

Apprenticeships in

Transport and Logistics

Pearson Level 2 End-point Assessment for
Supply Chain Warehouse Operative



Specification date: October 2024

First assessment date: February 2025

Issue 1

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Relationship with previous EPA Assessment Plan versions

This end-point assessment, Level 2 Supply Chain Warehouse Operative (ST0259: V1.1), and associated materials, replaces the Level 2 Pearson End-point Assessment for Supply Chain Warehouse Operative (ST0259: V1.0).

Apprentices that were registered prior to October 2023 will continue to be assessed against the legacy Assessment Plan (ST0259: V1.0, 2016). Any apprentices registered since October 2023 will be assessed against the updated 2023 Assessment Plan (ST0259) V1.1.

The table on the next page gives a high-level overview of the changes between the legacy and the new versions of the Assessment Plan.

ST0259: Version 1.0		ST0259: Version 1.1	
Assessment methods			
These have fundamentally changed between versions			
V1.0 Assessment methods		V1.1 Assessment methods	
Knowledge and behaviour test:		Interview with Portfolio of Evidence:	
· fail · pass · distinction		· fail · pass · distinction	
Practical assessment:		Observation with Questions:	
· fail · pass · distinction		· fail · pass	
Knowledge, skills and behaviours			
These have fundamentally changed between versions, with different knowledge, skills and behaviours being assessed using different methods.			
Gateway requirements			
These have fundamentally changed between versions.			
V1.0 Gateway requirements		V1.1 Gateway requirements	
Apprentices must have completed the relevant English and maths qualifications before attempting the end-point assessment		The apprentice must:	
		· 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.	

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1 The Supply Chain Warehouse Operative Apprenticeship

What Are Pearson End-point Assessments?

End-point assessment (EPA) takes place at the end of the apprenticeship programme when the apprentice has passed through gateway and been signed off as ready for the assessment by their employer. It is a synoptic assessment of the knowledge, skills and behaviours outlined in the apprenticeship standard learnt throughout the apprenticeship programme.

Purpose

The purpose of the EPA is to confirm that the apprentice has met the required level of knowledge, skills and behavioural standards set by employers and that they are competent in their role as a Supply Chain Warehouse Operative.

In their role, Supply Chain Warehouse Operatives will be responsible for the safe handling of goods in and out of a storage facility. This will involve the unloading of goods from lorries, trains, ships or planes, the accurate identification and checking of the product, putting it away in the correct storage location. This may include the packing of goods and ensuring product is not damaged. In a small operation they may be responsible for the whole process of incoming goods, storage and outgoing orders.

Warehouse Operatives may be required to operate different forms of mechanical handling equipment such as fork lift trucks, cranes, pallet trucks and reach trucks. They should operate all equipment in a safe manner and be aware of any specific regulations which may apply to the products handled.

Warehouse Operatives will pick products from storage locations to satisfy customer orders. Some products may require repackaging prior to assembly for despatch. All orders will be checked and loaded on to the relevant form of transport allocated for delivery. Warehouse Operatives will typically work in large buildings and often have a shift working pattern in order to provide a twenty four hour operation.

In their daily work, Supply Chain Warehouse Operatives will be supervised by a Team Leader, Warehouse Supervisor or Shift Manager and will interact with team Leaders and Warehouse Supervisors, Stock Control Administrators, Incoming Delivery Drivers, Outgoing Delivery Drivers, Customers making collections, Data Management Assistants, Sales and Marketing representatives, Planners and Project Managers, Buyers and Procurement Managers.

This apprenticeship is not aligned to professional recognition.

Industry Support and Recognition

Pearson has worked in close collaboration with employers, other assessment organisations and experts from professional bodies and training providers in developing the assessment tools for this EPA. We are grateful to all who have generously shared their time and expertise to help us in the development process.

Employers, assessment organisations, professional bodies and further education providers that have worked with us include:

- Chelmsford College
- IPS International.

2 Summary of End-point Assessment

EPA Detail	Pearson Level 2 End-point Assessment for Supply Chain Warehouse Operative
Qualification number (QN)	610/4829/X
Regulation start date	03/10/2024
First Pearson assessment	01/02/2025
Assessment methods	- Interview with Portfolio of Evidence - Observation with Questions <i>Refer to Section 5 for detailed information about each assessment method.</i>
Grading	Fail/Pass/Distinction <i>Refer to Section 3 for detailed information.</i>
Duration of apprenticeship programme	The typical duration for this apprenticeship is 12 months but this will depend on the individual apprentice's previous experience and access to opportunities to gain the full range of competences. 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.
Gateway requirements	- Employer is confident that the apprentice is working at or above the occupational standard as a Supply Chain Warehouse Operative. - Maths and English requirements in line with the apprenticeship funding rules. - Submit a portfolio of evidence for the Interview with Portfolio of Evidence.
Time period for completion of EPA	The EPA period is typically three months.

EPA Detail	Pearson Level 2 End-point Assessment for Supply Chain Warehouse Operative
Apprenticeship certification	The certificate for the apprenticeship is awarded by the Institute for Apprenticeships and Technical Education (IfATE), through a process administered by the Education and Skills Funding Agency (ESFA). As the end-point assessment organisation (EPAO), Pearson will claim certificates on behalf of apprentices.
Digital badging	On successful completion of their EPA, apprentices are issued a securely verified Credly digital credential or 'badge'. The digital badge can be easily shared online via social networks, allowing them to showcase their talent and grow their presence in a professional community. Further information about Credly digital credentials can be found at www.pearson.com/en-gb.html (Discover Pearson Businesses).

3 EPA Structure

Supply Chain Warehouse Operative

The EPA for the Supply Chain Warehouse Operative apprenticeship consists of the following two assessment methods:

- Interview with Portfolio of Evidence
- Observation with Questions.

The table below gives a summary of the structure of the end-point assessment.

End-point Assessment Methods	Duration	Assessment Method Grading
Interview with Portfolio of Evidence	60 minutes	Fail/Pass/Distinction
Observation with Questions	75 minutes	Fail/Pass

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.

EPA Grading

The grading for this EPA is Fail/Pass/Distinction.

Pearson will combine the individual assessment method grades to determine the overall EPA grade.

- If the apprentice fails one or more assessment methods, 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 EPA 'distinction', the apprentice must achieve a distinction in the Interview and pass in the Observation.
- An apprentice will get a maximum EPA grade of pass for a re-sit or re-take, unless Pearson determines there are exceptional circumstances.

The table below shows how the grades from each end-point assessment method are combined to determine the overall end-point assessment grade.

Interview with Portfolio of Evidence	Observation with Questions	End-point Assessment Grade
Any grade	Fail	Fail
Fail	Any grade	Fail
Pass	Pass	Pass
Distinction	Pass	Distinction

4 Assessment

Assessment Plan

Pearson's approach to assessing this EPA is set by the assessment plan for the apprenticeship standard. This document is available in *Annexe A*.

Language of Assessment

Apprentices must use English only during the assessment of this EPA.

An apprentice taking the EPA may be assessed in British Sign Language for the purpose of reasonable adjustment.

Further information on the use of language in assessment is available in our *Use of languages in qualifications policy*, available on our website.

Gateway

Before progressing to the EPA from on-programme, all apprentices must be signed off by their employer, through the 'gateway'. This gateway sign off confirms that apprentices have the level of occupational knowledge, skills and behaviours required to achieve the apprenticeship.

The EPA-specific requirements for gateway are stated in *Section 2: Summary of End-point Assessment* and the assessment plan in *Annexe A*.

Employers must complete a *Gateway Declaration Form and Portfolio Authentication Form* (see *EPA Resource Pack*) with the apprentice. The form and the associated gateway evidence to prove apprentices have met the requirements must be supplied to Pearson before the EPA can take place.

5 End-point Assessment Methods

Assessment Method 1: Interview with Portfolio of Evidence

Structure

The Interview with Portfolio of Evidence assesses apprentices' knowledge, skills and behaviours from the apprenticeship standard, in line with the assessment plan requirements. It is assessed by a Pearson independent end-point assessor (IEA).

Interview with Portfolio of Evidence	
Summary	The Interview with Portfolio of Evidence involves the IEA asking the apprentice at least eight questions based on seven themes: • work organisation • communication • information technology and digital • environment and sustainability • stock control • equity and diversity • continuing professional development (CPD). The apprentice can refer to and illustrate their answers with evidence from their Portfolio of Evidence. The portfolio itself is not directly assessed or graded, it is used to support the apprentice in their responses in meeting the grade criteria and associated assessment guidance. The <i>Assessment guidance</i> resource, including suitable types of evidence can be found in the <i>EPA Resource Pack</i>.
Duration	60 minutes. The IEA can increase this by up to 10%.
Portfolio of Evidence	Apprentices are required to provide work-based evidence in a portfolio typically containing eight discrete pieces of evidence to validate and underpin their responses in the Interview. This Portfolio of Evidence is submitted at gateway.

Interview with Portfolio of Evidence	
Grading	Fail/Pass/Distinction To achieve a pass: apprentices need to meet all the pass grade criteria. To achieve a distinction: apprentices need to meet all the pass and distinction grade criteria. The grading criteria for this assessment method can be found in the assessment plan in <i>Annexe A</i>.
Preparation	Apprentices must use the documents published in the <i>EPA Resource Pack</i> to support their preparation.
Delivery and conduct	The Interview will be conducted face to face or remotely. The IEA will ask the apprentice a minimum of eight questions based on seven themes and apprentices will present their work-based evidence in response. Follow-up questions are allowed where clarification is required. The IEA will take notes and the Interview will be audio or video recorded.
Assessment	The IEA will review the apprentice's responses against the pass and distinction grade criteria using the evidence requirements in the <i>EPA Resource Pack</i> as guidance.

Standards Assessed

The Interview with Portfolio of Evidence assesses the following outcomes from the apprenticeship standard.

Apprenticeship Standard Knowledge Outcomes
K6 Organisational procedures for the receipt of products.
K7 Organisational procedures for the storage and picking of products.
K8 Organisational procedures for the dispatching of products.
K9 Organisational procedures for the decanting, packing of products.
K10 Operational activities and their sequencing for the return of products.
K11 The principles and requirements of quality control and stock rotation.
K12 Reporting and escalation procedures within limits of own job role and responsibilities.
K13 Impact of the sector on the environment. Efficient use of resources. Recycling, reuse and safe disposal of waste.
K15 Materials and resources used in a warehouse. Stock and resource management processes.
K16 Information technology and digital: management information systems, digital toolsets, General data protection regulation (GDPR). Cyber security.
K17 Written communication techniques, plain English principles, including industry terminology.
K19 Principles of equity, diversity, and inclusion in the workplace and the impact on their work.

Apprenticeship Standard Skills Outcomes
S3 Receive products in line with organisational procedures.
S4 Store and pick products in line with organisational procedures.
S5 Dispatch products in line with organisational procedures.
S6 Decant, pack products in line with organisational procedures.
S8 Communicate in writing with others, for example internal and external customers, colleagues and managers.
S11 Use information technology and digital systems. Comply with GDPR and cyber security.
S13 Select, prepare, and use packaging materials that reduce waste and mitigate environmental impacts.

Apprenticeship Standard Skills Outcomes
S14 Support under instruction scheduled and unscheduled stock taking activities relevant to the organisation and product.
S15 Identify and escalate problems beyond own responsibility.
S16 Follow procedures in line with environmental and sustainability regulations, standards, and guidance. Segregate resources for reuse, recycling and disposal.
S17 Follow equity, diversity and inclusion rules.
S18 Carry out and record learning and development activities.

Apprenticeship Standard Behaviour Outcomes
B2 Support an inclusive workplace for example, respectful of different views.
B3 Seek learning and development opportunities.
B4 Consider the impact on the environment when using resources and carrying out work.

Assessment Method 2: Observation with Questions

Structure

The Observation with Questions assesses apprentices' knowledge, skills and behaviours from the apprenticeship standard, in line with the assessment plan requirements. It is assessed by a Pearson independent end-point assessor (IEA).

Observation with Questions	
Summary	The apprentice is observed working in their normal working environment carrying out normal work tasks. The IEA must ask the apprentice at least three questions. This can occur during the Observation in natural stops between tasks. There will also be a question-and-answer session after the Observation to assess areas that were not covered in 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 • teamwork.
Duration	75 minutes. The IEA can increase this by up to 10% to allow the apprentice to complete a task or respond to a question if necessary. The time for questioning is included in the overall assessment time.
Grading	Fail/Pass To achieve a pass: apprentices need to meet all the pass grade criteria. The grading criteria for this assessment method can be found in the assessment plan in <i>Annexe A</i>.

Observation with Questions	
Preparation	Apprentices must use the documents published in the <i>EPA Resource Pack</i> to support their preparation. The details of how the Observation with Questions will be operated will be agreed at the EPA planning meeting.
Delivery and conduct	The Observation with Questions will take place in the apprentice's normal working environment. Simulation is not permitted. The IEA will explain to the apprentice the format and timescales of the Observation with Questions before it starts. The Observation may be split into discrete sections held on the same working day. The IEA will take notes and keep records throughout the assessment. The IEA will intervene or stop the Observation if they judge that the apprentice or others are at risk. The IEA must ask at least three questions and in addition to these must ask questions about KSBs that were not observed in order to gather assessment evidence. Questioning can occur both during and after the Observation. Follow-up questions are allowed where clarification is required. Questioning that occurs after the Observation should take place in a quiet room, free from distractions and influence.
Assessment	The IEA observes and asks the apprentice questions and judges their performance against the grading criteria using the evidence requirements for guidance, published in the <i>EPA Resource Pack</i>.

Standards Assessed

The Observation with Questions assesses the following outcomes from the apprenticeship standard.

Apprenticeship Standard Knowledge Outcomes
K1 Methods to ensure safe working, for example, risk assessments, PPE, COSHH and safe systems of work.
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.
K3 Health and safety regulations relevant to the role, organisation and the operative's responsibilities.
K4 Product handling and storage contractual requirements.
K5 Loading procedures for products including transport weight limits and loading distribution principles.
K14 Handover procedures.
K18 Verbal communication techniques, giving and receiving information, matching style to audience, barriers to communication.
K20 Location of operational information needed to undertake contractual requirements, electronic or paper based.

Apprenticeship Standard Skills Outcomes
S1 Conduct risk assessments within the working environment.
S2 Apply safe working practices in line with associated health and safety legislation and company policy.
S7 Communicate with others verbally, for example internal and external customers, colleagues, and managers.
S9 Load and unload products, considering the product that is to be moved and its current and planned destination.
S10 Use tools and equipment to aid in product handling.
S12 Locate and use operational information, electronic or paper based, required to fulfil contractual requirements.
S19 Conducts handover activities.

Apprenticeship Standard Behaviour Outcomes
B1 Commitment to workplace health, safety, and wellbeing.
B5 Take ownership of given work.

6 Delivery of End-point Assessment

End-point Assessment Planning and Scheduling

Employers and/or training providers must have an agreement in place to conduct EPAs with Pearson, and apprentices must be registered on the ACE360 system. Once the gateway evidence has been uploaded to ACE360, this will alert the IEA to review the evidence and start the planning and scheduling process.

The purpose of the EPA planning meeting is to share information with the IEA in order to support the assessment process and to agree a plan for the upcoming assessment activities for the apprentices. The IEA will agree a plan and schedule for each assessment activity. The end-point assessment planning meeting can be conducted remotely using appropriate technology.

All assessment methods must be completed within the time period specified in *Section 2: Summary of End-point Assessment*.

Reassessment

Reassessment, including both re-sit and re-take, is permitted in agreement between Pearson and the employer. The timescale will be agreed on a case-by-case basis with Pearson. As part of that agreement, any reassessments must not provide an apprentice with an unfair advantage over others.

For additional EPA-specific requirements, refer to the assessment plan in *Annexe A*.

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 two 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 four months of the EPA outcome notification.

Booking Reassessment

Reassessment is requested using the ACE360 system. Once the request is confirmed, the allocated IEA will liaise with the key contact to start the scheduling process.

Appeals

The *End-point assessment enquiries and appeals policy* is available on the Pearson website and ACE Knowledge base. This has full information about what will happen if an apprentice or centre wishes to query the result of an assessment.

7 Access to Assessment

Access to Assessment for Apprentices with Disabilities or Specific Needs

Equality and fairness are central to our work. Our *Equity, diversity and inclusion in Pearson qualifications and related services policy* requires all apprentices to have equal opportunity to access our assessments, and that our EPAs are awarded in a way that is fair to every apprentice.

We are committed to making sure that:

- apprentices with a protected characteristic (as defined by the Equality Act 2010) are not, when they are taking one of our assessments, disadvantaged in comparison to apprentices who do not share that characteristic
- all apprentices achieve the recognition they deserve from their EPA and that this achievement can be compared fairly to the achievement of their peers.

For apprentices with disabilities and specific needs, the assessment of their potential to achieve the EPA must identify, where appropriate, the support that will be made available to them during delivery and assessment.

Centres must deliver the EPA in accordance with current equality legislation. For full details of the Equality Act 2010, please [visit www.legislation.gov.uk](http://www.legislation.gov.uk)

Reasonable Adjustments

A reasonable adjustment relates to an adjustment that helps to reduce the effect of a disability or a physical or mental health condition, which may place the apprentice at a disadvantage compared to others. If an apprentice requires any adjustment to their assessment then this must be recorded within the ACE360 system to support the discussion at the EPA planning meeting.

Pearson will apply the *Reasonable adjustment matrix* published by the Institute for Apprenticeships and Technical Education (IfATE).

Further guidance: [Submitting Reasonable Adjustments Requests](#)

8 Malpractice

Dealing with Malpractice in Assessment

'Malpractice' refers to acts that undermine the integrity and validity of assessment, the certification of qualifications and/or may damage the authority of those responsible for delivering the assessment and certification.

Pearson does not tolerate actual or attempted malpractice by apprentices, centre staff or centres in connection with Pearson qualifications. Pearson may impose sanctions on apprentices, centre staff or centres where malpractice or attempted malpractice has been proven.

Malpractice may occur or be suspected in relation to any unit or type of assessment within a qualification. For further details on malpractice and advice on preventing malpractice by apprentices, please see Pearson's *Centre Guidance: Dealing with Malpractice*, available on our website.

Centres are required to take steps to prevent malpractice and to assist with investigating instances of suspected malpractice. Apprentices must be given information that explains what malpractice is and how suspected incidents will be dealt with by the centre. The *Centre Guidance: Dealing with Malpractice* document gives full information on the actions we expect you to take.

Pearson may conduct investigations if we believe a centre is failing to conduct assessments according to our policies. The above document gives further information, examples, and details the sanctions that may be imposed.

In the interests of apprentices and centre staff, centres need to respond effectively and openly to all requests relating to an investigation into an incident of suspected malpractice.

Apprentice Malpractice

The head of centre is required to report incidents of suspected apprentice malpractice that occur during the delivery of Pearson qualifications. We ask centres to complete JCQ Form M1 (www.jcq.org.uk/malpractice) and email it with any supporting documents (signed statements from the apprentice, invigilator, copies of evidence, etc.) to the Investigations Processing team at candidatemalpractice@pearson.com. The responsibility for determining any appropriate sanctions on apprentices lies with Pearson.

Apprentices must be informed at the earliest opportunity of the specific allegation and the centre's malpractice policy, including the right of appeal. Apprentices found guilty of malpractice may be disqualified from the qualification for which they have been entered with Pearson. Failure to report malpractice constitutes staff or centre malpractice.

Onscreen Testing – Rogo

Please note that should a Rogo test recording be flagged for further review, the malpractice team will investigate whether JCQ rules have been adhered to. This will extend the agreed timeframe from five working days, until the investigation has been concluded. Further information can be found here: [End-point Assessment: Rogo - EPA Knowledge Test Results \(pearson.com\)](#).

Tutor/Centre Malpractice

The head of centre is required to inform Pearson's Investigations team of any incident of suspected malpractice (which includes maladministration) by centre staff, before any investigation is undertaken. The head of centre should inform the Investigations team by submitting a JCQ M2 Form (downloadable from www.jcq.org.uk/malpractice) with supporting documentation to pqsmalpractice@pearson.com. Where Pearson receives allegations of malpractice from other sources (for example Pearson staff, anonymous informants), the Investigations team will conduct the investigation directly or may ask the head of centre to assist.

Pearson reserves the right in cases of suspected malpractice to withhold the issuing of results/certificates while an investigation is in progress. Depending on the outcome of the investigation, results and/or certificates may not be released or they may be withheld.

You should be aware that Pearson may need to suspend certification when undertaking investigations, audits and quality assurances processes. You will be notified within a reasonable period of time if this occurs.

Sanctions and Appeals

Where malpractice is proven, we may impose sanctions such as:

- mark reduction for affected assessments
- disqualification from the qualification
- debarment from registration for Pearson qualifications for a period of time.

If we are concerned about your centre's quality procedures we may impose sanctions such as:

- requiring centres to create an improvement action plan
- requiring staff members to receive further training
- placing temporary suspensions on certification of apprentices
- placing temporary suspensions on registration of apprentices
- debarring staff members or the centre from delivering Pearson qualifications
- suspending or withdrawing centre approval status.

The centre will be notified if any of these apply.

Pearson has established procedures for considering appeals against sanctions arising from malpractice. Appeals against a decision made by Pearson will normally be accepted only from the head of centre (on behalf of apprentices and/or members or staff) and from individual members (in respect of a decision taken against them personally).

Further information on appeals can be found in the JCQ Appeals booklet

(<https://www.jcq.org.uk/exams-office/appeals>).

9 Further Information

Edexcel, BTEC and Pearson Work Based Learning contact details:

- <https://qualifications.pearson.com/en/contact-us.html>

Books, software and online resources for UK schools and colleges:

- www.pearsonschoolsandfecolleges.co.uk

Document that further supports the information in this specification:

- *EPA Service Guide* (Pearson, this is made available to approved centres).

10 Glossary

Term	Description
Apprenticeship Standard	A short document prepared by a Trailblazer group that sets out concisely the requirements to be competent in a job role. All apprenticeship standards are published on www.gov.uk .
Assessment Plan	This document is also prepared by a Trailblazer group and sets out the requirements that end-point assessment organisations must follow when assessing the EPA.
Assessment Methods	The different assessments that form the overarching EPA. Most EPAs will typically have between two and four assessment methods that assess set parts of the overarching standard.
Competence	The minimum knowledge, skills and behaviours (KSBs) required to perform a job role effectively.
End-point Assessment	A synoptic assessment of the knowledge, skills and behaviours outlined in the apprenticeship standard that have been learned throughout the apprenticeship programme. The apprentice has to pass the EPA to be successful in their apprenticeship programme and demonstrate competence.
End-point Assessment Organisation (EPAO)	Approved to deliver EPA. Employers select an approved EPAO from the Education and Skills Funding Agency's Register of end-point assessment organisations (RoEPAO).
Gateway	The point at which the apprentice is identified as being competent by their employer and therefore ready to plan to take their end-point assessment. There are requirements for maths and English to enter gateway and there may be other requirements, such as mandatory qualifications, that vary depending on the apprenticeship standard.
Independent End-point Assessor	The assessor appointed by Pearson to work with the apprentice and employer to plan their EPA during gateway and then assess the apprentice in the final EPA.
Institute for Apprenticeships and Technical Education (IfATE)	IfATE is a non-departmental public body that oversees the development, approval and publication of apprenticeship standards and assessment plans. In addition, the institute is responsible for technical education, including T Levels.

Term	Description
On-programme	The first and main part of the apprenticeship when the apprentice is developing their KSBs towards competence. All apprentices must spend at least 20% of their on-programme time completing off-the-job training.
Resit	Occurs when an apprentice feels comfortable to attempt their EPA again, with no additional training or learning, e.g. failing an assessment method on one or two criteria, due to test nerves.
Retake	Occurs when an apprentice needs a period of additional training or learning to support them to reattempt their EPA, e.g. failing an assessment method on multiple criteria, due to lack of preparation or not being able to articulate their response in line with the criteria.
Trailblazer group	A group of employers who have worked together to agree the apprenticeship standard and write the associated assessment plan.

Annexe A: Assessment Plan V1.1

Supply Chain Warehouse Operative

Key information

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

End-point assessment plan

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 two 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

On-programme – typically 12 months	The apprentice must: - 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.
End-point assessment gateway	The apprentice's employer must be content that the apprentice has attained sufficient KSBs to complete the apprenticeship. The apprentice must: - confirm they are ready to take the EPA - have achieved English and mathematics qualifications in line with the apprenticeship funding rules - for the Interview with Portfolio of Evidence, submit a Portfolio of evidence. The apprentice must submit the gateway evidence to their EPAO, including any organisation specific policies and procedures requested by the EPAO.
End-point assessment – typically three months	The grades available for each assessment method are below Interview with Portfolio of Evidence: - fail - pass - distinction. Observation with Questions: - fail - pass. Overall EPA and apprenticeship can be graded: - 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 three 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 eight 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 give 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 two weeks' notice of the Interview.

The independent assessor must have at least two 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 eight 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 two 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
- teamwork.

These activities give the apprentice 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 three 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:
 - o training materials
 - o administration materials
 - o moderation and standardisation materials
 - o guidance materials
 - o grading guidance
 - o question bank
 - o 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)

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
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 development (CPD) S18 B3	Explains how they have sought, carried out and recorded learning and development activities in order to ensure compliance with operational requirements and stay up to date with occupational change. (S18, B3)	N/A

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 two 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 four months of the EPA outcome notification.

Failed assessment methods must be re-sat or re-taken within a six-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	As a minimum, the apprentice should: · 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

ROLES	RESPONSIBILITIES
Employer	As a minimum, the apprentice's employer must: · select the EPAO and training provider · work with the training provider (where applicable) to support the apprentice in the workplace and to offer 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

ROLES	RESPONSIBILITIES
EPAO	As a minimum, the EPAO must: • 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: - o apprentices - o employers - o independent assessors - o 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

ROLES	RESPONSIBILITIES
	• 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 • maintain and apply a policy for conducting appeals

ROLES	RESPONSIBILITIES
Independent assessor	As a minimum, an independent assessor must: • 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

ROLES	RESPONSIBILITIES
Training provider	As a minimum, the training provider must: - 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 year 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

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

SKILL	ASSESSMENT METHODS
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

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
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)

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
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 responsibilities. (K12) Materials and resources used in a warehouse. Stock and resource management processes. (K15)	Support under instruction scheduled and unscheduled stock taking activities relevant to the organisation and product. (S14) Identify and escalate problems beyond own responsibility. (S15)	None
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

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
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

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