

Level 2 Supply Chain Operator: Removals Operative

EPA-Kit

Assessing the Knowledge & Behaviours Test

- Knowledge & Behaviours Test - Guidance
- Before the Assessment
- Knowledge & Behaviours Test Criteria

The Knowledge & Behaviours Test - Guidance

The following areas (knowledge & behaviours) of the Supply Chain Operator Standard: Removals Operative pathway 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 30 marks; the Pass mark being 70% (21 out of 30 marks) and the Distinction mark being 90% (27 out of 30 marks).

The topics covered within the test are listed below:

- Supply Chain Operator - Core
- Removals Operative

In each paper, questions will cover each of the areas from the criteria, 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 | |
|---|---|
| Supply Chain Operator - Core Criteria | |
| CK1: | Understand how to communicate effectively with colleagues |
| CK2: | Understand the structure of the supply chain industry |
| CK3: | Understand opportunities in relation to their own career aspirations |
| CK4: | Understand their own organisation |
| CK5: | Understand the impact of individual performance |
| CK6: | Understand proposed and actual changes to systems, processes and technology |
| CK7: | Understand how their role can affect their health |
| CB1: | Be able to demonstrate integrity, credibility and honesty |
| CB2: | Be able to strive for the best results in all they do and maintain a positive attitude |
| CB3: | Be able to show a commitment to achieving all personal and organisational objectives |
| CB4: | Be able to show a genuine interest in meeting the needs of others |

| Criteria covered in the Knowledge & Behaviours Test | |
|---|--|
| Removals Operative Criteria | |
| RK1: | Understand how to plan job |
| RK2: | Understand what to consider when selecting and using packing materials |
| RK3: | Understand how to prepare and use packing materials efficiently |
| RK4: | Understand moving, handling and packing processes |
| RK5: | Understand how to use equipment and machinery safely |
| RK6: | Understand how to prepare documentation for removals jobs |
| RK7: | Understand processes for loading and unloading |
| RK8: | Understand how to dismantle and /or reassemble furniture |
| RK9: | Understand relevant and current regulation and legislation relating to the moving and handling of items |
| RK10: | Understand the changing consumer landscape |
| RK11: | Understand basic IT applications and relevant technology and systems |