

During your observation you need to show off all the knowledge, skills and behaviours you have learnt during your apprenticeship.

Your observation will usually last 1 hour, and you should take the time to demonstrate to your end-point assessor all the areas and, if you wish, you can explain what you are doing and why you are doing it.

Keep an eye on the time and make sure you cover all the areas and tasks you planned to show the assessor.

Fill in the table below to help you keep to your plan.

Area/Activity	Duration

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Show off your skills!

- Deliver **excellent** customer service
- Communicate **effectively** with customers and colleagues
- Demonstrate **safe** manual handling techniques
- Work in a team, complete tasks, follow **organisational standards** and make decisions
- **Effectively** use IT systems, adapting to technology

SKILLS

Be able to **demonstrate** compliance with current, appropriate rules and regulations:

- comply with the GDPR, the Health and Safety at Work etc. Act 1974 and other relevant industry legislation



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Be able to **prepare** the delivery of products safely and efficiently:

- agree delivery times, update the TMS and complete the relevant documentation

Be able to use **transport management systems (TMS)**:

- check vehicle movement and deliveries

Be able to **plan** and provide briefs to other operators on the safe use of vehicles, equipment and machinery:

- complete a briefing plan, and communicate and record findings, e.g. issues or faults with vehicles, equipment or machinery and any updates to legislation

TMS




- ISSUES OR FAULTS WITH VEHICLES
- EQUIPMENT OR MACHINERY
- UPDATES TO LEGISLATION

Be able to **process** goods when returned to base:

- scan and relocate goods, updating and completing manual or electronic records

Be able to **debrief** drivers on their return to base:

- share and communicate relevant information about journeys/problems

Be able to schedule vehicle maintenance and follow instructions for maintaining equipment and machinery and:

- follow legislation and regulations, for example, VOSA and instruction manuals.

Think about all the tasks you carry out as part of your job role and the rules and regulations you must adhere to in line with quality, security and health and safety standards.



Aim for a distinction

Demonstrate going 'over and above' in your role, making sure you explain things to your assessor. In particular show a passion for the sector and justify your choices and identify solutions rather than just problems or issues.

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