

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

Mock Assessment Documentation

Interview

Operations			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
OPW1	Explains how they ensure that returned and damaged goods are processed correctly, and all customer bespoke and direct orders are fulfilled, and what steps they take to review these processes (S18)		
Ref	Assessment Criteria (Distinction)	Achieved	Not Achieved
OPW2	<i>Identifies and suggests process improvements to improve internal efficiency and service to the customer (S18)</i>		

Compliance, health and safety			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
CS3	Describes how they plan, organise and evaluate vehicle and warehouse maintenance schedules to ensure regulatory compliance in their organisation (S13)		

Training and development			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
TD2	Outlines the recruitment and selection processes within transport and warehouse operations and describes the core elements to consider to ensure appropriate candidate selection (K1)		
TD3	Explains how they identify skill and knowledge gaps in own performance and team performance in relation to their organisation (S2, B3)		
TD4	Applies CPD principles in the management and training of staff describing use of appropriate tools and methodologies (S3)		
TD5	Outlines how they undertake individual staff review and utilise them in planning training and staff development (K2, S4)		
Ref	Assessment Criteria (Distinction)	Achieved	Not Achieved
TD6	<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>		

Management			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
M1	Explains how they allocate and monitor work, and how they set objectives for team members, to ensure CPD (S1)		
M2	Describes how they ensure that individual staff member and team level targets and KPIs are achieved (S5)		
M3	Applies organisations' systems and processes to monitor staff performance (K4)		
M4	Outlines own role in the procedures used in the organisation to deal with staff misconduct and grievances (S6)		
M5	Outlines how they effectively lead team and departmental communications and meetings (S7)		
M6	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)		
M7	Describes actions that can be taken to engage colleagues in achieving the best possible outcomes (B6, B7)		
Ref	Assessment Criteria (Distinction)	Achieved	Not Achieved
M8	<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>		
M9	<i>Detail how they ensure fair and objective performance management process ensuring performance is reviewed using effective, valid and reliable data (S5, B8)</i>		
M10	Evaluate ways of addressing conflict situations before escalation that impacts operational effectiveness		
M11	<i>Recommend effective activity and methodology to empower individuals to perform, encouraging and supporting their use of improvement techniques (S7, B6)</i>		
M12	<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>		