

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

## Mock Assessment Documentation

### Project Report with Presentation and Questioning

Operations			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
<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)		
<b>OP2</b>	Describes how they ensure the security of the transport, warehouse and goods in line with organisational policies (S16)		

Scheduling and planning			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
<b>SPW1</b>	Evaluates monitoring and performance approaches to planning and warehouse compliance and efficiencies; labour, placement, schedules, resources to inform business improvement project (S15)		
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
<b>SPW2</b>	<i>Analyses the balance between efficiency and compliance, recommending examples of how operational requirements and compliance are reconciled in their organisation (S15)</i>		

Compliance, health and safety			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
CS1	Conducts appropriate risk assessments in line with organisations procedures (S12)		
CS2	Identifies and suggests improved methods that improve efficiency or mitigate risks (S12)		
Ref	Assessment Criteria (Distinction)	Achieved	Not Achieved
CSW1	<i>Describes how they work in accordance with health, safety, welfare and environmental requirements (K30)</i>		

IT			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
IT1	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)		
IT2	Shows awareness of risks to technology ICT in their workplace considering and showing appreciation of the working environment conditions (B9)		

Communication			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
C1	Evaluates impact of improvement on organisation <b>procedures</b> for customer service, and uses appropriate methods of communication to manage these with internal and external stakeholders (K6, S20)		
Ref	Assessment Criteria (Distinction)	Achieved	Not Achieved
C2	<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			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
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)		

Management			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
MW1	Outlines the types of <b>targets and indicators</b> that are used to monitor and implement organisations performance measurement processes whilst demonstrating <b>changes made to working practices</b> (SOPs) based on performance monitoring evidence (S17)		
Ref	Assessment Criteria (Distinction)	Achieved	Not Achieved
MW2	<i>Evaluates performance measurements to suggest improvements using management information in the development of departmental objective (S17)</i>		