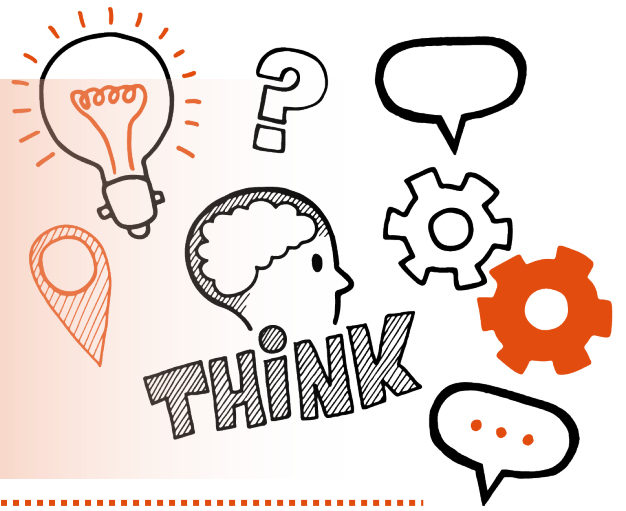


Think about
Practical assessment
Level 2 ST0258 Supply Chain
Operator



On the day of this assessment you will carry out:



A 1-hour practical assessment



Normal place of work



Under controlled conditions



With an end-point assessor



Key point

The assessor may use questions or prompts to make sure you can react to changing or unexpected situations.



Do

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



Don't

- Forget to bring your ID
- Forget to plan



Next steps

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



Resits

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





Use the table below to plan and prepare for the practical assessment

(P) indicates pass criteria

(D) indicates distinction criteria

| Assessment criteria | Key points to remember |
|--|------------------------|
| Core | |
| (P) Be able to deliver excellent customer service | |
| (P) Be able to communicate effectively with customers and colleagues in line with organisational standards | |
| (P) Be able to demonstrate safe moving and handling of different objects | |



| | |
|--|--|
| (P) Be able to work effectively in a team | |
| (P) Be able to adapt to new technology | |
| Removals operative | |
| (P) Be able to plan and re-plan for a commercial removal job | |
| (P) Be able to select, prepare and use materials efficiently | |



| | |
|--|--|
| (P) Be able to move and handle items safely | |
| (P) Be able to use machinery and equipment safely | |
| (P) Be able to prepare documentation for removals jobs | |
| (P) Be able to load and unload items safely and efficiently | |



| | |
|---|--|
| (P) Be able to dismantle and/or reassemble furniture safely and efficiently | |
| (P) Be able to use basic IT systems | |
| Traffic officer | |
| (P) Be able to demonstrate compliance with current appropriate rules and regulation | |
| (P) Be able to prepare the delivery of products safely and efficiently | |



| | |
|---|--|
| (P) Be able to use Transport Management Systems (TMS) | |
| (P) Be able to plan and provide briefs to other operators on safe use of equipment and machinery | |
| (P) Be able to process goods when returned to base | |
| (P) Be able to debrief drivers on their return to base | |



| | |
|---|--|
| (P) Be able to follow instructions for maintaining equipment and machinery | |
| (P) Be able to schedule vehicle maintenance | |
| Distinction criteria | |
| (D) Go above and beyond what is expected of your role, for example, demonstration of particularly fast, efficient and new ways of working and improved ways of working | |
| (D) Demonstrate originality in the consistent, effective application of technical processes, resources, techniques and materials | |



| | |
|---|--|
| <p>(D) Complete tasks independently to a level that far exceeds the minimum standard with few or no errors</p> | |
| <p>(D) Select and use appropriate skills and processes, justifying your choices</p> | |
| <p>(D) Be able to challenge where appropriate and identify solutions rather than just problems or issues</p> | |

V1.1

