



VTCT



SKILLSFIRST



END-POINT ASSESSMENT GUIDE

VTCT Skillsfirst Level 2 End-point Assessment for
Supply Chain Warehouse Operative 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 Skillfirst's online End-point Assessment booking platform.

End-point Assessment Guide - Content

VTCT Skillsfirst Level 2 End-point Assessment for Supply Chain Warehouse Operative v1.1	Page
Purpose	4
Apprenticeship Standard Summary Table	5
Occupational Profile	6
Occupational Duties for Supply Chain Warehouse Operative	7
The Gateway Stage	9
Scheduling	10
Overview of End-point Assessment period	12
Assessment Method 1: Interview with portfolio of evidence	16
Assessment Method 2: Observation with questions	24
Re-sits and Re-takes	30

VTCT Skillsfirst Level 2 End-point Assessment for Supply Chain Warehouse Operative v1.1

Purpose

This End-point Assessment guidebook outlines the format and the requirements of the End-point Assessment for the Supply Chain Warehouse Operative v1.1 standard.

Level 2 Supply Chain Warehouse Operative Apprenticeship Standard Summary Table

<p>On-programme Stage <i>(typically 12 months)</i></p>	<p>The apprentice receives training to develop the knowledge, skills and behaviours (KSBs) of the occupational standard.</p> <p>Training towards English and Mathematics qualifications in line with the apprenticeship funding rules.</p> <p>The apprentice must produce a portfolio of evidence.</p>
<p>End-point Assessment Gateway Stage</p>	<p>The employer must confirm that the apprentice:</p> <ul style="list-style-type: none"> • is working at or above the occupational standard as a Supply Chain Warehouse Operative • has the evidence required to pass the gateway and is ready to take the End-point Assessment <p>The apprentice must achieve English and Mathematics qualifications in line with the apprenticeship funding rules.</p> <p>Apprentices must submit the following:</p> <ul style="list-style-type: none"> • A portfolio to underpin the Interview • Gateway evidence
<p>End-point Assessment Stage (typically 3 months)</p>	<p>Assessment Method 1: Interview with portfolio of evidence</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Assessment Method 2: Observation with questions</p> <ul style="list-style-type: none"> • Fail • Pass <p>Overall End-point Assessment and apprenticeship can be graded:</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction
<p>Re-sits and re-takes</p>	<ul style="list-style-type: none"> • Re-take and re-sit grade cap: pass • Re-sit timeframe: typically 2 months • Re-take timeframe: typically 4 months

Supply Chain Warehouse Operative Apprenticeship Standard

Occupational Profile

This occupation is found in the Logistics, Retail, Manufacturing, Automotive, Construction, Chemicals and Pharmaceuticals Sectors. It will also be found in all services within the MOD. Warehouse Operatives may work in a number of different industries and in a range of buildings from 5,000 to 1,000,000 square feet. These buildings may be temperature or humidity controlled and equipped with racking or other storage systems along with automatic or robotic handling equipment. Some operations may involve large areas of outside storage. Most warehouses will have different types of Mechanical Handling Equipment to move products into and out of the warehouse and internally into and out of specific storage locations. Most warehouses are likely to have a computerised Warehouse Management System to manage the movements into and out of the warehouse, to maintain stock records and to process customer orders. On board or hand held scanners, linked to the system, may be used to identify products and locations. Warehouses in the Logistics Sector may be dedicated to one customer or may serve a number of different customers possibly from different Sectors. Retailers will have dedicated National or Regional Distribution Centres to serve their outlets. Manufacturers may have warehouses to store both raw materials and finished goods. Automotive manufacturers may have inbound warehouses to store components required for assembly and Aftermarket warehouses to store spare and replacement parts. Organisations may also have warehouses dedicated to the return and subsequent management of products.

Typical job roles on completion of Supply Chain Warehouse Operative:

- Fork lift truck operator
- Picker
- Store person
- Warehouse assistant
- Warehouse operative
- Warehouse person

Occupational Duties for Supply Chain Warehouse Operative

Duty	Knowledge, Skills and Behaviours covered
<p>Duty 1 – Maintain a safe working environment, ensuring that any hazards are controlled or removed in line with organisational procedures.</p>	<p>K1 K3 K4 K19 S1 S2 S7 S9 S15 S16 S17 S18 B2 B3</p>
<p>Duty 2 – Ensure that on arrival, all goods received are inspected for damage, and in terms of accuracy, including quantity, they match documents or technology relevant to the organisation, with any discrepancies raised with line manager in line with organisational procedures.</p>	<p>K2 K6 K10 K11 K17 S3 S8 B1</p>
<p>Duty 3 – Move and store goods safely, securely and efficiently to the designated location, utilising mechanical handling equipment, (MHE) and personal protective equipment (PPE) in line with organisational procedures when required. When using any MHE, ensure that safety checks are conducted before use to ensure that it is fit for purpose.</p>	<p>K1 K2 K3 K5 S2 S4 S9 S10 S12</p>
<p>Duty 4 – Support line manager in ensuring that goods storage arrangements enable the most efficient means of retrieval and movement.</p>	<p>K4 K7 K8 K16 K17 K18 S4 S7 S8 S11 S12 S15 S16 B5</p>
<p>Duty 5 – Ensure that prior to despatch all goods are inspected for damage, and in terms of accuracy they meet requirements, with any discrepancies raised with line manager.</p>	<p>K5 K8 K11 K12 K18 S5 S7 S8 S11 S15 B5</p>
<p>Duty 6 – Support delivery operatives in the safe and efficient loading and unloading of goods, including the safe and secure assembling and disassembling of loads.</p>	<p>K1 K2 K3 K4 K5 K7 K9 S2 S9 B1 B3</p>
<p>Duty 7 – Ensure that goods are handled and stored in compliance with the relevant safety and regulatory standards (for example, food, medicines, hazardous materials) with any discrepancies raised with line manager.</p>	<p>K1 K4 S2 S3 S6 S9 B3</p>
<p>Duty 8 – Record relevant information on organisational warehouse management system in a timely manner.</p>	<p>K6 K7 K8 K9 K10 K16 K20 S3 S4 S5 S6 S9 S11 S14 S15 B5</p>

Duty	Knowledge, Skills and Behaviours covered
Duty 9 – Select goods from locations throughout the storage facility to meet warehouse order requirements in line with picking schedule.	K7 K8 K9 S4 S5 S6 S10 S13 S14 B5
Duty 10 – Replenishing picking location quantities by moving goods from stock locations in a safe manner.	K7 K8 K9 K11 S2 S4 S5 S7 S8 S9 S13 B3
Duty 11 – Support in scheduled and unscheduled stock taking and counting activities, raising any discrepancies with line manager.	K7 K8 K9 K12 K15 S6 S11 S13 S14 S15 B5
Duty 12 – Participate in briefing and handover sessions to support achievement of organisational performance targets.	K14 K17 K18 S7 S8 S11 S15 S18 S19 B2 B5
Duty 13 – Ensure that the reduction, re-use, return and recycle principles of packaging are applied in relation to both goods being prepared for despatch and goods received in line with organisational procedures.	K10 K13 S6 S9 S10 S13 B1 B4

The Gateway Stage

To be eligible for the End-point Assessment Stage of the End-point Assessment, the apprentice must meet the following Gateway requirements:

- A full time apprentice will typically spend 12 months on-programme. All apprentices must spend a minimum of 12 months on-programme
- Complete the on-programme stage of the Level 2 Supply Chain Warehouse Operative Apprenticeship Standard and consistently work at or above the level of the occupational standard
- 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 Warehouse Operative 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. 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.

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 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>.

Assessment Method 1: Interview with portfolio of evidence

Portfolio of evidence requirements for Gateway Stage

For the Interview, the apprentice will be required to submit a Portfolio of Evidence, which should be compiled during the on-programme period of the apprenticeship. Evidence must be mapped against the KSBs set out in the interview assessment method.

- 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 Statement of Attribution by the apprentice form must be signed by the apprentice and the Employer. This form should be uploaded alongside the portfolio of evidence
- The portfolio of evidence must be submitted to VTCT Skillsfirst at the Gateway Stage
- A completed Portfolio of Evidence Reference Record is required to be uploaded alongside the portfolio of evidence
- It will typically contain 8 discrete pieces of evidence. Evidence sources may include workplace documentation (for example, workplace policies and procedures), witness statements and annotated photographs. 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.

Assessment Method 2: Observation with questions

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

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 Skillsfirst 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 system
- 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 Skillsfirst 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.

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 Skillsfirst 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 Skillsfirst 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:

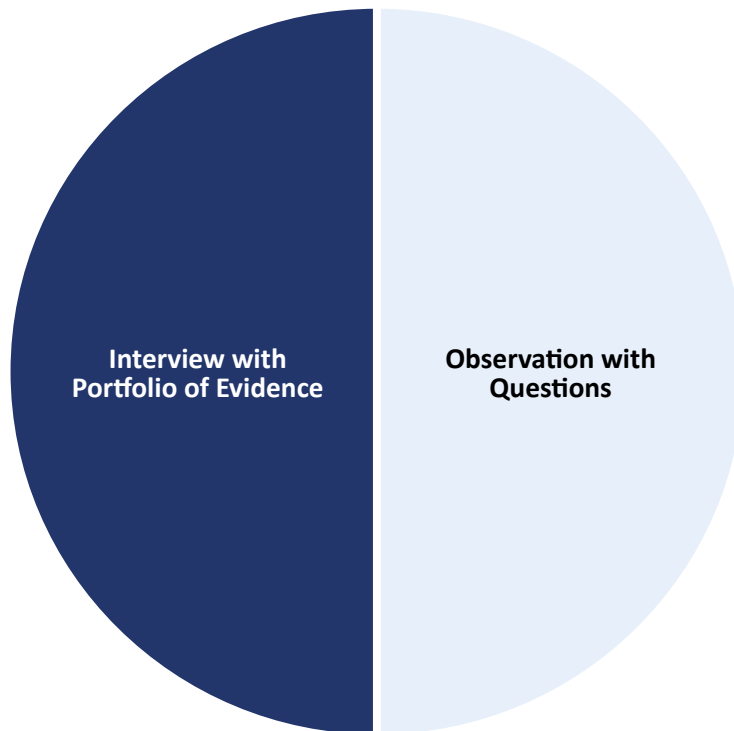
- Prior to the date of the End-point Assessment, the customer must inform VTCT Skillsfirst by email (epa@skillsforlogistics.co.uk)
- On the day of the End-point Assessment, the customer must inform VTCT Skillsfirst by telephone (02380 684502)

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

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 by	Overall Grading
Assessment Method 1 Interview with Portfolio	Apprenticeship Assessor	Fail/Pass/Distinction
Assessment Method 2 Observation with Questions	Apprenticeship Assessor	Fail/Pass

Length of End-point Assessment period

The End-point Assessment will be completed within a period lasting typically **3 months**, beginning when VTCT Skillsfirst 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 Warehouse Operative Assessment Plan.

Order of Assessment Methods

The Assessment Methods for the End-point Assessment can be completed 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 2 assessment methods: Interview with Portfolio of Evidence and Observation with Questions.

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

Assessment Method 1: Interview with Portfolio of Evidence

The Interview with Portfolio of Evidence will be graded Fail/Pass/Distinction against the grading criteria

Assessment Method 2: Observation with Questions

The Observation with Questions will be graded a Fail/Pass against the grading criteria.

Overall Grading

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

- Fail
- Pass
- Distinction

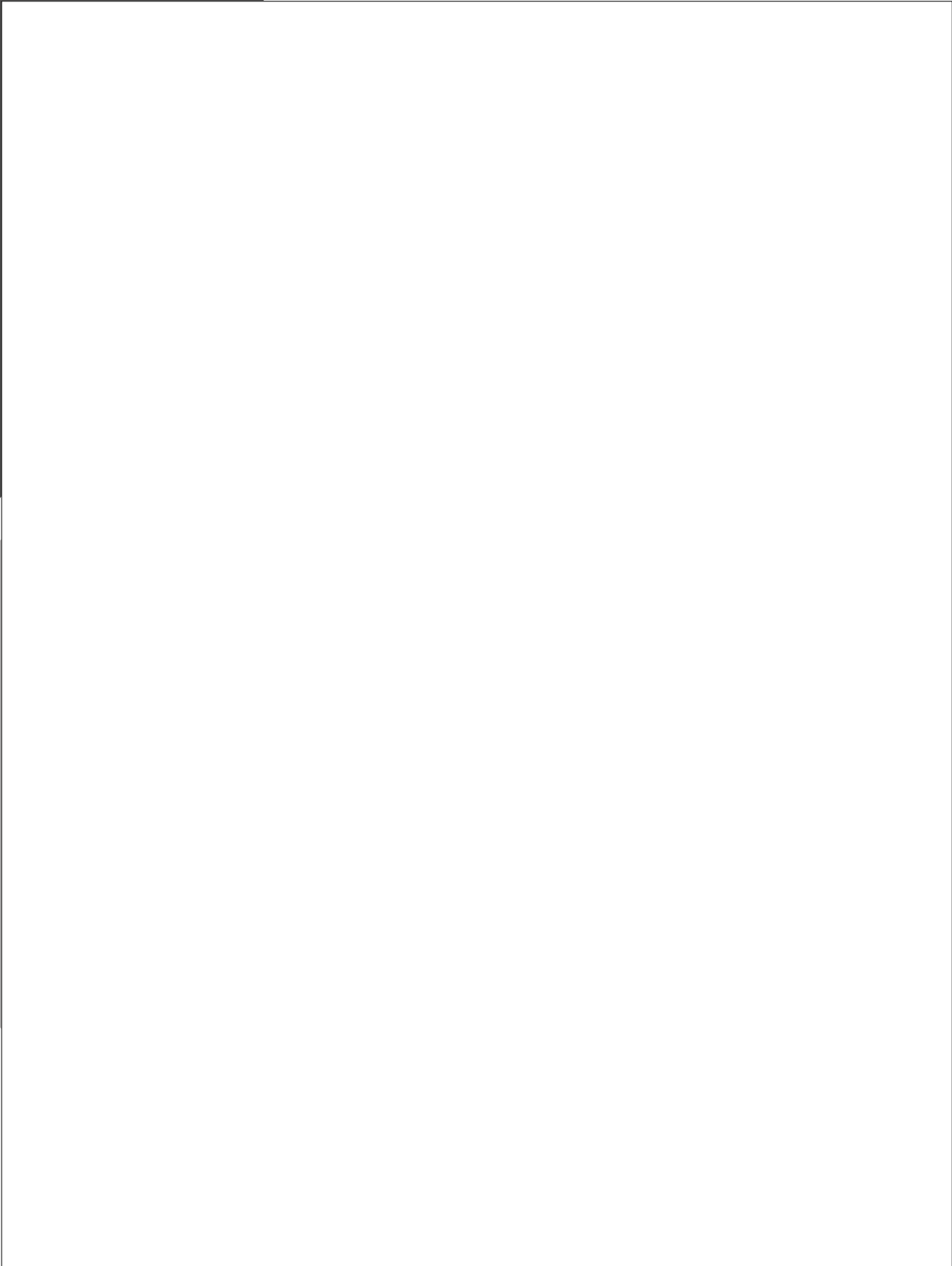
The grades from each individual assessment method are combined to determine the overall grade. If the apprentice fails one or more assessment methods, they will be awarded an overall End-point Assessment fail.

To achieve an overall EPA pass, the apprentice must achieve at least a pass in both the assessment methods. To achieve an overall EPA distinction, the apprentice must achieve a distinction in the Interview and pass in the Observation.

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

Interview with Portfolio of Evidence	Observation with Questions	Overall grading
Fail	Fail	Fail
Pass	Fail	Fail
Fail	Pass	Fail
Distinction	Fail	Fail
Pass	Pass	Pass
Distinction	Pass	Distinction

Notes



Assessment Method 1: Interview with Portfolio of Evidence



Assessment Method 1: Interview with Portfolio of Evidence

In the interview, an Apprenticeship Assessor asks the apprentice questions. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method. The apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence.

Delivery of the Interview with Portfolio of Evidence

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

The apprenticeship assessor will ask at least 8 questions. Follow up questions are allowed where clarification is required.

Location of the Interview with Portfolio of Evidence

The Interview must take place in a suitable venue such as the employer's premises. It may be conducted by video conferencing.

It should take place in a quiet room, free from distractions and influence.

Knowledge, Skills and Behaviours

The End-point Assessment Interview with Portfolio of Evidence will cover the following knowledge criteria:

Knowledge

Knowledge reference	Knowledge criteria
K6	Organisational procedures for the receipt of products.
K7	Organisational procedures for the storage and picking of products.
K8	Organisational procedures for the dispatching of products.
K9	Organisational procedures for the decanting, packing of products.
K10	Operational activities and their sequencing for the return of products.
K11	The principles and requirements of quality control and stock rotation.
K12	Reporting and escalation procedures within limits of own job role and responsibilities.
K13	Impact of the sector on the environment. Efficient use of resources. Recycling, reuse and safe disposal of waste.
K15	Materials and resources used in a warehouse. Stock and resource management processes.
K16	Information technology and digital: management information systems, digital toolsets, General Data Protection Regulation (GDPR). Cyber security.
K17	Written communication techniques, plain English principles, including industry terminology.
K19	Principles of equity, diversity, and inclusion in the workplace and the impact on their work.

Skills

Skill reference	Skill criteria
S3	Receive products in line with organisational procedures.
S4	Store and pick products in line with organisational procedures.
S5	Dispatch products in line with organisational procedures.
S6	Decant, pack products in line with organisational procedures.
S8	Communicate in writing with others, for example internal and external customers, colleagues and managers.
S11	Use information technology and digital systems. Comply with GDPR and cyber security.
S13	Select, prepare, and use packaging materials that reduce waste and mitigate environmental impacts.
S14	Support under instruction scheduled and unscheduled stock, taking activities relevant to the organisation and product.
S15	Identify and escalate problems beyond own responsibility.
S16	Follow procedures in line with environmental and sustainability regulations, standards, and guidance. Segregate resources for reuse, recycling and disposal.
S17	Follow equity, diversity and inclusion rules.
S18	Carry out and record learning and development activities.

Behaviours

Behaviour reference	Behaviour criteria
B2	Support an inclusive workplace for example, respectful of different views.
B3	Seek learning and development opportunities.
B4	Consider the impact on the environment when using resources and carrying out work.

Interview with Portfolio of Evidence assessment

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 Observation with Questions and all the criteria below:

Theme 1 – Work Organisation		
Grading criteria	Fail	Pass
Describes how they have received, stored, picked, dispatched, decanted and packed products, in line with organisational procedures. (K6, K7, K8, K9, S3, S4, S5, S6)		
Describes the operational activities they undertake to return products. (K10)		

Theme 2 – Communication		
Grading criteria	Fail	Pass
Describes how they communicate with others using written techniques, in a way that is suitable for the context and supports task completion. (K17, S8)		

Theme 3 – Information Technology and Digital		
Grading criteria	Fail	Pass
Describes how they have used information technology and digital systems to support their work and meet organisational objectives, whilst complying with GDPR and cyber security regulations. (K16, S11)		

Theme 4 – Environment and Sustainability

Grading criteria	Fail	Pass
Describes how they have selected, prepared and used packaging materials in order to reduce waste and mitigate potential environmental impact. (K13, S13, S16, B4)		

Theme 5 – Stock Control

Grading criteria	Fail	Pass
Describes how they have supported scheduled and unscheduled stock taking activities, in line with resource management processes and operational requirements, in order to ensure quality control requirements are met. (K11, K15, S14)		
Describes how they have identified a problem and applied company reporting and escalation procedures within the limits of their own role and responsibilities. (K12, S15)		

Theme 6 – Equity and Diversity

Grading criteria	Fail	Pass
Describes how they follow and support equity, diversity and inclusion in their work in line with rules. (K19, S17, B2)		

Theme 7 – Continuing Professional Development (CPD)

Grading criteria	Fail	Pass
Explains how they have sought, carried out and recorded learning and development activities in order to ensure compliance with operational requirements and stay up to date with occupational change. (S18, B3)		

Interview with Portfolio of Evidence assessment

Distinction criteria

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

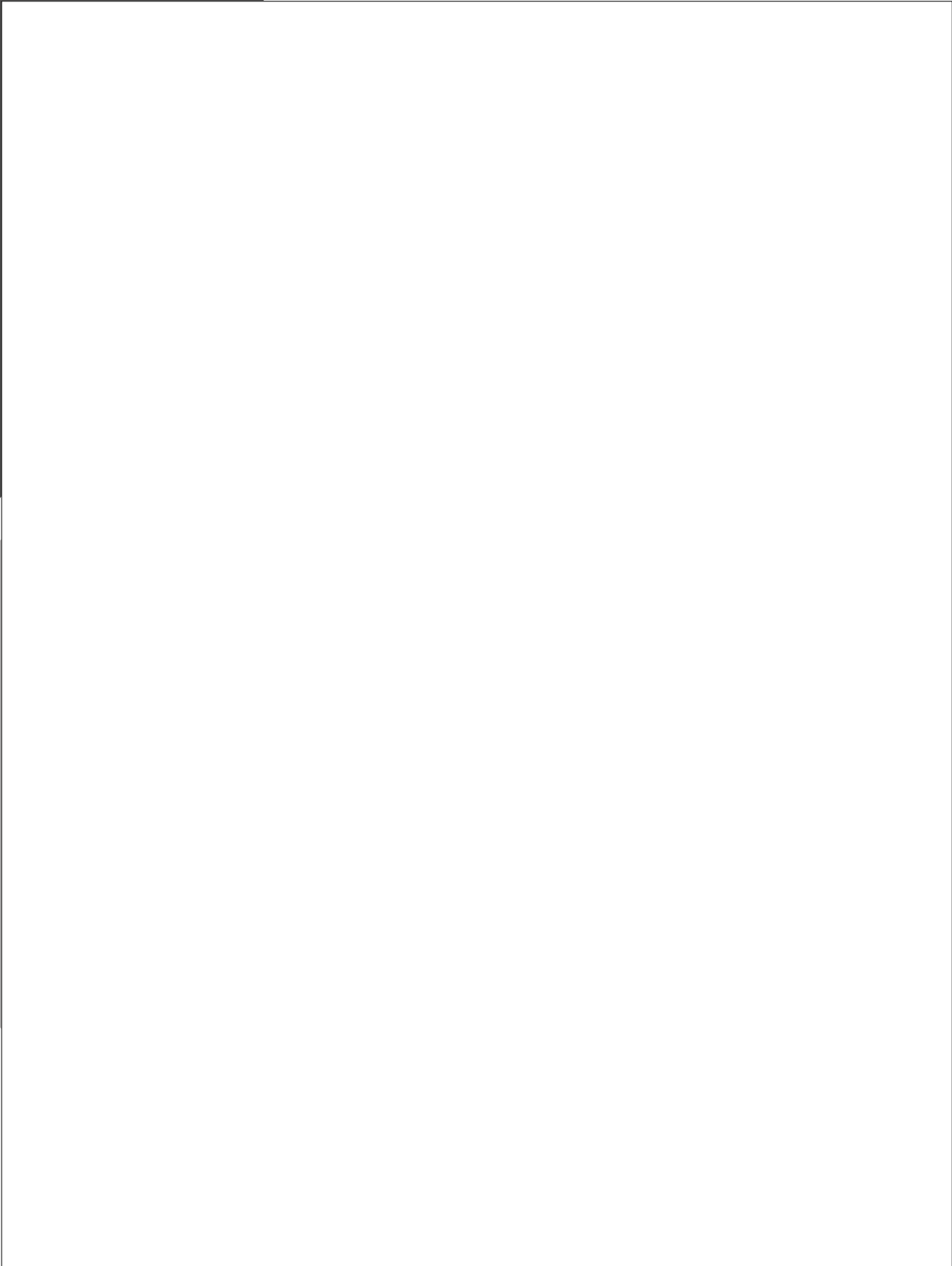
Theme 3 – Information Technology and Digital	
Grading criteria	Distinction
Outlines the benefits to the business of ensuring GDPR and cyber security regulations and policies are followed. (K16, S11)	

Theme 4 – Environment and Sustainability	
Grading criteria	Distinction
Explains how they have balanced operational requirements with environmental impact when selecting, preparing and using packaging materials. (K13, S13)	

Theme 5 – Stock Control	
Grading criteria	Distinction
Considers the impact on scheduled and unscheduled stock taking activities when the principles of quality control and stock rotation are not applied. (K11, K15, S14)	
Considers the operational impact of not reporting problems. (K12, S15)	

Theme 6 – Equity and Diversity	
Grading criteria	Distinction
Explains the benefits of supporting a diverse and inclusive culture for the business. (K19, S17)	

Notes



Assessment Method 2: Observation with Questions



Assessment Method 2: Observation with Questions

In the Observation with Questions, a VTCT Skillsfirst Apprenticeship Assessor observes the apprentice in their workplace and asks questions. The apprentice completes their day-to-day duties under normal working conditions. Simulation is not permitted.

The Observation with Questions will give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

Delivery of the Observation with Questions

The Observation with Questions must last for **75 minutes** and will be conducted and assessed by the Apprenticeship Assessor. The assessor may increase the duration by up to 10% to allow the apprentice to complete a task or respond to a question if necessary. The assessor will only observe one apprentice at a time to ensure quality and rigour, and will be as unobtrusive as possible.

The Observation with Questions may be split into discrete sections held on the same working day.

The VTCT Skillsfirst Apprenticeship Assessor will explain to the apprentice the format and timescales of the Observation with Questions before it starts. This will not count towards the assessment time.

Regardless of specific operational activities (e.g. goods inward, dispatch, returns etc.) there will always be a need to undertake the following activities that must be included in the observation:

- Applying safe working practices, including risk assessments
- Using tools and equipment to aid in product handling
- Loading and unloading products
- Handover activities
- Use of organisation product management systems
- Communication
- Team work

These activities provide the apprentice with the opportunity to demonstrate the KSBs mapped to this assessment method.

The assessor will ask questions; this can occur both during and after the observation. The purpose of the questioning is to assess the level of competence against the grading descriptors.

The time for questioning is included in the overall assessment time. The assessor will ask at least **3 questions**. These should be proposed during a natural stop between tasks and after completion of work rather than disrupting the apprentice's flow.

The assessor must also ask questions about KSBs that were not observed to gather assessment evidence. These questions are in addition to the above set number of questions for the observation with questions and will be kept to a minimum.

Venue

The Observation with Questions must take place in the apprentice's normal place of work, for example their employer's or a customer's premises. Equipment and resources needed for the observation must be provided by the employer and be in good and safe working condition.

Questioning that occurs after the observation should take place in a quiet room, free from distractions and influence.

Knowledge, Skills and Behaviours

The End-point Assessment Observation with Questions will cover the following Knowledge, Skills and Behaviours:

Knowledge

Knowledge reference	Knowledge criteria
K1	Methods to ensure safe working, for example, risk assessments, PPE, COSHH and safe systems of work.
K2	Tools, equipment, machinery and delivery systems used for the handling of products, for example manual pallet trolley, battery powered pallet trolley, forklift truck, reach truck, bridge cranes, jib cranes, vacuum and suction lifters, magnetic lifters.
K3	Health and safety regulations relevant to the role, organisation and the operative's responsibilities.
K4	Product handling and storage contractual requirements.
K5	Loading procedures for products including transport weight limits and loading distribution principles.
K14	Handover procedures.
K18	Verbal communication techniques, giving and receiving information, matching style to audience, barriers to communication.
K20	Location of operational information needed to undertake contractual requirements, electronic or paper based.

Skills

Skills reference	Skills criteria
S1	Conduct risk assessments within the working environment.
S2	Apply safe working practices in line with associated health and safety legislation and company policy.
S7	Communicate with others verbally, for example internal and external customers, colleagues, and managers.
S9	Load and unload products, considering the product that is to be moved and its current and planned destination.
S10	Use tools and equipment to aid in product handling.
S12	Locate and use operational information, electronic or paper based, required to fulfil contractual requirements.
S19	Conducts handover activities.

Behaviours

Behaviour reference	Behaviour criteria
B1	Commitment to workplace health, safety, and wellbeing.
B5	Take ownership of given work.

Observation with Questions

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 Observation with Questions and all the criteria below:

Theme 1 – Health and Safety		
Grading criteria	Fail	Pass
Conducts risk assessments within the working environment, adhering to PPE and COSHH requirements where required and safe systems of work. (K1, S1)		
Demonstrates commitment to workplace health, safety and wellbeing by applying safe working practices in line with their role, the organisation’s policy and associated health and safety legislation. (K3, S2, B1)		

Theme 2 – Communication		
Grading criteria	Fail	Pass
Communicates with others using verbal or written techniques, in a way that is suitable for the context and supports task completion. (K18, S7)		

Theme 3 – Task Organisation		
Grading criteria	Fail	Pass
Loads and unloads products in line with their location, destination and requirements including weight limits and loading distribution. (K5, S9)		
Uses tools and equipment to aid in product handling in line with operating instructions or manufacturers’ guidelines to meet contractual requirements. (K2, K4, S10)		

Theme 4 – Documentation

Grading criteria	Fail	Pass
Locates and uses operational information required to fulfil contractual requirements, taking ownership of and acting in response to the requirements. (K20, S12, B5)		

Theme 5 – Teamwork

Grading criteria	Fail	Pass
Conducts handover activities in line with organisational procedures. (K14, S19)		

Re-sits and Re-takes

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 Skillsfirst 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.

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 Skillsfirst determines there are exceptional circumstances.

Document history

Version	Details of amendments	Date
1	First Published	09/10/2024
2	Formatting amendments	16/10/2024



www.vtct.org.uk | www.skillsfirst.co.uk

VTCT Skillsfirst | Aspire House | Annealing Close | Eastleigh | Hampshire | SO50 9PX

Email: enquiries@skillsfirstassess.co.uk | Tel: +44(0)1212705100