

Notebook Assessment Services Level 2 Supply Chain Warehouse Operative End-Point Assessment Specification



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Introduction to Notebook Assessment Services

Welcome to the Notebook Assessment Services (NAS) end-point assessment specification Level 2, Supply Chain Warehouse Operative Apprenticeship Standard (ST0259). This specification is designed for Version 1.0 of the Standard.

The information for this apprenticeship standard can be accessed on the website of the Institute for Apprenticeships & Technical Education (IfATE) here:

[Supply chain warehouse operative / Institute for Apprenticeships and Technical Education.](#)

The assessment plan can be accessed here:

[ST0259 Supply Chain Warehouse Operative Updated EQA \(instituteforapprenticeships.org\)](#)

NAS is an independent end-point assessment organisation that has been approved to offer and carry out the independent end-point assessments for the Level 2, Supply Chain Warehouse Apprenticeship Standard. NAS mark and Internally Quality Assure (IQA) all end-point assessments (EPA) in accordance with marking and quality assurance processes.

Additionally, all end-point assessments are Externally Quality Assured (EQA) by Ofqual.

This specification is designed to outline all you need to know about the EPA for this Standard and will also provide an overview of the on-programme delivery requirements.

In addition, advice, and guidance for training providers on how to prepare apprentices for the EPA is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but trainers may find them helpful as a starting point.

Key facts

Apprenticeship Standard:	Supply Chain Warehouse Operative
Reference Code:	ST0259
Version:	1.0
Level:	2
LARS Code:	111
On Programme Duration:	Minimum of 12 months
Duration of EPA	Typically 3 months
Overall Grading:	Fail/Pass/Distinction
Assessment methods:	<ol style="list-style-type: none">1. Knowledge & Behaviours Test2. Practical Assessment
Assessment Order:	Assessments can be taken in any order

Gateway Requirements

To begin their EPA, an apprentice must first pass-through Gateway. This stage is driven by the employer being satisfied that the apprentice is consistently working at or above the level set out in the occupational standard. Essentially stating that the apprentice has achieved occupational competence. This decision is often made at a Gateway meeting involving the employer, the apprentice, and the training provider. The decision must ultimately be made by the employer.

For Supply Chain Warehouse Operative, the following requirements must be met and evidenced for an apprentice to pass through Gateway:

- Functional skills Maths & English Level 1
- The employer must be satisfied that the apprentice has reached all the Knowledge, Skills and Behaviours (KSB) listed in the Standard (ST0259) and be competent in performing their role.
- NAS Gateway Declaration Record.

For those with an education, health and care plan or a legacy statement the apprenticeships English and mathematics minimum requirement is Entry Level 3 and British Sign Language qualification are an alternative to English qualifications for whom this is their primary language.

Assessment methodology summary

Knowledge & Behaviours Test	Practical Assessment
<p>1 hour written test.</p> <p>Consists of structured short answer and scenario-based questions; total of 12 questions.</p> <p>Can be assessed individually or as a group under exam conditions.</p> <p>Covers the knowledge and behaviours elements of the Standard.</p> <p>Pass – 70% Distinction – 90%</p> <p>Grading: Fail/Pass/Distinction</p>	<p>1 hour (approximate) practical observation</p> <p>Conducted in apprentice's workplace via observation of everyday tasks. Simulated scenarios may be used if necessary.</p> <p>Assessed individually</p> <p>Covers the skills element of the Standard</p> <p>Pass – All pass criteria have been met. Distinction – All pass and distinction criteria have been met.</p> <p>Grading: Fail/Pass/Distinction</p>

Overview of the Standard

Warehouse Operatives work in a variety of warehouse environments. Work activities include taking deliveries, checking for damaged/missing items, storing goods, moving stock by various methods, picking/packing orders, loading goods for dispatch, maintaining stock records and documentation, and cleaning. They are required to safely use a range of equipment, machinery and vehicles, as relevant to their role and setting. This could include mechanical racking systems, materials handling equipment (MHE) or fork-lift trucks.

Warehouse Operatives communicate with a wide range of people and customers. They have a passion to meet customers' expectations by providing a quality service that encourages repeat business. Individuals in this role are highly competent in using industry-recognised systems and associated services (e.g. Traffic/Warehouse Management Systems) and will be able to work under pressure to tight deadlines. A Warehouse Operative will often be required to be flexible and work shifts including 4-on-4-off, days, nights, evenings, and weekends.

On-programme requirements

The process of learning, development and on-programme assessment is crucial to ensure that the apprentice develops the knowledge, skills and behaviours required to achieve full competence in line with the Supply Chain Warehouse Operative Apprenticeship Standard.

Apprentices will be required to demonstrate continuous and sustained progress towards the EPA by completing work set out by their employer and demonstrating the KSBs required in the relevant role.

The on-programme aspect of the apprenticeship is expected to take a minimum of 12 months to complete and should include specific milestones to ensure that the apprentice continues to make good progress towards their EPA.

Therefore, it is recommended that quarterly milestone meetings with the training provider, employer and apprentice are scheduled:

- To check progress against the Standard
- For everyone to give feedback.

The milestone meetings could take the form of one-to-one tutorials, interviews, or professional conversations to support the development of the apprentice's communication and employability skills.

This period of learning and associated assessments must be completed before the EPA can take place.

All training leading to EPA should cover the breadth and depth of the Standard that integrate the Knowledge, Skills and Behaviour (KSBs) components of the assessment plan and which ensure that the apprentice is sufficiently prepared to undertake the EPA.

There are no mandatory qualifications for apprentices for this Standard.

Registration

Training Providers are encouraged to register apprentices at the start of their on-program learning. This allows the NAS to send relevant documentation at the start of the journey and identify likely EPA windows to effectively manage EPA resources.

Gateway

How to prepare for Gateway

After apprentices have completed their on-programme learning, they should be ready to pass through 'Gateway' to their EPA.

Gateway is a meeting that is arranged between the apprentice, their employer and training provider to determine that the apprentice is ready to undertake their EPA.

The apprentice should prepare for this meeting by bringing along relevant work-based evidence, including:

- Customer/stakeholder feedback.
- Recordings.
- Manager statements.
- Witness statements.

As well as evidence from others, they may wish to include:

- Mid and end-of-year performance reviews.
- Feedback to show how they have met the apprenticeship Standards while on programme.

Apprentices should be advised by employers and providers to gather evidence and undertake the required qualifications during their on-programme training.

It is recommended that employers and providers complete regular checks and reviews of this evidence to ensure the apprentice is progressing and achieving the Standards before the formal Gateway meeting is arranged.

The Gateway meeting

The Gateway meeting should last around 1 hour and must be completed on or after the apprenticeship on-programme end date.

It should be attended by the apprentice and the relevant people who have worked with the apprentice on-programme.

During the meeting, the apprentice, employer, and training provider will discuss the apprentice's progress to date and confirm if the apprentice has met the full criteria of the apprenticeship Standard during their on-programme training.

The **Gateway Declaration Form** is to be used to log the outcomes of the meeting and agreed by all 3 parties. This Form is available to download from ACE 360 for each Standard. The Form should then be submitted to NAS via ACE 360 along with the other required documents to initiate the EPA process. If you require any support

completing the Gateway Declaration Form, please contact NAS.

Please note: a copy of the Standard should be available to all attendees during the Gateway meeting.

Reasonable Adjustments and Special Consideration

A reasonable adjustment, as defined by Ofqual, is an adjustment to an assessment to enable a disabled Learner to demonstrate his or her knowledge, skills and understanding to the levels of attainment required by the specification for that qualification.

A special consideration, as defined by Ofqual, is consideration to be given to a Learner who has temporarily experienced an illness or injury, or some other event outside of his or her control, which has, or is reasonably likely to have, materially affected the Learner's ability to:

- a. take an assessment, or
- b. demonstrate his or her level of attainment in an assessment.

Please also refer to the NAS Reasonable Adjustments and Special Consideration Policy for full information on eligibility for and applying for a reasonable adjustment or special consideration. This policy is accessible via the NAS website and ACE 360.

Photographic ID requirements

All employers are required to ensure that each apprentice has their identification with them on the day of assessment so the independent EPA/NAS can check that the person undertaking the assessment is indeed the person they are claiming to be.

NAS will accept the following as proof of an apprentice's identity:

- A valid passport (any nationality)
- A signed UK photocard driving licence.
- A valid identity card issued by HM forces or the police.
- Another photographic ID card, e.g., employee ID card, travel card, etc.

Assessment Summary

Each component of the EPA will be assessed against the appropriate criteria laid out in this specification, which will be used to determine a grade for each individual component. An overview of how each component is graded is provided below.

The assessments can be conducted in any order and there is no restriction within the assessment plan with regards to an EPA window. NAS recommend that the assessments are conducted within a 3-month period.

Note that the language of the assessment is English.

The Supply Chain Warehouse Standard consists of two Assessment Methods:

1. Written Test (Knowledge & Behaviours)
2. Practical Assessment (Skills)

NAS will arrange for the practical and written tests to take place in consultation with the employer and training provider. The practical demonstration and questions will be carried out over a maximum period of 1 hour per apprentice. The independent assessor has the discretion to increase the time of the practical test to allow the apprentice to complete the last task that is part of this element of the EPA.

The independent assessor may group apprentices for the written test but will observe a maximum of one apprentice at a time for the practical assessment.

Before the assessment

The employer/training provider should brief the apprentice on the areas that will be assessed in the EPA.

Employers/training providers should:

- Ensure the apprentice knows the date, time, and location of the assessment.
- Brief the apprentice on the activities to be carried out and the duration of the assessments.
- Ensure the apprentice knows which criteria will be assessed.
- Encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the Standard.
- Be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience in preparation for their assessment.

Aiming for top grade

For the apprentice to give themselves the best chance of achieving a distinction, they should prepare as best they can by making sure they sell themselves to the assessor.

The assessor may ask questions or give prompts to explore why the apprentice has approached a task in a certain way and to provide them with more opportunities to demonstrate the distinction criteria which may require them to justify or explain their thinking to a higher level.

Assessment Method 1 - Written Test (Knowledge and Behaviours)

Overview

Under supervision of the independent EPA, apprentices will complete a 1-hour short answer and scenario-based written assessment in a controlled environment.

The assessment will consist of 12 questions. 10 of these questions will be short answer questions and 2 will also feature a scenario to accompany the question.

Delivery

NAS use the following approach:

The independent assessor shall provide an introductory brief to the apprentices detailing domestic arrangements and conduct of the written assessment that shall be conducted under exam conditions.

The assessment will be sat under exam conditions in line with NAS' Invigilation Policy. Please see this policy for full details of the approach to be taken. The invigilator will ensure that this policy is complied with, for example by:

- Positioning candidates at least 1.25 meters apart.
- Ensuring a clock is visible to apprentices.
- Ensuring that there is no talking among candidates.
- Ensuring no unauthorised materials are accessed by candidates during the exam, e.g., notes.

Assessment Method Grading

The apprentice will receive a grade of Fail, Pass or Distinction for the assessment. These grades will be awarded as follows:

Percentage Range	Mark	Grade
Less than 70%	0-20	Fail
71-89%	21-26	Pass
90%+	27+	Distinction

The criteria assessed within this assessment component are described in Appendix C.

Assessment Method 2 - Practical Assessment (Skills)

Overview

Apprentices will be assessed on their ability to perform the tasks listed as 'Skills' in Appendix C. These are the skills taken from the wider Warehouse Operative standard. The practical assessment will be observed by an independent assessor who will make a judgement on whether the apprentice is competent to carry out the practical aspects of their job role by assessing their performance against the criteria in the table below.

Delivery

Where appropriate, 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 will 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 will be given a task(s) or job sheet as they would on a normal given day and a situation created in either the warehouse or assessment centre, whereby the apprentice can demonstrate all required skills of the role. The assessor will 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.

In a simulated scenario, over the course of approximately 1 hour, apprentices will be required to complete 3 tasks, for example:

- The receipt, checking and storing of stores/equipment.
- The picking, packing, loading and issue of stores/equipment.
- The checking of stores/equipment held in storage as per company/unit/ship records (stock check).

The assessor may use questions or prompts with each apprentice to make sure the apprentice can react to changing or unexpected situations. This can also be used to collect any evidence they haven't been able to demonstrate during the practical assessment, so no apprentices are disadvantaged by the nuances of their job role.

Apprentices will be marked against the pass and distinction criteria included in the tables on the following pages (under 'Practical assessment criteria').

- To achieve a **pass**, apprentices must achieve all the pass criteria.
- To achieve a **distinction**, apprentices must achieve all the pass criteria **and** all the distinction criteria.
- **Unsuccessful** apprentices will have not achieved all the pass criteria.

For the assessment to take place, the requirements outlined in NAS' SCWO EPA Practical Requirements must be met at the assessment site.

Assessment Method Grading

The apprentice will receive a grade of Fail, Pass or Distinction for the assessment.

This grade will be calculated from the criteria met by the apprentice as part of the assessment. To receive a pass, the apprentice must meet all of the pass criteria. To achieve a distinction, the apprentice must meet all of the pass and distinction criteria.

Apprenticeship Overall Grading

The apprentice will achieve an overall grade of pass or distinction. The grade will be made up from the two EPA methods; the knowledge test and the practical test. Both elements are equally weighted towards the final grade.

A pass candidate will be someone who is fully job ready. They will have met all of the standards for the Warehouse Operative Trailblazer apprenticeship. They will be able to make their own decisions and complete tasks independently, as a competent member of staff.

A distinction candidate will be someone who goes above and beyond what may be expected of them.

The grades from the two components are combined to produce the final grade as shown in the table below.

Method 1 – Short Answer Question Test	Method 2 – Practical Assessment	Overall outcome
Fail	Fail	Fail
Pass	Fail	Fail
Fail	Pass	Fail
Distinction	Pass	Pass
Pass	Distinction	Pass
Distinction	Distinction	Distinction

NAS will issue a results statement to the Training Provider via ACE360. The results statement will detail the result for each of the EPA activities, alongside the overall grade. It will also provide details of the apprentice's rights to appeal, and how to arrange resits or retakes.

NAS will apply for the apprenticeship certificates after the 10 working days appeals window has elapsed from the results being sent to the training provider. Where an appeal is submitted, the apprenticeship certificate will not be applied for. Certificates will be sent direct to the Employer from the Education and Skills Funding Agency.

Retake and resit information

Where an apprentice fails an assessment component or the assessment is voided, they will have the opportunity to undertake a re-sit or re-take for that component.

Resits can be arranged immediately whilst retakes require the apprentice to go back into a period of learning. Resits and retakes can be for individual components or all components of the apprenticeship and will incur additional fees as stated in NAS' price list. Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

When undertaking a resit or retake, the whole assessment method(s) will need to be reattempted in full, regardless of any individual assessment criteria that were passed on any prior attempt. The EPA Report will contain feedback on areas for development and resit or retake guidance.

There is no stipulation within the assessment plan around a maximum EPA period or period within which re-sits or re-takes must be conducted. NAS, therefore, recommends that re-sits and re-takes are conducted within 3 months of the original assessment date of the relevant component.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to distinction and will use different assessment materials that those sat on the first occasion by the apprentice.

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless the EPAO determines there are exceptional circumstances requiring a re-sit or re-take.

Additional information can be found in the NAS Resits and Retakes Policy accessible through ACE 360.

Appeals

Appeals must be submitted to NAS within 10 working days of the issue of the result to the training provider and must follow the process outlined within the NAS Appeals Policy. Appropriate grounds for appeal are outlined within the policy that can be

found on ACE 360.

Complaints

Complaints can be submitted to NAS by any individual or organisation involved in the delivery of a standard where NAS is providing the EPA. This includes employers, providers and apprentices and covers any complaints these individuals or organisations may wish to make.

Complaints can be raised at any time, where they are related to a specific incident then they should be raised with NAS within 10 working days of the incident. The process of submitting a complaint and the relevant stages that it goes through can be found in the NAS Complaints Policy accessible on ACE 360.

Quality assurance

Internal – NAS have in place quality assurance procedures adhering to best practice and regulatory requirements.

This includes minimum occupational competence requirements for Independent End Point Assessors (IEPAs) including Standardisation training to ensure consistency across End Point Assessment.

External – External quality assurance will be undertaken by Ofqual.

Contact information

enquiries@notebook-epa.co.uk

Appendix A – Published Knowledge, Skills and Behaviours

<p>Knowledge</p>	<ol style="list-style-type: none"> 1. Safe driving and/or operating techniques to standard and as trained, relating to MHE (e.g. Counterbalance/Reach Trucks, Powered Pallet Trucks, Ride on Pallet Trucks, Order Pickers, Narrow Aisle Pickers, Mobile Elevated Work Platforms, Forklift Trucks) as relevant to their role and setting; adherence to safe practice when working at heights. 2. Steps to take to minimise the effect their work (and the wider industry) has on the environment; the need to maintain a high level of housekeeping and manage waste effectively; using packing materials efficiently to reduce waste and costs; the consequences of not using or disposing of these correctly. 3. Safe use of equipment and machinery (such as MHE, vehicle and delivery systems); where to find instructions/guidance; consequences of incorrect use. 4. Use of warehouse systems and processes relating to packaging, moving and receiving stock (eg Load Container Lists) within a warehouse environment to facilitate the safe handling of goods and an effective and efficient service to internal/external customers. 5. Basic IT applications and other relevant technology and systems, including warehousing management, data capture, radio and barcoding systems to ensure the safe and efficient processing of goods. 6. Relevant regulation and legislation (including international where relevant to role) governing the supply chain industry, their subsector and role in particular; consequences of not adhering to legal guidelines. 7. Effective communication with customers that store goods with the company/colleagues (including those working remotely, third party carriers, agencies and other organisations) in line with situation and organisational style/culture. 8. Structure of the industry; methods and modes of transport; roles available within the sector in general and in relation to their own career aspirations. 9. The importance of delivering excellent customer service to customers and colleagues, including identifying needs and responding appropriately in line with situation and organisational style/culture. 10. Vision, objectives and brand of the organisation; the importance of organisation reputation and what can affect it; how their own
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	<p>performance can contribute to organisational success and support or impact on others.</p> <ol style="list-style-type: none">11. Proposed and actual changes to systems, processes and technology used in the industry, particularly relating to own role; how to keep up to date with any changes in the systems, processes and technology that affect their role.12. How their role can affect their health and the need to maintain a level of fitness appropriate to the needs of their role.
Skills	<ol style="list-style-type: none">1. Operate and handle equipment safely and efficiently as required for their role, such as Forklift Trucks, High Reach Trucks, Powered Pallet Trucks or Man Up Trucks; manoeuvre vehicles in restricted spaces; safely use and position vehicle fitted equipment such as mirror requirements.2. Comply with appropriate rules, regulations and processes for safely and efficiently moving, handling, packing and unpacking different items, both manually and using relevant equipment (such as MHE, vehicle and delivery systems); understand consequences of incorrect use.3. Work individually and as part of a team to safely move and handle objects; maintain a high level of housekeeping and manage waste effectively; know where to find instructions or guidance; check for damaged or missing items as appropriate; take responsibility for maintaining health, safety and security of people at all times.4. Safely and efficiently load and unload items into and from vehicles, buildings, containers, lift vans, crates and/or boxes; use appropriate MHE or machinery where necessary; ensure items are safely and efficiently packed, assembled and/or disassembled as appropriate.5. Select, prepare and use packaging materials appropriate to the job efficiently and in a way which reduces waste, costs and environmental impact; taking into consideration the item(s) to be moved, and their current and final destinations.6. Use correct equipment and procedures to record receiving or stowing goods; produce relevant paperwork or labelling processes.7. promote the values of the organisation; communicate effectively with customers and colleagues to identify and meet their needs.8. Work effectively in a warehousing team, including when under pressure, and to agreed deadlines; adapt to change in line with internal and external customer needs or circumstances.9. Use IT applications and other relevant technology and systems, including warehousing management, data capture, radio and



	barcoding systems, to ensure the safe and efficient processing of goods.
Behaviours	<ol style="list-style-type: none">1. Demonstrate integrity, credibility, honesty, positivity and personal drive in every aspect of their role; demonstrate a belief in the services that the organisation offers.2. Take ownership for own performance and training, including demonstrating a keen interest in the industry; proactively drive own ongoing learning and development, and make recommendations for improvement where relevant.3. Show personal commitment to minimising the effect of work activities on the environment.4. Adapt to and embrace the use of relevant technology, systems and equipment; use it responsibly and take an interest in new developments that could support the organisation.

Appendix B – Roles and Responsibilities

Training Provider	<p>Works with employer to develop a training plan tailored to the apprentice to cover the knowledge, skills and behaviours outlined in the standards.</p> <p>Participates in some milestone meetings over the course of the on programme delivery and provides constructive feedback to the apprentice and employer.</p> <p>Works with the employer to decide when the apprentice is ready for end point assessment.</p> <p>Supports the apprentice throughout the learning journey.</p> <p>Helps the employer to find a suitable end point Assessment Organisation</p>
Assessment Organisation	<p>Develops the test specification for each method of assessment.</p> <p>Develops the grading descriptors</p> <p>Works with occupationally competent writers to design and develop valid assessments.</p> <p>Employs occupationally competent assessors and ideally has geographical coverage across England.</p> <p>Provides the option for apprentices to sit their knowledge test in a test centre if the employer doesn't have the facilities to run it on-site.</p> <p>Provides and requires CPD for assessors</p>
Independent Assessor	<p>Attends the practical test to make the assessment judgement about the apprentice's competence.</p> <p>Marks the knowledge test to make the assessment judgement about the apprentice's competence.</p>
Employer	<p>Creates opportunities for learners to achieve all standards and go above and beyond.</p> <p>Decides jointly on readiness for end point assessment.</p> <p>Commits to continuous review with the training provider.</p>
Professional Body	<p>Carries out the external quality</p>

Appendix C – Mapping of Learning Outcomes to Assessment Component

	Learning Outcome	Assessed By
Knowledge	1. Safe and controlled driving and/or operating techniques relating to materials handling equipment	Short Answer Question Test
	2. The environmental impact of the industry and how it can be minimised	
	3. Safe use of equipment and machinery	
	4. How to use warehouse systems and processes relating to packaging, moving and receiving stock	
	5. How to use relevant IT, technology and systems	
	6. Relevant regulation and legislation governing the Supply Chain Industry	
	7. The structure of the industry	
	8. The importance of delivering excellent customer service	
	9. The vision, objectives and brand of the organisation	
	10. Proposed and actual changes to systems, processes and technology	
Skills	1. Operate at least one vehicle safely and efficiently	Practical Assessment
	2. Use and position vehicle fitted equipment	
	3. Safely and efficiently move, handle, pack and unpack different items	
	4. Manage waste effectively	
	5. Safely and efficiently load and unload items	
	6. Select, prepare and use most appropriate packaging materials	
	7. Use correct equipment and procedures to record receiving or stowing goods	
	8. Use IT systems and other relevant technology and systems	
Behaviour	1. Communicate effectively with customers and colleagues	Scenario based element of Short Answer Question Test
	2. Work effectively in a warehousing team	
	3. Demonstrate integrity, credibility, positivity and honesty	

In addition to the learning outcomes, apprentices will also be assessed on the distinction criteria within the assessment plan.

For the short answer question test, distinction candidates will:

- provide more advanced, sophisticated examples and more detailed and relevant responses relating to warehousing systems and processes
- have a detailed understanding of key concepts in warehousing and in their specific role and how they interlink
- recognise the varying impact of different strengths and weaknesses to overall outcomes, and explain effective ways to improve the outcomes or processes.
- show detailed planning, organisation and investigatory skills in a well-structured and thorough format
- demonstrate the ability to work to tight deadlines and to review plans.

For the practical assessment distinction candidates will:

- 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
- demonstrate advanced driving skills and techniques in relation to relevant vehicles
- demonstrate a keen interest in the sector and in the job and in keeping up to date with industry changes
- demonstrate originality in the consistent, effective application of technical processes, resources, techniques and materials
- complete tasks independently to a level that far exceeds the minimum standard with few or no errors
- select and use appropriate skills and processes, justifying their choices
- be able to challenge where appropriate and identify solutions rather than just problems or issues.