Mock Assessment Form
VTCT Skills Level 2 End-point Assessment for Traffic Operator

Assessment Method: Practical with Questions

This 'Mock Assessment Form' has been developed to support the tutor in preparing the Apprentice for their practical with questions during their End-point Assessment for Traffic Operator **- ST1394 v1.0.**

Grading Criteria

Theme: Health and safety		Achieved Yes/No	Comments
Grading Criteria			
Pass	Prioritises health and safety when working whilst complying with safe systems of work. (K2 S2 B5)		

Sample Questions: Pass Criteria				
K2 S2 B5				
How do you ensure that drivers follow health and safety procedures?	Yes	☐	No	☐
Can you provide an example of a safe system of work that you use in your day-to-day job role?	Yes	☐	No	☐

Theme: Ways of working

Grading Criteria		Achieved Yes/No	Comments
Pass	Plans multiple drop route and jobs, inputting customer jobs for collection and delivery in line with company policies and procedures for the task. (K5 K6 S5 S6)		
Pass	Amend or re-plan the routes when delivery circumstances change in line with company policies and procedures for the task. (K10 S8)		
Pass	Applies a professional approach, optimising routes, vehicle type and loading to ensure client and company needs are efficiently fulfilled. (K11 K12 K13 S11 B3)		
Pass	Explains the techniques they use to maximise resources when organising and allocating jobs manually or using IT systems (K18)		

Sample Questions: Pass Criteria

K5 K6 S5 S6				
What are your organisations procedures for inputting customer jobs for collection and delivery?	Yes	☐	No	☐
Can you tell me the factors you consider when planning multiple drop routes?	Yes	☐	No	☐
K10 S8				
Can you tell me the steps that you follow if you have to amend a delivery route at the last minute due to road closures?	Yes	☐	No	☐
How do you ensure information is relayed accurately to colleagues if route plans are changed?	Yes	☐	No	☐
K11 K12 K13 S11 B3				
Please discuss the measures you take to optimise full vehicle loads when route planning.	Yes	☐	No	☐

How do you use your expertise to plan a route for an urgent load when you have time and traffic constraints?	Yes ☐	No ☐
K18		
Can you provide an example of how you maximise resources when organising jobs?	Yes ☐	No ☐
Tell me the methods you use to allocate jobs using your organisations IT systems.	Yes ☐	No ☐

Theme: Environment and sustainability		
Grading Criteria	**Achieved Yes/No**	**Comments**
Pass Considers the environment and sustainability when complying with environment and sustainability regulations, standards and policy and procedures. Follows guidelines by selecting the appropriate mode of transport for ultra-low emission zones (ULEZ) and clean air zones in line with company requirements. (K14 S12 B6)		

Sample Questions: Pass Criteria		
K14 S12 B6		
How do you ensure the modes of transport you select are ULEZ compliant?	Yes ☐	No ☐
Can you tell me how you can help improve sustainability within your organisation/job role?	Yes ☐	No ☐

Theme: Information and communication			
Grading Criteria		**Achieved Yes/No**	**Comments**
Pass	Records or enters information for work tasks in line with procedures and company requirements. (K15 S10)		
Pass	Communicates with others using written techniques to support task completion. (K23 S17)		

Sample Questions: Pass Criteria			
K15 S10			
Please discuss your organisations requirements for recording information from customers.	Yes ☐	No ☐	
Tell me the consequences that can occur if inaccurate information is recorded when briefing drivers.	Yes ☐	No ☐	
K23 S17			
Can you tell me how effective written communication contributes to successful task completion?	Yes ☐	No ☐	
What are the benefits of using written communication methods for specific situations?	Yes ☐	No ☐	

Theme: Digital and technology

Grading Criteria		Achieved Yes/No	Comments
Pass	Uses information systems and complies with GDPR and cyber security to support work tasks. (K19 S14)		

Sample Questions: Pass Criteria

K19 S14

Please describe how using IT equipment/technology in your job role helps to achieve your organisation's objectives.	Yes	☐	No	☐
Tell me how you ensure you comply with GDPR when using IT equipment/technology in your organisation.	Yes	☐	No	☐

Theme: Traffic management systems		
Grading Criteria	**Achieved Yes/No**	**Comments**
Pass	Uses the traffic management system or other relevant systems to add and update customer job requirements, in line with company procedures. (K21 S15)		

Sample Questions: Pass Criteria				
K21 S15				
Describe how you use the traffic management system (TMS) when updating customer job requirements.	Yes	☐	No	☐
Please discuss the consequences that may occur if the company procedures are not followed when adding customer job requirements.	Yes	☐	No	☐

Version	Issue Date	Changes	Role
1	16/04/2025	First published	QDA