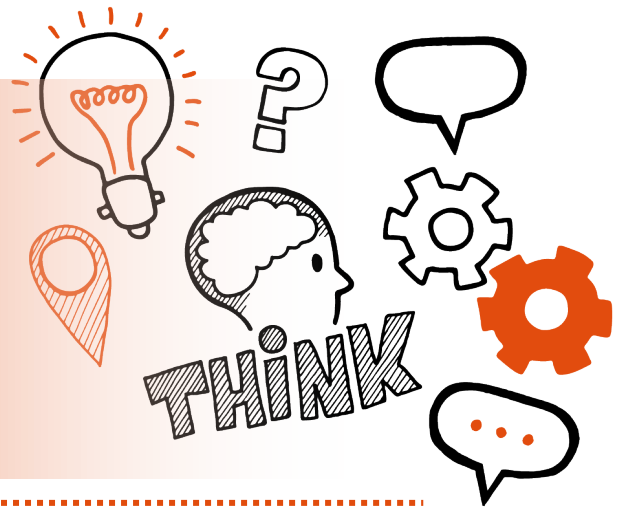


Think about Interview

Level 3 ST0647 Transport and
Warehouse Operations Supervisor –
Warehouse V1.1



On the day of this assessment you will carry out:



A 45-minute interview



Remote or face-to-face



In a suitable environment under exam conditions



With an end-point assessor



Key point

You must prepare for the interview by considering how you will meet the required knowledge, skills and behaviours associated with this assessment method.



Do

- Review the criteria associated with the interview - this can be found in the EPA Kit and in the table at the end of this document
- Review relevant legislations, regulations and your organisation's policies and procedures
- Ensure a quiet room is available and that there are no interruptions
- Be prepared to answer at least 10 questions and any follow-up questions that your assessor may ask



Don't

- Forget to bring your ID
- Forget to plan



Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or training provider will inform you of the results



Resits

- If you do not achieve a pass result on the interview, you can resit the assessment





Use the table below to plan and prepare for the interview

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Training and development	
(P) Outline the recruitment and selection processes within transport and warehouse operations and describe the core elements to consider to ensure appropriate candidate selection (K1)	
(P) Explain how you identify skill and knowledge gaps in own performance and team performance in relation to your organisation (S2, B3)	
(P) Apply CPD principles in the management and training of staff describing use of appropriate tools and methodologies (S3)	



<p>(P) Outline how you undertake individual staff review and utilise them in planning training and staff development (K2, S4)</p>	
<p>(D) Interpret 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)</p>	
<p>Management</p>	
<p>(P) Explain how you allocate and monitor work, and how you set objectives for team members, to ensure CPD (S1)</p>	
<p>(P) Describe how you ensure that individual staff member and team level targets and KPIs are achieved (S5)</p>	



<p>(P) Apply organisations' systems and processes to monitor staff performance (K4)</p>	
<p>(P) Outline own role in the procedures used in the organisation to deal with staff misconduct and grievances (S6)</p>	
<p>(P) Outline how you effectively lead team and departmental communications and meetings (S7)</p>	
<p>(P) Apply the principles of your organisation such as workplace safety and brand reputation giving example/s of how you have done this (B1, B2, B8)</p>	



<p>(P) Describe actions that can be taken to engage colleagues in achieving the best possible outcomes (B6, B7)</p>	
<p>(D) Recommend 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)</p>	
<p>(D) Detail how you ensure fair and objective performance management process ensuring performance is reviewed using effective, valid and reliable data (S5, B8)</p>	
<p>(D) Evaluate ways of addressing conflict situations before escalation that impacts operational effectiveness (S6)</p>	



<p>(D) Recommend effective activity and methodology to empower individuals to perform, encouraging and supporting your use of improvement techniques (S7, B6)</p>	
<p>(D) Recommend opportunities for improvement in practice or behaviour to align with organisational principles and identify and state what actions are recommended (K4, B1, B2)</p>	
<p>Compliance and health and safety</p>	
<p>(P) Describe how you plan, organise and evaluate vehicle and warehouse maintenance schedules to ensure regulatory compliance in your organisation (S13)</p>	
<p>Operations</p>	
<p>(P) Explain how you ensure that returned and damaged goods are processed correctly, and all customer bespoke and direct orders are fulfilled, and what steps you take to review these processes (S18)</p>	



<p>(D) Identity and suggest process improvements to improve internal efficiency and service to the customer (S18)</p>	
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V1.1

