

Think about

Project report with presentation and questioning

Level 3 ST0647 Transport and Warehouse Operations Supervisor – Warehouse v1.1



On the day of this assessment you will carry out:



A 15-minute presentation and a 25-minute Q&A session based on your project report



Remote or face-to-face



Under exam conditions



With an end-point assessor



Key point

You will have already submitted your project report. Your presentation and answers to questions **MUST** relate to your project.



Do

- Review the criteria associated with the project report with presentation and questioning - this can be found in the EPA Kit and in the table at the end of this document
- Ensure that you bring your project report and presentation resources with you to the assessment
- Ensure a quiet room is available and that there are no interruptions
- Be prepared to answer at least 5 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 project report with presentation and questioning you can resit the assessment





Use the table below to plan and prepare for the presentation and questioning

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Operations	
(P) Identify 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)	
(P) Describe how you ensure the security of the transport, warehouse and goods in line with organisational policies (S16)	
Scheduling and planning	
(P) Evaluate monitoring and performance approaches to planning and warehouse compliance and efficiencies; labour, placement, schedules, resources to inform business improvement project (S15)	



(D) Analyse the balance between efficiency and compliance, recommending examples of how operational requirements and compliance are reconciled in your organisation (S15)

Compliance, health and safety

(P) Conduct appropriate risk assessments in line with organisations procedures (S12)

(P) Describe how you work in accordance with health, safety, welfare and environmental requirements (K30)

(D) Identify and suggest improved methods that improve efficiency or mitigate risks (S12)



IT

(P) Explain 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)

(P) Show awareness of risks to technology ICT in your workplace considering and showing appreciation of the working environment conditions (B9)

Management

(P) Outline 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)

(D) Evaluate performance measurements to suggest improvements using management information in the development of departmental objective (S17)



Communication	
(P) Evaluate impact of improvement on organisation procedures for customer service, and use appropriate methods of communication to manage these with internal and external stakeholders (K6, S20)	
(D) 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	
(P) Describe your positive actions to meet changing organisational demands and outline what actions could be taken in response to external changes and/or new demands from customers (B4)	

V1.1

