

**Highfield Level 3 End-Point Assessment for ST0647 Transport and Warehouse Operations Supervisor -
Transport 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
SPT1	Evaluates monitoring and performance approaches to scheduling journeys: planning route, timings, costs and resources to inform business improvement project (S8)		
Ref	Assessment Criteria (Distinction)	Achieved	Not Achieved
SPT2	<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			
Ref	Assessment Criteria (Pass)	Achieved	Not Achieved
CS1	Conducts appropriate risk assessments in line with organisations procedures (S12)		
CST1	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)		
Ref	Assessment Criteria (Distinction)	Achieved	Not Achieved
CS2	<i>Identifies and suggests improved methods that improve efficiency or mitigate risks (S12)</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 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)		