

Level 2 Supply Chain: Warehouse Operative

EPA-Kit

Assessing the Knowledge & Behaviours Test

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Knowledge & Behaviours Test - Guidance

The following areas (Knowledge & Behaviours) of the Supply Chain: Warehouse Operative Standard will be assessed by a 1-hour test consisting of Short Answer and Scenario-Based Questions (SAQ's). The number of questions could vary per paper but will carry a total of 20 marks; the Pass mark being 70% (14 out of 20 marks) and the Distinction mark being 90% (18 out of 20 marks).

The topics covered within the test are listed below:

- Safe use of equipment, vehicles and machinery
- Environmental management
- Working in accordance with warehousing systems and processes
- Awareness of the supply chain industry and own organisation
- Building relationships

In each paper, questions will cover each of the areas above, however not every aspect of every area will be covered in every test.

Before the assessment

- Whilst on-programme, the employer/training provider should brief the apprentice on the areas to be assessed by the Knowledge & Behaviours Test.
- In readiness for End-Point Assessment, the apprentice should complete a mock test, this can be found in the Mock Assessment Materials section of the EPA Kit.

Knowledge & Behaviours Test Criteria

The following pages include the criteria that are covered by the Knowledge & Behaviours test consisting of short-answer and scenario-based questions (SAQ's).

Criteria covered in the Knowledge & Behaviours Test

Safe use of equipment, vehicles and machinery

K1:	Safe and controlled driving and/or operating techniques relating to materials handling equipment
K3:	Safe use of equipment and machinery

Environmental management

K2:	The environmental impact of the industry and how it can be minimised
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Working in accordance with warehousing systems and processes

K4:	How to use warehouse systems and processes relating to packaging, moving and receiving stock
K5:	How to use relevant IT, technology and systems
K10:	Proposed and actual changes to systems, processes and technology

Awareness of the supply chain industry and own organisation

K6:	Relevant regulation and legislation governing the Supply Chain Industry
K7:	The structure of the industry
K9:	The vision, objectives and brand of the organisation

Building relationships

K8:	The importance of delivering excellent customer service
B1:	Communicate effectively with customers and colleagues
B2:	Work effectively in a warehousing team
B3:	Demonstrate integrity, credibility, positivity and honesty