

SUPPLY CHAIN OPERATOR LEVEL 2

Following concerns raised, regarding the clarity of the Level 2 Logistics Apprenticeship Assessment Plans, the following revisions to the distinction criterion and supporting have been collated for consideration.

The revisions, and the associate review workshop, support our ongoing commitment to ensuring high quality, consistent and comparable end point assessment delivery and are intended as a starting point for review.

Feedback from End Point Assessment Organisations will be collected, collated and presented to the IfATE for their review and consideration.

Distinction Requirements | Supply Chain Operator Level 2

- A distinction candidate will be someone who goes above and beyond what may be expected of them.
- For the Traffic / Transport Officer role, the assessment will include observation of the candidate by an independent assessor.
- The candidate will carry out their everyday job role and the assessor will use an observation check list and mark scheme to make sure all learning outcomes have been met.
- The assessor should be prepared to ask questions or use simulated scenarios to collect any evidence they have not been able to gather over the course of the assessment, so no candidates are disadvantaged by the nuances of their job role. A fully simulated scenario is unlikely to be appropriate for this kind of job role.
- For the Removals Operative role, it may be more appropriate to use a simulated situation (depending on the setting) whereby the apprentice is observed by an independent assessor carrying out the required skills for the job role. The apprentice could be presented with a job or task sheet as they would at the start of any given working day and a situation created in either the warehouse or assessment centre, whereby the candidate can demonstrate all required skills of the role.
- The assessor should have a standardised set of questions, or prompts, to use with each learner to make sure the learner can react to changing or unexpected situations.
- The selected Assessment Organisation will produce a test specification and outline the controlled conditions for this practical assessment.

Distinction Candidates Will:

D1. go above and beyond what is expected of their role, for example, demonstration of particularly fast, efficient and new ways of working and improved ways of working

Supplementary Guidance (what to look for in each Distinction Criterion)

At distinction level, 'go above and beyond' is interpreted as the ability to deal with less straight-forward situations or problems and implement new ways of working.

Evidence of dealing with less straightforward situations or challenges (exemplars for guidance purposes; the list is not exhaustive) within the **Traffic/Transport officer** route could include:

- **Traffic Management System failures:** dealing with them effectively
- **Incorrect licencing for the vehicle being used:** identifying and taking steps should this occur (e.g. identify new appropriate driver, inform HR records)
- **Load restrictions:** demonstrating the ability to identify restrictions on loads. Identifying when a vehicle may be overloaded and mitigating the risk through proactive re-planning
- **Defects:** categorisation of defects reported and proactively managing critical and non-critical defects; recommending actions to take
- **Tacho record gaps:** identifying instances where digital tacho records are not filed correctly and taking steps to remedy
- **Re-planning required:** re-planning routes taking time restrictions, height restrictions, weight restrictions into consideration as required
- **Returned goods:** managing returned goods and dealing with any restrictions on the storage of returned goods e.g. temperature restrictions, hazardous materials
- **Traffic incidents/reports:** managing the reports of traffic incidents and assisting drivers with appropriate re-routes taking all factors into consideration e.g. height, weight restrictions
- **Customer problems:** demonstrating the ability to deal with customer related problems whilst demonstrating effective customer service skills and remaining polite and courteous at all times whilst demonstrating integrity, credibility and honesty
- **Adverse weather conditions:** demonstrating that they are able to plan for and manage.

Distinction Candidates Will:

Supplementary Guidance (what to look for in each Distinction Criterion)

Evidence of dealing with less straightforward situations or challenges (exemplars for guidance purposes; the list is not exhaustive) within the **Removals Operative** route could include:

- **Inaccurate information:** demonstrating the ability to deal with a situation when the pre-move schedule is not up to date or dealing proactively with a situation where incorrect information has been recorded on the documentation
- **New move date:** re-planning the job when the move date has been changed
- **Changing requirements:** demonstrating the ability to deal with customer requests for moving items which do not appear on the pre-move schedule (e.g. garden items, potentially hazardous goods) whilst demonstrating integrity, credibility and honesty
- **Special requirements:** demonstrating the ability to deal with customer special requirements which are not recorded whilst demonstrating integrity, credibility and honesty
- **Restricted access:** moving goods into and through restricted access areas without damage to goods or property
- **Adverse weather conditions:** demonstrating that they are able to plan for and manage.

Evidence of the **types of skills** which could be used to enable the apprentice to deal with less straightforward situations or challenges (exemplars for guidance purposes; the list is not exhaustive) could include:

- working on own initiative to assess the risks in the working areas and to take steps to minimise the risk before any move
- selection and use of specialised packaging materials taking costs and suitability into consideration
- demonstrating research skills when proactively obtaining manufacturer's information and instructions when dismantling and reassembling furniture where the information has not been made readily available
- demonstrating effective planning skills when planning less straightforward routes to take into consideration factors such as road restrictions, weight restrictions and height restrictions, where this is not typically the removals operative's job
- exceeding expectations whilst maintaining quality.

Distinction Candidates Will:

- D2. demonstrate originality in the consistent, effective application of technical processes, resources, techniques and materials

Supplementary Guidance (what to look for in each Distinction Criterion)

In the context of the assessment, 'originality' is interpreted as the ability to complete tasks using resources available and justify their choices using their **own initiative**.

The use of '**own initiative**' within the Traffic/Transport Officer route (exemplars for guidance purposes; the list is not exhaustive) could include

- proactively using technology when planning efficient and effective routes
- managing contingency and building in extra time as appropriate
- identifying and reporting any additional financial costs which may occur as a result of additional contingency planning
- using own initiative to effect cost-savings when booking vehicles for MOT or servicing; sourcing and using the most cost-effective supplier
- insuring all drivers are debriefed and taking the opportunity to use feedback to improve future service provision
- choosing cost-effective packaging when goods require repacking

The use of '**own initiative**' within the **Removals Operative** route (exemplars for guidance purposes; the list is not exhaustive) could include

- carrying out a pre-move survey (where this is not a normal part of the removals operative's role)
- proactively matching all items to the details on the inventory and proactively managing any anomalies where possible
- using technology to plan the most time efficient and effective routes and for route contingency planning where required due to unforeseen circumstances
- proactively repacking goods where goods have been packed incorrectly; minimising the opportunity for damage where appropriate

Distinction Candidates Will:

Supplementary Guidance (what to look for in each Distinction Criterion)

	<ul style="list-style-type: none"> • identifying and recording any additional and potential charges where additional services or work have been requested • applying organisational procedures to proactively and safely manage requests to move potentially hazardous material such as paints and garden products; minimising risk and accommodating the move only where it is safe and possible • selecting and using the most appropriate equipment to load the vehicle and making sure it has been subject to risk assessment and that it is safe to use • correctly using the organisations administrative systems to manage data whilst maintaining customer confidentiality and disposing of any confidential information once the move is complete • remaining polite and courteous throughout the move and going-the-extra mile to demonstrate the behaviours of a 'brand ambassador'
<p>D3. complete tasks independently to a level that far exceeds the minimum standard with few or no errors</p>	<p>In demonstrating the areas within distinction criteria D2, the apprentice will likely satisfy the independence element of this criterion, however extending beyond this, a distinction level candidate will be expected to make the correct decisions to minimise or remove any errors in their work.</p> <p>Types of errors could include:</p> <ul style="list-style-type: none"> • managing any mismatch between inventory items and items needing to be moved • dealing with incorrect contact details on documentation and proactive ways of accessing the correct details using initiative and proactivity • dealing with errors on floor plans for commercial properties • dealing with and mitigating issues relating to a lack of space on the vehicle provided for the move, managing contingency plans taking vehicle sizes and licencing requirements into consideration

Distinction Candidates Will:	Supplementary Guidance (what to look for in each Distinction Criterion)
<p>D4. select and use appropriate skills and processes, justifying their choices</p>	<p>The assessor will question any aspects of what has been seen asking the apprentice to explain and justify their actions. The apprentice will be able to offer reasoned, logical and defensible explanations for choices made.</p>
<p>D5. be able to challenge where appropriate and identify solutions rather than just problems or issues</p>	<p>At distinction level, apprentices will be able to challenge the actions and behaviours of others and use a solution-oriented approach.</p> <p>Evidence may be demonstrated during the practical session of the assessment or could be determined through questioning following the practical aspects of the observation.</p> <p>Evidence of 'challenge' (exemplars for guidance purposes; the list is not exhaustive) could include:</p> <ul style="list-style-type: none"> • checking or questioning appropriately an approach to be taken, instruction given, or a decision made. <p>Evidence of apprentices using a 'solutions-oriented' approach (exemplars for guidance purposes; the list is not exhaustive) could include:</p> <ul style="list-style-type: none"> • proactivity in offering solutions when alerting others to problems outside own level of authority.