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**
OP1	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)		
OP2	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**
SPW1	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**
SPW2	*Analyses the balance between efficiency and compliance, recommending examples of how operational requirements and compliance are reconciled in their organisation (S15)*		

Compliance, health and safety			
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	*Describes how they work in accordance with health, safety, welfare and environmental requirements (K30)*		

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 procedures 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	*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)*		

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

Highfield
Assessment