

# Highfield Level 2 End-Point Assessment for ST0258 Supply Chain Operator: Traffic Officer 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	

Traffic officer		
Ref	Assessment Criteria	Practical Assessment
TS1:	Be able to demonstrate compliance with current appropriate rules and regulation	
TS2:	Be able to <b>prepare</b> the delivery of products safely and <b>efficiently</b>	
TS3:	Be able to use <b>Transport Management Systems (TMS)</b>	
TS4:	Be able to <b>plan</b> and provide <b>briefs</b> to other operators on safe use of equipment and machinery	
TS5:	Be able to <b>process</b> goods when returned to base	
TS6:	Be able to <b>debrief</b> drivers on their return to base	
TS7:	Be able to follow instructions for maintaining equipment and machinery	
TS8:	Be able to schedule <b>vehicle maintenance</b>	

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 originality 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.