END-POINT ASSESSMENT GUIDE

VTCT Skills Level 2 End-point Assessment for ST1394 Traffic Operator v1.1

VTCT Skills

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 ST1394 Traffic Operator v1.1

Purpose

This End-point Assessment guidebook outlines the format and the requirements of the End-point Assessment for the Traffic Operator 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 Practical 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 apprenticeship 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 Traffic Operator

• 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:
Practical 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 three months
- Re-take timeframe: typically four months

Traffic Operator Apprenticeship Standard

Occupational Profile

This occupation is found in the transport and logistics sector. It is primarily responsible for managing the movement of goods for a variety of customers across all sectors. Their customer base will range from large global organisations to sole traders and private customers in local areas, depending on their organisation. It is found across a range of different sizes and types of organisations and employers, such as hauliers, storage and warehouse operators, couriers, retailers, and utilities.

The broad purpose of the occupation is to assist traffic teams by ensuring the accurate flow of information throughout traffic and warehousing operations, as well as escalating issues as they arise. A Traffic Operator will coordinate the movement of goods for a variety of customers, either their own goods, or from a third party from manufacturers or suppliers to the destination or for onward delivery.

Typical job roles on completion of the Traffic Operator Apprenticeship Standard:

- Traffic Assistant
- Traffic Clerk
- Traffic Operator
- Traffic Planner
- Transport Assistant
- Transport Clerk
- Transport Operator

Occupational Duties for Traffic Operator

Duty	Knowledge, Skills and Behaviours Covered
Duty 1 – Comply with current legislation and regulations and maintain the health, safety, and security of people at all times.	K1 K2 K3 K5 K8 K11 K14 K16 K17 S1 S2 S3 S5 S12 S14 S21 S24 B5 B8
Duty 2 – Plan and provide documents and instructions for colleagues in a timely manner in line with the operation, to include the use of technology and equipment.	K4 K6 K11 K15 K16 K18 K19 K20 K28 S3 S4 S6 S10 S14 S16 S17 S23 S24 B2 B7 B8
Duty 3 – Support the maintenance plan by allocating the vehicles and equipment and work with colleagues for planned and unplanned maintenance.	K1 K4 K13 K14 K16 K17 S1 S3 S10 S13 S24 B2 B5 B8
Duty 4 – Plan the route, considering fuel and time efficiency, for the safe delivery of products.	K1 K3 K4 K5 K6 K9 K10 K11 K12 K14 K15 K18 S1 S3 S4 S5 S8 S9 S11 S12 S24 B4 B6 B8
Duty 5 – Select the most appropriate vehicle type for the delivery, considering access limitations, route, cost, and fuel efficiency.	K3 K4 K10 K12 K13 K14 K18 S8 S11 S12 S24 B6 B8
Duty 6 – Allocate appropriate resources and equipment to jobs, considering sustainability, and utilising internal and external organisations as required.	K3 K4 K5 K6 K7 K10 K11 K13 K14 K18 K19 K20 K25 S5 S6 S8 S11 S12 S17 S24 B4 B6 B8
Duty 7 – Monitor and track progress of jobs, communicate with colleagues and customers appropriately.	K3 K6 K7 K8 K10 K11 K15 K21 K22 K23 K24 S6 S7 S8 S9 S14 S15 S17 S19 S20 S24 B1 B2 B4 B7 B8
Duty 8 – Plan and organise work according to business need in relation to deadlines, prioritisation, and unforeseen circumstances.	K1 K3 K4 K5 K7 K9 K10 K11 K12 K15 K18 K22 K24 K25 K27 S1 S4 S5 S8 S10 S11 S13 S14 S16 S18 S22 S24 B1 B2 B4 B8
Duty 9 – Populate the Transport Management System (TMS) or relevant system with job information, following related processes and instructions to achieve deadlines.	K6 K18 K19 K20 K21 S6 S7 S8 S10 S14 S15 S24 B4 B8
Duty 10 – Provide detailed briefings to ensure effective handover between shifts, including prioritisation instructions when necessary.	K4 K15 K22 K23 K24 K25 K27 K28 S4 S10 S16 S17 S18 S22 S23 S24 B1 B2 B3 B4 B7 B8
Duty 11 – Deal with and escalate complaints to ensure effective resolution and protect the company image and brand within policy and procedures.	K23 K25 K26 K28 S17 S19 S20 S21 S23 S24 B1 B2 B3 B7 B8

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 Traffic Operator 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 Traffic Operator 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.

- The portfolio of evidence will typically contain 10 discrete pieces of evidence

- 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: Practical with questions

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

Notes

Use this area for notes and diagrams.

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)
- 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 Traffic Operator End-point Assessment consists of two assessment methods:		
Assessment Method	**Assessed by**	**Overall Grading**
Assessment Method 1: Interview underpinned by a portfolio of evidence	Independent Assessor	Fail/Pass/Distinction
Assessment Method 2: Practical 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 'Traffic Operator 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:
Practical 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:		
Interview Underpinned by a Portfolio of Evidence	**Practical with Questions**	**Overall Grading**
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:

- Regulations, legislations, policy and procedures
- Ways of working
- Vehicle maintenance and inspection
- Communication
- Team working
- Customer service
- Limitations and escalation
- 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
K1	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.
K3	Company policy, processes and standard operating procedures.
K4	Methods of planning and prioritising work.
K7	The procedures of processing return goods.
K8	Company process for tracking jobs through the various stages of delivery.
K9	Techniques for adapting operation to deal with changing weather conditions, road closures and accidents.
K16	Procedures for arranging vehicles maintenance and inspection.
K17	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.
K20	Innovation and advances in technology and infrastructure within the industry.
K22	Principles of briefings and debriefings, including capturing and sharing relevant information and data.
K24	Verbal communication techniques.
K25	The organisations customer service standards including, customer specific service level agreements, Key Performance Indicators (KPIs) and contractual obligations.
K26	Limits of authority and escalation procedures for example, driver infringements and non-operational procedures.
K27	Team working and wellbeing principles.
K28	Principles of Equity, Diversity, and Inclusion (EDI) in the workplace.

Skills

Reference	Skills Criteria
S1	Comply with regulations and legislation when working. For example, drivers working hours, working time directive, and Driver and Vehicle Standards Agency (DVSA) guidance.
S3	Follow company policy, processes and standard operating procedures.
S4	Plan and prioritise daily activities, for example, to customer job requirements, back loads, delivery.
S7	Track job progress.
S9	Adapt approach when supporting operation with, for example, changing weather conditions, road closures and accidents.
S13	Arrange the maintenance and inspection of the vehicle.
S16	Conduct a briefing or debriefing session with colleagues.
S18	Communicate with others verbally for example, internal and external customers, colleagues, and managers.
S19	Manage customer queries and complaints.
S20	Apply the company's service standards for internal and external customer services.
S21	Escalate issues, for example, driver infringements and non-operational procedures.
S22	Apply team working and wellbeing principles.
S23	Apply Equity, Diversity, and Inclusion (EDI) principles in the workplace.
S24	Carry out and record learning and development activities.

Behaviours

Reference	Behaviours Criteria
B1	Customer focus prioritising their needs and expectations.
B2	Team-focus to meet work goals.
B4	Adapt to changing work requests.
B7	Contributes to Equity, Diversity, and Inclusion (EDI).
B8	Seek learning and development opportunities.

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 – Regulations, legislation, policy, and procedures		
Grading Criteria	**Fail**	**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 K17 S1)		
Explains how they would follow company policy, processes and standard operating procedures. (K3 S3)		

Theme – Ways of working		
Grading Criteria	**Fail**	**Pass**
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)		
Describe the procedures for processing return goods. (K7)		
Explains how they track the progress of jobs through the various stages of delivery in line with company processes. (K8 S7)		
Explains how they would adapt to support the operation with changing weather condition, road closures and accidents. (K9 S9)		
Explains the innovation and advances in technology and infrastructure within the industry. (K20)		

Theme – Vehicle maintenance and inspection		
Grading Criteria	**Fail**	**Pass**
Explains how they have arranged the maintenance and inspection of vehicles in line with company procedures. (K16 S13)		

Theme – Information and communication		
Grading Criteria	**Fail**	**Pass**
Explains how they have conducted a briefing or debriefing session with colleagues, providing or capturing information and data to meet business needs. (K22 S16)		
Explains how they communicate with other others using verbal communication techniques to support task completion. (K24 S18)		

Theme – Customer service		
Grading Criteria	**Fail**	**Pass**
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)		

Theme – Limitations and escalations		
Grading Criteria	**Fail**	**Pass**
Describes how they have escalated issues outside their limits of authority in order to complete work tasks. (K26 S21)		

Theme – Team working		
Grading Criteria	**Fail**	**Pass**
Describes how they have applied team working and wellbeing principles to meet work goals. (K27 S22 B2)		

Theme – Equity, diversity and inclusion		
Grading Criteria	**Fail**	**Pass**
Describes how they apply equity, diversity and inclusion principles to support inclusion in the workplace, In line with company requirements. (K28 S23 B7)		

Theme – Continuing professional development		
Grading Criteria	**Fail**	**Pass**
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)		

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 – Regulations, legislation, policy, and procedures	
Grading Criteria	Distinction
Explains the impact of deviating from company policy and standard operating procedures on the business. (K3 S3)	

Theme – Ways of working	
Grading Criteria	Distinction
Explains the impact when prioritises change and the need to be able to anticipate to changing work activities. (K4 S4)	

Theme – Information and communication	
Grading Criteria	Distinction
Explains the role and associated benefits of briefing and debriefing sessions to the company. (K22 S16)	

Theme – Customer service	
Grading Criteria	Distinction
Describes the impact on the company and client of not managing customer queries and complaints. (K25 S19)	

Theme – Equity, diversity and inclusion	
Grading Criteria	Distinction
Explains the benefits of supporting a diverse and inclusive culture for the business. (K28 S23)	

Notes

Assessment Method 2

Practical with Questions

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

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

Delivery

The practical with questions must last for **60 minutes** and will be conducted and assessed by an Independent Assessor. The Independent Assessor may increase the duration of the practical 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 practical 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 practical assessment before it starts. This will not count towards the assessment time.

The Independent Assessor will observe the following during the assessment:

- Task 1: Input of customer jobs for collection and delivery
- Task 2: Planning of multiple drop route and job
- Task 3: Amendment and re-planning of route when delivery circumstances change

These activities provide the Apprentice with the opportunity to demonstrate the KSBs mapped to this assessment method.

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 seek clarification where required and to assess the level of competence against the grading criteria. The time for questioning is included in the overall assessment time. The Independent Assessor can ask follow-up questions to clarify answers given by the Apprentice. These questions are in addition to the above set number of three questions for the practical with questions assessment.

Venue

The practical with questions must take place in a simulated environment selected by VTCT Skills for example, the employer's premises. This simulated environment must relate to the Apprentice's natural work environment.

Equipment and resources needed for the practical with questions must be provided by the employer and be in good and safe working condition. Questioning that occurs after the practical 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
K2	Health and safety regulations and legislation in relation to the traffic operator role.
K5	Procedures for planning routes and jobs including multiple drop routes.
K6	Procedures for inputting customer jobs for collection and delivery.
K10	The amending or re-planning for further delivery when circumstances change.
K11	The principles of selecting the driving route balancing time, distance, traffic.
K12	The principles of optimising full loads.
K13	Vehicle types and when to use them to minimise environmental impact and cost.
K14	Environmental and sustainability standards, and policy and procedures including Ultra-low Emission Zones (ULEZ) and clean air zones, and compliance guidelines.
K15	Documentation: methods and requirements – electronic and paper.
K18	Techniques used to maximise resources when organising and allocating jobs manually or using IT systems.
K19	Importance of using technology and relevant systems correctly. General Data Protection Regulation (GDPR). Cyber security.
K21	Principles and techniques relating to the use of electronic or paper-based Traffic Management System (TMS) and other relevant systems.
K23	Written communication techniques.

Skills

Reference	Skills Criteria
S2	Comply with health and safety when working.
S5	Plan multiple drop routes and jobs.
S6	Inputting customer jobs for collection and delivery.
S8	Amend or re-plan routes when delivery circumstances change, for example, changing weather conditions, road closures and accidents, customer requirements.
S10	Record or enter information – paper-based or electronic. For example, job sheets, handover documents, work sheets, and checklists.
S11	Optimises routes, vehicle type and loading.
S12	Comply with company specific policy and procedures by using the appropriate mode of transportation for Ultra-low Emission Zones (ULEZ) and clean air zones.
S14	Use technology, and systems. General Data Protection Regulation (GDPR). Cyber security.
S15	Use the Traffic Management System (TMS) or other relevant systems, to add, and update customer job requirements.
S17	Communicate in writing with others for example, internal and external customers, colleagues, and managers.

Behaviours

Reference	Behaviours Criteria
B3	Apply a professional approach.
B5	Prioritise health, safety, and wellbeing.
B6	Considers the environment and sustainability.

Practical 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 practical with questions and all the criteria below:

Theme – Health and safety		
Grading Criteria	**Fail**	**Pass**
Prioritises health and safety when working whilst complying with safe systems of work. (K2 S2 B5)		

Theme – Ways of working		
Grading Criteria	**Fail**	**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)		
Amend or re-plan the routes when delivery circumstances change in line with company policies and procedures for the task. (K10 S8)		
Applies a professional approach, optimising routes, vehicle type and loading to ensure client and company needs are efficiently fulfilled. (K11 K12 K13 S11 B3)		
Explains the techniques they use to maximise resources when organising and allocating jobs manually or using IT systems. (K18)		

Theme – Environment and sustainability		
Grading Criteria	**Fail**	**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)		

Theme – Information and communication		
Grading Criteria	**Fail**	**Pass**
Records or enters information for work tasks in line with procedures and company requirements. (K15 S10)		
Communicates with others using written techniques to support task completion. (K23 S17)		

Theme – Digital and technology		
Grading Criteria	**Fail**	**Pass**
Uses information systems and complies with GDPR and cyber security to support work tasks. (K19 S14)		

Theme – Traffic management systems		
Grading Criteria	**Fail**	**Pass**
Uses the traffic management system or other relevant systems to add and update customer job requirements, in line with company procedures. (K21 S15)		

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 three 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 four 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.

Document history

Version	Details of amendments	Date
1	First Published	04/02/2025
2	Amended practical criteria and made standard v1.	17/04/2025

VTCT Skills