

Think about  
Observation of practice  
with questions  
Level 2 Supply Chain Warehouse  
Operative V1.1



On the day of assessment, you will carry out:



A 75-minute observation of practice with questions



Face-to-face



In your workplace



With an end-point assessor



### Key point

Your end-point assessor will need to stop the observation of practice if you demonstrate any unsafe practices or breaches of professional codes of conduct.



## Do

- Review the criteria associated with the observation of practice with questions - this can be found in the EPA-kit and in the table at the end of this document.
- Use the planner to plan how you will demonstrate the skills and behaviours that are associated with the observation with practice
- Review relevant legislation, regulations and your organisation's policies and procedures
- Be prepared to answer a minimum of 3 questions and any follow-up questions that your end-point assessor may have



## Don't

- Forget to plan
- Forget to tell your colleagues and customers that you are being observed
- Forget to explain your actions as you carry out your work tasks
- Forget to bring your ID



### Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or training provider will inform you of your results



### Resits

- If you do not achieve a pass result on the observation of practice with questions you can resit the assessment



Use the table below to plan and prepare for the observation of practice with questions

Assessment criteria	Key points to remember
<b>Health and safety</b>	
<b>Conducts risk assessments within the working environment, adhering to PPE and COSHH requirements where required and safe systems of work</b>	
<b>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</b>	



## Communication

Communicates with others using verbal techniques, in a way that is suitable for the context and supports task completion

## **Task organisation**

**Loads and unloads products in line with their location, destination and requirements including weight limits and loading distribution**

**Uses tools and equipment to aid in product handling in line with operating instructions or manufacturers' guidelines to meet contractual requirements**

## **Documentation**

**Locates and uses operational information required to fulfil contractual requirements, taking ownership of and acting in response to the requirements**

## **Teamwork**

**Conducts handover activities in line with organisational procedures**