

# Highfield Level 2 End-Point Assessment for ST0258 Supply Chain Operator: Removals Operative pathway

## Mock Assessment Materials

### Practical Assessment

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

The apprentice can only achieve a distinction by covering all pass **and** all of the distinction criteria listed.

The assessor may use questions or prompts with each apprentice to make sure the apprentice can react to changing or unexpected situations.

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

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

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

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