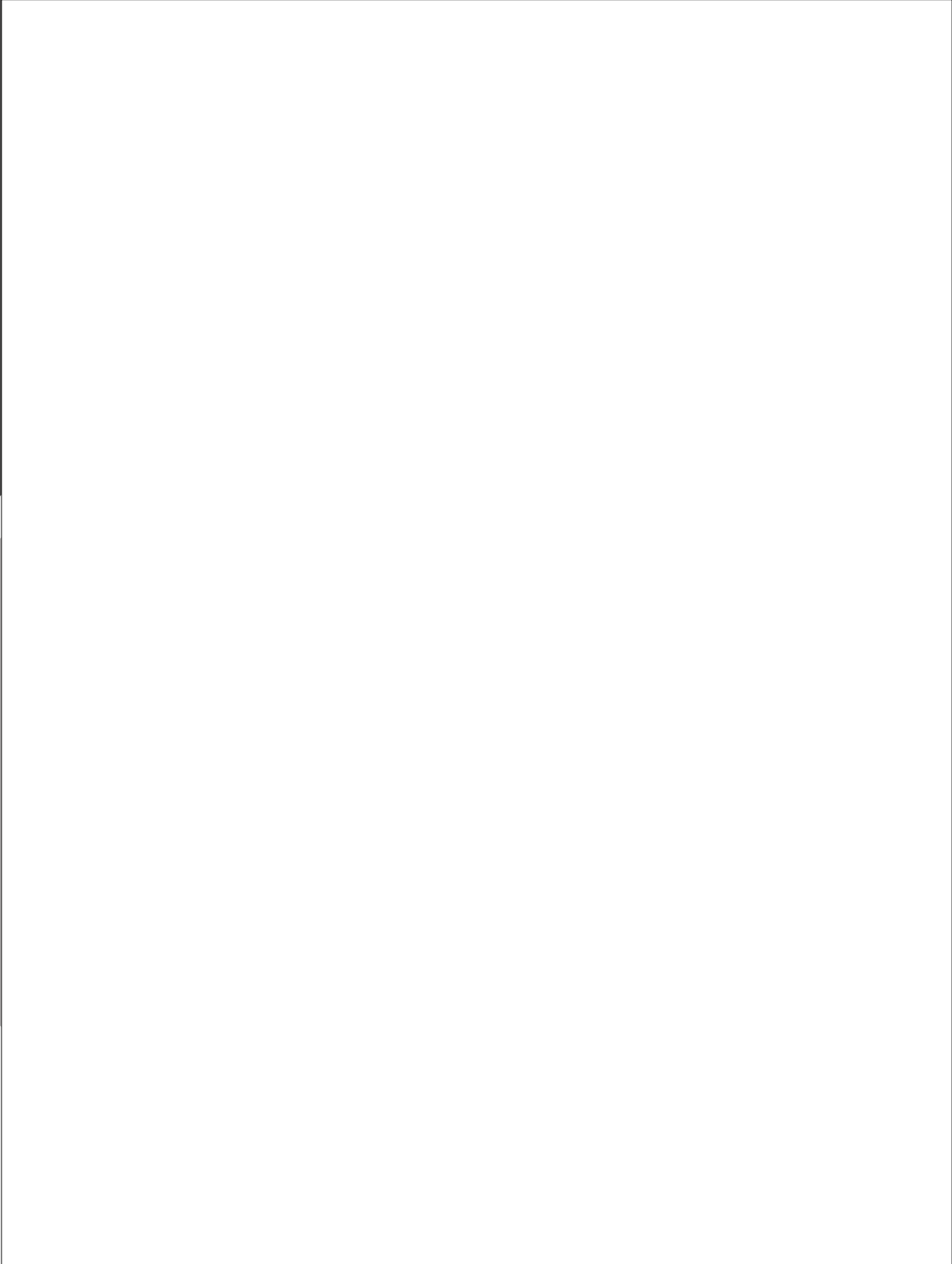
The following grade boundaries apply to the Knowledge and behaviours test:

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

Grading Criteria

Grade	Fail	Pass	Distinction
K1, K2, K3, K4, K5, K6, K7, K8, K9, K10, B1, B2, B3	Does not meet the pass criteria 0%-69% (apprentice has answered less than 70% of questions correctly).	Apprentice has answered 70-89% of questions correctly.	Apprentice has answered 90% to 100% questions correctly.

Notes



Assessment Method 2: Practical test



Delivery of the Practical test

The Independent Assessor will observe the apprentice's performance while carrying out their everyday tasks, typically for 1 hour. The assessor will ask questions and may use simulated scenarios to collect any evidence they have not been able to gather over the course of the assessment. In this situation the candidate should be given a task or job sheet as they would on a normal given day and a situation created in either the warehouse or assessment centre, whereby the learner can demonstrate all required skills of the role.

Knowledge, Skills and Behaviours

Skills requirements	Knowledge criteria
S1	Operate at least one vehicle safely and efficiently
S2	Use and position vehicle fitted equipment
S3	Safely and efficiently move, handle, pack and unpack different items
S4	Manage waste effectively
S5	Safely and efficiently load and unload items
S6	Select, prepare and use most appropriate packaging materials
S7	Use correct equipment and procedures to record receiving or stowing goods
S8	Use IT systems and other relevant technology and systems

Grading of the Practical test

This assessment method requires that the apprentice has met all the skills and behaviours outlined within the grade descriptors for the allocated grade. To achieve a pass grade, the apprentice must achieve a minimum of 6 of the 8 skills criteria (70%) as a minimum. The following skills must be achieved during the practical test: S1, S2, S3, S4, S5 and S7. To achieve a distinction grade, the apprentice must achieve a minimum of 13 of the 15 skills and distinction criteria (90%) including 6 of the 8 skills criteria (S1, S2, S3, S4, S5 and S7).

KSBs	Pass
S1 - Be able to operate at least one vehicle safely and efficiently	The apprentice must demonstrate safe and efficient use of Mechanical Handling Equipment (MHE), for example, Forklift Truck, pallet truck or any other MHE in the organisation. Prior to use the candidate must carry out a pre-check of the MHE to ensure that it is safe to operate, completing any relevant documentation.
S2 - Be able to use and position vehicle fitted equipment	The apprentice must demonstrate the use of fitted equipment, for example forks, grab, and boom, ensuring the equipment is set correctly.
S3 - Be able safely and efficiently move, handle, pack and unpack different items	The apprentice must demonstrate how to move, handle, pack and unpack different items safely and efficiently. This could be manual handling or use of MHE, unpacking boxes, quality checks, packing and preparing items in preparation for dispatch.
S4 - Be able to manage waste effectively	The apprentice must demonstrate how to manage waste effectively, this could include managing waste as it is generated and putting it into the correct refuse location, tidying around their work area, removing any other waste identified, identifying appropriate waste collection bins/ locations including recycling and disposing of hazardous waste, as well as when a waste item is outside the apprentice's work responsibilities and the appropriate action to take. This includes the appropriate use of relevant PPE.
S5 - Be able to safely and efficiently load and unload items	The apprentice must demonstrate how to load and unload items safely and efficiently, for example loading and unloading vehicles, loading and unloading from various shelf and other location types, loading and unloading onto trolleys, dollies or any other equipment that the organisation may use.
S6 - Be able to select, prepare and use the most appropriate packaging materials	The apprentice must be able to select appropriate packaging to ensure the goods are safely packed for transit, demonstrating how to pack appropriately to ensure safety and security of the goods.
S7 - Be able to use correct equipment and procedures to record receiving or stowing goods	The apprentice must be able to use the correct equipment and follow the correct procedures to record and receive goods and to put into stock. For example; using the correct MHE or manual handling, IT systems to book stock into the system and identifying correct locations to stow goods.
S8 - Be able to use basic IT systems	The apprentice must be able to demonstrate basic use of IT equipment and systems, for example PC, laptop, printers and scanners, handheld devices and any other IT-based equipment.

KSBs	Pass
<p>D1 - Be able to go above and beyond what is expected of their role, for example, increased awareness and application of health and safety skills, dealing with more complex situations, spatial awareness and demonstration of particularly fast, efficient and new ways of working and improved ways of working</p>	<p>The apprentice must be able to demonstrate or give evidence of where they have gone above and beyond what is expected in their job role, for example identifying hazards and risks and dealing with them appropriately, assisting others in their work without being prompted, dealing with more complex situations, such as damaged goods, MHE defects, calming situations, evidence of new ways of working, suggesting new ways of working in a more efficient and effective manner outside their job role.</p>
<p>D2 - Be able to demonstrate advanced driving skills and techniques in relation to relevant vehicles</p>	<p>The apprentice must be able to demonstrate advanced driving/operating skills on the MHE, for example driving slowly and cautiously, excellent all-round observations, forks at travel height, sounding the horn at appropriate risk areas, first-time height adjustment for when entering pallets or other items in use, always looking in direction of travel, use of safety equipment at all times, seatbelt, horn, lights, indicators, flashing beacons, giving way to others for safety purposes, parking the vehicle after use safely and efficiently.</p>
<p>D3 - Be able to demonstrate a keen interest in the sector and in the job and in keeping up to date with industry changes</p>	<p>The apprentice must be able to demonstrate or explain their interest in the sector and in their job role and how they keep up to date with industry changes for example being enthusiastic throughout the observation, identifying within the organisation where they can find sector specific information, identifying online sources, seminars, in-house CPD training, intranet.</p>
<p>D4 - Be able to demonstrate originality in the consistent, effective application of technical processes, resources, techniques and materials</p>	<p>The apprentice must demonstrate originality and consistently effective application of technical processes, resources and techniques and materials, for example following safe working practices as laid out by the organisation, identifying the safe working procedures and where to find them, following instructions correctly and, if unsure of any process, always checking before continuing.</p>
<p>D5 - Be able to complete tasks independently to a level that far exceeds the minimum standard with few or no errors</p>	<p>The apprentice must have completed all the tasks independently and to a high level with few or no errors, that did not affect safety or security. A few minor errors could include, a mis-pick but rectified, realigning the MHE for a second attempt at aligning with goods to be picked.</p>
<p>D6 - Be able to select and use appropriate skills and processes, justifying their choices</p>	<p>The apprentice must be able to select and use appropriate skills and processes, an example could include why the task was done in a certain way; such as the use of a particular packaging material, justifying the reason- such as fragile items that could be damaged in transit. Another example could be that the candidate uses a different type of MHA to move some goods, again justifying their reasoning.</p>
<p>D7 - Be able to challenge where appropriate and identify solutions rather than just problems or issues.</p>	<p>The apprentice must be able to demonstrate or give examples of where they have had to challenge a process or a person where they have offered a solution to the issue, such as challenging another member of the team not wearing appropriate PPE and ensured that the person received PPE.</p>



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