



# Highfield

## **Highfield Level 3 End-Point Assessment for ST0647 Transport and Warehouse Operations Supervisor**

End-Point Assessment Kit



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**Pathway:**  
**Transport**

# Highfield Level 3 End-Point Assessment for ST0647 Transport and Warehouse Operations Supervisor: Transport Pathway

EPA kit

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### Versions:

ST0647 / v1.1 / AP01

TWOST v1.6

# How to use this EPA kit

Welcome to the Highfield End-Point Assessment kit for the Transport and Warehouse Operations Supervisor apprenticeship standard.

Highfield is an end-point assessment organisation that has been approved to offer and carry out end-point assessments for the Level 3 Transport and Warehouse Operations Supervisor apprenticeship standard.

The EPA kit is designed to outline all you need to know about the end-point assessments for this standard and will also provide an overview of the on-programme delivery requirements. In addition, advice and guidance for trainers on how to prepare apprentices for the end-point assessment is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but trainers may find them helpful.

## **In this kit, you will find:**

- an overview of the standard and any on-programme requirements
- a section focused on amplification
- guidance on how to prepare the apprentice for gateway
- detailed information on which part of the standard is assessed by which assessment method
- suggestions on how to prepare the apprentice for each part of the end-point assessment
- a section focused on the end-point assessment method where the assessment criteria are presented in a format suitable for carrying out 'mock' assessments.

# Introduction

## Standard overview

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The overarching objective of this occupation is to oversee the day-to-day operations within the transport and warehouse industry, ensuring that personnel, vehicles and activities conform to customer expectations as well as regulatory and legal requirements. This standard offers 2 specialisations: transport and warehouse. This kit is centred on the transport pathway, where the transport supervisor plays a critical role in ensuring the safe and compliant use of all drivers and equipment.

Key responsibilities may include engaging with stakeholders, leading teams, communicating with external clients and liaising with the internal HR and accounts departments.

Roles may include depot supervisor, hub supervisor, senior warehouse operative, traffic planner, transport coordinator, transport manager, transport supervisor, warehouse manager and warehouse supervisor.

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.

## On-programme requirements

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Although learning, development and on-programme assessment is flexible, and the process is not prescribed, the following is the recommended baseline expectation for an apprentice to achieve full competence in line with the Transport and Warehouse Operations Supervisor Apprenticeship Standard.

The on-programme assessment approach will be agreed between the training provider and employer. The assessment will give an ongoing indication of an apprentice's performance against the final outcomes defined in the standard. The training provider will need to prepare the apprentice for the end-point assessment, including preparation for the interview.

The training programme leading to end-point assessment should cover the breadth and depth of the standard using suggested on-programme assessment methods that integrate the knowledge, skills and behaviour components, and which ensure that the apprentice is sufficiently prepared to undertake the end-point assessment. Training, development and ongoing review activities should include:

- achievement of level 2 English and maths. If the apprentice began their apprenticeship training before their 19th birthday, they will still be subject to the mandatory requirement to study towards and achieve English and maths. The

requirements for English and maths are optional for apprentices aged 19+ at the start of their apprenticeship training.

- study days and training courses.
- mentoring/buddy support.
- regular performance reviews undertaken by the employer.
- structured one-to-one reviews of their progress with their employer and/or training provider.

It is the responsibility of the employer to facilitate and support at least **20% of off-the-job training** for the apprentice. Additionally, they must ensure that all supporting evidence necessary for the gateway is submitted in accordance with the EPA plan, and they must monitor the apprentice's progress of learning and development. It is crucial for the employer to determine when the apprentice has attained full competence in their job role, and when they are fully prepared for the end-point assessment.

## Project proposal

As part of the on-programme requirements, the apprentice is expected to develop a project proposal that outlines a relevant and clearly defined piece of work. This project must provide sufficient scope for the knowledge, skills and behaviours criteria outlined in the project report, presentation and questioning assessment component to be met. The project proposal should include the following:

- a project title
- scope
- terms of reference (ToR)
- project plan

The project proposal is **not** assessed and will typically be **no longer than 500 words**.

The apprentice, with the support and approval from their employer should 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 knowledge, skills and behaviours (KSBs) to be assessed. Highfield Assessment will confirm within **2 weeks** of receipt, the suitability of the project.

The project proposal needs to outline the:

- project plan
- overview of tasks
- specific responsibilities and duties planned
- an overview of timeframes taking into account the deadlines stipulated

The project may be based on any of the following:

- a real-life or recurring organisational issue
- a specific problem

- an idea/opportunity

A **project proposal approval form** should be completed by the apprentice which includes a declaration from the employer that the project provides sufficient scope for the assigned knowledge skills and behaviours (KSBs) to be assessed. This form is available to download from the Highfield Assessment website. It will also need to be indicated as completed on the **Gateway Readiness Report** (available from Highfield Assessment website).

Once the project proposal has been approved, after gateway, the apprentice will expand this project proposal into a project report, which **will** be assessed.

## Use of Artificial Intelligence (AI) in the EPA

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Assessments must be carried out in accordance with the published assessment plan and all work submitted must be the apprentice's own. AI tools must not be used to generate evidence in its entirety or to replace the apprentice's own judgement, performance or competence. Any use of AI must be transparent, limited and properly referenced.

Where AI has been used by the apprentice as part of normal work activity (for example, drafting a document, worksheet or PowerPoint) this may form part of the portfolio provided that:

The apprentice has materially authored, verified and taken responsibility for the content:

- AI use is clearly declared and referenced within the work (include tool name, purpose and how outputs were verified)
- Source prompts, system settings and the portions influenced by AI are retained and available for review
- AI outputs must not substitute for authentic demonstration of competence against the standard

If an AI tool is used at any stage of an assessment method (for example, to prepare a presentation outline or to organise notes), its use must be fully referenced in the submission or assessor records, and must not compromise authenticity, validity or security. Assessors must be satisfied that decisions remain rooted in the apprentice's knowledge, skills and behaviours, and in direct evidence gathered through observation, questioning and professional discussion.

AI tools must not be used to produce assessment evidence end-to-end, to fabricate logs/records or to simulate performance.

## Additional, relevant on-programme qualifications

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Apprentices on the transport option only must have achieved 1 of the 2 following qualifications mandated in the Transport and Warehouse Operations Supervisor apprenticeship standard:

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

## Readiness for end-point assessment

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In order for an apprentice to be ready for the end-point assessments:

- the apprentice **must** have achieved Level 2 English and maths. The requirements for English and maths are mandatory for all apprentices aged between 16-18 at the start of their apprenticeship training. The requirements for English and maths are optional for apprentices aged 19+ at the start of their apprenticeship training.
- the apprentice **must** have achieved **1 of the 2** following qualifications mandated in the Transport and Warehouse Operations Supervisor occupational standard:
  - Level 3 Certificate of Professional Competence for Transport Managers (Road Haulage) **or** Ministry of Defence: Junior Transport Operator Level 3.
- they must have created a **project proposal** containing its title, scope, ToR and project plan typically **no longer than 500 words**.
- the line manager (employer) must be confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and that the apprentice is competent in performing their role. To ensure this, the apprentice must attend a formal meeting with their employer to complete the **Gateway Readiness Report**.
- the apprentice and the employer should then engage with Highfield to agree a plan and schedule for each assessment activity to ensure all components can be completed within a **mandated** assessment window. Further information about the gateway process is covered later in this kit.

If you have any queries regarding the gateway requirements, please contact your EPA Customer Engagement Manager at Highfield Assessment.

## Order of end-point assessments

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There is no stipulated order of assessment methods. This will be discussed with the apprentice, training provider and/or employer with our scheduling team when

scheduling the assessments to ensure that the learner is provided with the best opportunity to attempt the assessment.

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## The Highfield approach

This section describes the approach Highfield has adopted in the development of this end-point assessment in terms of its interpretation of the requirements of the end-point assessment plan and other relevant documents.

### **Specific considerations**

Pass and distinction criteria have been taken directly from Assessment plan.

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# Gateway

## How to prepare for gateway

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After apprentices have completed their on-programme learning, they should be ready to pass through 'gateway' to their end-point assessment.

Gateway is a meeting that should be arranged between the apprentice, their employer and training provider to determine that the apprentice is ready to undertake their end-point assessment. The apprentice should prepare for this meeting and may wish to bring along work-based evidence, including:

- customer feedback
- recordings
- manager statements
- witness statements

As well as evidence from others, such as:

- mid and end-of-year performance reviews
- feedback to show how they have met the apprenticeship standards while on-programme

In advance of gateway, apprentices will need to have completed the following. The requirements for English and maths listed below are mandatory for all apprentices aged between 16-18 at the start of their apprenticeship training. The requirements for English and maths listed below are optional for apprentices aged 19+ at the start of their apprenticeship training.

- Achieved level 2 English
- Achieved level 2 maths
- Achieved Level 3 Certificate of Professional Competence for Transport Managers (Road Haulage) **or** Ministry of Defence: Junior Transport Operator Level 3
- Submitted a project proposal

Therefore, apprentices should be advised by employers and providers to gather this evidence and undertake these qualifications during their on-programme training. It is recommended that employers and providers complete regular checks and reviews of this evidence to ensure the apprentice is progressing and achieving the standards before the formal gateway meeting is arranged.

## The gateway meeting

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The gateway meeting should be attended by the apprentice and a representative from the employer and training provider.

The **Gateway Readiness Report** should be used to log the outcomes of the meeting and agreed by all 3 parties. This report is available to download from the Highfield Assessment website.

The report should then be submitted to Highfield. If you require any support completing the **Gateway Readiness Report**, please contact your EPA Customer Engagement Manager at Highfield Assessment.

### Reasonable adjustments

Highfield Assessment has measures in place for apprentices who require additional support. Please refer to the Highfield Assessment Reasonable Adjustments policy for further information/guidance.

### ID requirements

Highfield Assessment will complete an identification check before starting any assessment and will accept the following as proof of an apprentice's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, such as an employee ID card or travel card

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# The Transport and Warehouse Operations Supervisor apprenticeship standard

The following pages contain the Transport and Warehouse Operations Supervisor apprenticeship standard and the assessment criteria in a format that is suitable for delivery.

| Knowledge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Multiple-choice test                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Core</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| <b>K5 People Management policies complaint with the Advisory, Conciliation and Arbitration Service (ACAS).</b> e.g. disciplinary and grievance processes<br><b>K9</b> The application of <b>Health and Safety regulations</b> in transport and warehousing operations<br><b>K11 Environmental impact of transport and warehousing operations</b> i.e., telematics, Clear Air Zones compliance, recycling<br><b>K14</b> The <b>role of the health and safety executive</b> and the driver and vehicle licensing agency within your organisation including anti-smuggling and security controls<br><b>K16 Anti-smuggling, immigration and security control</b><br><b>K21 Vehicle maintenance requirements including scheduling and record keeping</b><br><b>K29 Correct loading procedures for goods and safe transport weight limits</b>                                                                                                                                   |
| <b>Transport pathway</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| <b>K7 Legislation</b> governing operating licensing and understand the Operator Compliance Risk Score system works and how Driver and Vehicle Standards Agency (DVSA) applies it to operators<br><b>K8</b> Rules and best practice guidance for <b>sector specific operations</b> e.g., international carriage of dangerous goods by road (ADR), Dangerous Goods Safety Advisor (DGSA), Livestock, Perishable items, Ministry of Defence (MOD)<br><b>K10</b> Road traffic incident <b>procedures and offences</b> both UK and International including documentation, information at the scene and duty to provide insurance details<br><b>K13</b> Load security as per the <b>Department for Transport (DfT) code of practice</b> , 'Safety of Loads on Vehicles'<br><b>K15 Road traffic rules, speed limits, weight limits and height restrictions</b><br><b>K17 Transport compliance</b> e.g., international legislation, transportation services and business entities |

**K18 Driver testing and licensing** in relation to categories of driving entitlement, vocational training requirements including Driver Certificate of Professional Competence

**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

**K20 Insurance requirements** for fleet operators including level of cover, causes of invalidation

**K22 Principles of vehicle choice; taking into account safety, environmental**

#### **Amplification and guidance**

**People Management policies complaint with the Advisory, Conciliation and Arbitration Service ACAS:**

- disciplinary process
- grievance process
- suitable data must be kept on an employee's record such as:
  - name
  - address
  - date of birth
  - contact details
  - sex
  - education and qualifications
  - work experience
  - national insurance number
  - tax code
  - emergency contact details
  - employment history with the organisation
  - employment terms and conditions (e.g. pay, hours of work, holidays, benefits, absence)
  - accidents connected with work
  - training
  - disciplinary action
- misconduct in the workplace:

- offensive behaviour
- damage
- theft
- fraud
- bullying
- discrimination
- violence
- bribery

**Health and Safety regulations** such as:

- compliance with the Health and Safety at Work etc. Act
- management of health and safety - risk assessments (5 steps):
  - identify hazards
  - assess the risks
  - control the risks
  - record your findings
  - review the controls
- manual handling regulations and working at height regulations
- Control of Substances Hazardous to Health (COSHH) regulations - requires employers to control substances that are hazardous to health in the workplace:
  - all new items entering a workplace must be accompanied by a safety data sheet (SDS)
  - safe storage
  - risk assessments
- the Provision and Use of Work Equipment Regulations (PUWER) - requires that equipment provided for use at work is:
  - suitable for the intended use
  - safe for use
  - used only by people who have had adequate training

- accompanied by suitable health and safety measures
- used in accordance with specific requirements
- Lifting Operations and Lifting Equipment Regulations (LOLER)- covers equipment such as forklift trucks, scissor lifts, cherry pickers. It does not cover equipment such as standard pallet trucks as it does not carry out a lifting operation
- Personal Protective Equipment (PPE) at work regulations - employers have a legal duty to make suitable, properly maintained workplace safety equipment available, free of charge, to any employees working in potentially hazardous environments
- The Health and Safety (First Aid) Regulations - requirements include:
  - provide adequate and appropriate equipment (first aid kit)
  - facilities and people to ensure their employees receive immediate attention if they are injured or taken ill at work
  - 1 appointed first aider for every 100 employees (does not have to have be qualified but must have had some training)

#### **Environmental impact of transport and warehousing operations:**

- Types of clean air zones.
- Clean air zone charges.
- Telematics.
- Companies recycling processes.
- The government Net Zero Strategy: Build Back Greener - This strategy sets out policies and proposals for decarbonising all sectors of the UK economy to meet our net zero target by 2050.

#### **Role of the health and safety executive (HSE)**

Aim to prevent workplace death, injury or ill health, by:

- providing advice, information and guidance
- raising awareness in workplaces by influencing and engaging
- operating permission and licensing activities in major hazardous industries
- carrying out targeted inspections and investigations
- taking enforcement action to prevent harm and hold those who break the law accountable
- handing out improvement notices (21 days to comply)

- workplace injuries, cases of work-related disease and work-related deaths must be reported to the health and safety executive (HSE) as soon as possible (within 15 days for injuries that prevent workers from doing their normal duties for more than 7 consecutive days)

**Anti-smuggling, immigration and security control:**

- Develop security plans for all customs departments and zones subject to the authority's control.
- Secure and protect customs facilities.
- Monitor the entry of the means of transport and goods through the customs ports and ensure that the customs procedures are completed before their departure.
- Prepare periodic reports on entry and exit movements and the security situation in the customs department and submit such reports to the president.
- Oversee customs brokers, employees and passengers within the customs department, and ensure their compliance with the established regulations and procedures.
- Regulate the movement of vehicles and individuals within the customs department.
- Secure and guard the movement of cargo and goods from 1 customs office to another to ensure their arrival.
- Combat violations, customs smuggling crimes and commercial fraud operations, including seizing and preparing a seizure record of the goods subject of the offence, as a prelude to taking legal measures in this regard.
- Carry out inspection tours of the customs departments to ensure good workflow, and inspect and examine any goods, means of transport, or an individual, selectively or randomly, after completing the normal customs procedures.
- Check papers, documents, records, correspondence, commercial contracts and documents of all kinds related to customs operations and seizing them in cases of suspicion of a breach or an offence of customs smuggling.
- The Home Office agency responsible for immigration control. UK Visas and Immigration (UKIV) officers decide applications for leave and asylum (including asylum support) according to the immigration rules.
- Drivers are responsible to ensure their vehicles are safe and secure so that no illegal immigrants can stow away on the vehicles. Reporting procedures are in place to report any issues when travelling through border controls.
- Clandestine entrants (a person who hides in/on a vehicle to avoid UK border control).

- If a clandestine entrant is found on or in a vehicle, the owner, hirer and driver can all be liable for penalty either for carrying a clandestine entrant or failing to secure a goods vehicle.
- Who to contact for anti-smuggling or immigration:
  - in an **emergency** contact 999 (police)
  - the Immigration Enforcement hotline (non-emergent)
  - Crimestoppers (non-emergent)
  - the anti-terrorist hotline (non-emergent)

**Vehicle maintenance requirements including scheduling and record keeping:**

- 6 - 12 weekly inspections/usually every 6 weeks.
- MOTs every 12 months.
- Daily walk round checks are the driver's responsibility, for vehicle roadworthiness along with defect reporting procedures.
- Scheduling must take place to ensure vehicles/trailers are not used when servicing or MOTs are due.
- Record keeping of all activities must be kept for at least 15 months.
- Digital tachographs must be re-calibrated every 2 years.
- Analogue tachographs must be inspected every 2 years and recalibrated every 6 years.

**Correct loading procedures for goods and safe transport weight limits:**

- Vehicles must be loaded according to the vehicle gross weights (the weight of a vehicle with everything in it such as cargo, passengers and luggage).
- Tare weight - the weight of an empty vehicle.
- Net weight - the weight of the cargo by itself (without the vehicle or passengers).
- The load must be evenly weight distributed within weight capacities.
- VTG6 plate must be located in the vehicle to identify vehicle capacities and individual axle weights.
- A Dock Lock System can be used whilst loading and unloading to prevent the truck from moving.
- The load must be restrained using the correct restraints so that it does not move in any direction or cause any danger to others.

- Drivers can drive to the nearest weigh bridge if they feel necessary.
- The load must be redistributed as and when required to maintain within weight limits.

#### **Legislation:**

- Traffic commissioner issues and monitors the operator's licence.
- Three types of operator's licence - standard national, standard international and restricted licence. The correct licence must be displayed in the vehicle's windscreen.
- Driver and Vehicle Standards Agency (DVSA) can monitor this on roadside checks along with other items such as compliance.
- DVSA can issue various fines/ prohibitions at roadside checks and can also apply an operator compliance risk score system, which operates like a traffic light system - red being high-risk and green being minimal risk.
- The Driver and Vehicle Standards Agency (DVSA) collect data on compliance risk scores for an operator over a 3-year rolling period.

#### **Sector specific operations:**

- Such as carriage of diverse types of loads requiring different types of procedures. These could include carriage of livestock, that would require adherence to Department of Environment, Food and Rural Affairs (Defra), in relation to the care and welfare of animal transport - animal transport certificate (ATC) which must be kept for at least 6 months after the completion of the journey.
- Carriage of dangerous/hazardous goods that would require specific training and knowledge of laws and regulations such as, European Agreement concerning the International Carriage of Dangerous Goods by Road (ADR). Drivers of all vehicles carrying dangerous goods must have an ADR training certificate. This must be renewed once a year.
- The carriage of food types that would come under refrigerated trailers and, therefore, temperature control and hygiene must be adhered to.
- Heavy haulage that would require specific training/vehicles capable of carrying goods that are too large or heavy for standard transportation.

#### **Procedures and offences:**

When it comes to road incidents and accidents, ensuring adherence to the proper reporting procedures and meticulous documentation of the event is paramount. It is crucial to know who to contact and what information should be gathered. While specifics may vary depending on the company, the fundamental details to be collected generally include:

- not admit liability

- collect driver details
- vehicle details
- damage
- location
- number of persons involved
- take photographs as required
- insurance details
- notify transport department and any emergency services as required
- report incidents to the police within 24-hours

In relation to international transport, you will be expected to carry:

- a first aid kit
- a breathalyser kit
- a drug test kit
- breakdown triangle and markers
- health insurance documents

**Department for Transport (DfT) code of practice:**

In vehicle and load security, ensure the vehicles:

- are loaded safely - no gaps (dunnage can be used to fill gaps and protect goods)
- are evenly weight distributed
- are within growths and individual axle weights
- have loads secured correctly and will not move in any direction or cause danger to anyone - it is recommended to stop periodically to inspect the load
- are using the correct restraints; ensuring the load does not move in any direction and will not cause danger to anyone else
- have their VTG6 plate inside the vehicle/trailer to identify the vehicle's weight capacity (as a last resort use a weighbridge, but ensure the vehicle is compliant)

**Road traffic rules, speed limits, weight limits and height restrictions:**

- Road vehicles including any load they are carrying should not exceed 5.03m.
- The weight of a vehicle can be obtained using a weigh bridge. Drivers must not use/exceed the weight restrictions stipulated on specific roads or bridges.
- Speed limits:
  - single carriage ways, carrying **up to** 7.5 tonnes for a large goods vehicle - 50mph
  - dual carriage ways, carrying **up to** 7.5 tonnes for a large goods vehicle - 60mph
  - single carriage way, carrying **over** 7.5 tonnes for a large goods vehicle - 50 mph
  - dual carriage ways, carrying **over** 7.5 tonnes for a large goods vehicle - 60mph

**Transport compliance:**

Travelling across different countries that would require different procedures, such as:

- various gross weights of the vehicles e.g. in the UK the maximum gross weight is 44 tonnes
- some European countries operate at different maximum weights e.g. 44 tonnes in France for international use only and 40 tonnes maximum for Italy
- vehicles must also meet European standards although, again, these differ in different countries
- there are varying regulations around carrying different types of documentation for the vehicle and driver
- digital tachographs must be re-calibrated every 2 years
- analogue tachographs must be inspected every 2 years and recalibrated every 6 years
- roadside checks/prohibitions - prohibition notices can be issued by the police or Driver and Vehicle Standards Agency (DVSA)

**Prohibition Notices:**

These can be immediate or delayed and can include:

- roadworthiness prohibition (PG9)
  - Immediate PG9, issued if the vehicle is deemed to be unfit for service or if the vehicle has a mechanical issue and is outside of the UK.
  - Delayed PG9, taking effect from a specific date, no later than 10 days from the date of inspection.
- overloading prohibition
  - Immediate prohibition issued and the vehicle may be immobilised if it is overloaded.

- drivers' hours prohibition
  - If the driver does not follow the rules for drivers' hours and the rules for tachographs. A fine will be issued and the driver could also be prosecuted and have the vehicle immobilised.

#### **Driver testing and licensing:**

Such as:

- an initial medical exam (D2) for any new driver, with further medical checks from the age of 45, every 5 years, up until the age of 65 when medical checks are completed annually
- an LGV driver must complete a minimum of 35 hours of periodic training every 5 years to keep their Driver Certificate of Professional Competence (DCPC), current driving licence with correct category and digital drivers' card (tachograph)

A driver can be fined on the spot (£50) for not carrying their:

- qualification card (CPC)
- D2 and D4 medical and provisional licence entitlement
- Module 1a (Multiple-choice test)
- Module 1b (Hazard perception)
- Module 2 (Case studies (CPC))
- Module 3a (Reverse test, couple and uncouple test)
- Module 3b (Driving test)
- Module 4 (CPC)
- 35 hrs DCPC - if required
- different category - C1, C, C+E

**EU rules:**

- The 4.5-hour rule.
  - The driver must take a 45minute break every 4.5 hours.
- Mandatory breaks.
  - The driver may take the 45 minute break in 2 sections. Section 1-15 minutes, section 2-30 minutes.

- The daily drive rule.
  - The driver may drive up to 9 hours in a day. This can be increased to 10 hours twice in a fixed working week.
- The weekly drive rule.
  - The driver may drive up to 56 hours in 1 fixed working week. This is accumulated over 6 consecutive duties.
- The fortnightly drive rule.
  - The driver can drive no more than 90 hours within 2 consecutive weeks. This is any 2 consecutive weeks together, and the rolling total must not exceed 90 hours.
- Daily rest.
  - The standard daily rest requirement is 11 hours within a 24-hour period.
- Splitting your daily rest.
  - During your duty you may take a long break, (at least 3 hours) which may be counted towards your daily rest for that day. If you do this, you must still take the minimum of 9 hours within the 24-hour period.
- Double manning.
  - When involving a second driver the period for daily rest becomes 30-hours instead of a 24-hour period. This means that the total duty cannot exceed 21 hours.
  - In order to qualify for double manning, both drivers must be present for the entire duty. The one exception to this is the first hour for which the first driver has the opportunity to prepare the vehicle or collect the second driver. Both drivers must commence their daily rest at the same time, which means the vehicle cannot be moving at this time.

**Domestic rules:**

- Daily driving limit: can drive up to 10 hours a day on public roads. Any working time related to driving or doing other work on a vehicle or its load is included in this time.
- Daily duty limit: you can be on duty for up to 11 hours in any working day (when driving).

**Digital** tachograph downloaded daily or weekly but at least every 28 days, manual entries applied daily as and when required.

If under domestic rules, records must be kept and logged manually, however, the use of the tachograph is now seen as good practice.

**Analogue tachographs** must be kept for audit purposes for a minimum of 28 days.

**Insurance requirements:**

- Fleet insurance covers all the vehicles in a company fleet.
- All vehicles in an organisation must be insured for theft, damage, drivers and authorised passengers.
- Insurance to cover the load being carried / to match the O licence type, value and type of goods (such as hazardous).
- Invalidations could include:
  - unauthorised drivers
  - drivers with no licence or an expired licence or no CPC
  - accidents caused while under the influence of alcohol or drugs will only cover 3<sup>rd</sup> party.
- Employers must also have an employers' liability (EL) insurance policy. EL insurance will help you pay compensation if an employee is injured or becomes ill because of the work they do for you.

**Principles of vehicle choice; taking into account safety, environmental:**

Selecting the correct vehicle for the task:

- flat bed - general haulage
- curtain sider - palletised goods
- box vehicle - first on - last off - cages/palletised
- refrigerated - food stuff/chilled and or frozen
- low loader - heavy haulage/machinery
- MOFFETT - vehicle mounted forklift
- weights - C1- 7.5-tonnes, C - up to 32 tonnes - C+E - up to 44 tonnes
- low emission zones - current vehicle classification is Euro 6 - Euro 7 coming in 2025

| Operations                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                             |                                                                                                 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| Project report with presentation and questioning                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                             |                                                                                                 |
| Knowledge                                                                                                                                                                                                                                                                                                                                                                                | Skills                                                                                                                                                                                      | Behaviours                                                                                      |
| <b>K3: Factors that affect workplace efficiency</b><br>and how these can be managed                                                                                                                                                                                                                                                                                                      | <b>S16</b> Ensure the <b>security of the transport, warehouse and goods in line with organisational policies</b><br><b>S21</b> Identify and propose <b>innovative business improvements</b> | <b>B5 Use own initiative when needed</b> to ensure that employer needs and expectations are met |
| Pass criteria                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                             | Distinction criteria                                                                            |
| <b>OP1:</b> 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)<br><b>OP2:</b> Describes how they ensure the security of the transport, warehouse and goods in line with organisational policies (S16) |                                                                                                                                                                                             | <i>No distinction criteria</i>                                                                  |
| Amplification and guidance                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                             |                                                                                                 |
| <b>Factors that affect workplace efficiency:</b> <ul style="list-style-type: none"> <li>managing time</li> <li>managing staff and staff skills shortages</li> <li>training and development</li> <li>new ways of working</li> <li>policies and procedures not being followed</li> <li>non-compliance</li> </ul>                                                                           |                                                                                                                                                                                             |                                                                                                 |

**Security of the transport, warehouse and goods in line with organisations policies:**

- daily walkaround checks
- defect reporting procedures
- load checks
- correct load restraints
- even weight distribution
- keys removed from the vehicle when not in use
- challenge unauthorised personnel
- correct use of personal protective equipment
- random alcohol and drug checks
- keep doors and windows always locked

**Innovative business improvements:**

- Areas of the business that could need improvement such as:
  - vehicle damages
  - damage to goods and property
  - stock losses
  - missing stock
- Ways to improve:
  - data collection
  - analysis of this information or data
  - refresher training
  - new induction processes
  - lean processes

**Use own initiative when needed** such as:

- meeting employee needs and expectations

|                                                                                                                                                                                                                                                                                                          |                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| <ul style="list-style-type: none"> <li>keeping the employer informed</li> <li>suggestions of improvements with date evidence</li> </ul>                                                                                                                                                                  |                                |
| <b>Interview</b>                                                                                                                                                                                                                                                                                         |                                |
| <b>Skills</b>                                                                                                                                                                                                                                                                                            |                                |
| <b>S19 Supervise loading to ensure correct procedures</b> are used                                                                                                                                                                                                                                       |                                |
| <b>Pass criteria</b>                                                                                                                                                                                                                                                                                     | <b>Distinction criteria</b>    |
| <b>OPT1:</b> Explains how they supervise loading to ensure that correct procedures are used for vehicles within their organisation (S19)                                                                                                                                                                 | <i>No distinction criteria</i> |
| <b>Amplification and guidance</b>                                                                                                                                                                                                                                                                        |                                |
| <b>Supervise loading to ensure correct procedures</b> such as: <ul style="list-style-type: none"> <li>observing from a safe distance</li> <li>on-site camera surveillance</li> <li>monitoring vehicle loading safety and security</li> <li>carrying out spot checks prior to leaving the yard</li> </ul> |                                |

|                                                                                                                                                                                                                  |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Scheduling and planning</b>                                                                                                                                                                                   |
| <b>Project report</b>                                                                                                                                                                                            |
| <b>Skills</b>                                                                                                                                                                                                    |
| <b>S8: Schedule journeys: planning route, timings, costs and resources. Calculating driver hours/ use of tacho graphs and selecting the appropriate vehicle and ancillary equipment</b> for the load being moved |

| Pass criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Distinction criteria                                                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>SPT1.</b> Evaluates monitoring and performance approaches to scheduling journeys: planning route, timings, costs and resources to inform business improvement project (S8)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | <b>SPT2.</b> <i>Analyses business data from monitoring and performance results to recommend business improvement such as changes to work allocation (S8)</i> |
| Amplification and guidance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                              |
| <p><b>Schedule journeys and timing:</b></p> <ul style="list-style-type: none"> <li>creates a full schedule within time restraints (drivers' hours and working time directive)</li> <li>identifies any timed delivery slots and schedules appropriately</li> <li>uses company scheduling software / systems effectively</li> </ul> <p><b>Planning route:</b></p> <ul style="list-style-type: none"> <li>identifies the goods to be moved</li> <li>the appropriate vehicle and driver</li> <li>demonstrates the route is suitable for the vehicle</li> <li>pointing out no restrictions on route (low bridges or weight restrictions)</li> </ul> <p><b>Calculating driver hours/ use of tachograph graphs:</b></p> <ul style="list-style-type: none"> <li>knowledge of the tachographs</li> <li>the 4 modes: <ul style="list-style-type: none"> <li>driving</li> <li>break and rest</li> <li>other work</li> <li>period of availability (POA)</li> </ul> </li> <li>how to download the driver's card and download from the tachograph directly</li> </ul> |                                                                                                                                                              |

**Selecting the appropriate vehicle:**

- identifies the goods to be moved, the appropriate vehicle and driver and driver checks for compliance (licence category, CPC in date)

**Ancillary equipment:**

- mechanical equipment used to support or assist a primary item of equipment in meeting its functional duties
- loading ramps and pallet trucks

| Compliance health and safety                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                             |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| Project report                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                                                                             |
| Skills                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                             |
| <b>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</b><br><b>S11: Ensure vehicle, driver and load documentation is available for the journey and meets legal requirements</b><br><b>S12: Carry out risk assessments appropriate to work environment in accordance with the Health and Safety Executive</b> |                                                                                                             |
| Pass criteria                                                                                                                                                                                                                                                                                                                                                                                                                   | Distinction criteria                                                                                        |
| <b>CS1:</b> Conducts appropriate risk assessments in line with organisations procedures (S12)<br><b>CST1:</b> 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)                                                                                                     | <b>CS2:</b> <i>Identifies and suggests improved methods that improve efficiency or mitigate risks (S12)</i> |
| Amplification and guidance                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                             |
| <b>How to ensure the vehicle is safe and legally loaded:</b> <ul style="list-style-type: none"> <li>pre-inspection of the vehicle to ensure it is safe, legal and roadworthy</li> </ul>                                                                                                                                                                                                                                         |                                                                                                             |

- defect reporting procedure
- appropriate load for the vehicle
- correctly restrained using the appropriate restraints (could include, load bar, ratchet straps, chain and tensioner)
- vehicle loaded taking into consideration the gross weight, individual axle weights and even weight distribution
- the load should be secured so that it does not move in any direction or cause any danger to others

How to ensure that the **vehicle is marked and labelled compliantly in line with regulations regarding the carriage of dangerous goods:**

- identifies the carriage of dangerous goods procedures/ADR
- trained drivers
- hazardous warning signs displayed on the vehicle and on the goods, with accompanied documentation/datasheets

**Ensure vehicle, driver and load documentation is available for the journey and meets legal requirements:**

- driver checks
- current driving licence
- qualification card (CPC)
- driver's card (tachograph card)
- load documentation present/ delivery notes/ manifest and if applicable dangerous goods documentation and data sheets

How to **carry out risk assessments appropriate to work environment in accordance with the Health and Safety Executive:**

- completed risk assessment
- identifies the hierarchy of control and 5 steps to risk assessment
- clear evidence should be shown of the hazards and risks with identified control measures

#### Interview

#### Skills

**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)**

| Pass criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Distinction criteria           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| <b>CS3:</b> Describes how they plan, organise and evaluate vehicle and warehouse maintenance schedules to ensure regulatory compliance in their organisation (S13)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <i>No distinction criteria</i> |
| Amplification and guidance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                |
| <p><b>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):</b></p> <ul style="list-style-type: none"> <li>• Monitoring and recording of daily walkaround checks of the vehicles / trailers including defects reported.</li> <li>• If paper-based, evidence should be stored appropriately and archived if required.</li> <li>• Electronic checks should also be stored appropriately and monitored. These should be evaluated over time to monitor frequent issues that could be addressed to the vehicle manufacturer.</li> <li>• Monitoring vehicle maintenance: <ul style="list-style-type: none"> <li>○ regular inspections (every 6, 9 and 12 weeks - depending on procedure)</li> <li>○ regular servicing and MOTs</li> </ul> </li> <li>• Inputting vehicle data to the transport management system that would flag up: inspections, service intervals and MOT.</li> <li>• Transport management systems that should tell the schedule/planner this vehicle is required for inspection, service or MOT.</li> <li>• Facilities for vehicle off-road (VOR).</li> <li>• Materials Handling Equipment (MHE) pre-check sheets.</li> <li>• Defect reporting procedures and monitoring the defect.</li> <li>• Paper-based or electronic projects logged and stored appropriately.</li> <li>• MHE service intervals are monitored by hours used. These will be monitored and service intervals scheduled appropriately.</li> <li>• Facilities for vehicle off the road (VOR).</li> </ul> |                                |

| IT                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                          |                                                                        |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| Project report                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                          |                                                                        |
| Knowledge                                                                                                                                                                                                                                                                                                                                                                                                                                               | Skills                                                                                                   | Behaviours                                                             |
| <b>K12: IT systems</b> and tools used to manage transport and warehouse operations                                                                                                                                                                                                                                                                                                                                                                      | <b>S14:</b> Use IT equipment and systems for the role such as telematics or warehouse management systems | <b>B9:</b> Treat equipment and technology responsibly and with respect |
| Pass criteria                                                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                          | Distinction criteria                                                   |
| <b>IT1:</b> 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)<br><b>IT2:</b> Shows awareness of risks to technology ICT in their workplace considering and showing appreciation of the working environment conditions (B9)                                                                                                          |                                                                                                          | <i>No distinction criteria</i>                                         |
| Amplification and guidance                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                          |                                                                        |
| <b>IT systems</b> and equipment such as: <ul style="list-style-type: none"> <li>• desktop and laptop computers</li> <li>• portable tablet</li> <li>• handheld QR and barcode scanners</li> <li>• analogue and digital tachograph</li> <li>• digital tachograph downloaders</li> <li>• transport and warehouse management systems, such as Microlies and Tachomaster</li> <li>• warehouse printers label printers and digital weighing scales</li> </ul> |                                                                                                          |                                                                        |

| Communication                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                  |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Project report                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                  |
| Knowledge                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | Skills                                                                                                                                                                                                           |
| <b>K6: Organisational procedures for delivering customer service,</b> managing customer accounts, information and quotations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | <b>S20: Communicate with internal and external customers using various communication methods</b>                                                                                                                 |
| Pass criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Distinction criteria                                                                                                                                                                                             |
| <b>C1:</b> 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)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>C2:</b> <i>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)</i> |
| Amplification and guidance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                  |
| <p><b>Organisational procedures for delivering customer service</b> such as:</p> <ul style="list-style-type: none"> <li>communicating with the customer and communication methods used such as being polite, courteous and professional</li> <li>Identifying company values</li> <li>identifying how to manage customer accounts that would include confidentiality, treating customers fairly, providing accurate information and quotations</li> <li>identifying policies and procedures for returned, damaged or unwanted goods</li> </ul> <p><b>Communication methods</b> for both internal and external customers:</p> <ul style="list-style-type: none"> <li>using the most appropriate methods such as verbal communication, written or electronic</li> <li>responding to email enquiries using appropriate language in an acceptable timeframe</li> <li>sending accurate email information</li> <li>providing polite, courteous and professional communication</li> </ul> |                                                                                                                                                                                                                  |

| Training and development                                                                                                                                                                                                                                                                           |                         |            |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------|------------|
| Project report                                                                                                                                                                                                                                                                                     |                         |            |
| Behaviours                                                                                                                                                                                                                                                                                         |                         |            |
| B4: Positive attitude and approach to their work even when priorities and working patterns change                                                                                                                                                                                                  |                         |            |
| Pass criteria                                                                                                                                                                                                                                                                                      | Distinction criteria    |            |
| TD1. 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)                                                                                                       | No distinction criteria |            |
| Amplification and guidance                                                                                                                                                                                                                                                                         |                         |            |
| <b>Positive attitude and approach to their work, even when priorities and work patterns change:</b> <ul style="list-style-type: none"><li>• positivity</li><li>• enthusiasm</li><li>• a can-do attitude when priorities/demands change</li><li>• explains the actions that will be taken</li></ul> |                         |            |
| Interview                                                                                                                                                                                                                                                                                          |                         |            |
| Knowledge                                                                                                                                                                                                                                                                                          | Skills                  | Behaviours |

| <p><b>K1: Recruitment and selection process</b> and practice including working with inhouse and external resourcing teams.</p> <p><b>K2: How to review staff performance</b> including appraisals, performance development reviews (PDR), work allocation, skill gaps and training for transport/ warehouse team members</p>                                                                                                                                                                                                                                                                                                                                | <p><b>S2:</b> Identify skill and knowledge gaps in own performance and team performance in relation to transport/ warehouse operations</p> <p><b>S3:</b> Complete performance development reviews (PDR)/ staff appraisals for transport/ warehouse team members</p> <p><b>S4:</b> 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</p> | <p><b>B3:</b> Take ownership for your own performance and training committing to self-improvement. Keeping up to date with industry developments.</p>                                                                                                                                                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pass criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Distinction criteria                                                                                                                                                                                                                                                                                      |
| <p><b>TD2:</b> Outlines the recruitment and selection processes within transport and warehouse operations and describes the core elements to consider to ensure appropriate candidate selection (K1)</p> <p><b>TD3:</b> Explains how they identify skill and knowledge gaps in own performance and team performance in relation to their organisation (S2, B3)</p> <p><b>TD4:</b> Applies CPD principles in the management and training of staff describing use of appropriate tools and methodologies (S3)</p> <p><b>TD5:</b> Outlines how they undertake individual staff review and utilise them in planning training and staff development (K2, S4)</p> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p><b>TD6:</b> <i>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)</i></p> |

## Amplification and guidance

### **Recruitment and selection process:**

- using recruitment agencies
- creating a suitable job specification
- reviewing applications and selecting appropriate persons for interviews
- interview types
- knowledgeable and accountable interviewers
- being fair and unbiased
- assessing knowledge, suitable skills, experience and behaviours

### **Review staff performance:**

- induction process
- probationary assessments
- annual appraisals
- 1:2:1s
- using up to date/gathered information
- performance management
- time management and attendance data on the employees to give a true appraisal
- skills analysis and skill shortages

| Management                                                                                                                                                                                                                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Interview                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Knowledge                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Skills                                                                                                                                                                                                                                                                                                                                                                                                                                                | Behaviours                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>K4:</b> Organisational and individual KPIs and <b>strategies</b> for meeting these                                                                                                                                                                                                                                                                                                                                                                                     | <b>S1: Allocate and monitor work</b> and set objectives including continual professional development (CPD), for transport/ warehouse team members<br><b>S5:</b> Achieve KPI's and targets set for the transport/ warehouse team and individuals within the transport/ warehouse team<br><b>S6:</b> Carry out disciplinary and manage grievances as per organisational guidelines<br><b>S7: Lead team and departmental communications and meetings</b> | <b>B1:</b> Demonstrate the organisations values to promote and enhance brand reputation<br><b>B2:</b> Demonstrate ownership and responsibility for their own safety and that of others<br><b>B6:</b> Treat team, customers and other stakeholders with respect<br><b>B7:</b> Approachable and open to change<br><b>B8:</b> Professional approach - constructively manage difficult situations with colleagues, always striving to achieve the best outcome for the organisation and wider team                                  |
| Pass criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Distinction criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| <b>M1:</b> Explains how they allocate and monitor work, and how they set objectives for team members, to ensure CPD (S1)<br><b>M2:</b> Describes how they ensure that individual staff member and team level targets and KPIs are achieved (S5)<br><b>M3:</b> Applies organisations' systems and processes to monitor staff performance (K4)<br><b>M4:</b> Outlines own role in the procedures used in the organisation to deal with staff misconduct and grievances (S6) |                                                                                                                                                                                                                                                                                                                                                                                                                                                       | <b>M8:</b> <i>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)</i><br><b>M9:</b> <i>Detail how they ensure fair and objective performance management process ensuring performance is reviewed using effective, valid and reliable data (S5, B8)</i><br><b>M10:</b> <i>Evaluate ways of addressing conflict situations before escalation that impacts operational effectiveness (S6)</i> |

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                           |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>M5:</b> Outlines how they effectively lead team and departmental communications and meetings (S7)</p> <p><b>M6:</b> 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)</p> <p><b>M7:</b> Describes actions that can be taken to engage colleagues in achieving the best possible outcomes (B6, B7)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <p><b>M11:</b> <i>Recommend effective activity and methodology to empower individuals to perform, encouraging and supporting their use of improvement techniques (S7, B6)</i></p> <p><b>M12:</b> <i>Recommends opportunities for improvement in practice or behaviour to align with organisational principles and identifies and states what actions are recommended (K4, B1, B2)</i></p> |
| <p><b>Amplification and guidance</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                                                                                                                                           |
| <p><b>Strategies</b>, such as looking at:</p> <ul style="list-style-type: none"> <li>• timekeeping and attendance</li> <li>• number of infringements</li> <li>• accidents and incidents</li> <li>• disciplinaries</li> <li>• picking rates</li> <li>• picking errors</li> </ul> <p><b>Allocate and monitor work</b> such as:</p> <ul style="list-style-type: none"> <li>• scheduling tasks on the transport warehouse management systems</li> <li>• issuing tasks that are suitable for the employee, taking into consideration skills and knowledge</li> <li>• ensuring the driver's Certificate of Professional Competence (CPC) is up to date</li> <li>• evidence of key performance indicators (KPIs) that are set/met for the individual and the team</li> </ul> <p><b>Lead team and departmental communications and meetings:</b></p> <ul style="list-style-type: none"> <li>• Ensuring competence when leading: <ul style="list-style-type: none"> <li>○ team briefings</li> </ul> </li> </ul> |                                                                                                                                                                                                                                                                                                                                                                                           |

- update meetings
- improvement suggestions meetings

| Fuel                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Interview                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                       |
| Skills                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                       |
| S9: Oversee and review fuel costs and deal with issues when they occur                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                                                                                                                                       |
| Pass                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Distinction                                                                                                                                                                                                           |
| <b>FT1.</b> Describes how they collect and analyse fuel cost data and explains how deal with any issues if they occur (S9)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | <b>FT2.</b> <i>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)</i> |
| Amplification and guidance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                                                                                                                                                                                       |
| <b>Oversee and review fuel costs and deal with issues when they occur:</b> <ul style="list-style-type: none"> <li>• monitoring the vehicle and its miles per gallon (MPG)/miles travelled, collecting this information from the inbuilt telematics and or the vehicle's computer system</li> <li>• monitoring fuel administered to the vehicle / fuel card and comparison to fuel used and MPG</li> <li>• identifying any discrepancies and dealing with these appropriately - this could include fuel theft, fuel leakage, inefficient planning and routing</li> <li>• identifying ways to improve fuel economy and security, such as safe and fuel-efficient driving, better use of the telematics and monitoring processes, driver training and better aerodynamics</li> </ul> |                                                                                                                                                                                                                       |

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# Assessment summary

The end-point assessment for the Transport and Warehouse Operations Supervisor Apprenticeship Standard is made up of **3** components:

1. A **1 hour** multiple-choice test consisting of **25** multiple-choice questions
2. A **4,000 word** project report with a **15 minute** presentation and **25 minute** questioning
3. A **45 minute (+10%)** interview consisting of a minimum of **10 questions**

As an employer/training provider, you should agree a plan and schedule with the apprentice to ensure all assessment components can be completed effectively.

Each component of the end-point assessment will be assessed against the appropriate criteria laid out in this kit and a mark allocated. The overall grade will be determined using the combined marks.

## Multiple-choice test

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- In order to achieve a **pass**, apprentices must achieve a mark of at least **16/25 (64%)**
- To achieve a **distinction**, apprentices must achieve a mark of at least **21/25 (84%)**

## Project report with presentation and questioning

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This assessment method has **2** components.

- A **4,000 word** project report
- A **40-minute** presentation and questioning (the presentation will typically last for 15 minutes, and the questioning will typically last for 25 minutes)

To achieve a **pass** in the project report with presentation and questioning:

- **all pass criteria** must be met (either within the written project itself, or within the presentation and questioning)

To achieve a **distinction** in the project report with presentation and questioning:

- **all pass and distinction** criteria must be met (either within the written project itself, or within the presentation and questioning)

## Interview

---

To achieve a **pass** in the interview:

- **all pass criteria** must be achieved for all relevant areas

To achieve a **distinction** in the interview:

- **all pass criteria and all distinction criteria** must be achieved for all relevant areas

## Grading

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Apprentices must achieve **at least a pass** in all **3** end-point assessment methods to achieve a **pass overall**.

Apprentices must achieve a **distinction** in all **3** end-point assessment methods to achieve a **distinction overall**.

Grades from individual assessment methods will be combined in the following way to determine the grade of the EPA as a whole:

| Assessment method<br>1 - Multiple-choice<br>test | Assessment method<br>2 - Project report<br>with presentation<br>and questions | Assessment method<br>3 - Interview | Overall grading |
|--------------------------------------------------|-------------------------------------------------------------------------------|------------------------------------|-----------------|
| Fail                                             | Any grade                                                                     | Any grade                          | Fail            |
| Any grade                                        | Fail                                                                          | Any grade                          | Fail            |
| Any grade                                        | Any grade                                                                     | Fail                               | Fail            |
| Pass                                             | Pass                                                                          | Pass                               | Pass            |
| Pass                                             | Pass                                                                          | Distinction                        | Pass            |
| Pass                                             | Distinction                                                                   | Pass                               | Pass            |
| Distinction                                      | Distinction                                                                   | Pass                               | Pass            |
| Distinction                                      | Pass                                                                          | Pass                               | Pass            |
| Distinction                                      | Pass                                                                          | Distinction                        | Pass            |
| Pass                                             | Distinction                                                                   | Distinction                        | Pass            |
| Distinction                                      | Distinction                                                                   | Distinction                        | Distinction     |

## Retake and resit information

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Apprentices who fail **1 or more** assessment method will be offered the opportunity to take a resit or a retake. A resit does not require further learning, whereas a retake does.

Apprentices should have a supportive action plan to prepare for the resit or a retake. The apprentice's employer will need to agree that either a resit or retake 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 resit or retake that part of the EPA when practicable for the business and in line with the policies, practices and procedures of Highfield. Feedback will be provided on the areas of failure and a retake checklist will need to be submitted when the professional review has taken place.

A resit is typically taken within **2 months** of the EPA outcome notification. The timescale for a retake is dependent on how much re-training is required and is typically taken within **4 months** of the EPA outcome notification. All assessment methods must be taken within a **6-month** period, otherwise the entire EPA will need to be resat/retaken.

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

Resits and retakes are **not** offered to apprentices wishing to move from pass to distinction.

Where any assessment method has to be resat or retaken, the apprentice will be awarded a **maximum** EPA grade of pass.

Please call the Highfield scheduling team to arrange the resit or retake.

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## Assessing the multiple-choice test

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The Transport and Warehouse Operations Supervisor apprenticeship standard will be assessed by a **1-hour** multiple-choice test consisting of **25** multiple-choice questions with a pass mark of **64% (16 out of 25)**.

In each paper, questions will cover every knowledge criteria in the following pages. However, not every aspect of every criteria will be covered in every test.

The test is divided into **2** sections, part A (core) will contain **10** questions and part B (pathway) will contain **15** questions.

- In order to achieve a **pass**, apprentices must achieve a mark of at least **16/25** across the whole test (approximately **64%**)
- To achieve a **distinction**, apprentices must achieve a mark of at least **21/25** across the whole test (approximately **84%**)

### Before the assessment

The employer/training provider should:

- brief the apprentice on the areas that will be assessed by the multiple-choice test.
- in readiness for end-point assessment, set the apprentice a mock multiple-choice test. A test is available to download from the Highfield Assessment website. The mock tests are available as paper-based tests and also on the mock e-assessment system.

## Multiple-choice test criteria

The following page includes the criteria covered by the multiple-choice test.

| Multiple-choice test |                                                                                                                                                                                                                                         |
|----------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Core                 |                                                                                                                                                                                                                                         |
| <b>K5:</b>           | People Management policies complaint with ACAS. E.g. disciplinary and grievance processes                                                                                                                                               |
| <b>K9:</b>           | The application of Health and Safety regulations in transport and warehousing operations                                                                                                                                                |
| <b>K11:</b>          | Environmental impact of transport and warehousing operations i.e., telematics, Clear Air Zones compliance, recycling                                                                                                                    |
| <b>K14:</b>          | The role of the health and safety executive and the driver and vehicle licensing agency within your organisation including anti-smuggling and security controls                                                                         |
| <b>K16:</b>          | Anti-smuggling, immigration and security control                                                                                                                                                                                        |
| <b>K21:</b>          | Vehicle maintenance requirements including scheduling and record keeping                                                                                                                                                                |
| <b>K29:</b>          | Correct loading procedures for goods and safe transport weight limits                                                                                                                                                                   |
| Pathway              |                                                                                                                                                                                                                                         |
| <b>K7:</b>           | 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                                                     |
| <b>K8:</b>           | 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)            |
| <b>K10:</b>          | Road traffic incident procedures and offences both UK and International including documentation, information at the scene and duty to provide insurance details                                                                         |
| <b>K13:</b>          | Load security as per DfT code of practice, 'Safety of Loads on Vehicles'                                                                                                                                                                |
| <b>K15:</b>          | Road traffic rules, speed limits, weight limits and height restrictions                                                                                                                                                                 |
| <b>K17:</b>          | Transport compliance e.g. International legislation, transportation services and business entities                                                                                                                                      |
| <b>K18:</b>          | Driver testing and licensing in relation to categories of driving entitlement, vocational training requirements including Driver Certificate of Professional Competence                                                                 |
| <b>K19:</b>          | 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 |
| <b>K20:</b>          | Insurance requirements for fleet operators including level of cover, causes of invalidation                                                                                                                                             |
| <b>K22:</b>          | Principles of vehicle choice; taking into account safety, environmental                                                                                                                                                                 |

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## Assessing the project report with presentation and questioning

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This assessment component is made up of **2** parts:

- **4,000 word** project report
- **40-minute** presentation and questioning (the presentation will typically last for 15 minutes, and the questioning will typically last for 25 minutes)

A discretionary additional **10%** time can be allocated in any proportion across the presentation and questioning.

The project report and presentation will allow the apprentice to demonstrate their knowledge, skills and behaviours relating to the areas assigned to this assessment method as outlined in the following pages. Questioning following the presentation will seek to assess areas not already evidenced through the presentation or project report, and to explore the apprentice's depth of understanding against the distinction criteria.

### Project report

The project report is an expanded version of the project proposal, submitted and approved at gateway. The project report will have a word limit of **4,000 words**, with a tolerance of 10%. Appendices, references and diagrams etc. will not be included in this total. At which point, end-point assessor will stop marking and only credit the criteria covered to that point. Reports which fall short of the word count will be marked in full, against all criteria.

Each project must show the application of knowledge, skills and behaviours mapped to this assessment method. The project report can be either paper-based or in electronic format.

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 will conduct their project followed by the writing of a report and a presentation with questions over a maximum period of **12 weeks** from the date when Highfield Assessment confirms 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

While completing the project the apprentice should have access to a work-based mentor (if this exists within the 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. The employer is responsible for ensuring this time is made available to the apprentice. Input at this stage from the employer should be limited to guidance in terms of the project topic, scope, and recommended reading.

The report should be submitted to Highfield 12 weeks after gateway and the apprentice and the employer should verify, with the use of the **Project Mapping Document** provided on the Highfield website, that the project report is the apprentice's own work. The project report should be completed by the apprentice, unaided.

### **Project report structure**

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 and background
  - including the approach to planning and completion of the project, with evidence of the project scope and context
- aims and objectives of the project
  - outline of the challenge or opportunity
  - aims and objectives of the project
- research
  - including supportive background research
  - evidence of effective research
  - how the apprentice keeps up with changes in the industry
- methodology
  - details how the research was conducted
  - the research methods used

- the reasons for choosing those methods
- results and outcomes
  - including results and analysis
- discussion
  - explaining and evaluating what was found
  - showing how it relates to the project
  - making an argument in support of the overall conclusion
- conclusions
  - a summary of the key ideas in the project
  - how these have been developed throughout the project
- recommendations
  - how any issues can be resolved
  - how the recommendations can be supported
- appendices
  - to include mapping of the KSBs - this should be completed within the **Project Mapping Document** which is available to download from the Highfield Assessment website.

## Presentation

Highfield will provide the apprentice with **2 weeks'** notice of the date for the presentation with questioning. The presentation will take place post-report submission, but within a maximum **4-week** period. The presentation can be presented remotely for assessment or face to face with an end-point assessor.

The presentation should typically last for **15 minutes** followed by a typically **25-minute** question and answer session. The total assessment time for the presentation and questioning will be **40 minutes**, it must not exceed 40 minutes. The end-point assessor has the discretion to increase the time of the presentation and questioning by up to **10%** to allow the apprentice to complete.

The presentation will be based directly on the project report. It should be a summary and evaluation of the project. It should include factors such as:

- key outcomes of the project - what were your findings and how did you resolve any of the issues faced.
- any specific recommendations - how can the issues be resolved based and how can you support these recommendations
- what went well when completing the project
- lessons learned for future projects - would you do anything different next time?
- how the KSBs have appropriately been covered within the project - how can this be evidenced throughout the project

## Presentation format

The presentation and questioning elements must take place on a one-to-one basis between the end-point assessor and the apprentice.

The apprentice should use an appropriate medium to present their presentation. This is **not** required to be submitted prior to the presentation taking place.

The apprentice will present to the end-point assessor either via online video conferencing or face-to-face.

## Questioning

The presentation will be followed by a question and answer session to enable discussion of the topics in greater detail and to further draw out the apprentice's ability to demonstrate how they have met the pass and distinction criteria for this assessment method.

The end-point assessor will ask the apprentice a minimum of **5 questions** at the end of the presentation.

The purpose of these questions is to assess the depth and breadth of the apprentice's understanding and to clarify points from the project report and the presentation in relation to how they have demonstrated the relevant knowledge, skills and behaviours. Follow-up questions may also be asked by the end-point assessor to seek further clarification.

During this time, the apprentice may refer to their presentation or presentation aides when answering questions.

## Grading

- To achieve a **pass**, apprentices will need to achieve **all of the pass criteria** across both components (project report, presentation and questioning)
- To achieve a **distinction**, apprentices will need to achieve **all of the pass criteria and all of the distinction criteria** across both components (project report, presentation and questioning)

## Before the assessment:

Employers/training providers should:

- agree the project title and scope with the apprentice and Highfield

- ensure the apprentice has prepared a project report and presentation in line with the project proposal, to be submitted within **12 weeks** of gateway
- ensure the apprentice knows the date, time and location of the assessment
- ensure the apprentice knows which Transport and Warehouse Operations Supervisor criteria will be assessed (outlined on the following pages)
- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard and, where possible, identify real-life examples
- be prepared to provide clarification to the apprentice and signpost them to relevant parts of their on-programme experience as preparation for this assessment

## **Project report, presentation and questioning mock assessment**

---

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment. Highfield recommends that the apprentice experiences a mock presentation and questioning session in advance of the end-point assessment with the training provider/employer giving feedback on any areas for improvement.

In designing a mock assessment, the employer/training provider should include the following elements in its planning:

- the mock should take place in a suitable location.
- the case study report can be marked against the criteria at the same time as the mock presentation, to ensure the apprentice is meeting the criteria relevant to this component of the assessment method. Make sure the mock case study report includes:
  - **4,000 words** (+/-10%)
  - timeframe of **12 weeks** to complete a mock case study report and presentation
  - **introduction and background**
  - **aims and objectives of the project**
  - **research**
  - **methodology**
  - **results and analysis**
  - **discussion**
  - **conclusions**
  - **recommendations**
  - **appendices**
- **40-minute** (15-minute presentation, 25-minute questioning) time slot should be available for the presentation and questioning if it is intended to be a complete

mock covering all relevant standards (outlined in the following pages). However, this time may be split up to allow for progressive learning.

- consider a video or audio recording and allow it to be available to other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate mock presentation with each apprentice.
- ensure that the apprentice's performance is assessed by a competent trainer/end-point assessor, and that feedback is shared with the apprentice to complete the learning experience. Mock assessment sheets are available to download from the Highfield Assessment website and may be used for this purpose.
- use structured 'open' questions that do not lead the apprentice. For example:
  - within your report, how have telematics provided opportunities for business improvement?
  - talk me through your approach to evaluating performance measurements and suggesting improvements
  - explain how you use communication methods to effectively manage external and internal stakeholders
  - explain how aspects of your project aligns with health, safety, welfare and environmental requirements
  - describe how you have conducted an appropriate risk assessment during your project
  - explain any methods that you could implement which improve efficiency or mitigate risks

### Project report, presentation and questioning criteria

Apprentices should prepare for the project report, presentation and questioning by reflecting on the work they have undertaken during the apprenticeship and considering the best examples to meet the criteria.

| Operations                                                                                                                                                                                                                                                                                                                                                                                          |                                       |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| Pass criteria                                                                                                                                                                                                                                                                                                                                                                                       | Distinction criteria                  |
| <p><b>OP1:</b> 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)</p> <p><b>OP2:</b> Describes how they ensure the security of the transport, warehouse and goods in line with organisational policies (S16)</p> | <p><i>No distinction criteria</i></p> |

| Scheduling and planning                                                                                                                                                       |                                                                                                                                                              |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pass criteria                                                                                                                                                                 | Distinction criteria                                                                                                                                         |
| <b>SPT1:</b> Evaluates monitoring and performance approaches to scheduling journeys: planning route, timings, costs and resources to inform business improvement project (S8) | <b>SPT2:</b> <i>Analyses business data from monitoring and performance results to recommend business improvement such as changes to work allocation (S8)</i> |

| Compliance, health and safety                                                                                                                                                                                                                                                                                              |                                                                                                             |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------|
| Pass criteria                                                                                                                                                                                                                                                                                                              | Distinction criteria                                                                                        |
| <b>CS1:</b> Conducts appropriate risk assessments in line with organisations procedures (S12)<br><b>CST1:</b> 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) | <b>CS2:</b> <i>Identifies and suggests improved methods that improve efficiency or mitigate risks (S12)</i> |

| IT                                                                                                                                                                                                                                                                                                                                             |                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Pass criteria                                                                                                                                                                                                                                                                                                                                  | Distinction criteria           |
| <b>IT1:</b> 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)<br><b>IT2:</b> Shows awareness of risks to technology ICT in their workplace considering and showing appreciation of the working environment conditions (B9) | <i>No distinction criteria</i> |

| Communication                                                                                                                                                                                               |                                                                                                                                                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pass criteria                                                                                                                                                                                               | Distinction criteria                                                                                                                                                                                             |
| <b>C1:</b> 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) | <b>C2:</b> <i>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)</i> |

| Training and development                                                                                                                                                                            |                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Pass criteria                                                                                                                                                                                       | Distinction criteria           |
| <b>TD1:</b> 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) | <i>No distinction criteria</i> |

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## Assessing the interview

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The interview will consist of the end-point assessor asking the apprentice a series of questions to assess their competence against the relevant criteria outlined in this kit. The end-point assessor leads this process to obtain information from the apprentice. It is **not** a 2-way discussion.

Apprentices will be given at least **2 weeks**-notice ahead of the interview. It will take place in a suitable environment and can be conducted by video conferencing. It will last for **45 minutes**. The end-point assessor can increase the time of the interview by up to **10%** to allow the apprentice to complete their last answer.

There will be a **minimum of 10 questions**. The end-point assessor may ask further questions for clarification purposes and to allow the apprentice the opportunity to cover the knowledge, skills and behaviours mapped to this assessment method.

The end-point assessor will set out the parameters, clearly explaining the processes for the apprentice. The apprentice should have the opportunity to ask questions for clarification about the process prior to the interview commencing.

### Before the assessment

Employers/training providers should:

- ensure the apprentice knows the date, time and location of the assessment
- ensure the apprentice knows which Transport and Warehouse Operations Supervisor criteria will be assessed (outlined on the following pages)
- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard
- be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience as preparation for this assessment

### Grading the interview

Apprentices will be marked against the pass and distinction criteria included in the tables on the following pages (under 'Interview criteria').

- To achieve a **pass**, apprentices must achieve **all of the pass criteria**
- To achieve a **distinction**, apprentices must achieve **all of the pass criteria and all of the distinction criteria**
- **Unsuccessful** apprentices will have **not achieved** all of the pass criteria

## Interview mock assessment

---

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment. Highfield recommends that the apprentice experiences a mock interview in preparation for the real thing. The most appropriate form of mock interview will depend on the apprentice's setting and the resources available at the time.

In designing a mock assessment, the employer/training provider should include the following elements in its planning:

- the mock interview should take place in a suitable location
- a **45-minute** (+10%) time slot should be available to complete the interview, if it is intended to be a complete interview covering all relevant standards. However, this time may be split up to allow for progressive learning
- consider a video or audio recording of the mock interview and allow it to be available to other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate mock assessment with each apprentice
- ensure that the apprentice's performance is assessed by a competent trainer/end-point assessor, and that feedback is shared with the apprentice to complete the learning experience. Mock assessment sheets are available to download from the Highfield Assessment website and may be used for this purpose
- use structured, 'open' questions that do not lead the apprentice but allows them to express their knowledge and experience in a calm and comfortable manner. For example
  - Explain how you would identify skills and knowledge gaps in your own performance.
  - Describe how you can ensure that team targets and KPIs are met.
  - Give examples of how you have applied your organisation's work-place safety principles.
  - Describe how you can collect and analyse fuel cost data.
  - Evaluate the different ways in which you address conflict situations before you have to escalate. What is the impact of this on operational effectiveness?
  - Explain how CPD has impacted on the performance of staff.
  - Describes the actions that you have taken to engage colleagues in achieving the best possible outcomes.
  - Describe how you plan, organise and evaluate vehicle and warehouse maintenance schedules to ensure regulatory compliance in your organisation.
  - Explain the different ways of implementing appropriate organisational changes such as driver training strategy to improve fuel efficiency, appropriate KPIs and their implementation.

- Explain how you supervise loading to ensure that correct procedures are used for vehicles.

## Interview criteria

Throughout the **45-minute** interview, the end-point assessor will review the apprentice's competence in the criteria outlined below. Apprentices should prepare for the interview by considering how the criteria can be met.

| Training and development                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pass criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Distinction criteria                                                                                                                                                                                                                                                                                       |
| <p><b>TD2:</b> Outlines the recruitment and selection processes within transport and warehouse operations and describes the core elements to consider to ensure appropriate candidate selection (K1)</p> <p><b>TD3:</b> Explains how they identify skill and knowledge gaps in own performance and team performance in relation to their organisation (S2, B3)</p> <p><b>TD4:</b> Applies CPD principles in the management and training of staff describing use of appropriate tools and methodologies (S3)</p> <p><b>TD5:</b> Outlines how they undertake individual staff review and utilise them in planning training and staff development (K2, S4)</p> | <p><b>TD6:</b> <i>Interprets the impact of Continued Professional Development on employee's 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)</i></p> |

| Management                                                                                                                                                                                                                                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                            |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pass criteria                                                                                                                                                                                                                                                                                                                                               | Distinction criteria                                                                                                                                                                                                                                                                                                                                       |
| <p><b>M1:</b> Explains how they allocate and monitor work, and how they set objectives for team members, to ensure CPD (S1)</p> <p><b>M2:</b> Describes how they ensure that individual staff member and team level targets and KPIs are achieved (S5)</p> <p><b>M3:</b> Applies organisations' systems and processes to monitor staff performance (K4)</p> | <p><b>M8:</b> <i>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)</i></p> <p><b>M9:</b> <i>Detail how they ensure fair and objective performance management process ensuring performance is reviewed using</i></p> |

| Management                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>M4:</b> Outlines own role in the procedures used in the organisation to deal with staff misconduct and grievances (S6)</p> <p><b>M5:</b> Outlines how they effectively lead team and departmental communications and meetings (S7)</p> <p><b>M6:</b> 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)</p> <p><b>M7:</b> Describes actions that can be taken to engage colleagues in achieving the best possible outcomes (B6, B7)</p> | <p><i>effective, valid and reliable data (S5, B8)</i></p> <p><b>M10:</b> Evaluate ways of addressing conflict situations before escalation that impacts operational effectiveness</p> <p><b>M11:</b> Recommend effective activity and methodology to empower individuals to perform, encouraging and supporting their use of improvement techniques (S7, B6)</p> <p><b>M12:</b> Recommends opportunities for improvement in practice or behaviour to align with organisational principles and identifies and states what actions are recommended (K4, B1, B2)</p> |

| Compliance and health and safety                                                                                                                                          |                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------|
| Pass criteria                                                                                                                                                             | Distinction criteria                  |
| <p><b>CS3:</b> Describes how they plan, organise and evaluate vehicle and warehouse maintenance schedules to ensure regulatory compliance in their organisation (S13)</p> | <p><i>No distinction criteria</i></p> |

| Fuel                                                                                                                              |                                                                                                                                                                                                                       |
|-----------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Pass criteria                                                                                                                     | Distinction criteria                                                                                                                                                                                                  |
| <p><b>FT1:</b> Describes how they collect and analyse fuel cost data and explains how deal with any issues if they occur (S9)</p> | <p><b>FT2:</b> 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)</p> |

| Operations                                                                                                                               |                                |
|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------|
| Pass criteria                                                                                                                            | Distinction criteria           |
| <b>OPT1:</b> Explains how they supervise loading to ensure that correct procedures are used for vehicles within their organisation (S19) | <i>No distinction criteria</i> |

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