

# Apprentice Assessment Planning Worksheet

## VTCT Skills Level 2 End-point Assessment for Traffic Operator

### Assessment Method: Interview Underpinned by a Portfolio of Evidence

This worksheet has been developed to support you (the Apprentice) in preparation for your interview underpinned by a portfolio of evidence with the Independent Assessor during your End-point Assessment.

For your interview underpinned by a portfolio of evidence, you will be required to cover the Knowledge, Skills, and Behaviours (KSBs) assessment requirements that are outlined within the assessment plan for Traffic Operator – **ST1394 v1.0**. You will be assessed against the grading criteria outlined in your ‘Interview Underpinned by a Portfolio of Evidence Apprentice Preparation Guide’. You can use this worksheet to make notes about each of the KSBs and criteria and ensure you are confident discussing each one.

You must achieve all the Pass criteria to achieve a Pass for the interview underpinned by a portfolio of evidence. To achieve a Distinction for the interview underpinned by a portfolio of evidence, you must achieve all the Pass criteria and all of the Distinction criteria. Pass criteria are indicated in this document by the reference “**P1, P2, P3...**”. Distinction criteria are indicated by the reference “**D1, D2, D3...**”.

**Theme: Regulations, legislation, policy and procedures**

Grade Descriptors	KSB Reference		What do I need to consider?
<b>P1</b> Describes how they have complied with regulations and legislation in order to ensure working practice is safe, legal and meets business needs. Explains the consequences of not doing so.	<b>K1</b>	Regulation and legislation in relation to the traffic operator role for example: drivers working hours, working time directive, and Driver and Vehicle Standards Agency (DVSA) guidance.	
	<b>S1</b>	Comply with regulations and legislation when working. For example: drivers working hours, working time directive, and Driver and Vehicle Standards Agency (DVSA) guidance.	
	<b>K17</b>	The consequences for not following legislation and regulations such as: drivers' hours, operator's restrictions, and Driver and Vehicle Standards Agency (DVSA) guidance on vehicle maintenance and inspection.	
<b>P2</b> Explains how they would follow company policy, processes and standard operating procedures.	<b>K3</b>	Company policy, processes and standard operating procedures.	
	<b>S3</b>	Follow company policy, processes and standard operating procedures.	
<b>D1</b> Explains the impact of deviating from company policy and standard operating procedures on the business.	<b>K3</b>	Company policy, processes and standard operating procedures.	
	<b>S3</b>	Follow company policy, processes and standard operating procedures.	

Theme: Ways of working			
Grade Descriptors	KSB Reference		What do I need to remember?
P3 Describes how they plan work using planning and prioritising techniques. Describes how they have responded and adapted to work demands or situations in order to meet business needs.	K4	Methods of planning and prioritising work.	
	S4	Plan and prioritise daily activities for example: to customer job requirements, back loads, delivery.	
	B4	Adapt to changing work requests.	
P4 Describe the procedures for processing return goods.	K7	The procedures of processing return goods.	
P5 Explains how they track the progress of jobs through the various stages of delivery in line with company processes.	K8	Company process for tracking jobs through the various stages of delivery.	
	S7	Track job progress.	
P6 Explains how they would adapt to support the operation with changing weather condition, road closures and accidents.	K9	Techniques for adapting operation to deal with changing weather conditions, road closures and accidents.	
	S9	Adapt approach when supporting operation with, for example, changing weather conditions, road closures and accidents.	

P7 Explains the innovation and advances in technology and infrastructure within the industry.	K20	Innovation and advances in technology and infrastructure within the industry.	
D2 Explains the impact when prioritises change and the need to be able to anticipate to changing work activities.	K4	Methods of planning and prioritising work.	
	S4	Plan and prioritise daily activities for example to customer job requirements, back loads, delivery.	

**Theme: Vehicle maintenance and inspection**

Grade Descriptor	KSB Reference		What do I need to remember?
P8 Explains how they have arranged the maintenance and inspection of vehicles in line with company procedures.	K16	Procedures for arranging vehicles maintenance and inspection.	
	S13	Arrange the maintenance and inspection of the vehicle.	

Theme: Information and communication			
Grade Descriptors	KSB Reference		What do I need to remember?
<b>P9</b> Explains how they have conducted a briefing or debriefing session with colleagues, providing or capturing information and data to meet business needs.	<b>K22</b>	Principles of briefings and debriefings, including capturing and sharing relevant information and data.	
	<b>S16</b>	Conduct a briefing or debriefing session with colleagues.	
<b>P10</b> Explains how they communicate with others using verbal communication techniques to support task completion.	<b>K24</b>	Verbal communication techniques.	
	<b>S18</b>	Communicate with others verbally for example, internal and external customers, colleagues, and managers.	
<b>D3</b> Explains the role and associated benefits of briefing and debriefing sessions to the company.	<b>K22</b>	Principles of briefings and debriefings, including capturing and sharing relevant information and data.	
	<b>S16</b>	Conduct a briefing or debriefing session with colleagues.	

Theme: Customer service			
Grade Descriptors	KSB Reference		What do I need to remember?
P11 Explains how they prioritise customers' needs and expectations, managing queries and complaints and following the company's service standards for internal and external customers.	K25	The organisations customer service standards including, customer specific service level agreements, key performance indicators (KPIs) and contractual obligations.	
	S19	Manage customer queries and complaints.	
	S20	Apply the company's service standards for internal and external customer services.	
	B1	Customer focus prioritising their needs and expectations.	
D4 Describes the impact on the company and client of not managing customer queries and complaints.	K25	The organisations customer service standards including, customer specific service level agreements, key performance indicators (KPIs) and contractual obligations.	
	S19	Manage customer queries and complaints.	

Theme: Limitations and escalation			
Grade Descriptor	KSB Reference		What do I need to remember?
P12 Describes how they have escalated issues outside their limits of authority in order to complete work tasks.	K26	Limits of authority and escalation procedures for example, driver infringements and non-operational procedures.	
	S21	Escalate issues, for example, driver infringements and non-operational procedures.	

Theme: Team working			
Grade Descriptor	KSB Reference		What do I need to remember?
P13 Describes how they have applied team working and wellbeing principles to meet work goals.	K27	Team working and wellbeing principles.	
	S22	Apply team working and wellbeing principles.	
	B2	Team-focus to meet work goals.	

Theme: Equity, diversity, and inclusion			
Grade Descriptors	KSB Reference		What do I need to remember?
<b>P14</b> Describes how they apply equity, diversity and inclusion principles to support inclusion in the workplace, in line with company requirements.	<b>K28</b>	Principles of equity, diversity, and inclusion in the workplace.	
	<b>S23</b>	Apply equity, diversity, and inclusion principles in the workplace.	
	<b>B7</b>	Contributes to equity, diversity, and inclusivity.	
<b>D5</b> Explains the benefits of supporting a diverse and inclusive culture for the business.	<b>K28</b>	Principles of equity, diversity, and inclusion in the workplace.	
	<b>S23</b>	Apply equity, diversity, and inclusion principles in the workplace.	



Theme: Continuing professional development			
Grade Descriptor	KSB Reference		What do I need to remember?
P15 Outlines the learning and development activities they have carried out and shows a commitment to future continued professional development to maintain and enhance competence.	S24	Carry out and record learning and development activities.	
	B8	Seek learning and development opportunities.	

Version	Issue Date	Changes	Role
1	15/04/2025	First published	QDE