



**End-point Assessment Specification**  
**Supply Chain Warehouse Operative (ST0259)**  
**Level 2**  
**Version 2.0124**



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## Contents

Introduction and Objective .....	3
Mandatory Qualifications .....	4
Methods of Assessment .....	5
Knowledge, Skills and Behaviours .....	7
Gateway .....	11
End-point Assessment Process.....	11
Supporting Material.....	12
Grading.....	12

## Introduction and Objective

You can find the assessment plan for this standard on the iFate website by clicking [here](#).

### **Introduction**

The apprenticeship standard for the Supply Chain Warehouse Operative (SCWO) (Level 2) was designed by employer representatives from the supply chain and logistics industry and is suitable for apprentices employed in a wide variety of organisations.

This document will summarise the gateway and end-point assessment requirements set in the standard. However, more detail is available using the following link to the Supply Chain Warehouse Operative Assessment Plan located on the iFate website.

### **Role**

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, manual equipment such as trolleys and roll cages, or materials handling equipment (MHE) such as forklift trucks.

Warehouse operatives communicate with a wide range of people and customers. Successful operatives display a passion for meeting customer expectations, providing a quality service that encourages repeat business. Individuals in this role are highly competent in using industry-recognised systems and the associated services (e.g. traffic/warehouse management systems). Operatives will be able to work under pressure to tight deadlines. A warehouse operative will often be required to work flexible shift patterns, including 4-on-4-off, days, nights, evenings and weekends.

### **Apprenticeship Programme Duration**

The apprentice must complete training to a minimum duration of 12 months prior to attending the end-point assessment. This is known as on-programme training, and is designed to develop the SCWO core knowledge, skills and behaviours.

### **Mandatory Qualifications**

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. There are no further qualification requirements for this apprenticeship.

## Methods of Assessment

The supply chain warehouse operative end-point assessment has two components: a knowledge and behaviours test and a practical assessment. Both elements will be equally weighted at 50% of the overall grade, and ideally will take place over a one-day period.

Component	Duration
Knowledge and behaviours test	60 minutes
Practical assessment	60 minutes

Performance in each component will determine the apprenticeship grade (fail, pass or distinction).

### Knowledge and Behaviours Test

The knowledge test will comprise **short answer questions** (SAQ) and **work-based scenario** questions relevant to the work of a supply chain warehouse operator. This means the apprentice will be required to enter a response for each question.

Topics covered during the knowledge and behaviours test include:

- Safe operation of material handling equipment (MHE)
- The environmental impact of the industry
- Use of warehouse systems relating to packaging, moving and receiving stock
- Use of relevant IT systems
- Industry regulations and legislation
- How the industry is structured
- Customer service
- Organisations' brand and vision
- Communication with customers and colleagues

- Working as a team
- Demonstrating integrity, honesty and positivity

The apprentice will be required to answer 22 questions (19 short answer and 3 scenario questions).

### **Practical Assessment**

During the practical assessment, the apprentice will be observed carrying out everyday tasks relevant to their role. During observation, the assessor may ask the apprentice questions to get a fuller picture of the apprentice's knowledge and approach to the tasks they are carrying out.

The practical assessment will be conducted using a holistic approach and will focus on assessing the core skills of the supply chain operative as given in the eight skills learning outcomes identified in the assessment plan.

It is anticipated that the practical assessment will take 60 minutes.

## Knowledge, Skills and Behaviours

The tables below show which assessment methods are used to test each knowledge item, skill and behaviour.

Reference	Knowledge to Be Assessed	Method
L01	Safe and controlled driving and/or operating techniques relating to materials handling equipment	Knowledge and Behaviours Test
L02	The environmental impact of the industry and how it can be minimised	Knowledge and Behaviours Test
L03	Safe use of equipment and machinery	Knowledge and Behaviours Test
L04	How to use warehouse systems and processes relating to packaging, moving and receiving stock	Knowledge and Behaviours Test

L05	How to use relevant IT, technology and systems	Knowledge and Behaviours Test
L06	Relevant regulation and legislation governing the Supply Chain Industry	Knowledge and Behaviours Test
L07	The structure of the industry	Knowledge and Behaviours Test
L08	The importance of delivering excellent customer service	Knowledge and Behaviours Test
L09	The vision, objectives and brand of the organisation	Knowledge and Behaviours Test
L010	Proposed and actual changes to systems, processes and technology	Knowledge and Behaviours Test



Reference	Skills to Be Assessed	Method
L01	Operate at least one vehicle safely and efficiently	Practical assessment
L02	Use and position vehicle fitted equipment	Practical assessment
L03	Safely and efficiently move, handle, pack and unpack different items	Practical assessment
L04	Manage waste effectively	Practical assessment
L05	Safely and efficiently load and unload items	Practical assessment
L06	Select, prepare and use most appropriate packaging materials	Practical assessment
L07	Use correct equipment and procedures to record receiving or stowing goods	Practical assessment
L08	Use IT systems and other relevant technology and systems	Practical assessment

Reference	Behaviours to Be Assessed	Method
TO1	Communicate effectively with customers and colleagues	Knowledge and Behaviours Test
TO2	Work effectively in a warehousing team	Knowledge and Behaviours Test
TO3	Demonstrate integrity, credibility, positivity and honesty	Knowledge and Behaviours Test

## Gateway

The apprentice must complete a minimum of 12 months' apprenticeship training before they can be considered for gateway. Once they are eligible for gateway, the apprentice will attend a gateway meeting with their employer and training provider to discuss their progress and readiness for EPA.

If all three parties agree that the apprentice is ready, a Gateway Declaration should be submitted to RTITB, along with evidence of English and maths achievements.

RTITB will process the declaration and confirm eligibility to progress through gateway within 2 working days.

The following gateway requirements must be met before EPA can be conducted:

- The apprentice must have completed 12 months on programme training
- The apprentice must have attained Level 1 English and Maths
- The apprentice must have taken the test for Level 2 English and maths.

## End-point Assessment Process

Once gateway has been completed, the EPA can be booked. We will work with the employer/training provider to schedule assessment activities to ensure that all tests can be completed in line with the assessment plan's timeframe requirements.

## Supporting Material

In preparation for the end-point assessment the apprentice will be given access to the RTITB EPA Preparation and Assessment Portal, where they will find an overview of the apprenticeship standard, plus practice materials to help them prepare for their EPA, such as practice exercises and mock multiple-choice papers.

## Grading

An independent assessor will grade the assessment. This assessor will grade based on the evidence provided in the knowledge and practical tests, as outlined in the iFate [assessment plan](#).

Assessors will have the responsibility to make the decision on the final grade based on the guidance provided in the plan. They will then produce a report on their assessment of the apprentice and the rationale for their decision on the final grade. The apprenticeship includes fail, pass and distinction grades for the knowledge and practical components of the end-point assessment.

Assessment Component	Element Assessed	Grading
Knowledge and behaviour test	Knowledge Behaviours	Fail – 0-69% Pass – 70-89% Distinction – 90%+
Practical assessment	Skills	Fail – 0-69% Pass – 70% Distinction – 90%+

Marking of the knowledge and behaviours test is conducted using model and accepted answers provided for each of the structured short answer and scenario-based questions. The overall grade (fail, pass or distinction) is determined solely using the test score, as shown in the table above.

The practical assessment is assessed through direct observation, with the assessor evaluating apprentice performance against grading criteria in a checklist and marking scheme.

To achieve an overall grade of distinction the apprentice must achieve a distinction in both components. To achieve an overall pass grade the apprentice must achieve a minimum of a pass in both components. If an apprentice is awarded a fail in any one component, then the overall grade will be a fail, as demonstrated in the table below.

Knowledge and Behaviour Test	Practical Assessment	Overall Grade
Distinction	Distinction	Distinction
Distinction	Pass	Pass
Pass	Pass	Pass
Pass	Fail	Fail