

# Level 2 Supply Chain Operator: Removals Operative

EPA-Kit

## Practical Assessment Mock Assessment Materials

# Mock Assessment Documentation

The following pages contain documentation that may be used for employer/training providers to carry out 'mock' assessments for the Practical Assessment.

## Core

Ref	Assessment Criteria	Practical Assessment
<b>CS1:</b>	Be able to deliver excellent <b>customer service</b>	
<b>CS2:</b>	Be able to <b>communicate</b> effectively with customers and colleagues in line with organisational standards	
<b>CS3:</b>	Be able to demonstrate safe moving and handling of different objects	
<b>CS4:</b>	Be able to work effectively in a team	
<b>CS5:</b>	Be able to <b>adapt</b> to new technology	

## Removals operative

Ref	Assessment Criteria	Practical Assessment
<b>RS1:</b>	Be able to <b>plan and re-plan</b> for a commercial removal job	
<b>RS2:</b>	Be able to select, prepare and use materials efficiently	
<b>RS3:</b>	Be able to move and handle items safely	
<b>RS4:</b>	Be able to use machinery and equipment safely	
<b>RS5:</b>	Be able to prepare <b>documentation</b> for removals jobs	
<b>RS6:</b>	Be able to load and unload items safely and efficiently	
<b>RS7:</b>	Be able to dismantle and/or reassemble furniture safely and efficiently	
<b>RS8:</b>	Be able to use basic <b>IT</b> systems	

Ref	Distinction Criteria – Practical Driving Assessment	Practical Assessment
<b>D1:</b>	Go <b>above and beyond</b> what is expected of their role, for example, demonstration of particularly fast, efficient and new ways of working and improved ways of working	
<b>D2:</b>	Demonstrate <b>originality</b> in the consistent, effective application of technical processes, resources, techniques and materials	
<b>D3:</b>	Complete tasks independently to a level that far exceeds the minimum standard with few or no errors	
<b>D4:</b>	Select and use appropriate skills and processes, <b>justifying their choices</b>	
<b>D5:</b>	Be able to challenge where appropriate and identify solutions rather than just problems or issues.	

The apprentice can only achieve a distinction by covering all pass and **all** of the distinction criteria listed. The assessor may use questions or prompts with each apprentice to make sure the apprentice can react to changing or unexpected situations.