

## Mock Assessment Form

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

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

This 'Mock Assessment Form' has been developed to support the tutor in preparing the Apprentice for their interview underpinned by a portfolio of evidence during their End-point Assessment for Traffic Operator - ST1394 v1.0.

#### Grading Criteria

Theme: Regulations, legislation, policy, and procedures			
Grading Criteria		Achieved Yes/No	Comments
Pass	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. (K1 S1 K17)		
Pass	Explains how they would follow company policy, processes and standard operating procedures. (K3 S3)		
Distinction	Explains the impact of deviating from company policy and standard operating procedures on the business. (K3 S3)		

### Sample Questions: Pass Criteria

#### K1 S1 K17

Can you tell me how you comply with the Working Time Directive within your role?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What are the implications to yourself and the organisation of not following drivers' hours regulations?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

#### K3 S3

How do you ensure that drivers follow standard operating procedures within their day-to-day work?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you give me an example of a company process that you follow daily and its importance?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

### Sample Questions: Distinction Criteria

#### K3 S3

Can you explain the consequence to the business of not monitoring employee compliance with standard operating procedures?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
How may the business be affected if company policy is not adhered to?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Theme: Ways of working			
Grading Criteria		Achieved Yes/No	Comments
<b>Pass</b>	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 S4 B4)		
<b>Pass</b>	Describe the procedures for processing returned goods. (K7)		
<b>Pass</b>	Explains how they track the progress of jobs through the various stages of delivery in line with company processes. (K8 S7)		
<b>Pass</b>	Explains how they would adapt to support the operation with changing weather condition, road closures and accidents. (K9 S9)		
<b>Pass</b>	Explains the innovation and advances in technology and infrastructure within the industry. (K20)		
<b>Distinction</b>	Explains the impact when prioritises change and the need to be able to anticipate to changing work activities. (K4 S4)		

## Sample Questions: Pass Criteria

### K4 S4 B4

What methods do you use to prioritise your daily activities?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you provide an example of a situation where you have adapted your planned work to meet customer requirements?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

### K7

Can you describe your company policy for processing returned goods?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What factors do you consider when determining the next destination of returned goods?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

### K8 S7

Can you explain the company process for tracking the progress of deliveries?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What methods do you use to track deliveries once they have left the warehouse/distribution centre/company?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

### K9 S9

How would you adapt your delivery route planning to overcome a road closure?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What process would you follow if you are alerted to an accident in real-time on one of the delivery routes?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

### K20

Can you tell me about the benefits of a piece of technology that you use in your daily work?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you provide an example of how an advancement in infrastructure has impacted the industry?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

**Sample Questions: Distinction Criteria**
**K4 S4**

Can you explain the impact to yourself and the team when task priorities change?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you provide an example of when you have adapted to a change in work activities?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

**Theme: Vehicle maintenance and inspection**

Grading Criteria		Achieved Yes/No	Comments
<b>Pass</b>	Explains how they have arranged the maintenance and inspection of vehicles in line with company procedures. (K16 S13)		

**Sample Questions: Pass Criteria**
**K16 S13**

What is the company procedure for arranging vehicle inspections?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you give me an example of a time when you have arranged maintenance of a company vehicle?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

**Theme: Information and communication**

Grading Criteria		Achieved Yes/No	Comments
<b>Pass</b>	Explains how they have conducted a briefing or debriefing session with colleagues, providing or capturing information and data to meet business needs. (K22 S16)		
<b>Pass</b>	Explains how they communicate with others using verbal communication techniques to support task completion. (K24 S18)		
<b>Distinction</b>	Explains the role and associated benefits of briefing and debriefing sessions to the company. (K22 S16)		

**Sample Questions: Pass Criteria**

<b>K22 S16</b>		
What techniques do you use to capture information during briefing / debriefing sessions with colleagues?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
Can you tell me about a briefing session you have held with colleagues to capture information / data to meet business needs?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
<b>K24 S18</b>		
How do you ensure that your verbal communication with colleagues is effective?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
How does your verbal communication differ when dealing with internal and external customers?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

### Sample Questions: Distinction Criteria

#### K22 S16

Can you explain the purpose of conducting briefing sessions for the company?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What is the benefit to the company of capturing information from colleagues in debriefing sessions?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

Theme: Customer service			
Grading Criteria		Achieved Yes/No	Comments
<b>Pass</b>	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 S19 S20 B1)		
<b>Distinction</b>	Describes the impact on the company and client of not managing customer queries and complaints. (K25 S19)		

Sample Questions: Pass Criteria			
<b>K25 S19 S20 B1</b>			
Can you tell me about the role of company service standards when dealing with customers queries and complaints?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
Can you explain how you prioritise the needs of external customers?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	

Sample Questions: Distinction Criteria			
<b>K25 S19</b>			
How may the company be affected if they are not proactive in dealing with queries from customers?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	
What may be the consequence of not managing a customer's complaint effectively?	Yes <input type="checkbox"/>	No <input type="checkbox"/>	



Theme: Limitations and escalation			
Grading Criteria		Achieved Yes/No	Comments
Pass	Describes how they have escalated issues outside their limits of authority in order to complete work tasks. (K26 S21)		

Sample Questions: Pass Criteria			
K26 S21			
Can you give me an example of the procedure you followed when escalating an issue that was outside your limit of authority?		Yes <input type="checkbox"/>	No <input type="checkbox"/>
What are the limits of your authority when dealing with driver infringements?		Yes <input type="checkbox"/>	No <input type="checkbox"/>

Theme: Team working			
Grading Criteria		Achieved Yes/No	Comments
<b>Pass</b>	Describes how they have applied team working and wellbeing principles to meet work goals. (K27 S22 B2)		

Sample Questions: Pass Criteria			
K27 S22 B2			
Can you give me an example of how you have applied teamworking principles in order to meet a work goal?			Yes <input type="checkbox"/> No <input type="checkbox"/>
Can you describe the wellbeing principles that you follow in your day-to-day work?			Yes <input type="checkbox"/> No <input type="checkbox"/>

**Theme: Equity, diversity, and inclusion (EDI)**

Grading Criteria		Achieved Yes/No	Comments
<b>Pass</b>	Describes how they apply equity, diversity and inclusion principles to support inclusion in the workplace, in line with company requirements. (K28 S23 B7)		
<b>Distinction</b>	Explains the benefits of supporting a diverse and inclusive culture for the business. (K28 S23)		

**Sample Questions: Pass Criteria**
**K28 S23 B7**

Can you describe how you contribute to equity, diversity and inclusion within the workplace?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
How do you proactively apply company policies and procedures relating to people and organisational culture to support an inclusive workplace?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

**Sample Questions: Distinction Criteria**
**K28 S23**

Can you explain the benefits to the business of promoting an inclusive work culture?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What are the benefits for the business of employing a diverse workforce?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

**Theme: Continuing professional development (CPD)**

Grading Criteria		Achieved Yes/No	Comments
<b>Pass</b>	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 B8)		

**Sample Questions: Pass Criteria**

S24 B8		
Can you tell me about a learning and development activity that you have completed over the last 12 months and how it has benefitted you and the organisation?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
What are your continuing professional development plans for the next 12 months?	Yes <input type="checkbox"/>	No <input type="checkbox"/>

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