



# **END-POINT ASSESSMENT GUIDE**

## **VTCT Skills Level 2 End-point Assessment for ST01393 Removals Operative v1.0**



Please note, the contents of this booklet are subject to change at any time due to regulatory requirements. Therefore, it is imperative for the user of this document to verify they are in fact using the most up to date version.

This can be done by checking it matches the version published on epaPRO, VTCT Skills online End-point Assessment booking platform.

# Contents

## VTCT Skills Level 2 End-point Assessment for ST01393 Removals Operative v1.0

Purpose	04
Apprenticeship Standard Summary Table	04
Occupational Profile	06
Occupational Duties for Removals Operative	07
The Gateway Stage	08
Scheduling	10
Overview of End-point Assessment Period	12
<b>Assessment Method 1: Interview Underpinned by a Portfolio of Evidence</b>	<b>14</b>
<b>Assessment Method 2: Observations with Questions</b>	<b>22</b>
Re-sits and Re-takes	28

# VTCT Skills Level 2 End-point Assessment for ST01393 Removals Operative v1.0

## Purpose

This End-point Assessment guidebook outlines the format and the requirements of the End-point Assessment for the Removals Operative v1.0 standard.

Prior to the End-point Assessment period, a full-time apprentice will typically spend 12 months on-programme (before the gateway) to complete the criteria included within the occupational standard.

All apprentices must spend a minimum of 12 months on-programme. Once the on-programme requirements have been met, the Apprentice can proceed through the gateway stage to the End-point Assessment period.

The End-point Assessment will consist of two different assessment methods: Interview underpinned by a portfolio of evidence and Observation with questions.

## Apprenticeship Standard Summary

### On-programme Stage (a minimum of 12 months):

- The Apprentice receives training to develop the Knowledge, Skills and Behaviours (KSBs) of the occupational standard
- Training towards English and maths qualifications in line with the apprenticeship funding rules
- The Apprentice must produce a portfolio of evidence

### End-point Assessment Gateway Stage:

The employer must confirm that the Apprentice;

- is working at or above the occupational standard as a Removals Operative
- has the evidence required to pass the gateway and is ready to take the End-point Assessment

The Apprentice must achieve English and maths qualifications in line with the apprenticeship funding rules.

Apprentices must submit the following;

- a portfolio of evidence to underpin the interview

## **End-point Assessment Stage (typically three months):**

### **Assessment Method 1:**

Interview underpinned by a portfolio of evidence

- Fail
- Pass
- Distinction

### **Assessment Method 2:**

Observation with questions

- Fail
- Pass

### **Overall End-point Assessment and Apprenticeship can be Graded:**

- Fail
- Pass
- Distinction

### **Re-sits and re-takes:**

- Re-take and re-sit grade cap: Pass
- Re-sit timeframe: typically two months
- Re-take timeframe: typically three months

# Removals Operative Apprenticeship Standard

## Occupational Profile

This occupation is found in the removals industry. This industry covers different types of removal including household, international, commercial and government buildings and provides warehouse storage for customers. Apprentices may work in various locations and surroundings when carrying out removals. Examples are residential houses, offices, schools, factories, shops, libraries, museums, and hospitals. Removal companies vary in size providing national and international coverage and may have several sites they work from. All locations are different, and no two moves are the same.

The broad purpose of the occupation is to pack items into boxes or crates and move the packed items, furniture, equipment, specialist items and any other customer possessions. They will assist with the loading and unloading of items onto and off specially built removals vehicles.

### **Typical job roles on completion of the Removals Operative Apprenticeship Standard:**

- Furniture Handling Operative
- Furniture Handling Operative Packer
- Furniture Moving Logistics Specialist
- Porter
- Porter Packer
- Removalist
- Removals Operative
- Removals Porter
- Removals Specialist

# Occupational Duties for Removals Operative

Duty	Knowledge, Skills and Behaviours Covered
<b>Duty 1</b> – Plan work in line with initial instructions, adapt work due to changing circumstances.	K1 K2 K3 K4 K5 K6 K7 K8 K9 K10 K21 K24 K25 S1 S2 S3 S4 S5 S6 S16 S17 S19 S20 S21 B1 B3 B4 B5 B6 B7
<b>Duty 2</b> – Report external factors which may occur, preventing the delay or completion of planned work.	K5 K6 K7 K23 K25 S3 S5 S6 S19 S21 B1 B4
<b>Duty 3</b> – Carry out risk assessment following arrival at collection or delivery address.	K2 K3 K4 K8 K15 S1 S2 S3 S11 S21 B1 B7
<b>Duty 4</b> – Select sustainable resources and packing materials appropriate to the job in a way that reduces risk of damage, waste, costs, and environment impact.	K6 K11 K12 S7 S8 B2
<b>Duty 5</b> – Follow appropriate processes for moving, handling, packing and unpacking items and making preparations for transportation.	K2 K3 K6 K9 K11 K12 K13 K23 S1 S2 S5 S8 S9 B2
<b>Duty 6</b> – Load, unload and stow items into and from vehicles, containers, crates and lift crates and boxes safely and efficiently.	K2 K3 K6 K9 K14 K15 K23 S1 S2 S5 S6 S10 S11 B1 B2 B4 B5
<b>Duty 7</b> – Use equipment and machinery safely, following instructions, company guidelines and legislative rules and regulations including wearing and using associated Personal Protective Equipment (PPE).	K2 K3 K6 K8 K9 K14 K15 K16 K17K18 S1 S2 S5 S6 S10 S11 S12 S13 S14 B1 B2 B5
<b>Duty 8</b> – Direct the movement of vehicles and forklifts safely.	K2 K3 K6 K9 K16 K17 K18 S1 S12 S13 S14 B1 B4 B5
<b>Duty 9</b> – Support the onboarding and administration process of new starts.	K8 K19 S1 S15 S16 B5
<b>Duty 10</b> – Prepare and process relevant documentation, inventories, and records of information.	K3 K13 K20 K21 K22 K23 K25 S2 S9 S16 S17 S18 S19 S21 B5
<b>Duty 11</b> – Identify and record pre-existing damage to furniture and effects, buildings, and floors.	K3 K8 K19 K20 K21 K23 S15 S19 B5
<b>Duty 12</b> – Understand the needs of the customers, for example: elderly, disabled, parents, young or vulnerable people including pets, along with cultural and religious needs.	K5 K8 K9 K13 K22 K23 K24 K25 S4 S6 S9 S18 S19 S20 S21 B3 B4 B5 B6 B7
<b>Duty 13</b> – Maintain required quality standards of company equipment and cleanliness of vehicles and warehouse.	K3 K6 K8 K10 K17 K18 K25 S2 S5 S13 S14 B2 B5 B6 B7

# The Gateway Stage

To be eligible for the End-point Assessment Stage of the End-point Assessment, the Apprentice must meet the following gateway requirements:

- All apprentices must spend a minimum of 12 months on-programme
- Complete the on-programme stage of the Level 2 Removals Operative Apprenticeship Standard and consistently work at or above the level of the occupational standard
- Submit a portfolio of evidence which will underpin the interview
- Achieve English and maths qualifications in line with the Apprenticeship funding rules

In addition to this, the Apprentice's employer must formally sign off that they are satisfied that the Apprentice is consistently working at or above the level set out in the Removals Operative Occupational Standard, and that the Apprentice is deemed to have achieved occupational competence, before the gateway process can be implemented. The Apprentice must also confirm that they feel ready to move on to their End-point Assessment. Both the employer and training provider have a shared responsibility to decide whether the Apprentice has demonstrated the Knowledge, Skills and Behaviours required to be competent in their job role.

When making this decision, the employer may take advice from the Apprentice's training provider(s); however, the decision must ultimately be made solely by the Apprentice's employer. It is important to refer back to the assessment plan when approaching gateway in order to check that the Apprentice is able to demonstrate all of the required Knowledge, Skills and Behaviours and can do so in a live End-point Assessment.

A copy of the standard can be located through the following link: <https://www.instituteforApprenticeships.org/Apprenticeship-standards>

## Assessment Method 1: Interview underpinned by a portfolio of evidence

For the interview, the Apprentice will be required to submit a portfolio of evidence, which should be compiled during the on-programme period of the apprenticeship. Evidence must be mapped against the KSBs set out in the interview underpinned by a portfolio of evidence assessment method.

- One piece of evidence can be mapped against more than one Knowledge, Skill or Behavioural requirement
- The portfolio of evidence can be in any format, as long as it is legible and can be uploaded electronically to epaPRO
- A 'Declaration of Authenticity form' must be signed by the Apprentice, the training provider and the employer. This form should be uploaded alongside the portfolio of evidence
- The portfolio of evidence must be submitted to VTCT Skills at the gateway stage
- A completed 'Portfolio of Evidence Mapping Document' is required to be uploaded alongside the portfolio of evidence

## Assessment Method 2: Observation with questions

There are no specific requirements at the gateway stage to upload evidence for this assessment method.



# Scheduling

## Registering an Apprentice for End-point Assessment

Providers/employers can register the Apprentice(s) for End-point Assessment via epaPRO. Apprentices can be registered at any time during their Apprenticeship at no additional upfront cost. Providers/employers will require the Apprentice's:

- Unique Learner Number (ULN)
- Name
- Date of birth

Further information on registering the Apprentices will be supplied once VTCT Skills has received the signed End-point Assessment Organisation (EPAO) agreement.

## Scheduling an Apprentice for End-point Assessment

Providers must confirm that the Apprentice has completed all of the mandated components of the standard via the 'Apprentice checklist' on the booking platform:

- End-point Assessment bookings must be made a minimum of 20 working days in advance of the desired assessment date(s) or within the standard requirement
- Providers/employers will need to indicate preferred dates of assessment on epaPRO
- The End-point Assessment team will seek to match an Independent Assessor to the request
- The End-point Assessment team will formally confirm the booking by email and via epaPRO

## Reasonable Adjustments

It is the responsibility of the provider/employers to apply for reasonable adjustments/access arrangements on behalf of the Apprentice prior to the End-point Assessment taking place. For more information on reasonable adjustments, please refer to the 'VTCT Skills Reasonable Adjustments and Special Considerations Policy'. This policy can be accessed on the epaPRO system.

## Remote End-point Assessments

Remote End-point Assessments can be conducted via a video conferencing platform. The Apprentice will receive an automated email containing a link to their video conferencing platform within 72 hours of the assessment being booked. The Apprentice will need this link to enter the video conferencing platform and complete their assessment.

## Face-to-face End-point Assessments

The interview must take place in a suitable venue selected by VTCT Skills for example, the employer's premises. The interview should take place in a quiet room, free from distractions and influence.

The practical with questions must take place in a simulated environment selected by VTCT Skills for example, the employer's premises, a test centre or a similar simulated environment.

This simulated environment must relate to the Apprentice's natural work environment.

## Planning End-point Assessment Dates

Prior to the End-point Assessment taking place, providers/employers will receive automated emails with:

- Confirmed start time and expected duration of the assessments
- Access to all relevant systems and resources

## ID Requirements

VTCT Skills will verify the identity of the Apprentice before they undertake the assessment. All employers are therefore required to ensure that each apprentice has photographic identification with them on the day of assessment.

VTCT Skills will accept the following as proof of identity:

- A valid passport
- A signed UK photo card driving licence
- Employee ID card or travel card

The Independent Assessor will certify that they have seen valid identification before proceeding with an End-point Assessment and confirm the correct spelling of the Apprentice's name in readiness for certification.

## Appeals

Any appeals in relation to the outcome of the End-point Assessment will be managed by VTCT Skills whose decision is final.

## Cancellation

Under some circumstances, it may be necessary to cancel an End-point Assessment. Should this happen, providers/employers must contact the End-point Assessment team immediately. Please note that if a cancellation occurs within 10 working days of the assessment taking place, there will be a cancellation charge applied in line with VTCT Skills 'Cancellation Policy'.

If the customer cancels the End-point Assessment:

- Prior to the date of the End-point Assessment, the customer must inform VTCT Skills by email ([epa@vtctskills.org.uk](mailto:epa@vtctskills.org.uk))
- On the day of the End-point Assessment, the customer must inform VTCT Skills by telephone (0121 270 5100)

Cancellation of an End-point Assessment within 10 working days prior to the assessment taking place will incur the **full cost** of the End-point Assessment. For further details, the cancellation policy is available on the booking platform or on VTCT Skills website.

Should the Apprentice wish to re-sit later, a new booking form should be made on epaPRO.

# Overview of the End-point Assessment Period

Once the Apprentice has submitted their evidence at the End-point Assessment gateway stage, they will then enter the End-point Assessment period.

**Please note:**

A maximum of one apprentice can be assessed at any one time by the Independent Assessor during assessment method 1 & 2.

**The Removal Operative End-point Assessment consists of two assessment methods:**

Assessment Method	Assessed by	Overall Grading
<b>Assessment Method 1:</b> Interview underpinned by a portfolio of evidence	Independent Assessor	Fail/Pass/Distinction
<b>Assessment Method 2:</b> Observation with questions	Independent Assessor	Fail/Pass

## Length of End-point Assessment Period

The End-point Assessment will be completed within a period lasting typically three months, beginning when VTCT Skills has confirmed that all the gateway requirements have been met by the Apprentice.

If an End-point Assessment method is not achieved, the failed assessment method should be re-sat or re-taken within the End-point Assessment period, and in accordance with the requirements outlined in the 'Removal Operative Assessment Plan'.

## Order of Assessment Methods

The assessment methods for the End-point Assessment can be completed in any order.

The result of one assessment method does not need to be known before starting the next.

## How the End-point Assessment is Graded

The overall grade for the End-point Assessment will be based on the grades achieved in the two assessment methods.

All End-point Assessment methods must be passed for the End-point Assessment to be achieved overall.

**Assessment Method 1:  
Interview underpinned by a portfolio of evidence**

The interview underpinned by a portfolio of evidence will be graded a Fail/Pass/Distinction against the grading criteria.

**Assessment Method 2:  
Observation with questions**

The practical with questions will be graded a Fail/Pass against the grading criteria.

**Overall Grading**

Performance in the End-point Assessment determines the overall apprenticeship grade of:

- Fail
- Pass
- Distinction

The grades from each individual assessment method are combined to determine the overall grade. If the Apprentice fails one or more assessment methods, they will be awarded an overall **End-point Assessment Fail**.

To achieve an overall **End-point Assessment Pass**, the Apprentice should achieve at least a Pass in both the assessment methods.

To achieve an overall **End-point Assessment Distinction**, the Apprentice must achieve a Pass in assessment method 2 and a Distinction in assessment method 1.

**Grades from the individual assessment methods will be combined in the following way to determine the overall grade of the End-point Assessment:**

<b>Interview Underpinned by a Portfolio of Evidence</b>	<b>Observation with Questions</b>	<b>Overall Grading</b>
Fail	Fail	Fail
Any grade	Fail	Fail
Fail	Pass	Fail
Pass	Pass	Pass
Distinction	Pass	Distinction

# Assessment Method 1

# Interview Underpinned by a Portfolio of Evidence

In the interview, the Independent Assessor and the Apprentice will have a formal two-way conversation. This assessment method gives the Apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

The Apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence.

## Delivery

The interview will be structured to give the Apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest possible grade.

It will be conducted and assessed by an Independent Assessor. The purpose of the Independent Assessor's questions will be to allow the Independent Assessor to ask the Apprentice questions relating to the following themes:

- Health, safety, regulations and legislation
- Policy and procedure
- Planning
- Removals activities
- Environment sustainability
- Team working
- Use and movement of equipment and vehicles
- Documentation, digital and technology
- Communication
- Equity, Diversity and Inclusion (EDI)
- Continuing Professional Development (CPD)

The Independent Assessor must have at least two weeks to review the supporting documentation. The Apprentice must have access to their portfolio of evidence during the interview and can refer to and illustrate their answers with evidence from their portfolio of evidence.

The interview must last for **60 minutes**. The Independent Assessor can increase the time of the Interview by up to 10% in order to allow the Apprentice to respond to a question if necessary.

The Independent Assessor will ask at least **five questions**.

## Venue

The End-point Assessment interview must take place in a suitable venue selected by VTCT Skills for example, the employer's premises. The interview can also be conducted by video conferencing. The interview must take place in a quiet room, free from distractions and influence.

# Knowledge, Skills and Behaviours

The End-point Assessment interview underpinned by a portfolio of evidence will cover the following Knowledge, Skills and Behaviours:

## Knowledge

Reference	Knowledge Criteria
<b>K1</b>	The removals industry for example, types of services and types of employers.
<b>K2</b>	Health and safety regulations, standards, and guidance and impact on role. Control of Substances Hazardous to Health (COSHH). Fire safety. Health and Safety at Work Act. Manual handling. Personal Protective Equipment (PPE). Safety equipment: guards, signage, fire extinguishers. Safety signage. Situational awareness. Slips, trips, and falls. Working in confined spaces. Working at height.
<b>K3</b>	Industry specific regulations and legislation relating to the moving and handling of items to include inland domestic moving, commercial moving, overseas moving, storage, working time directives and working hours.
<b>K5</b>	Work organisation and time management techniques.
<b>K6</b>	Methods and modes of transport and auxiliary equipment available within the industry.
<b>K7</b>	Factors that affect the completion of planned work for example, additional volumes to be moved, unforeseen delays and weather conditions.
<b>K9</b>	Team working principles.
<b>K10</b>	Personal wellbeing and mental health awareness.
<b>K11</b>	Environmental and sustainability regulations including The Environment Act 2021 and the impact of the industry on the environment.
<b>K16</b>	Techniques including hand signalling required to direct the movement of vehicles and Manual Handling Equipment (MHE). The Health and Safety (Signs and Signals) Regulations.
<b>K18</b>	Industry procedures and quality standards. Keeping work area tidy.
<b>K19</b>	Techniques of dismantling and reassembling items: beds and tables.
<b>K21</b>	Information systems used to support removals activities. GDPR and cyber security.
<b>K22</b>	Written communication techniques.
<b>K24</b>	Principles of equity, diversity, and inclusion in the workplace and the impact on their work for example those customers with illnesses, children, and pets.
<b>K25</b>	Limits of own authority and escalation procedures for example: reporting inappropriate behaviour.

## Skills

Reference	Skills Criteria
<b>S2</b>	Comply with Industry specific regulations and legislation relating to the moving and handling of items for example, inland domestic moving, commercial moving, overseas moving, and storage.
<b>S4</b>	Organise and prioritise own work in line with permitted time allowances.
<b>S6</b>	Apply team working principles.
<b>S7</b>	Follow procedures in line with environmental and sustainability regulations, standards, and guidance. Segregate resources for reuse, recycling, and disposal.
<b>S12</b>	Direct the movement of vehicles or Mechanical Handling Equipment (MHE).
<b>S14</b>	Follow company procedures and quality standards, for example housekeeping, clean equipment and machinery, and keep work area tidy.
<b>S15</b>	Dismantle and reassemble items using tools and equipment in line with company policy.
<b>S17</b>	Use information technology and digital systems. Comply with GDPR and cyber security.
<b>S18</b>	Communicate in writing with others for example, clients, colleagues, and managers.
<b>S20</b>	Follow Equity, Diversity, and Inclusion (EDI) principles.
<b>S21</b>	Carry out and record learning and development activities.

## Behaviours

Reference	Behaviours Criteria
<b>B2</b>	Considers the environment and sustainability.
<b>B3</b>	Support an inclusive workplace for example, respectful of different views.
<b>B4</b>	Team-focus to meet work goals.
<b>B6</b>	Seek learning and development opportunities.
<b>B7</b>	Respond and adapt to work demands and situations.

# Interview Underpinned by a Portfolio of Evidence

## Pass Criteria

The Apprentice will achieve a Pass grade if they provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the interview and all the criteria below:

Theme – Health, safety, regulations and legislation		
Grading Criteria	Fail	Pass
Describes health and safety regulations, standards and guidance and the impact to their role. (K2)		
Describes how they comply with industry specific regulations and legislation relating to the moving and handling of items. (K3 S2)		

Theme – Policy and procedure		
Grading Criteria	Fail	Pass
Describes how they follow company procedures and quality standards for example, keeping equipment clean and housekeeping. (K18 S14)		

Theme – Planning		
Grading Criteria	Fail	Pass
Describes how they plan work using planning and prioritising techniques with consideration for permitted time allowances. (K5 S4)		
Describes the factors that can affect the completion of planned work. (K7)		
Describes how they adapt to meet company needs, for example the ability to work flexibly including working anti-social hours. (B7)		

Theme – Removals activities		
Grading Criteria	Fail	Pass
Describes the removals industry, identifying types of services and types of employers. (K1)		
Describes how they dismantle and reassemble items using tools and equipment, in line with company policy. (K19 S15)		
Describes their role, responsibilities and the limits of the role and how they escalate issues or concerns in line with company policy. (K25)		

Theme – Environment and sustainability		
Grading Criteria	Fail	Pass
Describes how they follow procedures in line with environmental and sustainability regulations standards, and guidelines, including segregating resources, and considers the potential impact the removals industry has on the environment. (K11 S7 B2)		

Theme – Team working		
Grading Criteria	Fail	Pass
Describes how they apply team working principles to meet their team's work goals. (K9 S6 B4)		

Theme – Use and movement of equipment and vehicles		
Grading Criteria	Fail	Pass
Explains the methods and modes of transport and auxiliary equipment that are available within the industry. (K6)		
Describes how they have directed the movement of vehicles or mechanical handling equipment using techniques such as hand signalling, following associated regulations. (K16 S12)		

Theme – Documentation, digital and technology		
Grading Criteria	Fail	Pass
Describes how they use information technology and information systems and comply with GDPR and cyber security to support work tasks. (K21 S17)		

Theme – Communication		
Grading Criteria	Fail	Pass
Describes how they communicate with others using written techniques, in a way that is suitable for the context and supports task completion. (K22 S18)		

Theme – Equity, diversity, and inclusion		
Grading Criteria	Fail	Pass
Describes their understanding of personal wellbeing and mental health awareness. (K10)		
Describes how they follow and support equity, diversity, and inclusion in their work in line with rules. (K24 S20 B3)		

Theme – Continuing professional development		
Grading Criteria	Fail	Pass
Outlines the learning and development activities they have carried out. (S21 B6)		

# Interview Underpinned by a Portfolio of Evidence

## Distinction Criteria

The Apprentice will achieve a Distinction grade in the interview if they provide evidence to meet all the Pass criteria and all the Distinction criteria below:

Theme – Health, safety, regulations and legislation	
Grading Criteria	Distinction
Explains the benefits of compliance with manual handling regulations and procedures and the consequences of non-compliance to the individual and the company. (K2 S2)	

  

Theme – Policy and procedure	
Grading Criteria	Distinction
Explains the importance of maintaining good quality standards for example, with housekeeping and the impact this has on the organisation. (K18 S14)	

  

Theme – Planning	
Grading Criteria	Distinction
Reviews and justifies chosen work organisation or time management techniques used to complete tasks in time allowances. (K5 S4)	

  

Theme – Team working	
Grading Criteria	Distinction
Explains how their team focus supports wider teams to meet their goals. (K9 S6)	

  

Theme – Use and movement of equipment and vehicles	
Grading Criteria	Distinction
Explains the importance of compliance with the regulations and the impact on the business. (K16 S12)	

  

Theme – Equity, diversity, and inclusion	
Grading Criteria	Distinction
Explains the benefits of supporting an equitable, diverse and inclusive culture for the business. (K24 S20)	



# Assessment Method **2**

# Observation with Questions

In the observation with questions, an Independent Assessor observes the Apprentice completing a task or series of tasks set by VTCT Skills.

The observation with questions will give the Apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

## Delivery

The observation with questions must last for **75 minutes (one hour and 15 minutes)** and will be conducted and assessed by an Independent Assessor. The Independent Assessor may increase the duration of the observation with questions by up to 10% to allow the Apprentice to complete a task or respond to a question if necessary. The Independent Assessor will only observe one apprentice at a time to ensure quality and rigour and will be as unobtrusive as possible.

The observation with questions cannot be split, other than for comfort breaks or to allow apprentices to move from one location to another. Where breaks occur, they will not count towards the total End-point Assessment time.

The Independent Assessor will explain to the Apprentice, the format and timescales of the observation with questions before it starts. This will not count towards the assessment time.

The Independent Assessor will observe the following during the assessment:

- Risk assessment
- Packing, handling and moving items
- Loading or unloading activities

The three component parts of the observation will cover the KSBs assigned to the observation with questions assessment.

The Independent Assessor must ask a minimum of **three questions** to provide the Apprentice with the opportunity to cover the range of KSBs. The purpose of the questions is to assess any KSB's assigned to this method that the Independent Assessor feels have not been fully demonstrated through the three components. The Independent Assessor will ask questions during natural stops between tasks and after completion of work, to avoid disrupting the Apprentice's flow. The Independent Assessor can ask follow-up questions to clarify answers given by the Apprentice or to gather evidence about KSBs that were not observed. These questions are in addition to the above set number of three questions for the observation with questions assessment.

## Venue

The observation with questions must take place in the Apprentice's normal place of work for example, their employer's premises or a customer's premises. Equipment and resources needed for the observation must be provided by the employer and be in good and safe working condition.

# Knowledge, Skills and Behaviours

The End-point Assessment observation with questions will cover the following Knowledge, Skills and Behaviours:

## Knowledge

Reference	Knowledge Criteria
<b>K4</b>	Hazards and risks in the workplace. Control measures. Risk assessments.
<b>K8</b>	Standard operating procedures (SOP). What they are and why they are important.
<b>K12</b>	Types of packing materials and their uses. Costing of different packing materials.
<b>K13</b>	Techniques for moving, handling, packing, loading, securing, and unloading hazardous goods or materials, for example, petrol lawn mowers and car batteries.
<b>K14</b>	Techniques to load and unload goods. Including security of vehicle and goods during tasks.
<b>K15</b>	Manual handling techniques and types of equipment: lifting equipment, vehicle ramps and platforms pallet trucks, piano wheels and sack barrows and their limitations.
<b>K17</b>	Principles of using tools, and machinery including wearing and using of Personal Protective Equipment (PPE).
<b>K20</b>	Documentation methods and requirements – electronic and paper: Condition reports, inventory labelling for removal activities.
<b>K23</b>	Verbal communication techniques.

## Skills

Reference	Skills Criteria
<b>S1</b>	Follow procedures in line with health and safety regulations, standards, and guidance.
<b>S3</b>	Identify and document hazards and risks in the workplace. Complete risk assessments. Apply control measures to manage risk.
<b>S5</b>	Apply Standard Operating Procedures (SOPs) and policies.
<b>S8</b>	Select packing materials appropriate to the individual task.
<b>S9</b>	Follow processes for moving, handling, packing and unpacking items.
<b>S10</b>	Load or unload identified goods.
<b>S11</b>	Use manual handling techniques and equipment, for example, lifting equipment, vehicle ramps or platforms.
<b>S13</b>	Use tools, machinery, and personal protective equipment (PPE) following manufacturers instructions.
<b>S16</b>	Record or enter task information – paper-based or electronic.
<b>S19</b>	Communicate with others verbally for example, clients, colleagues, and managers.

## Behaviours

Reference	Behaviours Criteria
<b>B1</b>	Put health and safety first.
<b>B5</b>	Act in a professional manner.

# Observation with Questions

## Pass Criteria

The Apprentice will achieve a Pass grade if they provide evidence to meet all the Knowledge, Skills and Behaviour requirements set out for the observation with questions and all the criteria below:

Theme – Health, safety, regulations and legislation		
Grading Criteria	Fail	Pass
Records identified hazards and risks in line with company procedures. Applies control measures to manage risks or hazards in line with company procedures. (K4 S3)		
Prioritises safe systems of work, following procedures in compliance with health and safety regulations, standards and guidance. (S1 B1)		

Theme – Removals activities		
Grading Criteria	Fail	Pass
Follows standard operating procedures in compliance with company procedures. (K8 S5)		
Selects packing materials that are appropriate to the task and in line with company policy and item instructions. (K12 S8)		
Moves, handles, packs and unpacks items in line with company policy and procedures, and item instructions. (K13 S9)		
Loads or unloads identified goods in line with company policy and procedures and item instructions. (K14 S10)		

Theme – Use and movement of equipment and vehicles		
Grading Criteria	Fail	Pass
Uses manual handling techniques and equipment, for example, lifting equipment, vehicle ramps or platforms in line with task requirements. (K15 S11)		
Checks and uses Personal Protective Equipment (PPE), tools and machinery in line with operating instructions or manufacturers' guidelines for the task. (K17 S13)		

**Theme – Documentation, digital and technology**

Grading Criteria	Fail	Pass
Records or enters information for work tasks in line with company procedures in full – paper-based or electronic. (K20 S16)		

**Theme – Communication**

Grading Criteria	Fail	Pass
Acts in a professional manner when communicating with others, using verbal communication techniques, in a way that is suitable for the context and supports task completion. (K23 S19 B5)		

# Re-sits and Re-takes

An apprentice who fails one or more assessment method(s) can take a re-sit or a re-take at their employer's discretion. The Apprentice's employer needs to agree that a re-sit or re-take is appropriate. A re-sit does not need further learning, whereas a re-take does.

An apprentice should have a supportive action plan to prepare for a re-sit or a re-take.

The employer and VTCT Skills will agree on the timescale for a re-sit or re-take. A re-sit is typically taken within two months of the End-point Assessment outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within three months of the End-point Assessment outcome notification.

Failed assessment methods must be re-sat or re-taken within a six month period from the End-point Assessment outcome notification, otherwise the entire End-point Assessment will need to be re-sat or re-taken in full.

Re-sits and re-takes are not offered to an apprentice wishing to move from a Pass to a higher grade.

An apprentice will only receive an End-point Assessment grade of a Pass for a re-sit or re-take, unless VTCT Skills determines there are exceptional circumstances.





VTCT Skills, Aspire House, Annealing Close, Eastleigh,  
Hampshire SO50 9PX United Kingdom

**E** [customersupport@vtctskills.org.uk](mailto:customersupport@vtctskills.org.uk)

**T** +44 (0)23 8068 4500

**W** [www.vtctskills.org.uk](http://www.vtctskills.org.uk)