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Pearson End-point Assessment for Warehouse Operative (Level 2)

Specification date: January 2019

First assessment date: January 2019



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ISBN 978 1 446 95923 7

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Collaborative development

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 end-point assessment. 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:

- The National Logistics Academy.

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Pearson End-point Assessments for Warehouse Operative Apprenticeship

Introduction

One of the most significant changes of the apprenticeship reform in England is the introduction of an independent end-point assessment.

The end-point assessment (EPA) is a synoptic assessment of the knowledge, skills and behaviours (KSBs) outlined in the Warehouse Operative Trailblazer Apprenticeship Approach to Assessment, and that have been learned throughout the apprenticeship programme. The purpose of the end-point assessment is to make sure apprentices meet the standard through the learning outcomes set by employers and are fully competent in the occupation.

All apprentices must undertake the independent end-point assessment at the end of the on-programme phase of training when their employer, and in some cases their training provider, is satisfied that they have met the 'gateway' criteria to undertake the assessment. Apprentices will not be awarded the apprenticeship certificate until they have successfully completed the end-point assessment.

The end-point assessment can only be delivered by a registered assessment organisation that must be independent of the employer or any training provider involved in the delivery of the on-programme phase of the apprenticeship. All assessment decisions for the end-point assessment must be made by the independent assessment organisation.

Pearson, as a registered assessment organisation, has been working closely with occupational experts, employers and training providers in the development of end-point assessment tools to ensure that they are:

- valid and appropriate to assess occupational competence in the relevant industry and will deliver reliable outcomes
- fair to all apprentices and help them to make progress in their lives
- manageable for apprentices and the industry and can be delivered effectively and efficiently.

This specification and the accompanying *Pearson Apprenticeship End-point Assessment for Warehouse Operative (Level 2) – Additional Resources* document (available directly from Pearson once an EPA service agreement is in place) contains the information needed to prepare apprentices for the Warehouse Operative Apprenticeship end-point assessment. It is important that both documents are read together so that apprentices and employers and/or training providers have all the relevant information they require for this end-point assessment.

1 The Warehouse Operative Apprenticeship

Overview

The end-point assessment in this specification relates to the Warehouse Operative Apprenticeship.

The apprenticeship is at Level 2 and is for apprentices working in the role of a warehouse operative. The apprenticeship gives apprentices the foundation knowledge, skills and experience for the role of warehouse operative.

Warehouse operatives communicate with a wide range of people and customers. They should have a passion to meet customer expectations, providing a high-quality service that encourages repeat business. Individuals in this role are highly competent in using industry-recognised systems and associated services, for example traffic/warehouse management systems, and will be able to work under pressure to tight deadlines. A warehouse operative is often required to be flexible and work shifts, including 'four-on-four-off', days, nights, evenings and weekends.

The purpose of the end-point assessment is to confirm that apprentices have met the required level of knowledge, skills and behavioural learning outcomes set by employers and that they are competent in their warehouse operative role.

The typical duration for this apprenticeship is a minimum of 12 months, depending on apprentices' previous experience and access to opportunities to gain the full range of competences.

The overall apprenticeship is graded as Pass/Distinction.

To achieve the apprenticeship certificate, apprentices are required to successfully complete the:

- on-programme period of training and development, including achieving the required Level 1 or Level 2 maths and English qualifications
- end-point assessment (EPA) – Section 3 provides detailed information on the end-point assessment for this apprenticeship.

Apprentices also have the opportunity to achieve nationally-recognised vendor or other qualifications if the employer chooses, such as Forklift Truck qualifications.

The certificate for the apprenticeship is awarded by the Institute for Apprenticeships (IfA), through a process administered by the Institute for Apprenticeships in 2018, and National Skills Academy for Rail from 2019. As the end-point assessment organisation, Pearson will claim the certificate on behalf of the apprentices.

Employers and/or training providers should familiarise themselves with the requirements of the apprenticeship and communicate these clearly to apprentices.

To see the published Warehouse Operative Standard and Assessment Plan with the learning outcomes, please go to: www.instituteforapprenticeships.org/apprenticeship-standards/

2 Warehouse Operative end-point assessment

Structure

The end-point assessment for the Warehouse Operative Apprenticeship consists of the following two assessment components:

- Knowledge and Behaviour Test
- Practical Assessment.

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

End-point assessment components	Duration	Total marks	Weighting %
Knowledge and Behaviour Test	1 hour	30	50
Practical Assessment	1 hour 30 minutes	58	50

An apprentice can progress to the end-point assessment only after a minimum of 12 months of starting the apprenticeship (depending on when the employer and training provider decide the apprentice is ready) and is typically expected to conclude within three months.

Detailed information about each of these end-point assessment components can be found in *Section 3*.

Grading

The **overall** apprenticeship is graded as Pass/Distinction, based on the apprentice's combined achievement of the specified grading criteria across the two assessment components.

The table below shows how the grade for the end-point assessment is determined.

End-point assessment grade	Grade requirements
Pass	<p>The apprentice must achieve a minimum of 70% of the available marks in each of the two assessment components. This equates to a minimum of:</p> <ul style="list-style-type: none">• 21 marks in the Knowledge and Behaviour Test• all Pass performance criteria in the Practical Assessment.
Distinction	<p>The apprentice must achieve:</p> <ul style="list-style-type: none">• a minimum of 90% of the available marks in the Knowledge and Behaviours test (27 marks)• all Pass performance criteria plus a minimum of 10 Distinction performance criteria in the Practical Assessment.

Annexe D provides descriptions of the expectations for the overall grading as detailed in the *Level 2 Warehouse Operative Assessment Plan*.

Gateway requirements

Before progressing to the end-point assessment, 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 and that they are therefore 'ready for end-point assessment'. Employers should recommend apprentices for end-point assessment only when they are confident that they are ready to be assessed.

The stated mathematics and English requirements form part of the gateway and must be achieved before apprentices attempt the end-point assessment.

Employers must complete an end-point assessment *Gateway Declaration Form* (see *Annexe A*) with the apprentice. The form and the associated gateway evidence will be transferred to Pearson before the end-point assessments take place. The form captures the mandatory prerequisites for the end-point assessments and any other organisation-specific evidence. The assessments cannot take place unless the relevant information and evidence is available.

Evidence that the apprentices have met the gateway requirements must be provided to support the *Gateway Declaration Form*.

Language of assessment

All components of the end-point assessment will be conducted in English.

Apprentices may be assessed in British Sign Language where it is permitted for the purpose of reasonable adjustment.

Further information on the use of language in qualifications is available in our *Use of languages in qualifications policy* document, available on our website at: qualifications.pearson.com

Preparing apprentices for end-point assessment

To ensure that apprentices develop the knowledge, skills and behaviours that underpin occupational competence, it is recommended that they follow a structured programme of training and development. The period of training and development should be a minimum of 12 months and must include a minimum of 20 per cent off-the-job training, away from the day-to-day job.

In order to prepare apprentices effectively, employers and/or training providers should:

- have a good understanding of the learning outcomes listed in the *Warehouse Operative Trailblazer Apprenticeship Approach to Assessment* and the structure and format of the end-point assessment – *Section 3* of this specification gives detailed information on each end-point assessment component and should be read in conjunction with the Pearson Apprenticeship End-point Assessment for Warehouse Operative (Level 2) – Additional Resources document. This document is available directly from Pearson once an EPA service agreement is in place
- plan and implement a learning and development programme based on the learning outcomes listed in the *Warehouse Operative Trailblazer Apprenticeship Approach to Assessment*, with regular reviews of progress and readiness, to ensure apprentices develop the required knowledge, skills and behaviours
- use formative assessments and mock assessments to help prepare apprentices for the end-point assessment.

End-point assessment planning and scheduling

Employers and/or training providers must have an agreement in place to conduct end-point assessments with Pearson, and apprentices must be registered and booked on to their end-point assessment in sufficient time to allow adequate planning and scheduling of the assessments. There will be a number of checkpoint meetings with Pearson prior to the employer or training provider booking the end-point assessment dates. Once the employer or training provider has booked those dates, we will allocate an Independent End-point Assessor (IEA) who will arrange a further planning meeting.

The purpose of the 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 to ensure that all assessment components can be completed within the end-point assessment time. The practical observation for the end-point assessment must take place in a real work environment. The end-point assessment planning meeting can be conducted remotely using appropriate technology.

Once the employer and/or training provider is satisfied that apprentices have met the learning outcomes listed in the *Warehouse Operative Trailblazer Apprenticeship Approach to Assessment* and are ready for end-point assessment, they will complete the end-point assessment *Gateway Declaration Form* and submit the apprentice's gateway evidence to Pearson. This evidence will then be verified by Pearson, before end-point assessments take place.

The end-point assessment is typically expected to conclude within three months of being triggered. All components of the end-point assessment must be completed within this time period, and typically, the Knowledge and Behaviour Test should be passed before the apprentice progresses to the Practical Assessment component.

Reassessment

The Pearson end-point assessment retest and reassessment policy will apply, subject to discussion with the employer/training provider. If the apprentice does not pass the end-point assessment because of failing one or more components, they are required to reattempt only the components they have failed.

Reassessment requirements for each component

For *Component 1* – Knowledge and Behaviour Test: if the apprentice does not meet the minimum 21 marks to pass the Knowledge and Behaviour Test in their first assessment attempt, they may reattempt the full test.

For *Component 2* – Practical Assessment: if the apprentice does not meet the minimum 47 marks to pass the Practical Assessment on their first assessment attempt, a further Practical Assessment of the apprentice will be carried out.

Booking reassessment

The timescale for any reassessment 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. Pearson will allocate an available IEA to undertake this assessment. This may or may not be the same individual who undertook the previous assessment.

3 End-point assessment components

This section contains information for each component in the end-point assessment.

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Component 1: Knowledge and Behaviour Test

Purpose

The Knowledge and Behaviour Test is a paper-based test that will assess apprentices' knowledge and understanding across specific areas of the learning outcomes, in line with the Apprenticeship Approach to Assessment requirements.

It will assess the following learning outcomes:

Apprenticeship learning outcomes
Knowledge
1. Safe and controlled driving and/or operating techniques relating to materials handling equipment
2. The environmental impact of the industry and how it can be minimised
3. Safe use of equipment and machinery
4. How to use warehouse systems and processes relating to packaging, moving and receiving stock
5. How to use relevant IT, technology and systems
6. Relevant regulation and legislation governing the supply chain industry
7. The structure of the industry
8. The importance of delivering excellent customer service
9. The vision, objectives and brand of the organisation
10. Proposed and actual changes to systems, processes and technology
Behaviour
1. Communicate effectively with customers and colleagues
2. Work effectively in a warehousing team
3. Demonstrate integrity, credibility, positivity and honesty

Format

The table below gives information about the format, duration, number of questions and marks available in the Knowledge and Behaviour Test.

Test format	<p>A paper-based test consisting of 24 short-answer questions, worth 1 or 2 marks each.</p> <p>There are two sections in the paper. Section A contains questions that assess the knowledge of the apprentice and are independent of each other and will not necessarily be sequenced in the order of the learning.</p> <p>Section B contains two scenarios that relate to behaviour in a warehouse environment. The questions relate to the given scenario.</p>
Duration	60 minutes.
Number of marks	30 marks.
Grading	<p>To pass this component, the apprentices must achieve a minimum of 21 marks out of 30 (70% of the available marks).</p> <p>For information on the overall grading of the end-point assessment, please refer to the grading information in <i>Section 2</i>.</p>

The paper-based test contributes 50 per cent to the overall end-point assessment grade.

Content to be assessed

The range of content to be assessed in the test can be found in the *Pearson Apprenticeship End-point Assessment for Warehouse Operative (Level 2) – Additional Resources* document. This document is available directly from Pearson once an EPA service agreement is in place.

This document details the technical content to be assessed in the paper-based test to demonstrate the required knowledge and understanding related to the Apprenticeship Standard outcomes stated on the previous page. All of the technical content is mandatory for assessment and all the knowledge and behaviour learning outcomes will be sampled in each paper. Therefore, it is essential that apprentices have full knowledge of this content before progressing to end-point assessment.

All legislation cited in the content is current at the time of publication. The paper-based test will use the most recent legislation.

Sample assessment materials

Sample assessment materials (SAMs) are provided for the Knowledge and Behaviour component of the EPA. The SAMs give examples of what the actual test will look like in terms of the feel and level of demand. They show the range of possible question types that may appear in the actual tests and give a good indication of how the tests will be structured.

While SAMs can be used for practise with apprentices, as with any assessment the content covered and specific details of the questions asked will change in each version of the test.

Delivery and conduct

This test is currently available in a paper-based format. We will discuss the set up and delivery of the tests with the employer/training provider, as part of our planning discussions.

Registrations must be made through Pearson's online systems. Registered apprentices will then need to be entered for specific testing sessions. The employer/training provider should ensure that apprentices are adequately prepared before each test attempt. Paper-based assessments must comply with the requirements set out in *Pearson EPA Onscreen and Paper-based test delivery requirements* document, which will be provided to the employer/training provider alongside this specification.

Component 2: Practical Assessment

Purpose

The purpose of the Practical Assessment is to assess the apprentice's skills related to specific areas of the apprenticeship learning outcomes.

The Practical Assessment involves the IEA observing the apprentice carrying out their work activities in a real working environment. Its purpose is to assess the apprentice's skills and behaviours.

The Practical Assessment will assess the following skill learning outcomes outlined in the *Warehouse Operative Trailblazer Apprenticeship Approach to Assessment*.

Learning Outcome number	Apprenticeship learning outcomes
Skill 1	Operate at least one vehicle safely and efficiently ^{*1}
Skill 2	Use and position vehicle fitted equipment ^{*2}
Skill 3	Safely and efficiently move, handle, pack and unpack different items
Skill 4	Manage waste effectively
Skill 5	Safely and efficiently load and unload items
Skill 6	Select, prepare and use most appropriate packaging materials
Skill 7	Use correct equipment and procedures to record receiving or stowing goods
Skill 8	Use IT systems and other relevant technology and systems

*1. 'Vehicle' for the purposes of the end-point assessment can cover the range of (mechanical/material handling equipment (MHE) in the warehouse from pump trolleys, powered pallet trucks, scissor lifts and forklift trucks and more.

*2. 'Vehicle fitted equipment' relates to the equipment attached to the MHE and not just to the lorry delivering the goods. For warehouse operatives who do have the opportunity to interact with the lorry or van and unload as loads are delivered, evidence of safe operation, position and use of loading equipment attached to the lorry or van itself will also meet the performance outcomes. This may include forklift and lorry-mounted forklift, safe use, securing and positioning of the vehicle tail lift, roller doors and also movable platforms not specifically attached to the LGV, but which meet the vehicle to unload and move into the warehouse.

Format

The table below gives information about the structure, context, duration and grading of the Practical Assessment.

Context	The IEA will observe apprentices carrying out activities in a real work warehouse environment. The activities and questions are targeted to elicit the evidence to meet the Pass and Distinction performance criteria on <i>pages 19-23</i> (the performance criteria can be found in the <i>Pearson Apprenticeship End-point Assessment for Warehouse Operative (Level 2) – Additional Resources</i>) document. This document is available directly from Pearson, once an EPA service agreement is in place.
Duration	1 hour, 30 minutes.
Grading	Pass/Distinction.

The Practical Assessment contributes 50 per cent to the overall end-point assessment grade.

Delivery and conduct

This section gives information on how the Practical Assessment will be conducted and how apprentices are expected to interact with the assessment process. It is important that the information below and the performance criteria in the *Pearson Apprenticeship End-point Assessment for Warehouse Operative (Level 2) – Additional Resources* document is shared with apprentices before assessment.

1. The assessment will take place in apprentices' regular working environment. Apprentices will be informed by their employer when the Practical Assessment will take place.
2. The Practical Assessment will last for a maximum of 1 hour 30 minutes.
3. The Practical Assessment will be conducted by the IEA, who will judge apprentices' performance against the skill learning outcomes on *pages 19-23*.
4. If the presence of the end-point assessor will become obtrusive, then the observation, or part of the observation, can be carried out at a distance. This will need to be discussed and agreed as part of the end-point assessment planning and scheduling process.
5. The IEA reserves the right to intervene or end the Practical Assessment should the apprentice pose a risk to themselves or others.
6. The IEA will make notes while conducting the Practical Assessment.
7. Where it is not possible to directly observe a particular skill or behaviour because of limitations of the assessment context, the apprentice will be asked situational 'what if' questions in order to collect the necessary evidence for the assessment. The areas that are permissible to be assessed in this way have been identified in the *Pearson Apprenticeship End-point Assessment for Warehouse Operative (Level 2) – Additional Resources* document.

Assessing performance

The Practical Assessment has been broken down into three activities, which includes questioning during and after the Practical Assessment.

The IEA will assess apprentices' performance in the Practical Assessment using Pass and Distinction performance criteria forms, which will assess the achievement of three activities and questioning.

Within each skill learning outcome, the apprentice must meet all the pass criteria (47 marks) to pass the Practical Assessment component.

The apprentice must meet all the pass and all the distinction criteria within each skill learning outcome to receive a Distinction. Apprentices have an opportunity to provide evidence through their performance to achieve a Distinction and by responding to assessor questions correctly.

The final mark outcome will be added to the mark outcomes for the Knowledge and Behaviour Test to determine the overall grade for the end-point assessment (see: *Section 2: Grading*).

No other sources of information will be used to make judgements about the quality and sufficiency of apprentices' evidence.

Structure of the Practical Assessment

Activity 1: Operating vehicles and positioning vehicle fitted equipment

Skill 1: Operate at least one vehicle safely and efficiently
Performance requirements
Carry out preoperative checks on vehicles in line with organisational requirements
Operate the vehicle controls in a way that maintains the safety and security of yourself, the goods vehicle, the load and other colleagues, complying with organisational procedures and operating requirements

Skill 2: Use and position vehicle fitted equipment
Performance requirements
Safe use of equipment

Distinction attributes for Activity 1
Information for apprentices
Apprentices will be assessed by the IEA on the following Distinction areas.
Demonstrate advanced driving skills and techniques in relation to relevant vehicles
Go above and beyond what is expected of the role through demonstration of good spatial awareness
Select and use appropriate skills and processes, justifying their choices*
Complete tasks independently to a level that far exceeds the minimum standard, with few or no errors

*To completely achieve this criterion, the apprentice must also respond correctly to the given question.

Activity 2a: Performance of warehouse operations for goods

<p>Skill 3: Safely and efficiently move, handle, pack and unpack different items</p> <p>Skill 4: Manage waste effectively</p> <p>Skill 5: Safely and efficiently load and unload items</p> <p>Skill 6: Select, prepare and use most appropriate packaging materials</p> <p>Skill 7: Use correct equipment and procedures to record receiving or stowing goods</p>
<p>Performance requirements</p>
Select and use correct equipment for the task
Receive goods following organisational procedures**
Unload goods following organisational operating and safety requirements
Moving and handling goods, complying with organisational procedures and operating requirements
Unpack different goods and manage waste disposal, complying with organisational procedures for unpacking
Stow goods following organisational requirements**
Retrieve goods for packing goods, complying with organisational procedures, operating requirements and storage requirements
Prepare the work area for packing
Packaging goods according to organisational packaging requirements, minimising waste during the task
Load goods safely and efficiently

**Please note: apprentices must achieve either Skill 7.2 *Receiving goods following organisational procedures* or Skill 7.3 *Stowing goods following organisational requirements* to achieve pass.

Activity 2b: Distinction requirements

Information for apprentices
Apprentices will be assessed by the IEA on the following Distinction areas during the Practical Assessment.
Go above and beyond what is expected of the role through application of health and safety skills
Go above and beyond what is expected of the role through new and improved ways of working
Effective application of technical processes, resources, techniques and materials
Complete independently to a level that far exceeds the minimum standard with few or no errors

Activity 3: Using IT systems and other relevant technology and systems

Skill 8: Use IT systems and other relevant technology and systems
Information There will be opportunities when apprentices perform tasks where they may use IT systems and other relevant technology and systems, rather than paper-based recording. They may also use the system to check or track goods. The evidence can, therefore, be recognised under this skill.
Performance requirements
Selects appropriate IT systems and technology for the task

Questioning

Apprentices will complete a question-and-answer session with the IEA. During and at the end of the Practical Assessment, apprentices will have the opportunity to respond to specific questions to address specific gaps they were unable to meet during their practical performance. Only the identified areas of questioning, below, can be achieved through questioning without Practical performance. This means questioning cannot be used to show achievement of the whole skill.

Skill learning outcome	Areas of questioning
Skill 1: Operate at least one vehicle safely and efficiently	Defect reporting
Skills 4: Manage waste effectively	Managing waste procedures
Skill 5: Safely and efficiently load and unload items	Safety and efficiency
Skill 7: Use correct equipment and procedures to record receiving or stowing goods	Adjusting equipment

Questions to evidence distinction criteria

Assessors will ask specific questions against the distinction attributes below, using activities conducted by the apprentice during the practical performance.

Distinction attributes
Goes above and beyond what is expected of their role by dealing with more complex situations.
Justifies choices when selecting and using appropriate skills and processes.

Apprentices have a second opportunity to meet the distinction attribute, if they were unsuccessful in demonstrating it during their practical performance.

Distinction attribute
Efficient and new ways of working with suggestions for improvement where appropriate.

4 Further information and useful publications

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- Edexcel, BTEC and Pearson Work Based Learning contact details:
qualifications.pearson.com/en/support/contact-us.html
- books, software and online resources for UK schools and colleges:
www.pearsonschoolsandfecolleges.co.uk

Key publication:

- *Equality and Diversity policy* (Pearson)
- *Pearson EPA Onscreen and Paper-based test delivery requirements* (Pearson).

This publication is available on our website.

5 Contact us

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If you are new to Pearson and would like to become an approved centre, please contact us by:

Email: wbl@pearson.com

Telephone: 0844 576 0045

Annexe A: Gateway Declaration Form

Apprentice name:		
On-programme start date:		
Gateway date:		
Evidence	Y/N	Comments (if applicable)
English and maths certificates (Level 1 or Level 2)		
English and maths attempted (Level 1)		

Employer declaration

I confirm that the apprentice has:

- achieved the occupational knowledge, skills and behaviours required to achieve the apprenticeship
- achieved the prerequisites listed above and is ready for their end-point assessment.

Name: _____

Date: _____

Signature: _____

Apprentice declaration

I confirm the gateway evidence is my own and I agree to be put forward for my EPA.

Signature: _____ Date: _____

January 2019

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