

Level 3 Transport and Warehouse Operations Supervisor v1.1

Innovate Awarding Assessment Specification





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Innovate Awarding

Meet our Managing Director



Welcome to the Level 3 Transport and Warehouse Operations Supervisor Apprenticeship. Our Innovate Awarding EPA Journeys are designed to ensure the employer, provider, assessor and apprentice have the appropriate support and guidance to allow successful completion of an apprenticeship, providing further confidence and assurance having chosen us as your End-Point Assessment Organisation (EPAO).

We are an Ofqual approved EPAO, experienced in operating within a regulated market. Driven by the employers we work in partnership with, we deliver End-Point Assessment (EPA) in the Health, Care, Education, Leadership, Management, Leisure, Customer Service, Creative, Hospitality, Retail, Transport and Logistics sectors.

Delivering an apprenticeship is an extremely rewarding role. We recognise the need for a clear specification, resources and support, so more valuable time can be spent delivering to an apprentice.

At Innovate Awarding we stand by our 'no surprises' approach to assessment, making an apprenticeship journey as simple as possible, ensuring the best chance of success for every apprentice who undertakes EPA with us.

Charlotte Bosworth



“

We recognise the need for a clear specification, resources and support.

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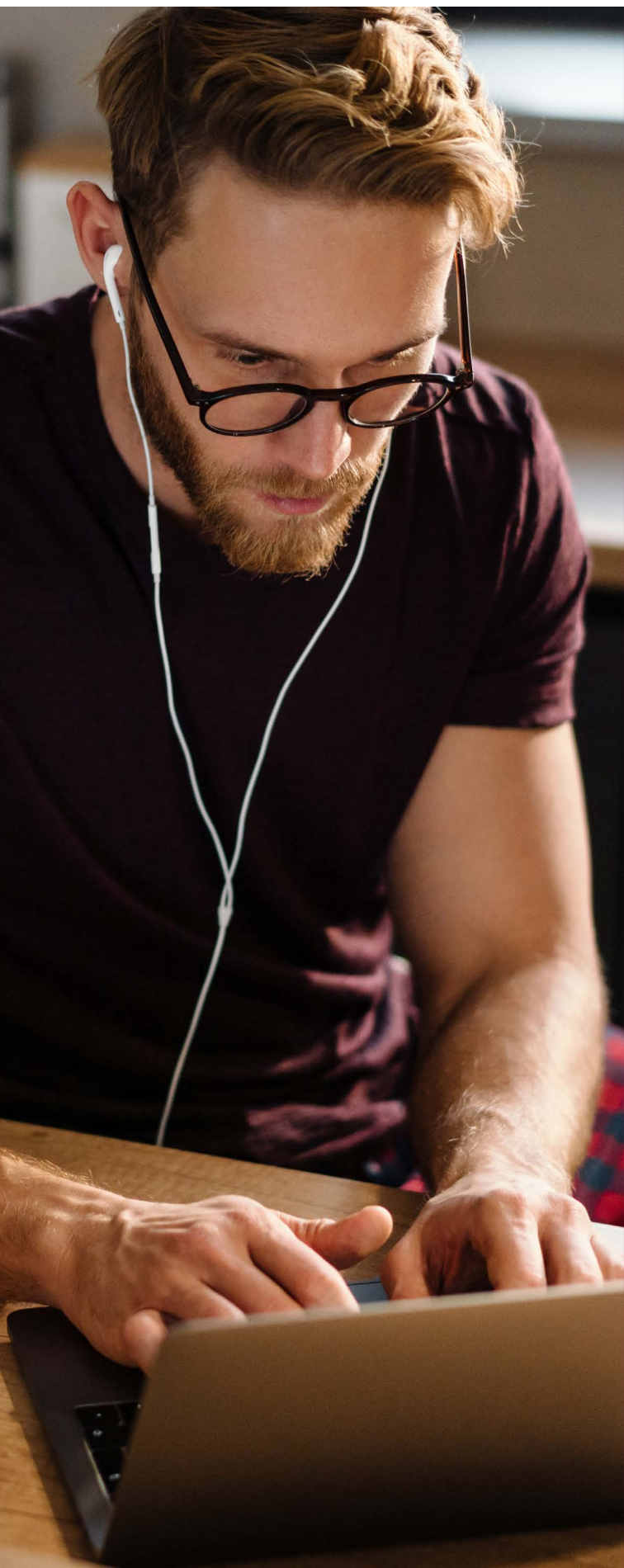
About Innovate Awarding

We are an EPAO approved by the Education and Skills Funding Agency (ESFA) with a collaborative approach to doing business. We work with providers to deliver fit for purpose EPA, providing assessments for a wide range of apprenticeship standards, certifying thousands of apprentices, continuing to learn and improve with each experience.

We have experienced and responsive teams to ensure the EPA experience is smooth and efficient, working closely with our provider partners ensuring a 'no surprises' approach to EPA for all apprentices.

Please see our website for the range of Standards we are approved to deliver:

<https://innovateawarding.org/end-point-assessment/apprenticeship-standards/>



Our EPA Journeys

We have created four bespoke EPA Journeys tailored to the individual needs of the employer, provider, assessor and apprentice to enable a cross functional approach to EPA.

The Level 3 Transport and Warehouse Operations Supervisor EPA Journeys are available to download on epaPRO.

epaPRO

epaPRO is our EPA platform, streamlining the process including:

- Apprenticeship registration
- Assessment scheduling to results and certification
- Policy and guidance documents
- Reporting

The platform increases efficiency and reduces administration to support every step of EPA.

epaPRO:

<https://innovate.epapro.co.uk/login>

The Apprenticeship Standard and Assessment Plan

An Apprenticeship Standard details the knowledge, skills and behaviours (KSBs) required to be occupationally competent:

- **Knowledge** - the information, technical detail, and 'know-how' that someone needs to have and understand to successfully carry out the duties. Some knowledge will be occupation-specific, whereas some may be more generic.
- **Skills** - the practical application of knowledge needed to successfully undertake the duties. They are learnt through on and/or off-the-job training or experience.
- **Behaviours** - mindsets, attitudes or approaches needed for competence. Whilst these can be innate or instinctive, they can also be learnt. Behaviours tend to be very transferable. They may be more similar across occupations than knowledge and skills. For example, team worker, adaptable and professional.

Apprenticeships are an invaluable tool for upskilling in areas that matter most to employers. They are a highly effective route to recruit and train future talent, address skills shortages and develop careers across core parts of the business.

The Level 3 Transport and Warehouse Operations Supervisor apprenticeship has been developed by employers working in the sector detailing the knowledge, skills and behaviours required to be occupationally competent and outlining the training and assessment journey for an apprentice.

The apprentice will spend a minimum of 12 months on-programme, working towards the Level 3 Transport and Warehouse Operations Supervisor Standard, combining practical training in a job with study.

This is a core and options standard. Apprentices must be trained and assessed against the core and one option. There are two options:

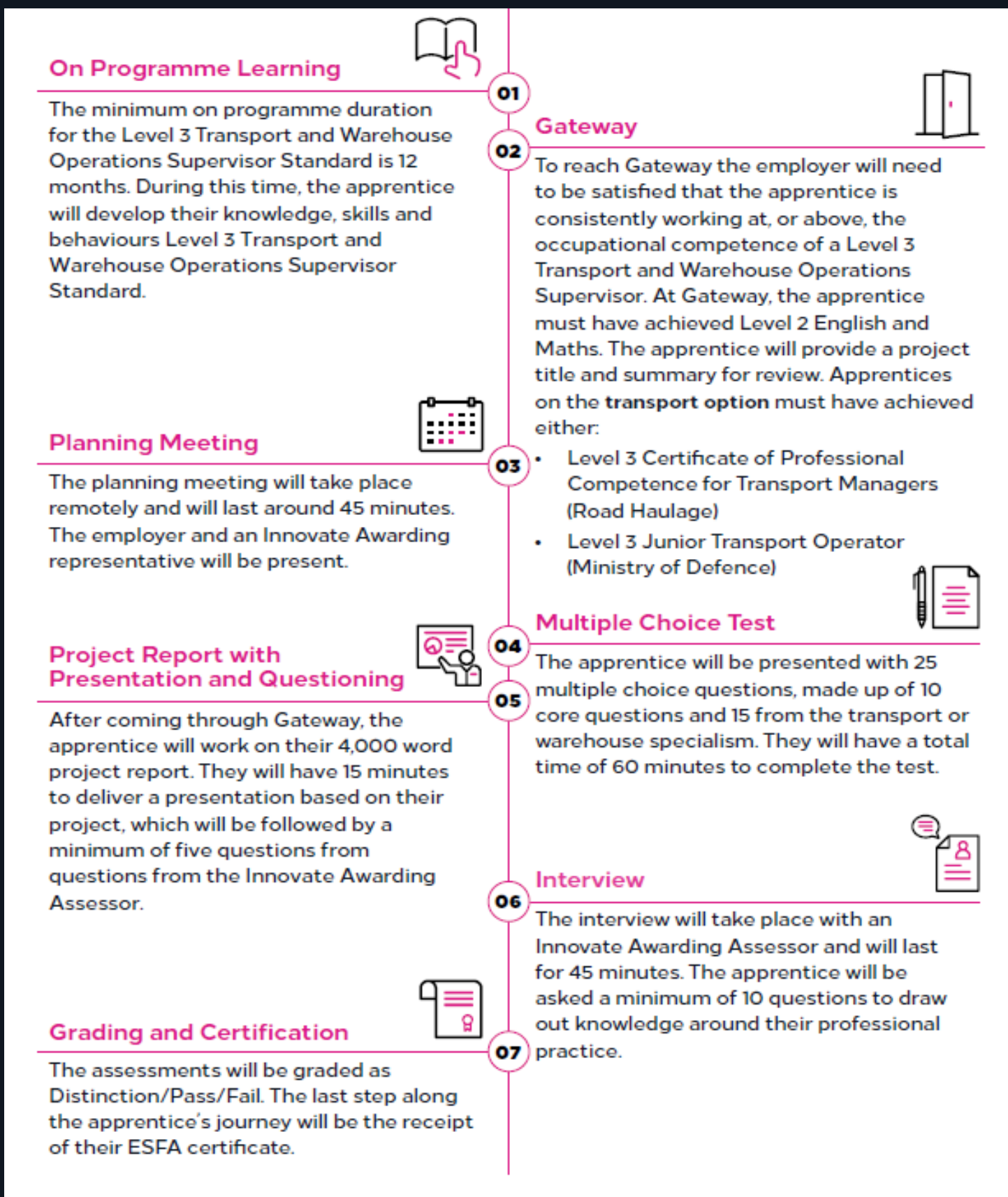
- Option 1: **Transport**
- Option 2: **Warehouse**

It is vital that your apprentice is prepared and fully ready before they commence their EPA period, which is detailed in the Assessment Plan.

The EPA period will last four months, consisting of:

- Multiple choice test
- Project report with presentation and questioning
- Interview

Assessment Journey



The Apprentice

This occupation is found in the Transport and Warehousing sector. It is found across a range of different types of organisations and employers such as hauliers, storage and warehouse operators, couriers, retailers and utilities.

The broad purpose of the occupation is to manage the day-to-day operations involved in supply chain, ensuring activity, personnel and/or vehicles meet customer expectations along with regulatory and legal requirements. The Standard allows you to specialise in one of two areas; the transport supervisor ensures the safe and compliant utilisation of all drivers and equipment whilst the warehouse supervisor ensures the provision of a professional incoming goods, storage and dispatch service to customers.

In their daily work, an employee in this occupation interacts with a range of stakeholders across a number of organisations and professions. Both

Transport and Warehousing Supervisors would lead a team which would vary in size depending on the organisation and have regular engagement with external customers and third party agents. In larger organisations the roles would have regular communication with internal functions such as Accounts and HR.

In smaller organisations both Transport and Warehousing Supervisors may carry out some of the everyday tasks accounting and human resource activities. A Transport Supervisor would also have contact with various regulators and enforcement organisations.

At this level Transport and Warehouse Supervisors are integral to successful daily operations in a fast paced and varied environment.

An employee in this occupation will be responsible for applying their knowledge and expertise to managing their own work with a high level of autonomy and leading a team to effectively and efficiently deliver departmental and organisational objectives. Transport and Warehouse Supervisors have to keep up to date with recent transport regulations and legislation as well as having an awareness of best practice transport and warehousing operations to ensure compliant, secure and safe working within the organisation's policy and procedures.

Transport and Warehouse Supervisors specialise in either transport operations or warehouse operations, however there are many shared skills across both of these specialities.

Off-the-Job Training

Off-the-job training is a statutory requirement for an English apprenticeship. It is training, which is received by the apprentice during the apprentice's normal working hours, for the purpose of achieving the knowledge, skills and behaviours of the approved apprenticeship the learner is completing.

It is an important aspect of apprenticeship training, as it gives the learner time to properly develop knowledge and skills from the programme. At the same time, it can develop a deeper understanding of the wider business, giving a learner insight into the supply chain or different departments.

Off-the-job training allows the learner to take full advantage of the programme, improving the return on investment in training costs for the employer. A developed and upskilled apprentice will lead to an increase in productivity, a clear benefit to the business.

Examples of off-the-job training include:

- Learning new skills at work through shadowing other members of the team, where this activity has been agreed and documented as part of the agreed training plan
- In-house training programmes relevant to the apprenticeship
- Coaching sessions
- Attendance at workshops, training days and webinars relevant to the apprenticeship
- Completion of online learning
- Self-study that includes reading or watching videos
- Training in new working practices or new equipment
- Role-playing or simulation exercises
- Industry visits/conferences relevant to apprenticeships
- Writing assessments, assignments and completing projects or activities
- Practical training or training in the workplace relevant to the apprenticeship

The minimum volume of off-the-job training is six hours per week, irrespective of the hours worked by the apprentice.

Gateway



Gateway is the entry point to EPA, and it is vital that all parties understand its importance. It is the point at which the apprentice has completed their learning, met the requirements of the Level 3 Transport and Warehouse Operations Supervisor Apprenticeship Standard, and the provider and employer have reviewed the apprentice's knowledge, skills and behaviours to confirm they are satisfied and the apprentice is competent and ready to enter their EPA.

Employers are ultimately responsible for deciding when their apprentice is competent as a Transport and Warehouse Operations Supervisor and ready to enter EPA. This decision should be taken after conversation with the provider and the apprentice. It is vital this decision is based on each individual apprentice's readiness and not because they have reached the end of the initially agreed training period.

✧ Pre-Gateway Checks

Knowing when an apprentice is Gateway-ready is much more than simply checking the apprentice has completed their learning and obtained all the mandatory requirements outlined in the Level 3 Transport and Warehouse Operations Supervisor Assessment Plan. Although this is important, it is about the provider, the apprentice and employer being convinced that the apprentice is at the level of competence set out in the Standard and that they are prepared for the EPA, so they can claim that competency.

To pass through Gateway, the apprentice must have been training for a minimum of 12 months. They must also have:

- Achieved Level 2 English and Maths
- Satisfied their employer that they are consistently working at, or above, the occupational competence of the Level 3 Transport and Warehouse Operations Supervisor
- For the **transport option**, achieved one of the two mandated qualifications:
 - Level 3 Certificate of Professional Competence for Transport Managers (Road Haulage)
 - Ministry of Defence: Junior Transport Operator L3
- A signed declaration
- Declared any reasonable adjustments and special considerations

✧ What happens during Gateway?

A project title, scope, terms of reference (ToR) and project plan will be submitted to us at Gateway. The ToR should outline how the mapped KSBs are suitably covered by the proposed project.

The project title and summary requirements are as follows:

- The apprentice will scope out and provide a brief summary of what the project will cover and will submit this to us at Gateway. This should demonstrate that the work-based project will provide sufficient opportunity for the KSBs to be met. The brief summary is not assessed and will typically be no longer than 500 words
- The brief summary needs to outline the project plan, overview of tasks, specific responsibilities and duties planned and an overview of timeframes
- We will sign-off the project title in consultation with the employer within two weeks of Gateway

✧ Assessment Booking

Applications for any reasonable adjustments and/or special considerations should be submitted prior to Gateway, to allow time to review the request before the planning meeting.

Providers can book a planning meeting on epaPRO once Gateway documents have been reviewed and approved by us.

The purpose of the meeting is to discuss assessment dates, confirm assessment timings, assessment requirements and assessment preparation. During the meeting we will discuss what happens if assessments are cancelled/rescheduled and how this could impact the EPA period, as well as providing information on certification and appeals.

The Level 3 Transport and Warehouse Operations Supervisor 45 minute planning meeting will book assessment timeslots for the:

- Multiple choice test
- Project report with presentation and questioning
- Interview

The provider will incur a charge for non-attendance of a planning meeting.

After the planning meeting, the apprentice will receive an email confirming everything discussed in the meeting and a calendar invite for all booked assessments. The apprentice will then prepare for EPA.



End-Point Assessment

✦ Assessment Methods

Assessment Method 1

Multiple Choice Test

The multiple choice test is a controlled assessment which consists of a series of questions in which apprentices are asked to provide a response.

It will consist of 25 questions, with four options, of which one will be correct. There will be 10 core questions and 15 for the apprentice's chosen pathway – either transport or warehouse.

The apprentice will complete their exam away from the day-to-day pressures of work in a controlled environment, which may be on or off the employer's premises. It is a 60 minute objective, on demand, test which will be in a multiple-choice format ensuring validity and reliability and which allows for consistent, efficient and timely allocation of marks/grades.



Assessment Method 2:

Project Report with Presentation and Questioning

The project should be relevant to the apprentice's job role and allow all the relevant KSBs to be demonstrated for the EPA.

The project and presentation with questions is carried out and compiled after the apprentice has gone through Gateway.

This assessment method includes two components:

- A project report
- A presentation with questioning

The two components allow the apprentice to demonstrate all the KSBs mapped to this assessment method. The combination of the components makes the method more robust and gives the apprentice an opportunity to provide depth.

Please see Annex 3 for Assessment Method Grading Descriptors.



Assessment Method 2, Component 1: Project Report

The project may be based on any of the following:

- A real-life or recurring organisational issue
- A specific problem
- An idea/opportunity

The apprentice, with support and approval from their employer, will consider what a suitable project will cover against this guidance and criteria, and submit a title, scope, ToR and project plan at Gateway. We will confirm that the project provides sufficient scope for the assigned KSBs to be assessed. We will confirm within 2 weeks of receipt, the suitability of the project.

The apprentice will conduct their project followed by a report and a presentation with questions over a maximum period of 12 weeks from date when we confirm the suitability of the project.

The project report must include:

- The application of the knowledge, skills and behaviours mapped to this assessment method
- The approach to planning and completion of the project, with evidence of the project scope and context, supportive background research, results and analysis, conclusions and recommendations.
- Evidence of learning including clear outcomes for the apprentice and their organisation

Whilst completing the project, the apprentice should have access to a work-based mentor (if this exists within their organisation) or line manager, who will ensure the apprentice has appropriate access to the resources required to complete the project and prepare the report and presentation within the given timescales.

During this 12-week period, the apprentice will typically spend 20-30 working days on the project alone, writing the report and preparing their presentation. Employers are responsible for ensuring this time is made available to the apprentice. Input from the employer at this stage should be limited to guidance in terms of the project topic, scope, and recommended reading.

Once the project is completed, the apprentice will submit a report to us within the 12-week period designated. The project report will have a word limit of 4,000 words, with a tolerance of 10%. Appendices, references and diagrams will not be included in this total.

A typical structure for the project report should include:

- Introduction background
- Aims and objectives
- Research
- Methodology
- Results and outcomes
- Discussion
- Conclusions
- Recommendations
- Appendices to include mapping of the KSBs

The apprentice will be required to document their assumptions and to highlight the consequences of those assumptions, enabling them to demonstrate their planning knowledge and understanding, limitations of the project and data analysis, and the application of their thinking and problem-solving skills.

When the project report is submitted, the employer and the apprentice should verify to us that the submitted work is that of the apprentice. The Innovate Awarding Assessor will require two weeks to review the project report.



Assessment Method 2, Component 2: Presentation and Questioning

The Innovate Awarding Assessor will review the project report prior to the presentation and ask questions about the planning process in the questioning element.

The presentation will take place post report submission, but within a maximum four week period. The apprentice will be given two weeks' notice of the presentation date to allow the Innovate Awarding Assessor sufficient time to review the project and presentation and prepare appropriate questions.

The presentation and questioning will take 40 minutes. The Innovate Awarding Assessor has the discretion to increase the time of the presentation and questioning by up to 10% to allow the apprentice to complete their last answer.

The presentation will typically last for 15 minutes, and the questioning will typically last for 25 minutes. At the end of the presentation, the Innovate Awarding Assessor will ask a minimum of five questions which will be used to confirm understanding of the presentation and how it demonstrates the relevant KSBs. They may ask follow-up questions where clarification is required.

The apprentice will present to the Innovate Awarding Assessor, either face-to-face or via online video conferencing. If an apprentice chooses to produce any presentation materials, these do not need to be submitted prior to the presentation taking place.



Assessment Method 3:
Interview

The interview will be appropriately structured to draw out the best of the apprentice’s competence and cover the KSBs assigned to this assessment method.

Innovate Awarding will make arrangements with the employer for the interview. The apprentice will be given at least two weeks’ notice of the date and time of the interview.

The Innovate Awarding Assessor will conduct and assess the interview. The interview will last for 45 minutes, with the assessor having the discretion to increase the time of the interview by up to 10% to allow the apprentice to complete their last answer.

The interview will be conducted in a controlled environment (a quiet room, away from the normal place of work).

The interview will have a minimum of 10 questions.

The Innovate Awarding Assessor may ask follow-up questions generated by themselves to either probe replies further and/or to seek clarification on rationale.



Grading

Performance in the EPA determines the apprenticeship grade of:

- Distinction
- Pass
- Fail

Innovate Awarding will grade the multiple choice test, project report with presentation and questions and the interview.

Innovate Awarding will combine the individual assessment method grades to determine the overall EPA grade.

To achieve an overall distinction, the apprentice must achieve distinction in all assessment methods.

To achieve an overall pass, the apprentice must achieve at least a pass in all the assessment methods.

If the apprentice fails one or more assessment methods, you will be awarded an overall fail.

Grades from individual assessment methods will be combined in the following way to determine the grade of the EPA overall.

Multiple Choice Test	Project with Presentation and Questions	Interview	Overall Grading
Distinction	Distinction	Distinction	Distinction
Pass	Distinction	Distinction	Pass
Distinction	Pass	Distinction	Pass
Distinction	Distinction	Pass	Pass
Distinction	Pass	Pass	Pass
Pass	Distinction	Pass	Pass
Pass	Pass	Distinction	Pass
Pass	Pass	Pass	Pass
Any grade	Any grade	Fail	Fail
Any grade	Fail	Any grade	Fail
Fail	Any grade	Any grade	Fail

Annex 1

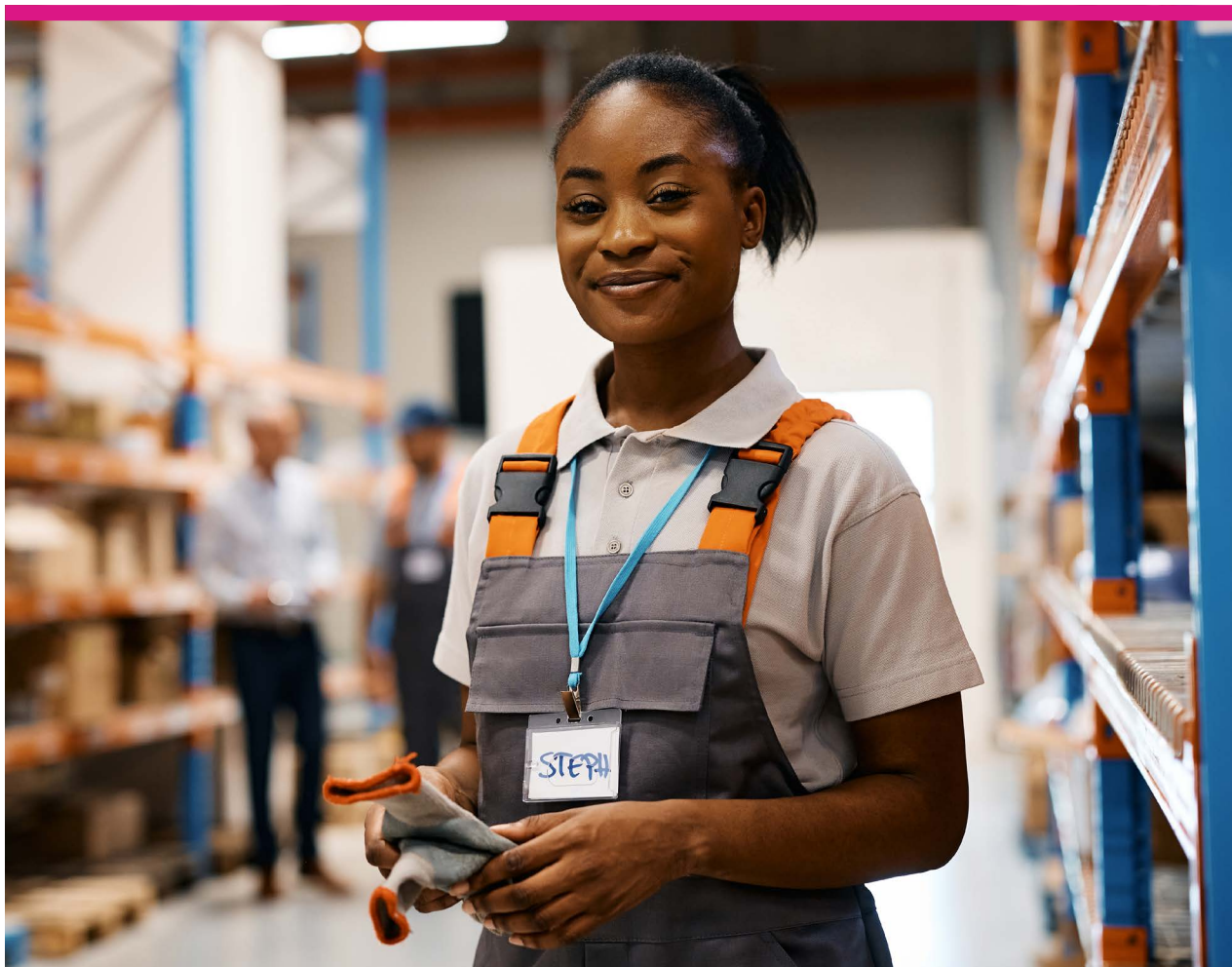
✧ Assessment Plan and Occupational Standard

The Level 3 Transport and Warehouse Operations Supervisor Apprenticeship Standard and the latest version of the Assessment Plan can be accessed using this link:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/transport-and-warehouse-operations-supervisor-v1-1>

Level 3 Transport and Warehouse Operations Supervisor ST0647 Version 1.1

Sector: Transport and Logistics
EQA Organisation: Ofqual



Annex 2

Additional Information

✧ Results and Certifications

All final assessment component results are published on epaPRO within **seven working days** of the assessment taking place.

We will submit a certificate claim with the ESFA within 15 working days after the final result has been uploaded to epaPRO. The ESFA will send the certificate directly to the employer.

For replacement certificates a request must be emailed to epa@innovateawarding.org. Within two days of receiving the request, a replacement certificate will be requested from the ESFA.

✧ Re-sits and Re-takes

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take. A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

An apprentice who fails an assessment method, and therefore the EPA in the

first instance, will be required to re-sit or re-take any failed assessment method only.

A re-sit is typically taken within two months of the EPA 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 EPA outcome notification.

All assessment methods must be taken within a six month period, otherwise the entire EPA will need to be re-sat/re-taken.

Apprentices may not need to complete a different project where a re-sit/re-take is required but may need to either re-work their project report and/or presentation.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to distinction.

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless we determine there are exceptional circumstances requiring a re-sit or re-take.

✧ Reasonable Adjustments, Special Considerations and Appeals

Information on reasonable adjustments, special considerations and the appeals process can be accessed by using this link:

<https://innovateawarding.org/end-point-assessment/apprentice-information>

Annex 3

Support Materials

✧ Assessment Method 2 Grading Descriptors



Core Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor
Operations		
K3 Factors that affect workplace efficiency and how these can be managed.	Identifies opportunities for business improvements to positively affect workplace efficiencies. Proposes and scopes approach to manage these improvements, using own initiative to meet employer needs and expectations. (K3 S21 B5)	N/A
S21 Identify and propose innovative business improvements.		
B5 Use own initiative when needed to ensure that employer needs and expectations are met.		
S16 Ensure the security of the transport, warehouse and goods in line with organisational policies.	Describes how they ensure the security of the transport, warehouse and goods in line with organisational policies. (S16)	N/A
Compliance Health and Safety		
S12 Carry out risk assessments appropriate to work environment in accordance with the Health and Safety Executive.	Conducts appropriate risk assessments in line with organisations procedures. (S12)	Identifies and suggests improved methods that improve efficiency or mitigate risks. (S12)



IT		
K12 IT systems and tools used to manage transport and warehouse operations.	Explains how the use of IT equipment and systems for the role such as telematics or warehouse management systems has informed business improvement project. (K12 S14)	N/A
S14 Use IT equipment and systems for the role such as telematics or warehouse management systems.		
B9 Treat equipment and technology responsibly and with respect.	Shows awareness of risks to technology ICT in their workplace considering and showing appreciation of the working environment conditions. (B9)	N/A
Communication		
K6 Organisational procedures for delivering customer service, managing customer accounts, information and quotations.	Evaluates impact of improvement on organisation procedures for customer service and uses appropriate methods of communication to manage these with internal and external stakeholders. (K6 S20)	Evidence of creating solutions to meet customer requirements and expectations. Set customer service KPI measuring effective customer service and classifying ‘What is ‘good’ service?’ (K6 S20)
S20 Communicate with internal and external customers using various communication methods.		
Training and Development		
B4 Positive attitude and approach to their work even when priorities and working patterns change	Describe their positive actions to meet changing organisational demands and outlines what actions could be taken in response to external changes and/or new demands from customers. (B4)	N/A



Transport Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor
Scheduling and Planning		
S8 Schedule journeys: planning route, timings, costs and resources. Calculating driver hours/use of tacho graphs and selecting the appropriate vehicle and ancillary equipment for the load being moved.	Evaluates monitoring and performance approaches to scheduling journeys: planning route, timings, costs and resources to inform business improvement project. (S8)	Analyses business data from monitoring and performance results to recommend business improvement such as changes to work allocation. (S8)
Compliance Health and Safety		
S10 Ensure the vehicle is safe and legally loaded and vehicle is marked and labelled compliantly in line with regulations regarding the carriage of dangerous goods.	Shows practical application of measures that ensure the organisation complies with legal requirements. Applies organisations' procedures and requirements relating to drivers, vehicles and loads. (S10 S11)	N/A
S11 Ensure vehicle, driver and load documentation is available for the journey and meets legal requirements.		



Warehouse Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor
Scheduling and Planning		
S15 Plan and review warehouse compliance and efficiencies; labour, placement, schedules, resources to inform improvements, including inbound and outbound goods.	Evaluates monitoring and performance approaches to planning and warehouse compliance and efficiencies; labour, placement, schedules, resources to inform business improvement project. (S15)	Analyses the balance between efficiency and compliance, recommending examples of how operational requirements and compliance are reconciled in their organisation. (S15)
Compliance Health and Safety		
K30 Legislation and ways to keep the premises within the current Health and Safety Executive guidelines.	Describes how they work in accordance with health, safety, welfare and environmental requirements (K30)	N/A
Management		
S17 Review and measure the performance of warehouse operations to inform improvements to safe operating processes and systems, i.e. picking, stowing, dispatch.	Outlines the types of targets and indicators that are used to monitor and implement organisation's performance measurement processes whilst demonstrating changes made to working practices (SOPs) based on performance monitoring evidence. (S17)	Evaluates performance measurements to suggest improvements using management information in the development of departmental objective. (S17)

Annex 3

Support Materials

✧ Assessment Method 3 Grading Descriptors



Core Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor
Training and Development		
K1 Recruitment and selection process and practice including working with inhouse and external resourcing teams.	Outlines the recruitment and selection processes within transport and warehouse operations and describes the core elements to consider to ensure appropriate candidate selection. (K1)	Interprets the impact of Continued Professional Development on employees own performance reflecting on the integrated process from Personal Development Records to training delivery and the link between enhanced and improved skills and job performance. (K1 K2 S2 S3 S4)
S2 Identify skill and knowledge gaps in own performance and team performance in relation to transport/ warehouse operations.	Explains how they identify skill and knowledge gaps in own performance and team performance in relation to their organisation. (S2 B3)	
B3 Take ownership for your own performance and training committing to self-improvement. Keeping up to date with industry developments.		
S3 Complete performance development reviews (PDR)/staff appraisals for transport/ warehouse team members.	Applies CPD principles in the management and training of staff describing use of appropriate tools and methodologies. (S3)	
K2 How to review staff performance including appraisals, performance development reviews (PDR), work allocation, skill gaps and training for transport/ warehouse team members.	Outlines how they undertake individual staff review and utilise them in planning training and staff development. (K2 S4)	
S4 Plan training to meet the requirements of the business and the team members including where required, Driver Certificate of Professional Competence and Material/ Mechanical Handling Equipment requirements.		



Management		
S1 Allocate and monitor work and set objectives including continual professional development (CPD), for transport/ warehouse team members.	Explains how they allocate and monitor work, and how they set objectives for team members, to ensure CPD. (S1)	Recommends effective ways of managing resource and performance to meet KPI's and targets set for the transport/warehouse team and individuals within the transport/ warehouse team. (S1)
S5 Achieve KPI's and targets set for the transport/ warehouse team and individuals within the transport/ warehouse team.	Describes how they ensure that individual staff member and team level targets and KPIs are achieved. (S5)	Detail how they ensure fair and objective performance management process ensuring performance is reviewed using effective, valid and reliable data. (S5 B8)
B8 Professional approach - constructively manage difficult situations with colleagues, always striving to achieve the best outcome for the organisation and wider team.	N/A	
K4 Organisational and individual KPIs and strategies for meeting these.	Applies organisations' systems and processes to monitor staff performance. (K4)	N/A
S6 Carry out disciplinary and manage grievances as per organisational guidelines	Outlines own role in the procedures used in the organisation to deal with staff misconduct and grievances. (S6)	Evaluate ways of addressing conflict situations before escalation that impacts operational effectiveness. (S6)
S7 Lead team and departmental communications and meetings.	Outlines how they effectively lead team and departmental communications and meetings. (S7)	Recommend effective activity and methodology to empower individuals to perform, encouraging and supporting their use of improvement techniques. (S7 B6)
B6 Treat team, customers and other stakeholders with respect.	N/A	



K4 Organisational and individual KPIs and strategies for meeting these.	N/A	Recommends opportunities for improvement in practice or behaviour to align with organisational principles and identifies and states what actions are recommended. (K4 B1 B2)
B1 Demonstrate the organisation’s values to promote and enhance brand reputation.	Applies the principles of their organisation such as workplace safety and brand reputation giving example/s of how they have done this. (B1 B2 B8)	
B2 Demonstrate ownership and responsibility for their own safety and that of others.		
B8 Professional approach - constructively manage difficult situations with colleagues, always striving to achieve the best outcome for the organisation and wider team.		N/A
B6 Treat team, customers and other stakeholders with respect.	Describes actions that can be taken to engage colleagues in achieving the best possible outcomes. (B6 B7)	N/A
B7 Approachable and open to change.		
Compliance and Health and Safety		
S13 Plan, organise and evaluate vehicle and warehouse maintenance schedules for compliance with the DVSA ‘Guide to Maintaining Roadworthiness’ or other Approved Codes of Practice (ACOP).	Describes how they plan, organise and evaluate vehicle and warehouse maintenance schedules to ensure regulatory compliance in their organisation. (S13)	N/A



Transport Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor
Fuel		
S9 Oversee and review fuel costs and deal with issues when they occur.	Describes how they collect and analyse fuel cost data and explains how deal with any issues if they occur. (S9)	Compares and contrasts different ways of implementing appropriate organisational changes e.g. driver training strategy to improve fuel efficiency, appropriate KPI’s and their implementation. (S9)
S19 Supervise loading to ensure correct procedures are used.	Explains how they supervise loading to ensure that correct procedures are used for vehicles within their organisation. (S19)	N/A

Warehouse Assessed Criteria	Pass Grading Descriptor	Distinction Grading Descriptor
Operations		
S18 Lead and review the process for returned, damaged goods, customer bespoke and direct orders.	Explains how they ensure that returned and damaged goods are processed correctly, and all customer bespoke and direct orders are fulfilled, and what steps they take to review these processes. (S18)	Identifies and suggests process improvements to improve internal efficiency and service to the customer. (S18)

Version Record

Innovate Awarding continuously review all support material to ensure its accuracy. All amendments will be recorded in the Version Record.

Version Number	Effective From	Reason for Change	Location

Please ensure that you use the current version.

All enquiries relating to the version change of the document should be directed to epa@innovateawarding.org

Level 3 Transport and Warehouse Operations Supervisor v1.1

Innovate Awarding Assessment Specification

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