



## LEVEL 2 END-POINT ASSESSMENT FOR TRANSPORT AND WAREHOUSE OPERATIONS SUPERVISOR 610/0325/6

### 1. Introduction

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 organisations 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. This Apprenticeship Occupational Standard takes a core and options approach. All apprentices will complete the core and must select the one most appropriate option to their role from the transport or warehouse supervisor route.



## 2. Entry requirements

There are no formal entry requirements including qualifications for apprentices selecting this apprenticeship standard. Employers and training providers must ensure that apprentices have the potential and opportunity to achieve the apprenticeship standard successfully. Apprentices do not need any prior knowledge, skills or understanding before starting the apprenticeship.

## 3. Qualification details

|                        |  |
|------------------------|--|
| Regulator              | The Office of Qualifications and Examinations Regulation, Ofqual |
| Type                   | End-point Assessment   |
| Level                  | 3  |
| Operational Start date | 6 <sup>th</sup> January 2021                                     |
| Operational End date   | 31 <sup>st</sup> January 2025                                    |

## 4. Gateway

Apprentices must ensure they have met gateway requirements for this standard before booking end-point assessment. Apprentices are required to achieve the following mandated qualifications for this standard:

- + English and mathematics at Level 2. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and mathematics minimum requirement is entry Level 3. British Sign Language (BSL) qualifications are an alternative to English qualifications for those who have BSL as their primary language.

Apprentices on the transport option must achieve one of the following two qualifications:

- + Level 3 Certificate of Professional Competence for Transport Managers (Road Haulage)
- + Ministry of Defence Junior Transport Operator Level 3

### For the project report:

A project title, scope, terms of reference (ToR) and project plan will be submitted 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 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 time frames taking into account the deadlines stipulated within this end-point assessment plan.
- + Achieve+Partners will sign-off the project title in consultation with the employer within 2 weeks of gateway.

Further details on the requirements for gateway can be found in the Gateway Requirements Policy. Evidence of these qualifications must be submitted to Achieve+Partners.

## 5. Duration

Typically, this apprenticeship will take 12 months to complete.

## 6. Order of end-point assessment

The assessment methods can be delivered in any order. The result of one assessment method does not need to be known before starting the next.

## 7. Apprenticeship grading

The apprenticeship is graded fail, pass, distinction. Apprentices must achieve a minimum of a pass in each of the 3 components.

## 8. Re-sits

An apprentice can re-sit a component of their end-point assessment if they fail. It is expected that a period of further learning will need to be undertaken if the apprentice has to re-sit any part of the end-point assessment. Achieve+Partners can make exemptions to this ruling should reasons for the fail are deemed to be outside the control of the apprentice.

All assessment methods must be taken within a 6-month period, otherwise the entire EPA will need to be resat/retaken, unless the EPAO deems exceptional circumstances to apply outside the control of the apprentice or their employer.



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.

## 9. Professional recognition

This apprenticeship standard aligns with the membership requirements for the Chartered Institute of Logistics and Transport (CILT). The experience gained and responsibility held by the apprentice on completion of the apprenticeship will either wholly or partially satisfy the requirements for membership.

## 10. End-Point Assessment (EPA) Methods

End-point assessment for this standard includes:

### Multiple-choice test

|                               |  |
|-------------------------------|--|
| What are the requirements?    | <p>A 60-minute test that has 25 multiple-choice questions that tests the knowledge assigned to this assessment method.</p> <p>The test can be taken in the workplace or at an assessment centre.</p>   |
| Here are the ways we can help | <p>We provide online mock tests to help prepare your apprentice.</p> <p>We provide an online learning module that supports the preparation.</p> <p>Our online testing platform provides a simple solution that supports apprentices undertake their test.</p> <p>We provide feedback against the knowledge criteria.</p> |

### Project and presentation

|                            |   |
|----------------------------|---|
| What are the requirements? | <p>The project takes place over a maximum 12-week period from date when the EPAO confirms the suitability of the project.</p> <p>The presentation will be delivered to an independent assessor, either face-to-face or via online video conferencing.</p> <p>Questions will be asked after the presentation is complete.</p> <p>The presentation will typically last 15-minutes, and questioning will typically last 25-minutes.</p> <p>The independent assessor will ask a minimum of five questions.</p> <p>It can be taken in the workplace or at an assessment centre.</p> <p>The project will cover knowledge, skills and behaviours assigned to this assessment method.</p> |
|----------------------------|---|



Project and presentation continued

|                               |   |
|-------------------------------|---|
|                               | We provide support in identifying a suitable project subject.   |
| Here are the ways we can help | We provide an online learning module that supports the preparation for the presentation and questioning.<br>We provide feedback against the grading criteria. |

Interview

|                               |   |
|-------------------------------|---|
| What are the requirements?    | The interview must last 45-minutes the independent assessor will ask a minimum of 10 questions and may ask further questions for clarification purposes.<br>The professional discussion can be taken in the workplace or at an assessment centre.<br>The questions will assess the knowledge, skills and behaviours assigned to this assessment method. |
| Here are the ways we can help | We provide an online learning module that supports the preparation for the professional discussion.<br>We provide feedback against the grading criteria.<br>We provide a template for the portfolio of evidence.  |

10. Requirements of the standard

Apprentices must demonstrate all of the knowledge, skills and behaviours listed in the standard.

| Knowledge statements   | Method |
|--|--------|
| Core K1: Recruitment and selection process and practice including working with inhouse and external resourcing teams.  | I      |
| Core K2: How to review staff performance including appraisals, performance development reviews (PDR), work allocation, skill gaps and training for transport/ warehouse team members | I      |
| Core K3: Factors that affect workplace efficiency and how these can be managed   | P      |
| Core K4: Organisational and individual KPIs and strategies for meeting these   | I      |
| Core K5: People Management policies complaint with ACAS. For example disciplinary and grievance processes  | KT     |
| Core K6: Organisational procedures for delivering customer service, managing customer accounts, information, and quotation   | P      |



| Knowledge statements  | Method |
|---|--------|
| Option 1 K7: Legislation governing operating licensing and understand the Operator Compliance Risk Score system works and how Driver and Vehicle Standards Agency (DVSA) applies it to operators.   | KT     |
| Option 1 K8: Rules and best practice guidance for sector specific operations e.g., International carriage of dangerous goods by road (ADR), Dangerous Goods Safety Advisor (DGSA), Livestock, Perishable items, Ministry of Defence (MOD).            | KT     |
| Core K9: The application of Health and Safety regulations in transport and warehousing operations.  | KT     |
| Option 1 K10: Road traffic incident procedures and offences both UK and International including documentation, information at the scene and duty to provide insurance details   | KT     |
| Core K11: Environmental impact of transport and warehousing operations i.e., telematics, Clear Air Zones compliance, recycling  | KT     |
| Core K12: IT systems and tools used to manage transport and warehouse operations  | P      |
| Option 1 K13: Load security as per DfT code of practice, 'Safety of Loads on Vehicles'  | KT     |
| Option1 K14: The role of the health and safety executive and the driver and vehicle licensing agency within your organisation including anti-smuggling and security controls  | KT     |
| Option 1 K15: Road traffic rules, speed limits, weight limits and height restrictions   | KT     |
| Option 1 K16: Anti-smuggling, immigration and security control  | KT     |
| Option 1 K17: Transport compliance e.g. International legislation, transportation services and business entities  | KT     |
| Option 1 K18: Driver testing and licensing in relation to categories of driving entitlement, vocational training requirements including Driver Certificate of Professional Competence   | KT     |
| Option 1 K19: EU and domestic driver's hours and working time legislation, the European Agreement Concerning the Work of Crews of Vehicles Engaged in International Road Transport (AETR), digital and analogue tachographs and domestic record books | KT     |
| Option 1 K20: Insurance requirements for fleet operators including level of cover, causes of invalidation   | KT     |
| Option 1 K21: Vehicle maintenance requirements including scheduling and record keeping  | KT     |
| Option 1 K22: Principles of vehicle choice; taking into account safety, environmental   | KT     |
| Option 2 K23: The goods in process; receipt of goods to organisational standards, returned goods, disposal of goods and resale of goods   | KT     |



| Knowledge statements  | Method |
|---|--------|
| Option 2 K24: Stowing procedures to nominated warehouse locations   | KT     |
| Option 2 K25: Procedures to dispose of and resell goods through secondary markets   |        |
| Option 2 K26: Picking schedules and dispatch time   |        |
| Option 2 K27: Warehouse dispatch processes  |        |
| Option 2 K28: Stock management processes and procedures   |        |
| Option 1 K29: Correct loading procedures for goods and safe transport weight limits   |        |
| Core K30: Legislation and ways to keep the premises within the current Health and Safety Executive guidelines   | P      |
| Option 2 K31: Service and maintenance requirements for Mechanical Handling Equipment (MHE) and Lifting Operations and Lifting Equipment Regulations (LOLER)   | KT     |
| Option 2 K32: Procedures for direct orders or special orders that are not part of standard stock lines  | KT     |
| Skills statements   | Method |
| Core S1 Allocate and monitor work and set objectives including continual professional development (CPD), for transport/ warehouse team members.   | I      |
| Core S2 Identify skill and knowledge gaps in own performance and team performance in relation to transport/ warehouse operation   | I      |
| Core S3 Complete performance development reviews (PDR)/ staff appraisals for transport/ warehouse team member   | I      |
| Core 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 | I      |
| Core S5 Achieve KPI's and targets set for the transport/ warehouse team and individuals within the transport/ warehouse team  | I      |
| Core S6 Carry out disciplinary and manage grievances as per organisational guideline  | I      |
| Core S7 Lead team and departmental communications and meetings  | I      |
| Option 1 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 | P      |
| Option 1 S9; Oversee and review fuel costs and deal with issues when they occur   | I      |



| Skills statements  | Method |
|--|--------|
| Option 1 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                  | P      |
| Option 1 S11: Ensure vehicle, driver and load documentation is available for the journey and meets legal requirements  | P      |
| Core S12: Carry out risk assessments appropriate to work environment in accordance with the Health and Safety Executive  | P      |
| Core 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) | I      |
| Core S14: use IT equipment and systems for the role such as telematics or warehouse management systems   | P      |
| Option 2 S15: plan and review warehouse compliance and efficiencies; labour, placement, schedules, resources to inform improvements, including inbound and outbound goods                      | P      |
| Core S16 ensure the security of the transport, warehouse, and goods in line with organisational policies   | P      |
| Option 2 S17: Review and measure the performance of warehouse operations to inform improvements to safe operating processes and systems, i.e. picking, stowing, dispatch                       | P      |
| Option 2 S18 lead and review the process for returned, damaged goods, customer bespoke and direct orders   | I      |
| Option 1 S19 Supervise loading to ensure correct procedures are used   | I      |
| Core S20: communicate with internal and external customers using various communication methods   | P      |
| Core S21: identify and propose innovative business improvements  | P      |
| Behaviour statements   | Method |
| Core B1: Demonstrate the organisations values to promote and enhance brand reputation  | I      |
| Core B2: demonstrate ownership and responsibility for their own safety and that of others  | I      |
| Core B3: Take ownership for your own performance and training committing to self-improvement. Keeping up to date with industry developments  | I      |
| Core B4: positive attitude and approach to their work even when priorities and working patterns change   | P      |



| Behaviour statements   | Method |
|--|--------|
| Core B5: use own initiative when needed to ensure that employer needs and expectations are met   | P      |
| Core B6: Treat team, customers, and other stakeholders with respect  | I      |
| Core B7: approachable and open to change   | I      |
| Core B8: professional approach - constructively manage difficult situations with colleagues, always striving to achieve the best outcome for the organisation and wider team | I      |
| Core B9: Treat equipment and technology responsibly and with respect   | P      |

### Key

- KT Multiple choice test
- P Project with presentation and questions
- I Interview

## 11. External Quality Assurance Organisation

The end-point assessment for Transport and warehouse operations supervisor is regulated by The Office of Qualifications and Examinations Regulation, Ofqual.