

# APPRENTICESHIP END-POINT ASSESSMENT

Information for Employers and  
Apprenticeship Training Providers



Supply Chain Warehouse Operative (SCWO)  
(ST0259) Level 2



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## RTITB AND END-POINT ASSESSMENT FOR THE LOGISTICS INDUSTRY

### **We are logistics industry specialists.**

We only work in the logistics sector. The team who developed and who deliver our end-point assessment (EPA) services are the same team who deliver the rest of our range of assessments and accreditation services for transport drivers and warehouse workers.

### **We are assessment specialists.**

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

### **Our assessors come from within the sector.**

All of our EPA assessors are existing RTITB team members. They are experienced in assessing drivers, warehouse operatives and machinery operatives in a range of operational contexts.

**We are on the** Department for Education Apprenticeship Provider and Assessment Register (APAR) Approved to deliver end-point assessment for Supply Chain Warehouse Operative (ST0259) Level 2.



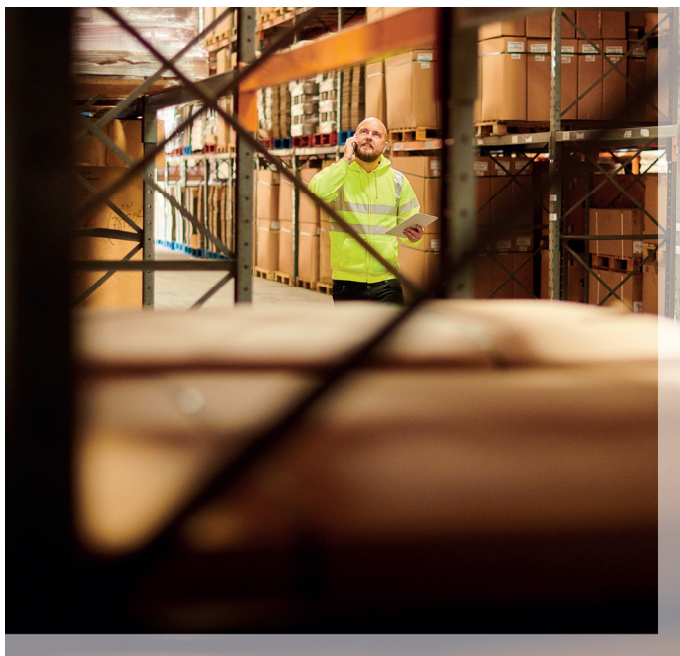


## END-POINT ASSESSMENT (EPA)

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 confirm that the apprentice has completed at least 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 of knowledge, skills or behaviours, but these do not form part of the EPA.

**RTITB sign off the final part of the Gateway process, before we can conduct an EPA, we ensure we have received evidence of required Gateway pre-requisites, only when all evidence is checked and confirmed that the apprentice has met the Gateway will the EPA be booked/confirmed.**



An EPA plan sets out the format and content of the End-point Assessment for that apprenticeship standard. The plan therefore provides the apprentice with an outline of the knowledge, skills and behaviours required to meet the apprenticeship standard.

The End-point Assessment must be carried out by an EPA organisation (EPAO) that is approved by the Department for Education Apprenticeship Provider and Assessment Register (APAR). The EPAO must be independent of the employer and the training provider and must have played no part in the on-programme training.

**RTITB deal only with the EPA itself. RTITB end-point assessors carry out EPAs strictly in accordance with the EPA plan.**

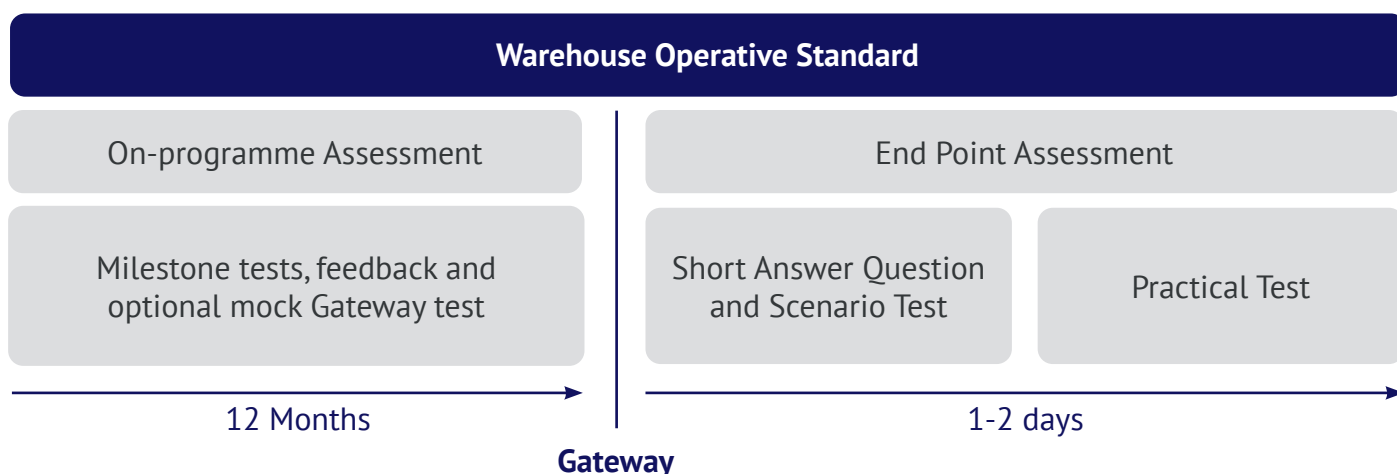




# END-POINT ASSESSMENT FOR THE SUPPLY CHAIN WAREHOUSE OPERATIVE (SCWO) (ST0259) LEVEL 2 APPRENTICESHIP

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. Operatives 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 forklift trucks.

The Supply Chain Warehouse Operative End-point Assessment has two components: a short answer question and scenario test (abbreviated to SAQ), and a practical test. These can take place over a one-day period. Together, these elements provide a robust process which helps ensure consistent outcomes. Performance in the EPA will determine the apprentice's overall grade of Fail, Pass, Distinction.



## Readiness for EPA

The apprentice must meet certain requirements in order to progress to gateway:

- Apprentices must have attained level 1 English and maths qualifications before attempting the end-point assessment. Additionally, they must have at least attempted level 2 in both English and maths.
- The employer and training provider must be confident that the apprentice has demonstrated the knowledge, skills and behaviours listed in the apprenticeship standard
- The apprentice must be confident that they have the required skills, knowledge and behaviours for success in the end-point assessment.

## Gateway Meeting and Declaration

A gateway meeting must take place on or after the scheduled programme end date (a minimum of 1 year and 1 day from programme commencement). The meeting should be attended by the apprentice, employer and training provider. The purpose of the meeting is to discuss the apprentice's progress and determine whether they have achieved all gateway prerequisites, as outlined in the previous section, 'Readiness for EPA'.

If all parties are in agreement that all prerequisites have been met, the Gateway Declaration Form must be completed, signed and emailed to [epa@rtitb.com](mailto:epa@rtitb.com), accompanied by evidence of level 1 Maths and English Qualifications

Once RTITB confirm receipt of the declaration, the employer/training provider can move ahead with booking the short answer question and scenario test and practical assessment.

## EPA Guide for Apprentices

RTITB have produced a guide to this EPA for apprentices. Apprentices can access this guide in their EPA portal on the RTITB learning management system.





# Premises and Equipment Requirements

The following sections outline premises and equipment requirements for each stage of the EPA. It is the responsibility of the Employer or Training Provider to ensure the requirements are met.

## Short Answer Question and Scenario (SAQ) Test

- A suitable, risk-assessed room that is free from distractions, and which is reserved exclusively for the use of apprentices taking the test.
- The room must be adequately lit and equipped with enough desks and chairs to accommodate the number of apprentices
- Apprentices must have access to an Internet-connected device (phone, tablet or PC/laptop) capable of accessing the RTITB eFront learning platform (we recommend current versions of Chrome, Safari, Firefox Internet browsers).

## Practical Assessment

- A suitable and safe location, on employer, training provider or supplier premises, for performing routine activities.
- A suitable vehicle, made available by the employer or training provider. I.e., any piece of equipment designed to transport goods and/or persons.
- Access to an IT system to allow for receipt and issues.
- A quiet room (e.g., office) where a journey planning, a briefing, and apprentice feedback can take place before and after the assessment. This room should be:
  - Available for uninterrupted, exclusive use
  - Equipped with sufficient desks and chairs for those in attendance.
- Any items needed for use by the apprentice during the practical assessment, e.g., delivery notes, job sheets, etc.
- Tasks are to include receipt of goods, picking, packing and despatch of goods.

**Note: a contact responsible for advising the RTITB assessor of fire evacuation and other relevant emergency procedures and incident reporting procedures must be available for the duration of the assessor's visit.**



# 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 EPAs for their apprentices.**

**Employers will complete the EPAO Employer Confirmation Form, which tells RTITB:**

- Which apprenticeship standard will be assessed – in this case, Supply Chain Warehouse Operative (ST0259).
- Who the lead training provider or employer training provider is
- The initial number of apprentices
- The estimated dates for end-point assessment.

**RTITB will then send the employer / training provider the RTITB Services Agreement – End-Point Assessments for signature.** This is the general agreement to use RTITB as your EPAO. This agreement enables RTITB to start planning and allocating resources, so that once apprentices are ready (see Step 3 below) we can offer EPA where and when it is needed.

Step

2

## Apprentice Registration

**Apprentice registration with RTITB must be completed at least 90 days before gateway.**

Apprentice registration provides the apprentice with access to the RTITB apprentice portal.





Step

3

## Confirm that Gateway Requirements Have Been Met and Arrange the Online SAQ and Scenario Test for your Apprentice(s)

**The training provider must confirm that the apprentice has met Gateway requirements by completing the Gateway Declaration and submitting evidence of Level 1 Functional Skills. They must also inform RTITB of the date on which they would like the SAQ and Scenario test to be conducted.**

If reasonable adjustments are required, a request must be made at this point by submitting a reasonable adjustments form. All reasonable adjustment requests will be handled in line with our reasonable adjustments policy. This can be found at: [www.rtitb.com/epa-forms](http://www.rtitb.com/epa-forms).

RTITB will review the gateway declaration and verify that the apprentice is eligible to take their EPA.

Results for the SAQ and Scenario test can take up to 20 working days for all marking and Internal Quality Assurance.

Step

4

## Book In-person EPA Elements

**Request your preferred dates for the in-person elements of the EPA using our online booking system.**

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

**Note that on the day of the EPA, the gateway evidence you have referenced on the gateway declaration must be available for review by the RTITB assessor. This is so the assessor can confirm that the information is correct if desired.**

Step

5

## Confirm Delivery of EPA

**The EPA team will email you to confirm or arrange alternative dates for the in-person elements within 2 working days of the booking request. They will also clarify and confirm any Reasonable Adjustment requirements.**

RTITB will assign one of our Assessors (subject to them passing a 'conflict of interest' check) to the EPA (they may need to contact the Training Provider 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.



# THE ASSESSMENT

**The Supply Chain Warehouse Operative (ST0259) Level 2 End-point Assessment has two components: a short answer question (SAQ) and scenario test and a practical assessment. The SAQ test is completed online. The practical assessment will take place in person, at the date and time agreed.**

## 1. Short Answer Question (SAQ) and Scenario Test

The SAQ and scenario test takes 60 minutes and consists of 20 questions: 17 short answer questions and 3 scenario-based questions. These test the following knowledge and behaviour learning objectives (from the assessment plan):

- Safe and controlled driving and/or operating techniques relating to materials handling equipment
- The environmental impact of the industry and how it can be minimised
- Safe use of equipment and machinery
- Use of warehouse systems and processes relating to packaging, moving and receiving stock
- Relevant IT, technology and systems
- Relevant regulation and legislation governing the Supply Chain Industry
- The structure of the industry
- The importance of delivering excellent customer service
- The vision, objectives and brand of the organisation
- Proposed and actual changes to systems, processes and technology
- Communication with customers and colleagues
- Working in a warehousing team
- Integrity, credibility, positivity and honesty.

### How the SAQ and Scenario Test Will Take Place

The test will be delivered using RTITB's online assessment system. The test must be conducted at a location that meets the requirements set out on page 7, and which is accessible and convenient to the apprentice. Apprentices can access mock SAQ and Scenario tests on the RTITB learning management system.



## 2. Practical Assessment

**The recommended time for conducting the practical assessment is one hour. This assessment tests the apprentice's practical skill in carrying out everyday tasks, in line with the skills learning objectives in the assessment plan.**

Skills and Behaviours that will be assessed during the Practical:

- Operating a vehicle
- Using and positioning vehicle fitted equipment
- Moving, handling, packing and unpacking different items
- Managing waste
- Loading and unloading items
- Using equipment and procedures to record receiving or stowing goods
- Using IT systems or other relevant technology.

At each stage, the assessor will observe the apprentice's performance. The apprentice will be encouraged to explain what they are doing during the tasks.

In exceptional circumstances where (due, for instance, to unavailable resources/materials) it has not been possible for the apprentice to demonstrate a skill, the assessor will ask a question to assess the learning outcome.

Practice materials for this part of the EPA can be accessed via the apprentice portal on the RTITB learning management system.

### **If There Is a Problem on EPA Day**

If there is a problem on EPA day, the RTITB assessor will refer to the EPA Contingency Plan. If a situation that is not covered by the plan arises, the assessor will contact the EPA Delivery Manager.



## Results and Certification

**When all components of the EPA have been completed by the apprentice, the RTITB assessor will submit their completed assessment documentation for internal quality assurance**

The final result will be agreed, and the grade will be recorded in the RTITB EPAO system (confirmation of the grade and entry onto the system should normally take up to 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/Training provider.

RTITB will inform Apprenticeship Assessment Service of the final grades for each apprentice in line with the ESFA certification process. The Apprenticeship Assessment Service carries out validation checks on the certificate requests submitted by EPAOs to ensure the information from the EPAO and the training provider meets their requirements.

**Following successful validation, the Apprenticeship Assessment Service will send the certificate to the apprentice's employer by recorded delivery.**

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

## Arrangements for Resits and Retakes

If an apprentice fails a component of the EPA, RTITB will provide feedback to the employer and the apprentice. This will include the reasons for a Fail result and indication of areas of improvement. This will help the employer and training provider decide if the apprentice should attempt a resit, or if they need additional training prior to a retake.

Resits and retakes are booked by contacting the EPA Team.

- A resit is taken by the apprentice without further training.
- A retake is attempted after the apprentice has received further training

If an apprentice has failed one component of the EPA but was successful in others, only the failed component can be re-attempted. Results for each of the other components of the EPA will not be affected by the result of the resit/retake. An apprentice can only resit/retake components which are graded 'Fail'. An apprentice cannot resit or retake all or part of the EPA for the sole purpose of achieving a higher grade. In all instances the highest grade available for a resit is a Pass.



## FEES AND INVOICING

The current fees for RTITB EPA can be found on the RTITB website or by enquiry to the RTITB EPA Team. EPA fees differ between apprenticeship standards; this reflects the specific EPA requirements of each standard.

RTITB do not charge a registration or booking fee for EPA. For details of the invoicing process, please see RTITB's EPA invoicing policy, available in the EPA section of the RTITB website.

### Cancellation Fees

A booked EPA may need to be cancelled. If cancellation is required, the following steps will be followed to determine if a cancellation fee is applicable.

RTITB will take all possible steps to avoid cancelling EPAs, in order to protect the interests of apprentices; however, sometimes it may unfortunately be necessary. If an EPA is cancelled by RTITB, the EPA will be rescheduled without charge.

In the event that the employer/training provider needs to cancel an EPA, the following conditions apply:

If cancelling with more than 5 working days' notice, an email must be sent to [epa@rtitb.com](mailto:epa@rtitb.com). In this case, no charge will apply.

If cancelling with less than 5 working days' notice, the EPA team must be called on 01952 520202 (or on 07706 350211 outside of office hours). Please note that the full EPA charge will still apply.

### Resit and Retake Fees

Where the apprentice is graded a Fail for the EPA, the fee for the resit or retake can be found in the Training Provider/Employer Contract/Agreement

Where an apprentice has been graded a fail for an element of the EPA, the fees for the resit or retake can be found in the Training Provider/Employer Contract/Agreement.

All information on Fees can be found in the Agreement/Contract.





## COMPLAINTS

We have a procedure to deal with complaints to make sure they are resolved fairly.

A complaint may relate to:

- The quality and standard of our service
- The quality of resources for end-point assessment
- Attitude, or behaviour of an RTITB team member or assessor
- Failure to follow our policies and processes

The following are not complaints:

- A request under the Freedom of Information Act
- A request under the Data Protection Act
- A request for explanation of a policy or process
- An issue which is being, or has been, considered by a court or tribunal
- A question or concern about an EPA grading decision. We would deal with this through our enquiries and appeals policy

We will treat complaints about Reasonable Adjustments/Special Considerations in the same way as any other complaint.

Your complaint must be sent by email or post within 10 days of the event that causes your concern.

- Email: [QA@rtitb.com](mailto:QA@rtitb.com) using the subject line: In Commercial Confidence
- Address: In Commercial Confidence, QA team, RTITB, Access House, Halesfield 17, Telford, TF7 4PW

Your complaint must include:

- Your name and your contact details
- Your permission, if another person is complaining on your behalf
- Details about the complaint
- Date of the event that you are complaining about
- Name of the person who the complaint is about

We will let you know that we have received your complaint and who will be handling it within 2 working days.

We will complete all investigations in no more than 10 working days. But if your complaint is complex, this might not be possible. Our Quality Assurance manager will let you know if there is a delay, and we will let you know why.



## COMPLAINTS

If your complaint is about a member of the RTITB team, that person will not be involved in the investigation.

Your complaint will be logged in our system, along with the details and the outcome.

There will be two possible outcomes:

- The complaint is dismissed. Full details and reasons for the decision will be given, along with details about your right to appeal
- The complaint is upheld or partly upheld. Full details and reasons for the decision will be given. We will also give details of what we will do to stop similar issues happening in the future.

The Quality Assurance manager is responsible for ensuring that this policy is followed. The Quality Assurance manager must also ensure that this policy is effective.



## ENQUIRIES

### **RTITB does not charge any fee for enquiries or appeals.**

If you wish to enquire about the grade or result of an End-point Assessment, an enquiry can be made in the following way.

#### **Step 1:**

The appeal must be submitted in writing within 15 working days of the EPA.

Enquiries can be emailed to **EPA@rtitb.com**, please include subject header: Enquiry about Result.

Alternatively, enquiries can be sent through the post to:

EPA Team, RTITB, Access House, Halesfield 17, Telford, TF7 4PW

Once received, the Head of EPA will review the marking process and moderation conducted for the assessment in question within 15 working days of receipt of the enquiry.

The Head of EPA will communicate in writing/email the findings of the enquiry.

We will answer all enquiries accurately and fully but will not disclose information which would lead to a breach of confidentiality or legal duty.

#### **Step 2:**

If you remain dissatisfied at the outcome of the review, you may escalate the matter to an appeal within 15 working days.





## APPEALS

If you wish to lodge an appeal, it can be made in the following manner:

### Step 1:

The appeal must be submitted in writing within 15 working days of the preceding enquiry's outcome.

Appeals can be emailed to [QA@rtitb.com](mailto:QA@rtitb.com), please include subject header: Appeal - In Commercial Confidence.

Alternatively, appeals can be sent through the post to:

In Commercial Confidence, QA Team, RTITB, Access House, Halesfield 17, Telford, TF7 4PW

The appeal should include the grounds/rationale for the appeal, copies of all relevant correspondence, and any supporting information.

The Quality Assurance Manager will, within 15 working days of receiving an appeal, chair a review of the appeal submission with:

- An RTITB manager who is a qualified Lead Auditor, and who does not work in the RTITB EPA business unit
- An independent consultant with industry and EPA knowledge.

All parties involved in the appeal review will be required to pass a conflict-of-interest check.

The appeal review group will vote by the majority whether to uphold or decline the appeal.

If it is found that RTITB did not apply procedures consistently or that procedures were not followed properly and fairly, we will, within one month, offer re-assessment free of charge, to be conducted at the applicant's convenience.



## CONTACT US

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**Email:** [epa@rtitb.com](mailto:epa@rtitb.com)

**Website:** [www.rtitb.com](http://www.rtitb.com)