

APPRENTICESHIP END-POINT ASSESSMENT

Information for Employers and
Apprenticeship Training Providers

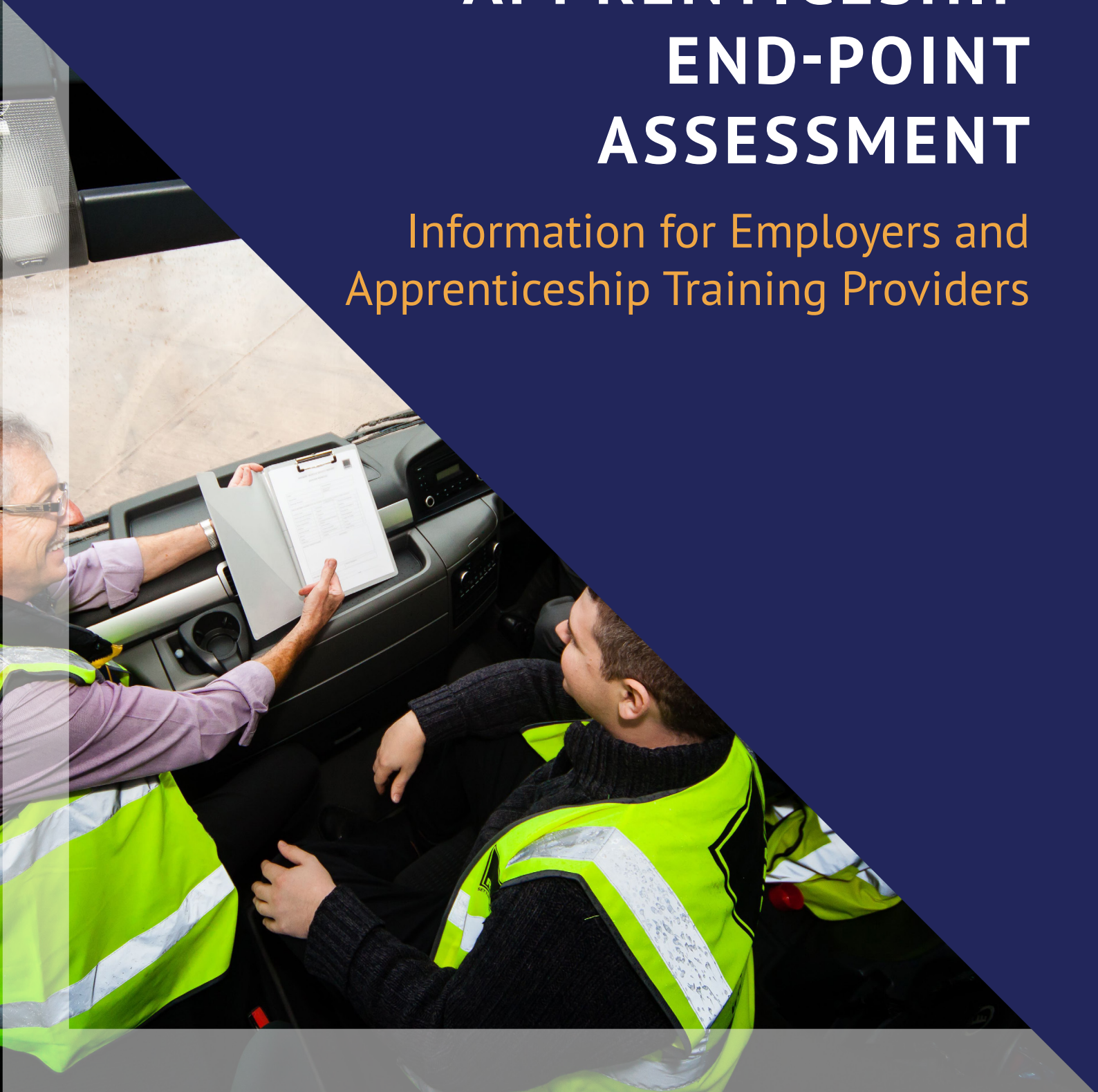


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RTITB AND END-POINT ASSESSMENT FOR THE LOGISTICS INDUSTRY

We are logistics industry specialists, and we only work in the logistics sector. The team who developed and deliver our End-Point Assessment (EPA) services are the same team who deliver the rest of our assessments and accreditation services for transport drivers and warehouse workers. It's likely we already work with your training and development team and we have a good understanding of what services we can provide based on your job roles.

We are assessment specialists. We don't deliver apprentice training, so our focus is solely on developing fair, consistent, and above all, efficient assessments for you and your apprentices.

Our assessors are from the sector. All our EPA Assessors are existing RTITB team members and are experienced in assessing LGV drivers and warehouse operatives in a range of operational contexts.

We are on the Education and Skills Funding Agency (ESFA) Register of EPA Organisations to deliver End-Point Assessments for:

- ✓ ST0257 Large goods vehicle (LGV) drivers
- ✓ ST0259 Supply chain warehouse operatives



END-POINT ASSESSMENT (EPA)

Each standard has a specific End-Point Assessment (EPA) plan. An EPA plan first sets out the specific assessment gateway requirements for that standard, which must be met before an apprentice can take an EPA.

To pass the gateway, the employer and training organisation must agree that the apprentice has completed 12 months of on-programme training, gained the required knowledge, skills and behaviours and reached the required standard in English and Maths. A decision can be reached by the use of tests to assess knowledge, skills or behaviours, but these do not form part of the EPA. **RTITB have no role in the gateway process, but before we can conduct an EPA, we must have confirmation that the apprentice has passed the gateway.**



An EPA plan then sets out the format and content of the End-Point Assessment for the Apprenticeship Standard. This assessment specification efficiently and effectively allows apprentices to demonstrate that they have the required knowledge, skills and behaviours set out in the Apprenticeship Standard.



The End-Point Assessment must be carried out by an EPA Organisation (EPAO) who are approved by the Education and Skills Funding Agency (ESFA) and are on the Register of EPA Organisations. The EPAO must be independent of the employer and the training provider, and must have played no part in on-programme training.

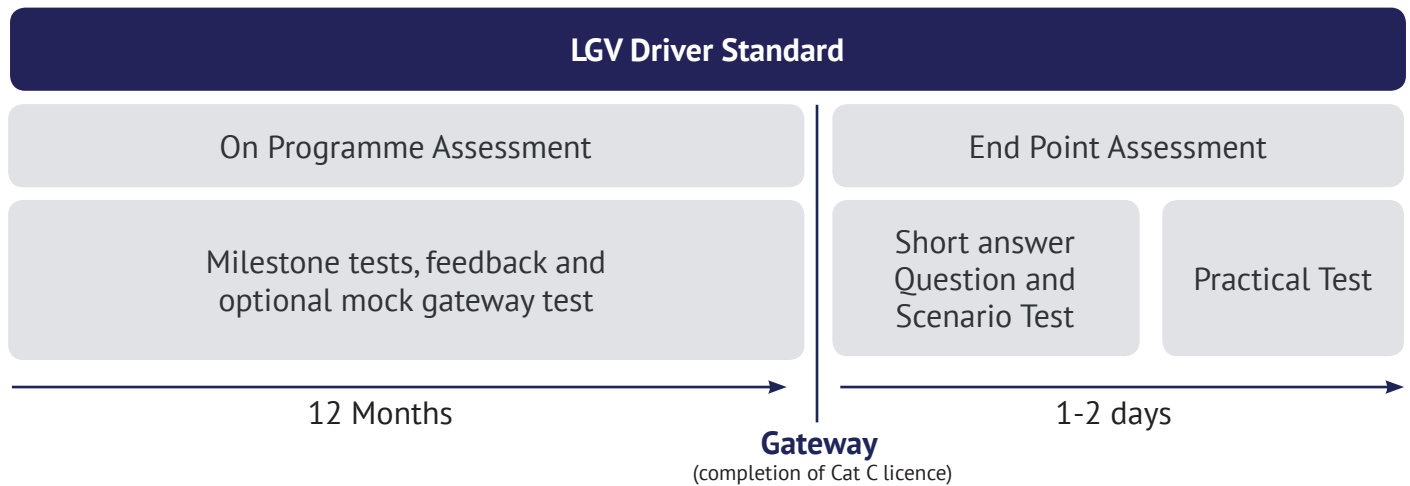
RTITB only deal with the End-Point Assessment, and RTITB End-Point Assessors carry out EPAs strictly in accordance with the EPA plan.



END-POINT ASSESSMENT REQUIREMENTS FOR THE LOGISTICS APPRENTICESHIPS

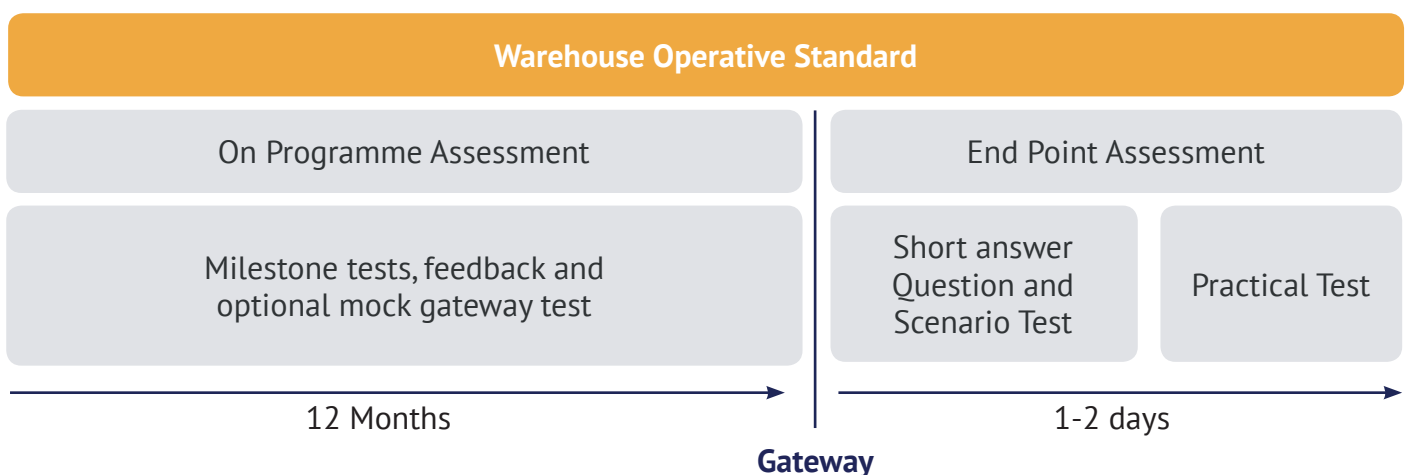
ST0257 Large Goods Vehicle (LGV) Driver

The End-Point Assessment has two elements, short answer questions and a practical driving test, equally weighted at 50% of the overall grade. These can take place over a one-day period, and the apprentice will achieve an overall grade of a pass or distinction.



ST0259 Supply Chain Warehouse Operative

The End-Point Assessment has two elements, short answer questions and a practical test, equally weighted at 50% of the overall grade. These can take place over a one-day period, and the apprentice will achieve an overall grade of a pass or distinction





HOW TO BOOK AN RTITB EPA

Step

1

Choose RTITB as your EPAO

The process starts when an employer makes the decision to use RTITB to deliver End-Point Assessments for their current group of apprentices.

Employers do this by completing the EPAO Employer Confirmation Form (Appendix 1)

This form tells RTITB:

Which apprenticeship standard or standards the employer wants us to assess their apprentices against

- Who the lead training provider or employer training provider is
- Who is delivering on-programme training for these standards
- The expected number of apprentices
- The intended dates for End-Point Assessment.

This general agreement to use RTITB as your EPAO enables RTITB to start planning and allocating resources, so when the employer knows that specific apprentices are ready for EPA (see Step 3 below), we can offer End-Point Assessment where and when it is needed.

Step

2

Recording Training Provider Details on RTITB's System

As the training provider plays a key role in arranging the EPA for employers' apprentices, RTITB will gather details from each training provider chosen by the employer and included on the EPAO Employer Confirmation Form.

These details will be added to the RTITB database and will ensure the training provider is able to fulfil their roles and responsibilities within the EPA process – such as providing evidence that the apprentice has met the gateway requirements, ensuring proper facilities are provided for testing, and booking individual EPA tests.

Step

3

Confirm that Gateway Requirements have been Met and Book End-Point Assessments for your Apprentice/s

This is the process of booking EPA dates for individual apprentices. At this stage of the booking process, the training provider must confirm the apprentice has met the gateway requirements and must contact RTITB for a preferred date for the EPA.

To ensure efficient planning of EPAs, you should aim to send this notification at least eight weeks before the preferred EPA date, allowing time to make all the necessary arrangements required for EPA delivery. However, we recognise that business issues and pressures can result in a need for EPAs at shorter notice, so with our in-house assessor team, we will endeavour to meet your timescales.

Training providers do this by completing the Gateway Declaration and EPA Booking Request Form (Appendix 2)

Step

4

Gateway Confirmation Verified by RTITB

Before contacting the training provider to discuss EPA arrangements, the RTITB EPA team will review the information provided on the Gateway Declaration and EPA Booking Request Form. If there are any questions regarding information on the form, the EPA team will contact the training provider within five working days of receiving the form.

Booking will not proceed until RTITB is satisfied that all the gateway requirements have been met.

Once RTITB has checked and confirmed all gateway requirements have been met, the EPA team will proceed with the booking.

Step

5

Arranging and Confirming Delivery of EPA

The training provider will be contacted by the EPA team to discuss the potential EPA date, time and location and to confirm that the site, staff and resources required will be available.

Once the training provider has confirmed to RTITB that the location and resources are suitable, RTITB will confirm the date, time and location of the EPA on the EPA Requirements Confirmation Form (Appendix 3) and will send this form to the training provider. It is the training provider's responsibility to check the information on the EPA Requirements Confirmation Form is correct and that the employer has agreed to make the apprentice available for the EPA.

This is done by the training provider confirming or amending the EPA Requirements Confirmation Form and returning it to RTITB within two working days of receipt.

Any requests to change arrangements received later than two working days after the EPA Requirements Confirmation Form has been finalised may be subject to an administration fee.

RTITB will then assign one of our assessors to the EPA (they may need to contact the customer and/or employer to agree further details where applicable). The first point of contact for the RTITB End-Point assessor will be the person named on the EPA Requirements Confirmation Form.

Accessing Reasonable Adjustments

Should the training provider and employer agree that an apprentice with disabilities requires 'reasonable adjustments' in compliance with the Equality Act 2010 to attempt their EPA, they should ensure they discuss this with the RTITB EPA team at this stage. Agreed adjustments will be recorded on the EPA Requirements Confirmation Form.



THE ASSESSMENT DAY

The EPA will take place at the date, time and site detailed in the final EPA Requirements Confirmation Form.

Knowledge and Behaviour Assessment

The assessment of knowledge and behaviours is carried out through a paper-based examination lasting 60 minutes. Each paper has short answer questions and scenario-based questions which require a longer written answer (examples of questions for both ST0257 and ST0259 can be found in *Appendices 4 and 5*).



Skills Assessment

The assessment of skills is carried out by observing the apprentice conducting workplace tasks. Through this observation, the RTITB Assessor will make a judgement on whether the apprentice is competent to carry out the practical aspects of their job role (the apprentice/s should be observed carrying out normal workplace duties that relate to the skill requirements of the apprenticeship standard).

In some settings, a simulated scenario may be more appropriate. In this situation, the apprentice should be given a task or job sheet as they would on a normal day. Proceeding this, a situation should be created in either their work environment or in an assessment centre, where they can demonstrate all required skills.

The RTITB End-Point Assessor will use an observation check list and marking sheet to ensure all learning outcomes have been met. The assessor could also ask questions to collect any evidence they have not been able to gather over the course of the assessment, so no apprentices are disadvantaged by the parameters of their job role. The assessor will use a standardised set of questions or prompts with each apprentice to make sure they can react to changing or unexpected situations.

The marking sheets used for ST0257 and ST0259 can be found in *Appendix 4 and 5* respectively.

EPA Site Requirements

An EPA can take place at either the employer's or training provider's premises, or an alternative site agreed with RTITB. The EPA will only be carried out at the EPA site at the dates and times detailed on the final EPA Requirements Confirmation Form.

The employer and training provider must ensure that:

- The RTITB Assessor, the apprentice and any other relevant parties have access to the EPA site, and all relevant equipment is available and accessible for the EPA
- The EPA site and all relevant equipment meets any requirements relevant for the EPA (such as health and safety and technical requirements)
- A contact is available who will be responsible for informing the RTITB Assessor of any fire evacuation procedures and how to report incidents.



Note that on the day of the EPA, the gateway evidence you have specified on the Gateway Declaration and EPA Booking Request Forms must be available for review by the RTITB End-Point Assessor as they may wish to confirm the information is correct.

If There is a Problem on EPA Day

The RTITB End-Point Assessor will ensure all the arrangements agreed between the EPA team and the training

provider are followed before the EPA begins. If there are any issues, the EPA may be cancelled or stopped.

There are a range of reasons why the EPA may not go ahead as planned. Some of these could be related to:

- The site not being available
- The site not meeting the requirements or being unsuitable in other ways
- Physical resources such as vehicles and/or equipment not being appropriate or available
- Materials/consumables required by the apprentice not available
- No or insufficient access to IT systems
- Health and safety issues pertaining to the site and/or the equipment
- The RTITB Assessor not able to confirm the identity of the apprentice.

Before a decision to cancel is made, the RTITB Assessor will contact the EPA team to discuss the specific issues and seek alternatives where possible.

If the EPA is stopped or cancelled, the EPA team will contact the lead training provider to discuss the reason(s) for the cancellation and reschedule where appropriate. Depending on the cause of the cancelled test, RTITB may require payment of the EPA fee in full or in-part.

Results and Certification

When all components of the EPA have been taken by the apprentice, the RTITB Assessor will submit these and any other relevant documents and reports to the RTITB EPA Manager. The internal quality assurance process will be followed with the assessment evidence, documents and reports being reviewed by the EPA Manager.

The final result will be agreed, and the grade will be recorded in the RTITB EPAO system (confirmation of the grade and recording this on the system should normally take 20 working days). Once the result is confirmed and entered onto the system, the RTITB Summary of EPA Assessment Results report will be sent to the apprentice's employer.

RTITB will inform ESFA of the final grades for each apprentice following the ESFA's certification process. Currently this requires RTITB to upload results on the fourth work-ing day of each month. The ESFA carries out validation checks on the certificate re-quests submitted by EPAOs to ensure the information from the EPAO and the lead training provider meets their requirements.

Following successful validation, the ESFA will send the certificate to the apprentice's employer by recorded delivery.

The ESFA have stated that following successful completion of the validation checks, the certificate will be issued between 15 and 17 working days.





FEES AND INVOICING

The current fees for RTITB End-Point Assessments can be found on the RTITB website or by enquiry to the RTITB EPA team. The EPA fees differ between apprenticeship standards; this reflects the specific and differing EPA requirements of each standard.

Where employers have a number of apprentices requiring EPA at the same time, RTITB has implemented a sliding cost structure which reduces the fee per apprentice (Appendix 6).

As with all EPAOs, RTITB EPA fees include a fixed fee for the External Quality Assurance (EQA) of EPA delivery. This fee is currently £50 for LGV and £64 for Supply Chain Warehouse Operative and is set by NSAR who are the EQA for both ST0257 and ST0259.

RTITB do not charge a booking fee for EPA. Within 7 working days of the EPA being carried out, the EPA delivery fee will be invoiced. Invoices will be sent to the training provider who has booked the EPA. RTITB payment terms are 30 days from invoice date.

Cancellation Fees

A booked EPA may need to be cancelled. If cancellation is required, the following guidance will be used in determining if a cancellation fee will be charged by RTITB.

If an EPA is cancelled by RTITB: The EPA will be rescheduled, and no additional delivery fee will be charged.

If an EPA is cancelled by the training provider:

If this is before the date of the EPA, then the training provider must contact the EPA Team by email – stating the reason for the cancellation and confirming if the EPA needs to be rescheduled.

If this is on the day of the EPA before the RTITB Assessor has arrived, the training provider must call the EPA team, give the reason for cancellation and confirm if the EPA needs to be rescheduled.

If an EPA is cancelled by the RTITB Assessor:

On the day of the EPA, the RTITB Assessor may decide that the EPA cannot go ahead or needs to be stopped midway through. The RTITB Assessor will call the EPA team, provide the reason for cancellation and confirm if the EPA needs to be rescheduled. Depending on the circumstances, such cancellations may be subject to some, or all of, the EPA fee

Resit and Retake fees

Where the apprentice is graded a fail in all EPA components, the fees for resits and retakes (see Section 6) are the same, as the EPA tests are the same irrespective of whether they are for a resit or a retake. Apprentices have already been confirmed as having passed the gateway, so no confirmation process or additional fee relating to the gateway applies.

Where the apprentice is graded a fail in an individual component, please contact RTITB for resit/retake costs as this may differ depending on when the apprentice is reassessed. For example, if conducted in conjunction with other initial assessments (as part of the maximum number in either standard as stipulated in Appendix 6) or as an individual assessment.



CONTACT US

Enquiries:

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Website: www.rtitb.com

End Point Assessment

Appendix 1 - EPAO Employer Confirmation

Date

Employer Company Name		
Employer Reference Number		
Contact Name		
Job Title		
Company Address		
	Post Code	
Telephone Number		
Email		

On behalf of the above employer, I confirm that we have selected RTITB to deliver the End-Point Assessments for the following Apprenticeship Standards:

Apprenticeship Title		Code	
Assessment Plan Version No.			
LARS Code			
Apprenticeship Start Date			
Estimated EPA Date			
Initial Number of Apprentices			
Price of EPA per Apprentice			
Lead Training Provider Name		UKPRN	

Apprenticeship Title		Code	ST0259
Assessment Plan Version No.			
LARS Code			
Apprenticeship Start Date			
Estimated EPA Date			
Initial Number of Apprentices			
Price of EPA per Apprentice			
Lead Training Provider Name		UKPRN	

Authorisation:

Employer Print Name:
Employer Position:
Employer Signature:
Date:

End Point Assessor Print Name:
End Point Assessor Position:
End Point Assessor Signature:
Date:

End Point Assessment

Appendix 2 - Gateway Confirmation and Booking Template

Date

Completion of this Gateway Declaration Form confirms that the employer is satisfied that the apprentice has fulfilled all requirements and is ready to take the end point assessment provided by RTITB.

Apprentice Details			
First Name			
Family Name			
Unique Learner Number (ULN)			
Date of Birth		Sex (M/F)	
Registration (ILR, Other)			
Funding			
Apprenticeship Start Date		Apprenticeship End Date	
Anticipated Gateway Date			

Apprenticeship Standard Details			
Apprenticeship Title			
Apprenticeship Code		Assessment Plan Version Number	
LARS Code			
Level			
Option			
Publication Date		Learning Start Date	

Employer Details			
Employer Company Name			
Employer Reference Number			
Contact Name			
Job Title			
Company Address			
		Post Code	
Telephone Number		Email Address	

Lead Training Provider Details			
Lead Training Provider Name			
UKPRN			
Contact Name			
Job Title			
Telephone Number		Email Address	

EPA Requirements		
Element	Evidence that will be available to the IEPA as confirmation that requirements have been met	Evidence Location
On-programme minimum duration met		
Mandatory qualification achieved		
Level 1 Qualification (Functional Skills, GCSE or Equivalent) in both English and Maths Achieved	NA/Yes (Details of Evidence to be provided to IEPA)	
Assessment for level 2 English and Maths qualification (Functional Skills, GCSE or equivalent) taken		
Has achieved other specific requirements where these are listed in the Assessment Plan, such as completing a logbook or service record	NA/Yes (Details of Evidence to be provided to IEPA)	
Has met the knowledge, skills and behaviours as required in the standard		

RTITB will review the evidence referred to above before the end-point assessment takes place. It is the lead training provider's responsibility to retain auditable evidence. Any nondisclosure of information requested could subsequently result in the end-point assessment or apprenticeship certificate being withdrawn.

Previous Attempts at EPA		
Has the apprentice previously taken any assessments that form part of the EPA for this Apprenticeship Standard with any other assessment organisation?		Yes/No

Declaration:

I confirm that the apprentice has achieved all end-point assessment entry requirements as listed above and obtained the required teaching, workplace training and experience covering the full apprenticeship standard to be eligible for end-point assessment.

A gateway process has been carried out to confirm the following:

- The apprentice has been employed throughout the duration of his/her apprenticeship.
- The ILP and commitment statement have been signed by the apprentice, the employer and the lead training provider, and all three parties have retained a signed and dated version.
- The apprentice has been given appropriate time to attend the on and off-the-job training required for the apprenticeship standard.
- The apprentice has completed the minimum duration of on-programme learning and all pre-requirements for eligibility for end-point assessment.

Employer Print Name:
Employer Position:
Employer Signature:
Date:

Lead Training Provider Print Name:
Lead Training Provider Position:
Lead Training Provider Signature:
Date:

I confirm that I have undergone a gateway process to confirm that I am eligible for end-point assessment. I give RTITB permission to apply for the Apprenticeship Certificate on my behalf when I have successfully completed the EPA.

Apprentice Print Name:
Lead Training Provider Signature:
Date:

Lead Training Provider Details			
Name of Person Making this Booking			
Job Title			
Telephone Number		Email Address	
Requested EPA Test Date			
Requested EPA Test Time			
Requested EPA Test Location Address			
		Postcode	
Telephone Number		Email Address	

EPA Test Booking Request	
EPA Booking Date <i>(Must be received 4 weeks before requested EPA date)</i>	

End Point Assessment

Appendix 3 - EPA Requirements Confirmation

Date

Lead Training Provider Details			
Lead Training Provider Name			
UKPRN			
Name of Contact on EPA Date			
Job Title			
Telephone Number		Email Address	

EPA Test Date (confirmed)		EPA Test Time (confirmed)	
EPA Test Location Address (confirmed)			
		Postcode	
Telephone Number		Email Address	

Apprentice Details			
First Name			
Family Name			
Unique Learner Number (ULN)			
Date of Birth		Sex (M/F)	
Registration (ILR, Other)			
Funding			
Apprenticeship Start Date		Apprenticeship End Date	
Anticipated Gateway Date			

Apprenticeship Standard Details			
Apprenticeship Title			
Apprenticeship Code		Assessment Plan Version Number	
LARS Code			
Level			
Option			
Publication Date		Learning Start Date	

Employer Details	
Employer Company Name	
Employer Reference Number	

End Point Assessment

Appendix 3 - EPA Requirements Confirmation

EPA Requirements		
Element	Confirmation	Change Required (Details)
Site:	Yes/No	
Site:	Yes/No/NA	
Equipment:	Yes/No	
Equipment:	Yes/No	
Apprentice Available	Yes/No	
Employer/TP Rep Available	Yes/No	
Other	Yes/No	
Other	Yes/No	
Comments: <i>e.g Does the apprentice require any adjustment or special arrangements in order to undertake the EPA?</i>		

Declaration:

I confirm that all requirements are met and that EPA can go ahead on the date and at the time agreed

Employer Print Name:
Employer Position:
Employer Signature:
Date:

Lead Training Provider Print Name:
Lead Training Provider Position:
Lead Training Provider Signature:
Date:

Short Answer Questions:

Q: Give 2 examples of how you can reduce the risk of injury as a result of falling from the vehicle.

Don't jump off, use three points of contact accessing/egressing the vehicle cab/vehicle bed, remove debris, wear suitable footwear.

Q: Name 2 things that should be documented in a daily walk-round/pre-use check inspection sheet.

Vehicle registration, trailer number (if applicable), date, defect recorded (if applicable), NIL defect (if applicable), driver's name

Q: Name 2 things a driver should take into account when securing a load.

Vehicle suitability, what type of load, type of restraint, ease of delivery, how to prevent damage to products.

Q: If using an alternative route, name 1 place you could find information regarding the route.

Ordinance survey map/A-Z, consult a motoring organisation, satellite navigation system (but don't rely on it exclusively)

Q: Name 1 type of transport mode.

Road, rail, sea, inland waterway, pipeline

Example Scenario Question:

Sarah is an LGV driver working for a company that delivers foodstuffs to retail outlets. It is a two-person operation, so she works with a 'driver's mate/porter'.

They arrive at one of their customer's sites. First of all, Sarah has to reverse her vehicle into a delivery area – she does this with the aid of her driver's mate/porter, who acts as a banksman.

Once safely parked, they begin to make the delivery, which has to be completed by hand using sack trucks

Q: Explain 1 reason why Sarah should maintain visual contact with her driver's mate/porter whilst completing the reverse manoeuvre.

Q: During the delivery, Sarah notices her driver's mate/porter is loading the sack truck incorrectly. Give 2 examples of how Sarah can explain and demonstrate the correct method which would enhance her credibility and underline the company's core values.

End Point Assessment

Appendix 5 - LGV Practical Test of Skills

Candidate Name										Candidate Signature			
Licence No.										Categories	C (Rigid)	CE (Tractor & Trailer)	CE (Drawbar)
Expiry Date										Tick			

VEHICLE PREPARATION SECTION 1

Operator Penalties	Faults	Total Marks
Vehicle pre-use check, including vehicle mounted equipment		
Pre-use check documentation		
Inserting tachograph		
Tachograph manual entries		
Correct tachograph mode selected		
Seating position/mirror adjustment		
VEHICLE LOAD		
Position vehicle for loading/unloading		
Open/lower curtains, doors, twist locks, ramps		
Distribute load safely		
Secure load appropriately		
Close/secure Curtains, doors, twist locks, ramps		
Open and secure curtains, doors, twist locks, ramps		
Safe use of vehicle-mounted equipment		
Correct use of appropriate POD		

VEHICLE CONTROLS

Accelerator		
Footbrake		
Handbrake		

STEERING

Steering position		
Under-steer		
Over-steer		

REVERSE EXERCISE

Controls		
Accuracy		
Observation		

ROAD PROCEDURES SECTION 2

Operator Penalties	Faults	Total Marks
Move off/look		

MIRRORS

Signal		
Direction		
Overtaking		
Controlling speed		
General		

SIGNAL DIRECTION

Early		
Late		
Omitted		
Incorrect		
Not cancelled		

SIGNS

Stop		
Direction		
Keep left		
No entry		
Double white lines		
Yellow lines		
Lane markings		

CONTROLLED SIGNALS

Traffic lights		
Police		
Traffic warden		
School crossing patrol		

SIGNAL SPEED

Speed plus		
Make normal progress		
Overtaking		
Meet approaching traffic		
Cross approaching traffic		

MAINTAINING SAFETY OF OTHERS

Cyclists/motor cyclists		
Pedestrians		
Drivers		
General observation		
Cross approaching traffic		
Planned route/reacted to traffic		
Loaders		
Distribution site traffic		

Warehouse colleagues		
Driver's mate/porters		

CROSSROADS & ROAD JUNCTIONS (MAJOR TO MINOR) SECTION 3

Operator Penalties	Faults	Total Marks
Mirror		
Signal		
Position		
Speed		
Gear		
Observation		
Position right		
Position left		
Emerge		
Right corner cut		
Kerbs		

MINOR TO MAJOR

Mirror		
Position		
Speed		
Gear		
Observation		
Position right		
Position left		
Emerge		
Right corner cut		
Kerbs		

ROUNDBABOUTS

Mirror		
Position		
Speed		
Gear		
Observation		
Position right		
Position left		
Emerge		
Right corner cut		
Kerbs		

PEDESTRIAN CROSSINGS

App too fast		
Fail to Stop		
Invites		

ROAD POSITION

Kerb		
Crown		
Separation		
Lane		

Practical Assessment Core Elements

- 1: Drive safely and efficiently on public and private roads.
- 2: Use and position vehicle-fitted equipment.
- 3: Control the vehicle in all traffic situations.
- 4: Use relevant equipment and machinery safely.
- 5: Comply with relevant systems and processes.
- 6: Prepare the vehicle and load for deliveries.
- 7: Protect the driver, vehicle and load.
- 8: Plan routes effectively.
- 9: Use basic IT systems.
- 10: Maintain the health, safety and security of people at all times.

Marking Criteria

1 mark will be awarded each time a candidate does not demonstrate competence in a particular element, and multiple marks can be awarded against each element. To achieve a pass, the candidate must not accumulate more than **30 marks**. To achieve a pass with distinction, the candidate must not accumulate more than **10 marks**.

Grading Boundaries

Elements: /100

Pass with Distinction : No more than: **10 marks**

Pass: No more than: **30 marks**

Assessor Name Print:	
Assessor Name Signature:	
Date:	

Short Answer Questions:

Q: Name 2 checks you might make prior to loading a flatbed lorry.

Vehicle/trailer park brake is applied, location of the driver, parked on level ground, condition of the vehicle bed.

Q: Give 2 examples of PPE you would use when refuelling or recharging materials handling equipment in the workplace.

Face shield, goggles, acid proof gloves, acid proof gauntlets, fuel proof gloves.

Q: Name 1 potential danger of turning material handling equipment at speed.

Vehicle tips over, lose the load, damage to stock, risk of injury.

Q: What does this symbol mean? 

Fragile material.

Q: Give 1 reason why it is important to give good customer service.

Reflects well on the business, reflects well on you, develops good customer relationships, encourages repeat business.

Example Scenario Question:

Allan works in the goods-in department as a lift truck operator. He's required to check all incoming goods and check the quality and quantity of the stock. Allan has identified a discrepancy between the delivery note documentation amount and the actual amount of the incoming goods.

Q: What should Allan's next course of action be and who should he communicate with?

- *Amend the delivery note documentation*
- *Identify/communicate the discrepancy to the driver*
- *Inform his manager/supervisor*
- *Amend/update computerised stock control systems (if applicable).*

Appendix 7 - Practical Warehouse Assessment MHE

STANDARD MAX PENALTY
POINTS ALLOWED
Operator level: 30 points

Company:

MHE
Make:
Model:

Date of Test:

Candidate:

Time:

A. Set Time:	
B. Start Time:	
C. Finish Time:	
D. Duration:	
Excess Time (D minus A)	

Faults to be recorded as they occur by marking "X"

ANY ALTERATION TO THIS FORM MAY INVALIDATE TEST

No.	Criteria observed	Faults	Penalty	Award
Steering, Operating Safely and Moving Items				
1	Mounts/dismounts incorrectly		3	
2	Limbs outside the confines of the machine		5	
3	Fails to check all around		5	
4	Fails to look in direction of travel		5	
5	Fails to utilise vehicle systems to aid observation		5	
6	Fails to use restraining system		5	
7	Fails to Appropriately Dispose of Packaging/Debris		3	
8	Fails to use appropriate warning device		5	
Steering and Operating Controls				
9	Unintentionally travels in wrong direction		5	
10	Selects inappropriate steering mode		3	
11	Brakes or accelerates harshly/erratically		3	
12	Fails to use MHE Braking Systems Appropriately		1	
13	Fails to hold steering wheel when moving		5	
14	Fails to safely load/unload Items		5	
15	Fails to use appropriate manual handling techniques		3	

No.	Criteria observed	Faults	Penalty	Award
Manoeuvring, Transporting, Coupling/Uncoupling				
16	MHE not used in designated area		3	
17	Makes contact with warehouse infrastructure		3	
18	Unnecessarily shunts MHE		1*	
19	Drives at an inappropriate speed		3	
20	Fails to check/identify load using appropriate systems		5	
21	Inaccurate MHE position		3	
22	Fails To communicate with others		1	
23	Fails to check vehicle/storage location for safety before loading/unloading		5	
24	Inappropriately uses hydraulic controls		5	
25	Selects incorrect hydraulic control		3	
Parking				
26	Fails to apply the park brake/neutral		5	
27	Fails to switch off/remove key and isolate		3	
28	Not parked in area or up to stop point		3	
			Total Penalties	

* Allow one shunt per operation before applying penalties
** Allow one adjustment per operation before applying penalties

MANDATORY DISQUALIFICATION (Tick appropriate box)			
Operating dangerously	<input type="checkbox"/>	Dismounts unnecessarily	<input type="checkbox"/>
Exceeds maximum time	<input type="checkbox"/>	Violent collision	<input type="checkbox"/>
Exceeds 3 occurrences of any 5-point fault	<input type="checkbox"/>		<input type="checkbox"/>

Signature (Examiner) _____

Signature (Candidate) _____

Examiner's Name: _____

Registered No. _____

PASS

DISTINCTION

REFER (Failed to meet standard)

Pre-use Inspection	PASS	<input type="checkbox"/>	REFER	<input type="checkbox"/>
Associated Knowledge	PASS	<input type="checkbox"/>	REFER	<input type="checkbox"/>

Supply Chain Warehouse Operative – Level 2

Number of candidates:	Price:
1	£490
2	£420 each
3	£365 each
4	£320 each

Large Goods Vehicle (LGV) – Level 2

Number of candidates:	Price:
1	£505
2	£455 each

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Website: www.rtitb.com



SETTING THE STANDARD