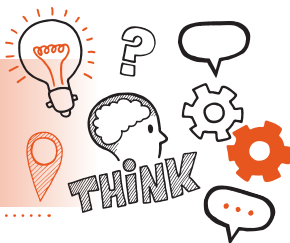


Think about  
Interview underpinned by a portfolio  
of evidence ST0201 Level 3 Supply  
Chain Practitioner (Fast Moving  
Consumer Goods) V1.1



On the day of assessment, you will carry out:



A 60-minute interview



Remote or face-to-face



In a suitable assessment environment under exam  
conditions



With an end-point assessor



**Key point**

You will have already submitted your portfolio of evidence  
which is not formally assessed but can be used to illustrate  
your answers.



## Do

- Review the criteria associated with the interview - this can be found in the EPA Kit and in the table at the end of this document.
- Review relevant legislation, regulations and your organisation's policies and procedures
- Ensure a quiet room is available and that there are no interruptions  
Be prepared to answer at least 6 questions and any follow-up questions that your assessor may ask
- 



## Don't

- Forget to bring your ID
- Forget to plan
- Forget to bring your portfolio to refer to during the interview



## Next steps

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



## Resits

- If you do not achieve a pass result on the interview, you can resit the assessment



## Use the table below to plan and prepare for the interview.

**(P)** indicates pass criteria

**(D)** indicates distinction criteria

Assessment criteria	Key points to remember
<b>Communication and customer service</b> <b>(P)</b> Explain how you have escalated issues and tasks that are beyond the limit of your authority in line with organisational procedures	

**Capturing and recording of data and information**

**(P)** Explain how you have used order management tools to meet the needs of customers in line with organisational procedures

**(P)** Describes how you have recorded or entered information, for work tasks to meet the needs of clients or organisational objectives

**Ways of working – operations**

**(P)** Describe how you manage the flow of fast-moving consumer goods products or services based on evolving and changing information such as customer and consumer demand, market trends, competitor activity and seasonality

**(P)** Explain how you have followed Standard Operating Procedures (SOPs) to provide a service in line with company policy

## Assessment criteria

**(P)** Explain how you have applied quality assurance procedures in order to meet organisational objectives

**(D)** Explain how you have mitigated against potential issues, supporting a right first time outcome with no back tracking, in order to meet customer needs and organisational objectives

## Key points to remember

**Ways of working – planning and customer satisfaction**

**(P)** Describe how you have applied planning techniques and supply chain efficiency principles to inform, develop and implement an efficient supply plan in line with task requirements and organisational procedures

**(P)** Explain how you have supported customers with enquiries, meeting lead times and service levels, in order to ensure customer satisfaction

**(D)** Justify how you have used planning and efficiency techniques to exceed customer expectations

## Assessment criteria

## Key points to remember

### Environmental

**(P)** Describe how you apply the principles of environmental sustainability in your work in line with organisational procedures, regulations and standards on energy efficiency, material reuse, recycling and management of emissions and waste

**(D)** Explain how you have supported the development of environmental and sustainability practice in the workplace for example, through promoting good practice to others, identifying improvement to practice



**Health and safety**

**(P)** Explain how you have complied with risk assessments, method statements and safe systems of work and applied control measures in the workplace in line with organisational procedures

**(P)** Explain how you have prioritised health & safety in your own work, ensuring compliance with regulations, legislation and organisational procedures

**(D)** Explain the benefits for individuals and the business of prioritising and promoting health and safety and the consequences of not doing so

**Equity, diversity and inclusion**

**(P)** Describe how you follow and contribute to equity, diversity and inclusion principles and legislative guidelines in your team

**(D)** Justify how your commitment to equity, diversity and inclusion extends to and impacts wider teams or stakeholders

