

## SUPPLY CHAIN WAREHOUSE OPERATIVE

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 Warehouse Operative

- A distinction candidate will be someone who goes above and beyond what may be expected of them.
- Where appropriate, the apprentices should be observed by an independent assessor carrying out their everyday tasks. 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.
- In some settings a simulated scenario may be more appropriate. In this situation the candidate should be given a task or job sheet as they would on a normal given day, and a situation created in either the warehouse or assessment centre, whereby the learner 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 (Current):

- D1.** go above and beyond what is expected of their role, for example increased awareness and application of health and safety skills, dealing with more complex situations, spatial awareness and 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) could include:

- **Late deliveries:** dealing with late deliveries; completing the correct documentation; the potential impact on the organisation
- **Storage of dangerous goods:** storing them; dealing with unsuitable storage environments; completion of relevant documentation
- **Lack of appropriate resources:** discussing potential impact on the organisation; requesting additional resources
- **Split loads:** dealing with split loads; completion of relevant documentation; demonstration of initiative when dealing with split loads
- **Technology and Equipment issues:** dealing proactively with identified issues within boundaries of own responsibility; managing equipment availability issues or challenges
- **Incorrect information on documentation:** managing incorrect information; proactively amending records within boundaries of own responsibility
- **Health & Safety Issues:** dealing with health and safety issues proactively, including incorrect PPE.

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, adhering to schedules
- demonstrating a positive approach: ensuring best results are achieved
- communicating the outcomes of challenge resolution: emails; handover notes; verbal communication; informing relevant stakeholders
- ensuring efficient response times; demonstration of efficient response times to requests; achieving deadlines
- proactively assisting colleagues: demonstrating a helpful and collaborative approach; noticing when colleagues need assistance and proactively helping them to achieve; working collaboratively to meet all deadlines.

## Distinction Candidates Will (Current):

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

Evidence of apprentices making correct decisions, to ensure that **errors are avoided** should be demonstrated. Types of errors avoided (exemplars for guidance purposes; the list is not exhaustive) could be errors which relate to:

- insufficient attention to detail in maintaining accurate documents and records which are stored securely
- poor communication with stakeholders: not keeping others regularly informed; poor or lacking handover notes and records to colleagues and other shift staff
- poor or insufficient planning
- minor issues in stock checks; not rotating stock to maximise efficiency; failure to report any anomalies
- failure to report or deal with and any potential security threats
- ineffective packaging: not using the most cost-effective packaging materials and methods; measuring packages and/or efficiently assessing quantities of materials required; not using the correct and most efficient packaging tools; using packaging to its maximum efficiency and capacity.

**D2.** demonstrate advanced driving skills and techniques in relation to relevant vehicles

At distinction level, apprentices will demonstrate how to select the **most appropriate equipment, machinery or vehicles** for the task, use **advanced driving / manoeuvring and operating techniques** and consider any other **influencing factors**

The expectation at the distinction level is that the assessor will see examples of *each* of the areas of work (e.g. selecting the *most appropriate equipment, machinery or vehicles* for the task, use *advanced driving / manoeuvring and operating techniques* and consider any other *influencing factors*).

To determine whether the candidate has selected the **'most appropriate equipment, machinery or vehicles'**, the assessor should consider:

- cost effectiveness
- fuel efficiency (where appropriate).

Evidence of apprentices demonstrating **'advanced driving and/or operating techniques'** (exemplars for guidance purposes; the list is not exhaustive) could include examples of:

- **Courtesy:** operating vehicles or machinery with courtesy for others; courteous manoeuvring of vehicle at all times
- **Risk assessment:** proactively carrying out risk assessments and not being reliant on others.

**Distinction Candidates Will (Current):**

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

Evidence of apprentices considering '**influencing factors**' (examples for guidance purposes; the list is not exhaustive) could include examples of:

- **Goods being moved:** considering weight; shape; size
- **Storage requirements:** considering nature of goods; temperature required for storage
- **Legal requirements:** considering dangerous or hazardous substances; waste materials; food
- **Sustainability:** considering long-term sustainability considerations.

**D3.** demonstrate a keen interest in the sector and in the job and in keeping up to date with industry changes

At distinction level, apprentices will demonstrate a **keen interest** and keep **up to date** with industry changes

The expectation at the distinction level is that the assessor will see examples of *each* of the areas of work (e.g. demonstrating keen interest and keeping up to date with industry changes).

Evidence of apprentices demonstrating a '**keen interest**' (examples for guidance purposes; the list is not exhaustive) include:

- showing interest in the organisation: organisational objectives and vision; organisational targets; service level agreements
- showing interest in achievement of personal targets and KPIs.

Evidence of apprentices keeping '**up to date**' (examples for guidance purposes; the list is not exhaustive) could include:

- **Seeking feedback:** proactively seeking feedback from managers or mentors; evaluating performance; agreeing development plans
- **Industry changes:** knowing where to go to look for latest industry changes and information; subscribing to relevant sources of information; engaging in best practice discussions
- **Impact of legislation:** demonstrating latest industry best practice; adhering to latest legislation
- **Industry awareness:** showing an awareness of potential challenges, including technological challenges and the; impact of new systems and processes
- **Continuous development:** demonstrating a regular commitment to continuous professional development.



## Distinction Candidates Will (Current):

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

**D4.** demonstrate originality in the consistent, effective application of technical processes, resources, techniques and materials

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**.

In demonstrating the areas within distinction criteria **D2**, which involves **selecting the most appropriate equipment, machinery or vehicles** for the task, use **advanced driving / manoeuvring and operating techniques** and **considering any other influencing factors** the apprentice will also have been deemed to have demonstrated the ability to work on their **own initiative** in the consistent, effective application of technical processes, resources, techniques and materials.

**D5.** complete tasks independently to a level that far exceeds the minimum standard with few or no errors

In demonstrating the areas within distinction criteria **D1**, the apprentice will likely satisfy the independence element of this criterion, however extending beyond this, a distinction level candidate will be expected to work **proactively**, whilst adopting **effective** and **efficient** ways of working.

The expectation at the distinction level is that the assessor will see an example or examples of *each* of the areas of work (e.g. proactive work, whilst working effectively and efficiently)

Evidence of apprentices working '**proactively**' (exemplars for guidance purposes; the list is not exhaustive) could include:

- working on their own initiative:
- planning ahead;
- anticipating their own needs, and the needs of others
- adopting a more effectively way of working
- making process change suggestions
- communicating effectively with others (including customers and colleagues) without prompt
- being aware of their surroundings
- cutting out distractions.

Evidence of apprentices working '**effectively**' (exemplars for guidance purposes; the list is not exhaustive) could include:

- working as a part of a warehousing team, in a way that ensures errors are avoided (errors may be made at the distinction level so long as they are not errors which are easily rectifiable and do not result in loss of revenue, incorrect products picked etc.
- demonstrating integrity, positivity, and honesty.

**Distinction Candidates Will (Current):**

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

Evidence of apprentices working '**efficiently**' (exemplars for guidance purposes; the list is not exhaustive) could include examples of:

- implementing time saving practices
- adopting a 'right first time' attitude
- demonstrating robust planning and scheduling
- working on own initiative and without constant supervision or support
- selecting appropriate resources
- exceeding own and organisational target or key performance indicators.

**D6.** select and use appropriate skills and processes, justifying their choices

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.

**D7.** be able to challenge where appropriate and identify solutions rather than just problems or issues

At distinction level, apprentices will be able to **challenge** the actions and behaviours of others and use a **solution-oriented** approach.

Evidence may be demonstrated during the practical session of the assessment or could be determined through questioning following the practical aspects of the observation.

Evidence of '**challenge**' (exemplars for guidance purposes; the list is not exhaustive) could include:

- checking or questioning appropriately an approach to be taken, instruction given, or a decision made.

Evidence of apprentices using a '**solutions-oriented**' approach (exemplars for guidance purposes; the list is not exhaustive) could include:

- proactivity in offering solutions when alerting others to problems outside own level of authority.