

Level 2 Supply Chain: Warehouse Operative

EPA-Kit

Assessing the Practical Assessment

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The Practical Assessment – Guidance

The End-Point Assessment Plan states that the Practical Assessment should be approximately 1 hour, will be pre-planned and scheduled at a time when the apprentice will be in their normal place of work, to enable the assessor to observe the apprentice carrying out their everyday tasks. The assessor will use an observation check list and mark scheme to make sure all learning outcomes have been met. For some a simulated scenario may be more appropriate. In this situation the apprentice will 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 apprentices can demonstrate all required skills of the role. This, along with questioning or prompts by the assessor can also be used to collect any evidence they haven't been able to demonstrate over the course of the assessment, so no apprentices are disadvantaged by the nuances of their job role. The assessor may use questions or prompts with each apprentice to make sure the apprentice can react to changing or unexpected situations.

Before the assessment

Employers/training providers should plan a relevant observation activity, or series of activities, that provide the apprentice with the opportunity to demonstrate each of the required standards outlined in the following pages. The practical assessment activities should provide the apprentice with opportunities to:

- Operate a vehicle
- Use and position vehicle fitted equipment
- Safely and efficiently loading and unloading items
- Use correct equipment and procedures to record receiving and stowing goods
- Manage waste effectively
- Select, prepare and use most appropriate packaging materials
- Safely and efficiently move, handle, pack and unpack different items
- Use IT systems and other relevant technology and systems

Aim for a Distinction

In order for the apprentice to give themselves the best chance of achieving a Distinction. The apprentice should prepare as best as they can by making sure they sell themselves to the assessor. The apprentice needs to demonstrate going 'over and above' in their role, showing their ability to deal with less straight-forward situations or problems and implement new ways of working, showing courtesy for others and proactivity and originality. Making sure they explain things as they go to their assessor, particularly to show keenness in the sector and justifying their choices and decision making. The assessor may also ask questions or prompts which will be for the assessor to explore why the apprentice has approached a task in a certain way and to provide them with more opportunities to demonstrate the criteria by justifying and explaining their thinking.

Employers/training providers should:

- Ensure the apprentice knows the date, time and location of the assessment
- Brief the apprentice on the activities to be carried out and the duration of the assessment (a minimum of 1 hour)
- Ensure the apprentice knows which criteria will be assessed (outlined on the following pages)
- Encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard
- Be prepared to provide clarification to the apprentice and signpost them to relevant parts of their on-programme experience in preparation for their assessment

It is suggested that a mock assessment is carried out by the apprentice in advance of the End-Point Assessment with the training provider/employer giving feedback on any areas for improvement.

Apprentices will be marked against the Pass and Distinction criteria included in the tables on the following pages.

Apprentices meeting all Pass criteria will be awarded a Pass, if all Pass criteria and all of the Distinction criteria are met, then the result will be a Distinction.

The Practical Assessment – Mock Assessment

It is the employer/training provider's responsibility to prepare apprentices for their End-Point Assessment and Highfield recommend that the apprentice experiences a Mock Practical Assessment in preparation for the real thing. The most appropriate form of Mock Assessment will depend on the apprentice's setting and the resources available at the time. In designing a Mock Assessment, the employer/training provider should include the following elements in its planning:

- The Mock Assessment should take place in a real workplace, or a realistic simulation if the real workplace does not present all the required assessment opportunities
- The participation of other personnel to play the parts of customers and team members
 - It is strongly recommended that the Mock Assessment has been practiced beforehand and all personnel involved are properly briefed on their roles
 - The roles should provide the opportunity for the apprentice to demonstrate both the "Pass" level and the "Distinction" level criteria
- A 1-hour time slot should be available for the complete Practical Assessment, if it is intended to be a complete Mock Assessment covering all relevant standards, however, this time may be split up to allow for progressive learning
- Consider a video recording of the Mock Assessment and allow it to be observed by other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate Mock Assessment with each apprentice
- Ensure that the apprentice's performance is assessed by a competent trainer/assessor and that feedback is shared with the apprentice to complete the learning experience. The Mock Assessment sheets later in this kit may be used for this purpose.
- The assessor may ask questions or prompts during the Practical Assessment; these should be open questions such as:
 - Can you tell me why you chose that piece of equipment for this task?
 - Can you tell me why you decided on that process and would you change anything?
 - Have any changes in the industry affected how you carry out your role?

A suggestion on the split of the 1-hour time slot could be:

Receiving of Goods 20 minutes (S3, S4, S5, S7 & S8)

- Receive goods into warehouse
- Unload goods from container/lorry onto the appropriate handling equipment
- Stowing of goods
- Complete records – manual/ IT systems and other relevant technology and systems
- Unpack items
- Dispose of waste packaging

Stowing of Goods 10 minutes (S3, S4, S7 & S8)

- Move goods to storage location
- Safely load items into Warehouse location
- Complete records – manual/ IT systems and other relevant technology and systems

Dispatch of Goods – 30 minutes (S3, S4, S5, S6 & S8)

- Pick/assemble goods from storage location
- Move goods using appropriate equipment
- Pack goods using appropriate transit packaging
- Dispose of waste packaging
- Load goods into appropriate moving equipment of container
- Complete records – manual/ IT systems and other relevant technology and systems

During the practical assessment the candidate must:

Operate at least one vehicle/MHE safely and efficiently (S1, S2 & S7)

- Select one vehicle (hand pallet truck as a minimum)
- Carry out pre-use checks
- Fit and/adjusts vehicle fitted equipment as required
- Manoeuvre the vehicle or equipment safely

Use IT systems and other relevant technology and systems (S8)

This could include:

- Barcode scanner
- Computer system
- Tablets
- Mobile phones
- Walkie Talkies
- Email
- Printing of labels/other paperwork

Practical Assessment Criteria

During the Practical Assessment, which will last for approximately 1-hour, the following standards should be evidenced. Apprentices should prepare for the Practical Assessment by considering how the criteria can be met. In order to achieve a Pass, all Pass criteria must be achieved. In order to achieve a Distinction, all Pass criteria and all of the Distinction criteria must be achieved.

Criteria covered in the Practical Assessment

Safe use of equipment, vehicles and machinery

S1:	Operate at least one vehicle safely and efficiently
S2:	Use and position vehicle fitted equipment
S5:	Safely and efficiently load and unload items
S7:	Use correct equipment and procedures to record receiving or stowing goods

Environmental management

S4:	Manage waste effectively
S6:	Select, prepare and use most appropriate packaging materials

Working in accordance with warehousing systems and processes

S3:	Safely and efficiently move, handle, pack and unpack different items
S8:	Use IT systems and other relevant technology and systems

Distinction Criteria

D1:	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
D2:	Demonstrate advanced driving skills and techniques in relation to relevant vehicles
D3:	Demonstrate a keen interest in the sector and in the job and in keeping up to date with industry changes
D4:	Demonstrate originality in the consistent, effective application of technical processes, resources, techniques and materials
D5:	Complete tasks independently to a level that far exceeds the minimum standard with few or no errors
D6:	Select and use appropriate skills and processes, justifying their choices
D7:	Be able to challenge where appropriate and identify solutions rather than just problems or issues.