



Supply chain warehouse operative

Key information

Reference: ST0259

Version: 1.1

Level: 2

Minimum duration to gateway: 12 months

Typical EPA period: 3 months

Maximum funding: £5000

Route: Transport and logistics

Date updated: 27/10/2023

Approved for delivery: 24 June 2016

Lars code: 111

EQA provider: Ofqual

Example progression routes:

Team leader or supervisor,

Transport and warehouse operations supervisor,

Operations or departmental manager

Review: this apprenticeship will be reviewed in accordance with our change request policy.

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End-point assessment plan

V1.1

Introduction and overview

This document explains the requirements for end-point assessment (EPA) for the supply chain warehouse operative apprenticeship. End-point assessment organisations (EPAOs) must follow this when designing and delivering the EPA.

Supply chain warehouse operative apprentices, their employers and training providers should read this document.

A full-time supply chain warehouse operative apprentice typically spends 12 months on-programme (this means in training before the gateway). The apprentice must spend at least 12 months on-programme and complete the required amount of off-the-job training in line with the apprenticeship funding rules.

The apprentice must complete their training and meet the gateway requirements before starting their EPA. The EPA will assess occupational competence.

An approved EPAO must conduct the EPA for this apprenticeship. Employers must select an approved EPAO from the register of end-point assessment organisations (RoEPAO).

This EPA has 2 assessment methods.

The grades available for each assessment method are below.

Assessment method 1 - interview with portfolio of evidence:

- fail
- pass
- distinction

Assessment method 2 - observation with questions:

- fail
- pass

The result from each assessment method is combined to decide the overall apprenticeship grade. The following grades are available for the apprenticeship:

- fail
- pass

- distinction

EPA summary table

<p>On-programme - typically 12 months</p>	<p>The apprentice must:</p> <ul style="list-style-type: none"> • complete training to develop the knowledge, skills and behaviours (KSBs) outlined in this apprenticeship's occupational standard • complete training towards English and mathematics qualifications in line with the apprenticeship funding rules • compile a portfolio of evidence
<p>End-point assessment gateway</p>	<p>The apprentice's employer must be content that the apprentice has attained sufficient KSBs to complete the apprenticeship.</p> <p>The apprentice must:</p> <ul style="list-style-type: none"> • confirm they are ready to take the EPA • have achieved English and mathematics qualifications in line with the apprenticeship funding rules <p>For the interview with portfolio of evidence, the apprentice must submit a portfolio of evidence.</p> <p>The apprentice must submit the gateway evidence to their EPAO, including any organisation specific policies and procedures requested by the EPAO.</p>
<p>End-point assessment - typically 3 months</p>	<p>The grades available for each assessment method are below</p> <p>Interview with portfolio of evidence:</p> <ul style="list-style-type: none"> • fail • pass • distinction <p>Observation with questions:</p> <ul style="list-style-type: none"> • fail • pass <p>Overall EPA and apprenticeship can be graded:</p> <ul style="list-style-type: none"> • fail • pass

- distinction

Duration of end-point assessment period

The EPA is taken in the EPA period. The EPA period starts when the EPAO confirms the gateway requirements have been met and is typically 3 months.

The EPAO should confirm the gateway requirements have been met and start the EPA as quickly as possible.

EPA gateway

The apprentice's employer must be content that the apprentice has attained sufficient KSBs to complete the apprenticeship. The employer may take advice from the apprentice's training provider, but the employer must make the decision. The apprentice will then enter the gateway.

The apprentice must meet the gateway requirements before starting their EPA.

They must:

- confirm they are ready to take the EPA
- have achieved English and mathematics qualifications in line with the apprenticeship funding rules
- submit a portfolio of evidence for the interview with portfolio of evidence

Portfolio of evidence requirements:

The apprentice must compile a portfolio of evidence during the on-programme period of the apprenticeship. It should only contain evidence related to the KSBs that will be assessed by this assessment method. It will typically contain 8 discrete pieces of evidence. Evidence must be mapped against the KSBs. Evidence may be used to demonstrate more than one KSB; a qualitative as opposed to quantitative approach is suggested.

Evidence sources may include:

- workplace documentation, for example, workplace policies and procedures
- witness statements
- 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.

The EPAO should not assess the portfolio of evidence directly as it underpins the interview. The independent assessor should review the portfolio of evidence to prepare questions for the interview. They are not required to provide feedback after this review.

The apprentice must submit the gateway evidence to their EPAO, including any organisation specific policies and procedures requested by the EPAO.

Order of assessment methods

The assessment methods can be delivered in any order.

The result of one assessment method does not need to be known before starting the next.

Interview with portfolio of evidence

Overview

In the interview, an independent 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.

Rationale

This assessment method is being used because:

It allows for the assessment of KSBs that may not naturally occur during the observation with questions as described in the document.

It allows for the testing of responses when there may be a range of potential answers.

It is cost-effective, as whilst seeking assurance of competence across a range of KSBs, it does not require the independent assessor to directly observe all of them thus reducing their time cost as well as the cost of materials.

Delivery

The interview must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

An independent assessor must conduct and assess the interview.

- work organisation
- communication
- information technology and digital
- environment and sustainability
- stock control
- equity and diversity
- continuing professional development (CPD)

The EPAO must give an apprentice 2 weeks' notice of the interview.

The independent assessor must have at least 2 weeks to review the supporting documentation.

The apprentice must have access to their portfolio of evidence during the interview.

The apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence however, the portfolio of evidence is not directly assessed.

The interview must last for 60 minutes. The independent assessor can increase the time of the interview by up to 10%. This time is to allow the apprentice to respond to a question if necessary.

The independent assessor must ask at least 8 questions. The independent assessor must use the questions from the EPAO's question bank or create their own questions in line with the EPAO's training. Follow-up questions are allowed where clarification is required.

The independent assessor must make the grading decision.

The independent assessor must keep accurate records of the assessment. They must record:

- the apprentice's answers to questions
- the KSBs demonstrated in answers to questions
- the grade achieved

Assessment location

The interview must take place in a suitable venue selected by the EPAO for example, the EPAO's or employer's premises.

The interview can be conducted by video conferencing. The EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided.

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

Question and resource development

The EPAO must develop a purpose-built assessment specification and question bank. It is recommended this is done in consultation with employers of this occupation. The EPAO should maintain the security and confidentiality of EPA materials when consulting with employers. The assessment specification and question bank must be reviewed at least once a year to ensure they remain fit-for-purpose.

The assessment specification must be relevant to the occupation and demonstrate how to assess the KSBs mapped to this assessment method. The EPAO must ensure that questions are refined and developed to a high standard. The questions must be unpredictable. A question bank of sufficient size will support this.

The EPAO must ensure that the apprentice has a different set of questions in the case of re-sits or re-takes.

The EPAO must produce the following materials to support the interview with portfolio of evidence:

- independent assessor assessment materials which include:
 - training materials
 - administration materials
 - moderation and standardisation materials
 - guidance materials
 - grading guidance
 - question bank
- EPA guidance for the apprentice and the employer

The EPAO must ensure that the EPA materials are subject to quality assurance procedures including standardisation and moderation.

Observation with questions

Overview

In the observation with questions, an independent 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 allowed. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

Rationale

This assessment method is being used because:

It makes use of facilities that are already familiar to the apprentice or closely relate to their natural working environment. This allows apprentices to perform at their best.

It allows for consistency of activities to be completed and efficiency in scheduling.

A practical assessment has been selected as this enables all apprentices to have the same opportunity to demonstrate their ability against the KSBs.

Delivery

The observation with questions must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

An independent assessor must conduct and assess the observation with questions.

The independent assessor must only observe one apprentice at a time to ensure quality and rigour. They must be as unobtrusive as possible.

The EPAO must give the apprentice 2 weeks' notice of the observation with questions.

The observation must take 75 minutes.

The independent assessor can increase the time of the observation with questions by up to 10%. This time is to allow the apprentice to complete a task or respond to a question if necessary.

The observation may be split into discrete sections held on the same working day.

The EPAO must manage invigilation of the apprentice during the assessment, to maintain security of the EPA, in line with their malpractice policy. This includes breaks and moving between locations.

The independent assessor must explain to the apprentice the format and timescales of the observation with questions before it starts. This does not count towards the assessment time.

The independent assessor should observe the following during the observation:

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 organisational product management systems
- communication
- team work

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

The independent assessor must ask questions. Questioning 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 independent assessor must ask at least 3 questions. To remain as unobtrusive as possible, the independent assessor should ask questions during natural stops between tasks and after completion of work rather than disrupting the apprentice's flow. The independent assessor must use the questions from the EPAO's question bank or create their own questions in line with the EPAO's training. Follow-up questions are allowed where clarification is required.

The independent assessor must 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 should be kept to a minimum.

The independent assessor must make the grading decision. The independent assessor must assess the observation and responses to questions holistically when deciding the grade.

The independent assessor must keep accurate records of the assessment. They must record:

- the KSBs observed
- the apprentice's answers to questions
- the KSBs demonstrated in answers to questions
- the grade achieved

Assessment location

The observation with questions must take place in the apprentice's normal place of work for example, their employer's premises 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.

Question and resource development

The EPAO must develop a purpose-built assessment specification and question bank. It is recommended this is done in consultation with employers of this occupation. The EPAO should maintain the security and confidentiality of EPA materials when consulting with employers. The assessment specification and question bank must be reviewed at least once a year to ensure they remain fit-for-purpose.

The assessment specification must be relevant to the occupation and demonstrate how to assess the KSBs mapped to this assessment method. The EPAO must ensure that questions are refined and developed to a high standard. The questions must be unpredictable. A question bank of sufficient size will support this.

The EPAO must produce the following materials to support the observation with questions:

- independent assessor assessment materials which include:
 - training materials
 - administration materials
 - moderation and standardisation materials
 - guidance materials
 - grading guidance
 - question bank
- EPA guidance for the apprentice and the employer

The EPAO must ensure that the EPA materials are subject to quality assurance procedures including standardisation and moderation.

Grading

Interview with portfolio of evidence

Fail - does not meet pass criteria

THEME KSBS	PASS APPRENTICES MUST DEMONSTRATE ALL OF THE PASS DESCRIPTORS	DISTINCTION APPRENTICES MUST DEMONSTRATE ALL OF THE PASS DESCRIPTORS AND ALL OF THE DISTINCTION DESCRIPTORS
Work organisation K6 K7 K8 K9 K10 S3 S4 S5 S6	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)	N/A
Communication K17 S8	Describes how they communicate with others using written techniques, in a way that is suitable for the context and supports task completion. (K17, S8))	N/A
Information technology and digital K16 S11	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)	Outlines the benefits to the business of ensuring GDPR and cyber security regulations and policies are followed. (K16, S11)
Environment and sustainability K13 S13 S16 B4	Describes how they have selected, prepared and used packaging materials in order to reduce waste and mitigate potential environmental impact. (K13, S13, S16 B4)	Explains how they have balanced operational requirements with environmental impact when selecting, preparing and using packaging materials. (K13, S13)
Stock control K11 K12 K15 S14 S15	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)	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)
Equity and diversity K19 S17 B2	Describes how they follow and support equity, diversity and inclusion in their work in line with rules. (K19, S17, B2)	Explains the benefits of supporting a diverse and inclusive culture for the business. (K19, S17)
Continuing professional	Explains how they have sought, carried out and recorded learning and development activities in order to ensure compliance with	N/A

development (CPD) S18 B3	operational requirements and stay up to date with occupational change. (S18, B3)	
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Observation with questions

Fail - does not meet pass criteria

THEME KSBS	PASS APPRENTICES MUST DEMONSTRATE ALL OF THE PASS DESCRIPTORS
Health and safety K1 K3 S1 S2 B1	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)
Communication K18 S7	Communicates with others using verbal or written techniques, in a way that is suitable for the context and supports task completion. (K18, S7)
Task organisation K2 K4 K5 S9 S10	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)
Documentation K20 S12 B5	Locates and uses operational information required to fulfil contractual requirements, taking ownership of and acting in response to the requirements (K20, S12, B5)
Teamwork K14 S19	Conducts handover activities in line with organisational procedures (K14, S19)

Overall EPA grading

Performance in the EPA determines the overall grade of:

- fail
- pass
- distinction

An independent assessor must individually grade the interview with portfolio of evidence and observation with questions in line with this EPA plan.

The EPAO must combine the individual assessment method grades to determine the overall EPA grade.

If the apprentice fails one assessment method or more, they will be awarded an overall fail.

To achieve an overall pass, the apprentice must achieve at least a pass in all the assessment methods. To achieve an overall distinction the apprentice must achieve a distinction in the interview and a pass in the observation.

Grades from individual assessment methods must be combined in the following way to determine the grade of the EPA overall.

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

Re-sits and re-takes

If the apprentice fails one assessment method or more, they 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. The apprentice should have a supportive action plan to prepare for a re-sit or a re-take.

The employer and the EPAO should agree the timescale for a re-sit or re-take. A re-sit is typically taken within 2 months of the EPA 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 EPA outcome notification.

Failed assessment methods must be re-sat or re-taken within a 6-month period from the EPA outcome notification, otherwise the entire EPA 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.

The apprentice will get a maximum EPA grade of pass for a re-sit or re-take, unless the EPAO determines there are exceptional circumstances.

Roles and responsibilities

ROLES	RESPONSIBILITIES
Apprentice	<p>As a minimum, the apprentice should:</p> <ul style="list-style-type: none"> • complete on-programme training to meet the KSBs as outlined in the occupational standard for a minimum of 12 months • complete the required amount of off-the-job training specified by the apprenticeship funding rules and as arranged by the employer and training provider • understand the purpose and importance of EPA • prepare for and undertake the EPA including meeting all gateway requirements • ensure that all supporting evidence required at the gateway is submitted in line with this EPA plan
Employer	<p>As a minimum, the apprentice's employer must:</p> <ul style="list-style-type: none"> • select the EPAO and training provider • work with the training provider (where applicable) to support the apprentice in the workplace and to provide the opportunities for the apprentice to develop the KSBs • arrange and support off-the-job training to be undertaken by the apprentice • decide when the apprentice is working at or above the occupational standard and is ready for EPA • ensure the apprentice is prepared for the EPA • ensure that all supporting evidence required at the gateway is submitted in line with this EPA plan • confirm arrangements with the EPAO for the EPA (who, when, where) in a timely manner • provide access to any employer-specific documentation as required for example, company policies • ensure that the EPA is scheduled with the EPAO for a date and time which allows appropriate opportunity for the apprentice to meet the KSBs • ensure the apprentice is given sufficient time away from regular duties to prepare for, and complete the EPA • ensure that any required supervision during the EPA period, as stated within this EPA plan, is in place • ensure the apprentice has access to the resources used to fulfil their role and carry out the EPA for workplace based assessments • remain independent from the delivery of the EPA • pass the certificate to the apprentice upon receipt from the EPAO
EPAO	<p>As a minimum, the EPAO must:</p> <ul style="list-style-type: none"> • conform to the requirements of this EPA plan and deliver its requirements in a timely manner • conform to the requirements of the RoEPAO • conform to the requirements of the external quality assurance provider (EQAP) • understand the apprenticeship including the occupational standard, EPA plan and funding

- make all necessary contractual arrangements including agreeing the price of the EPA
- develop and produce assessment materials including specifications and marking materials (for example mark schemes, practice materials, training material)
- maintain and apply a policy for the declaration and management of conflict of interests and independence. This must ensure, as a minimum, there is no personal benefit or detriment for those delivering the EPA or from the result of an assessment. It must cover:
 - apprentices
 - employers
 - independent assessors
 - any other roles involved in delivery or grading of the EPA
- have quality assurance systems and procedures that ensure fair, reliable and consistent assessment and maintain records of internal quality assurance (IQA) activity for external quality assurance (EQA) purposes
- appoint independent, competent, and suitably qualified assessors in line with the requirements of this EPA plan
- appoint administrators, invigilators and any other roles where required to facilitate the EPA
- deliver induction, initial and on-going training for all their independent assessors and any other roles involved in the delivery or grading of the EPA as specified within this EPA plan. This should include how to record the rationale and evidence for grading decisions where required
- conduct standardisation with all their independent assessors before allowing them to deliver an EPA, when the EPA is updated, and at least once a year
- conduct moderation of all their independent assessors' decisions once EPAs have started
- monitor the performance of all their independent assessors and provide re-training where necessary
- develop and provide assessment recording documentation to ensure a clear and auditable process is in place for providing assessment decisions and feedback to all relevant stakeholders
- use language in the development and delivery of the EPA that is appropriate to the level of the apprenticeship
- arrange for the EPA to take place in a timely manner, in consultation with the employer
- provide information, advice, and guidance documentation to enable apprentices, employers and training providers to prepare for the EPA
- confirm the gateway requirements have been met before they start the EPA for an apprentice
- host and facilitate the EPA or make suitable alternative arrangements
- maintain the security of the EPA including, but not limited to, verifying the identity of the apprentice, invigilation and security of materials
- where the EPA plan permits assessment away from the workplace, ensure that the apprentice has access to the required resources and liaise with the employer to agree this if necessary
- confirm overall grade awarded
- arrange the certification of the apprenticeship

	<ul style="list-style-type: none"> • maintain and apply a policy for conducting appeals
Independent assessor	<p>As a minimum, an independent assessor must:</p> <ul style="list-style-type: none"> • be independent, with no conflict of interest with the apprentice, their employer or training provider, specifically, they must not receive a personal benefit or detriment from the result of the assessment • have, maintain and be able to evidence up-to-date knowledge and expertise of the occupation • have the competence to assess the EPA and meet the requirements of the IQA section of this EPA plan • understand the apprenticeship's occupational standard and EPA plan • attend induction and standardisation events before they conduct an EPA for the first time, when the EPA is updated, and at least once a year • use language in the delivery of the EPA that is appropriate to the level of the apprenticeship • work with other personnel, including additional assessors where used, in the preparation and delivery of assessment methods • conduct the EPA to assess the apprentice against the KSBs and in line with the EPA plan • make final grading decisions in line with this EPA plan • record and report assessment outcome decisions • comply with the IQA requirements of the EPAO • comply with external quality assurance (EQA) requirements
Training provider	<p>As a minimum, the training provider must:</p> <ul style="list-style-type: none"> • conform to the requirements of the register of apprenticeship training providers (RoATP) • ensure procedures are in place to mitigate against any conflict of interest • work with the employer and support the apprentice during the off-the-job training to provide the opportunities to develop the KSBs as outlined in the occupational standard • deliver training to the apprentice as outlined in their apprenticeship agreement • monitor the apprentice's progress during any training provider led on-programme learning • ensure the apprentice is prepared for the EPA • advise the employer, upon request, on the apprentice's readiness for EPA • ensure that all supporting evidence required at the gateway is submitted in line with this EPA plan • remain independent from the delivery of the EPA

Reasonable adjustments

The EPAO must have reasonable adjustments arrangements for the EPA.

This should include:

- how an apprentice qualifies for reasonable adjustment
- what reasonable adjustments may be made

Adjustments must maintain the validity, reliability and integrity of the EPA as outlined in this EPA plan.

Internal quality assurance

Internal quality assurance refers to the strategies, policies and procedures that an EPAO must have in place to ensure valid, consistent and reliable EPA decisions.

EPAOs for this EPA must adhere to the requirements within the roles and responsibilities table.

They must also appoint independent assessors who:

- have recent relevant experience of the occupation or sector to at least occupational level 3 gained in the last 1 years or significant experience of the occupation or sector
- meet the following minimum requirements:

Experience of the application of mechanical handling equipment (MHE) within the warehouse operations environment.

Value for money

Affordability of the EPA will be aided by using at least some of the following:

- utilising digital remote platforms to conduct applicable assessment methods
- using the employer's premises
- conducting assessment methods on the same day

Professional recognition

This apprenticeship is not aligned to professional recognition.

KSB mapping table

KNOWLEDGE	ASSESSMENT METHODS
K1 Methods to ensure safe working, for example, risk assessments, PPE, COSHH and safe systems of work.	Observation with questions
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.	Observation with questions
K3 Health and safety regulations relevant to the role, organisation and the operative's responsibilities.	Observation with questions
K4 Product handling and storage contractual requirements.	Observation with questions
K5 Loading procedures for products including transport weight limits and loading distribution principles.	Observation with questions
K6 Organisational procedures for the receipt of products.	Interview with portfolio of evidence
K7 Organisational procedures for the storage and picking of products.	Interview with portfolio of evidence
K8 Organisational procedures for the dispatching of products.	Interview with portfolio of evidence
K9 Organisational procedures for the decanting, packing of products.	Interview with portfolio of evidence
K10 Operational activities and their sequencing for the return of products.	Interview with portfolio of evidence
K11 The principles and requirements of quality control and stock rotation.	Interview with portfolio of evidence
K12 Reporting and escalation procedures within limits of own job role and responsibilities.	Interview with portfolio of evidence

<p>K13 Impact of the sector on the environment. Efficient use of resources. Recycling, reuse and safe disposal of waste.</p>	Interview with portfolio of evidence
<p>K14 Handover procedures.</p>	Observation with questions
<p>K15 Materials and resources used in a warehouse. Stock and resource management processes.</p>	Interview with portfolio of evidence
<p>K16 Information technology and digital: management information systems, digital toolsets, General data protection regulation (GDPR). Cyber security.</p>	Interview with portfolio of evidence
<p>K17 Written communication techniques, plain English principles, including Industry terminology.</p>	Interview with portfolio of evidence
<p>K18 Verbal communication techniques, giving and receiving information, matching style to audience, barriers to communication.</p>	Observation with questions
<p>K19 Principles of equity, diversity, and inclusion in the workplace and the impact on their work.</p>	Interview with portfolio of evidence
<p>K20 Location of operational information needed to undertake contractual requirements, electronic or paper based.</p>	Observation with questions

SKILL	ASSESSMENT METHODS
S1 Conduct risk assessments within the working environment.	Observation with questions
S2 Apply safe working practices in line with associated health and safety legislation and company policy.	Observation with questions
S3 Receive products in line with organisational procedures.	Interview with portfolio of evidence
S4 Store and pick products in line with organisational procedures.	Interview with portfolio of evidence
S5 Dispatch products in line with organisational procedures.	Interview with portfolio of evidence
S6 Decant, pack products in line with organisational procedures.	Interview with portfolio of evidence
S7 Communicate with others verbally, for example internal and external customers, colleagues, and managers.	Observation with questions
S8 Communicate in writing with others, for example internal and external customers, colleagues and managers.	Interview with portfolio of evidence
S9 Load and unload products, considering the product that is to be moved and its current and planned destination.	Observation with questions
S10 Use tools and equipment to aid in product handling.	Observation with questions
S11 Use information technology and digital systems. Comply with GDPR and cyber security.	Interview with portfolio of evidence
S12 Locate and use operational information, electronic or paper based, required to fulfil contractual requirements.	Observation with questions

S13 Select, prepare, and use packaging materials that reduce waste and mitigate environmental impacts.	Interview with portfolio of evidence
S14 Support under instruction scheduled and unscheduled stock taking activities relevant to the organisation and product.	Interview with portfolio of evidence
S15 Identify and escalate problems beyond own responsibility.	Interview with portfolio of evidence
S16 Follow procedures in line with environmental and sustainability regulations, standards, and guidance. Segregate resources for reuse, recycling and disposal.	Interview with portfolio of evidence
S17 Follow equity, diversity and inclusion rules.	Interview with portfolio of evidence
S18 Carry out and record learning and development activities.	Interview with portfolio of evidence
S19 Conducts handover activities.	Observation with questions
BEHAVIOUR	ASSESSMENT METHODS
B1 Commitment to workplace health, safety, and wellbeing.	Observation with questions
B2 Support an inclusive workplace for example, respectful of different views.	Interview with portfolio of evidence
B3 Seek learning and development opportunities.	Interview with portfolio of evidence
B4 Consider the impact on the environment when using resources and carrying out work.	Interview with portfolio of evidence
B5 Take ownership of given work.	Observation with questions

Mapping of KSBs to grade themes
Interview with portfolio of evidence

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
Work organisation K6 K7 K8 K9 K10 S3 S4 S5 S6	Organisational procedures for the receipt of products. (K6) Organisational procedures for the storage and picking of products. (K7) Organisational procedures for the dispatching of products. (K8) Organisational procedures for the decanting, packing of products. (K9) Operational activities and their sequencing for the return of products. (K10)	Receive products in line with organisational procedures. (S3) Store and pick products in line with organisational procedures. (S4) Dispatch products in line with organisational procedures. (S5) Decant, pack products in line with organisational procedures. (S6)	None
Communication K17 S8	Written communication techniques, plain English principles, including Industry terminology. (K17)	Communicate in writing with others, for example internal and external customers, colleagues and managers. (S8)	None
Information technology and digital K16 S11	Information technology and digital: management information systems, digital toolsets, General data protection regulation (GDPR). Cyber security. (K16)	Use information technology and digital systems. Comply with GDPR and cyber security. (S11)	None
Environment and sustainability K13 S13 S16 B4	Impact of the sector on the environment. Efficient use of resources. Recycling, reuse and safe disposal of waste. (K13)	Select, prepare, and use packaging materials that reduce waste and mitigate environmental impacts. (S13) Follow procedures in line with environmental and sustainability regulations, standards, and guidance. Segregate resources for reuse, recycling and disposal. (S16)	Consider the impact on the environment when using resources and carrying out work. (B4)
Stock control K11 K12 K15 S14 S15	The principles and requirements of quality control and stock rotation. (K11) Reporting and escalation procedures within limits of own job role and	support under instruction scheduled and unscheduled stock taking activities relevant to the organisation and product. (S14)	None

	responsibilities. (K12) Materials and resources used in a warehouse. Stock and resource management processes. (K15)	Identify and escalate problems beyond own responsibility. (S15)	
Equity and diversity K19 S17 B2	Principles of equity, diversity, and inclusion in the workplace and the impact on their work. (K19)	Follow equity, diversity and inclusion rules. (S17)	Support an inclusive workplace for example, respectful of different views. (B2)
Continuing professional development (CPD) S18 B3	None	Carry out and record learning and development activities. (S18)	Seek learning and development opportunities. (B3)

Observation with questions

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
Health and safety K1 K3 S1 S2 B1	Methods to ensure safe working, for example, risk assessments, PPE, COSHH and safe systems of work. (K1) Health and safety regulations relevant to the role, organisation and the operative's responsibilities. (K3)	Conduct risk assessments within the working environment. (S1) Apply safe working practices in line with associated health and safety legislation and company policy. (S2)	Commitment to workplace health, safety, and wellbeing. (B1)
Communication K18 S7	Verbal communication techniques, giving and receiving information, matching style to audience, barriers to communication. (K18)	Communicate with others verbally, for example internal and external customers, colleagues, and managers. (S7)	None
Task organisation K2 K4 K5 S9 S10	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. (K2) Product handling and storage contractual requirements. (K4) Loading procedures for products including transport weight limits and loading distribution principles. (K5)	Load and unload products, considering the product that is to be moved and its current and planned destination. (S9) Use tools and equipment to aid in product handling. (S10)	None
Documentation K20 S12 B5	Location of operational information needed to undertake contractual requirements, electronic or paper based. (K20)	Locate and use operational information, electronic or paper based, required to fulfil contractual requirements. (S12)	Take ownership of given work. (B5)
Teamwork K14 S19	Handover procedures. (K14)	Conducts handover activities. (S19)	None

Version log

Version	Change detail	Earliest start date	Latest start date	Latest end date
1.1	Occupational standard, end-point assessment plan and funding band revised	27/10/2023	Not set	Not set
1.0	Approved for delivery. The funding band for this standard has been reviewed and remains at £3000 (Dec-2018).	24/06/2016	26/10/2023	Not set

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