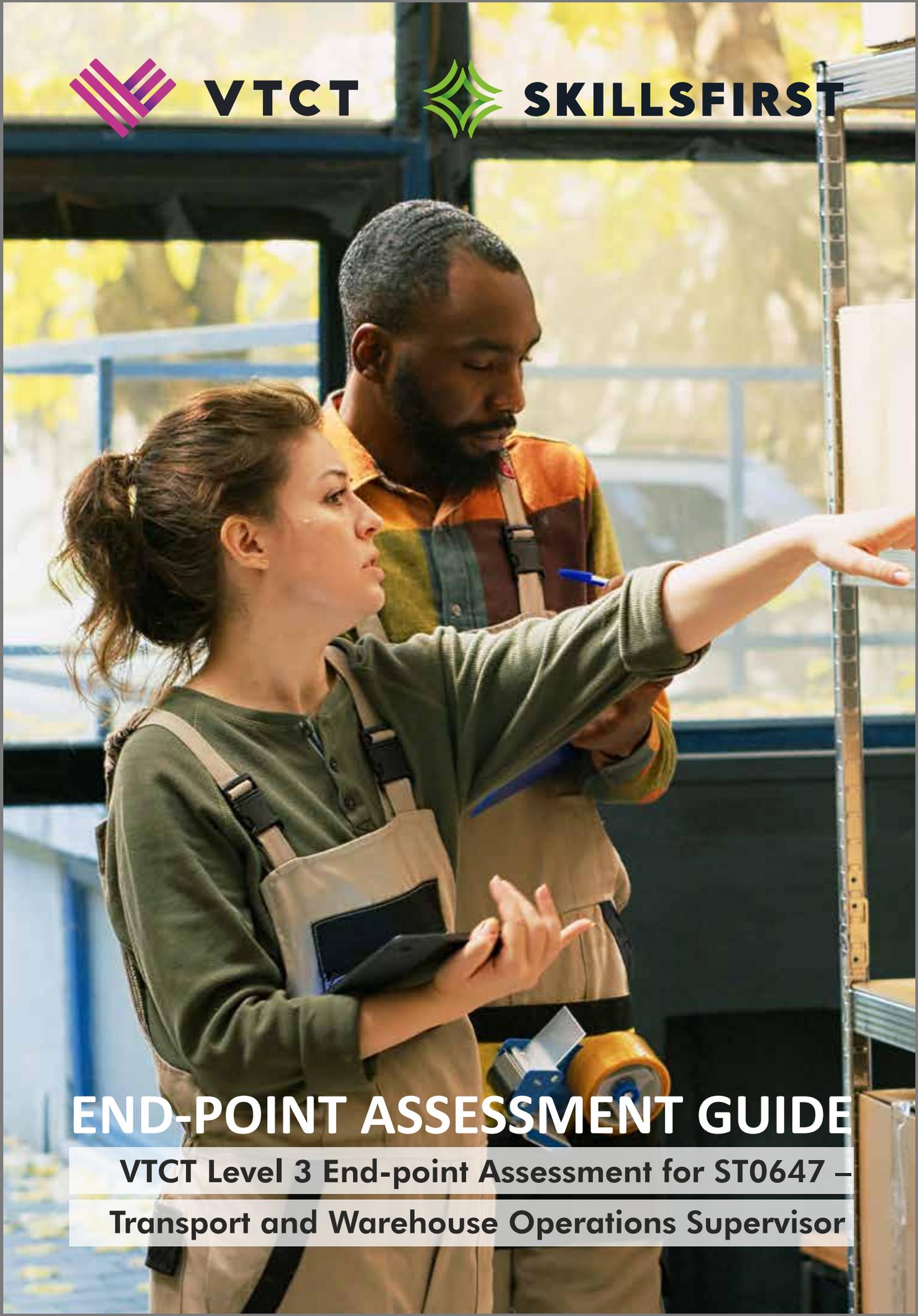




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END-POINT ASSESSMENT GUIDE

**VTCT Level 3 End-point Assessment for ST0647 –
Transport and Warehouse Operations Supervisor**

Please note, the contents of this booklet are subject to change at any time due to regulatory requirements. Therefore, it is imperative for the user of this document to verify they are in fact using the most up to date version. This can be done by checking it matches the version published on our website at: <http://www.vtct.org.uk>

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VTCT Level 3 End-point Assessment for ST0647 – Transport and Warehouse Operations Supervisor

Purpose

This End-point Assessment guidebook outlines the format and the requirements of the End-point Assessment for the Transport and Warehouse Operations Supervisor Apprenticeship Standard.

Transport and warehouse operations supervisor is a core and options apprenticeship standard. Apprentices must be trained and assessed against the core and one option.

There are two options:

- Option 1: Transport
- Option 2: Warehouse

The End-point Assessment will consist of 3 different Assessment Methods: multiple-choice test; project report with presentation, questioning and an interview.

The multiple-choice test, project report with presentation, questioning and interview will be based on grading criteria to assess the skills, knowledge and behaviours of the apprentice.

The multiple-choice test will take place using a specialist testing platform. The project report with presentation, questioning and interview will be conducted by a Skills for Logistics Independent Assessor. All three assessment methods will be graded either Fail, Pass, or Distinction. An overall grade will be awarded for the End-point Assessment Fail, Pass, or Distinction.

Level 3 Transport and Warehouse Operations Supervisor Apprenticeship Standard Summary Table

<p>On-programme Stage <i>(typically 12 months)</i></p>	<p>Training to develop the knowledge, skills and behaviours (KSBs) of the occupational standard.</p> <p>Training towards one of the two mandated Level 3 qualifications (on the Transport option only) as stated on the occupational standard.</p> <p>The apprentice must complete training towards English and maths qualifications in line with the apprenticeship funding rules.</p>
<p>End-point Assessment Gateway Stage</p>	<ul style="list-style-type: none"> • The employer must be content that the apprentice is working at or above the occupational standard for their option • The apprentice must have achieved English and maths qualifications in line with the apprenticeship funding rules • Apprentices on the transport option only, must have achieved one of the two following qualifications mandated in the transport warehouse operations supervisor standard: <ul style="list-style-type: none"> - Level 3 Certificate of Professional Competence for Transport Managers (Road Haulage) - Ministry Of Defence Junior Transport Operator Level 3 • The warehouse option does not require any additional mandated qualifications
<p>End-point Assessment <i>(which will typically take 4 months)</i></p>	<p>This Assessment Method will be assessed using the following grades:</p> <p>Assessment Method 1: Multiple-choice test</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Assessment Method 2: Project report with presentation and questioning</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Assessment Method 3: Interview</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Performance in these assessment methods will determine the overall apprenticeship standard grade of:</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction
<p>Re-sits and re-takes</p>	<ul style="list-style-type: none"> • Re-take and re-sit grade cap: pass • Re-sit timeframe: typically, 2 months • Re-take timeframe: typically, 3 months

Transport and Warehouse Operations Supervisor Apprenticeship Standard

Occupational Profile

This occupation is found in the Transport and Warehousing sector. It is found across a range of different types of organisations and employers such as hauliers, storage and warehouse operators, couriers, retailers and utilities.

The broad purpose of the occupation is to manage the day-to-day operations involved in supply chain, ensuring activity, personnel and/or vehicles meet customer expectations along with regulatory and legal requirements. The standard allows the apprentice to specialise in one of two areas; the transport supervisor ensures the safe and compliant utilisation of all drivers and equipment whilst the warehouse supervisor ensures the provision of a professional incoming goods, storage and dispatch service to customers.

A Transport and Warehouse Operations Supervisor in their daily work will be expected to:

- Interact with a range of stakeholders across a number of organisations and professions
- Lead a team which would vary in size depending on the organisation and have regular engagement with external customers and third party agents
- Have regular communication with internal functions such as Accounts and HR (in larger organisations for both Transport and Warehousing Supervisors)
- Carry out some of the everyday tasks, such as accounting and human resource activities (in smaller organisations for both Transport and Warehousing Supervisors)
- Maintain contact with various regulators and enforcement organisations (Transport Supervisor).
- Be integral to successful daily operations in a fast paced and varied environment
- Be responsible for applying their knowledge and expertise to managing their own work with a high level of autonomy and leading a team to effectively and efficiently deliver departmental and organisational objectives
- To keep up to date with recent transport regulations and legislation as well as having an awareness of best practice transport and warehousing operations to ensure compliant, secure and safe working within the organisations policy and procedures

The Gateway Stage

To meet the minimum requirements set out in the apprenticeship standard, an apprentice needs to:

- Display occupational competency
- Have achieved or be exempt from Functional Skills English and Maths Level 2
- Submit a project title, scope, terms of reference and project plan for the project report with presentation and questioning assessment method

Additionally, learners that choose the **Transport** option must achieve one of the following two qualifications:

- Level 3 Certificate of Professional Competence for Transport Managers (Road Haulage)
- Ministry of Defence Junior Transport Operator Level 3

Only apprentices who complete the gateway successfully can start the End-point Assessment.

The employer, in conjunction with the training provider, will formally sign-off that the apprentice has met the minimum requirements in regard to the knowledge, skills and behaviours outlined in the standard. The apprentice must also confirm that they feel ready to move onto their End-point Assessment. Both the employer and training provider have a shared responsibility to decide whether the apprentice has demonstrated the knowledge, skills and behaviours required to be competent in their job role.

It is important to refer back to the assessment plan when approaching gateway in order to check that the apprentice is able to demonstrate all the required knowledge, skills and behaviours and can do so in a live End-point Assessment.

A copy of the standard should be available during the gateway meeting to ensure all parties have a clear overview of what is required. This is located in the link: <https://www.instituteforapprenticeships.org/apprenticeship-standards>

Assessment Method 1: Multiple-choice test

There are no specific requirements at the Gateway Stage to upload evidence for the multiple-choice test.

The following areas will be covered as part of the multiple-choice test:

- All knowledge statements K5 through to K32 (excluding K6, K12 and K30)

Assessment Method 2: Project report with presentation and questions

These following will be covered as part of the project report with presentation and questions:

- Operations
- Scheduling and planning
- Compliance, health and safety
- IT
- Management
- Communication
- Training and development

Project scope evidence requirements

For the project report with presentation and questioning, the apprentice will be required to submit, with support and approval from their employer, a project title, scope, terms of reference and project plan at gateway that meets the criteria for the assigned KSBs to be assessed.

VTCT will confirm within 2 weeks of receipt, the suitability of the project and that the project provides sufficient scope for the assigned KSBs to be assessed.

Assessment Method 3: Interview

There are no specific requirements at the Gateway Stage to upload evidence for the interview.

The following areas will be covered as part of the interview:

- Training and development
- Management
- Compliance and health and safety
- Fuel
- Operations

Scheduling

Registering an Apprentice for End-point Assessment

You can register your apprentices for End-point Assessment via VTCT's epaPRO booking platform. Apprentices can be registered at any time during their apprenticeship at no additional upfront cost.

You will require the apprentice's:

- Unique Learner Number (ULN)
- Name
- Date of birth

Further information on registering your apprentices will be supplied once VTCT has received your signed EPAO agreement.

Scheduling an Apprentice for End-point Assessment

Providers must confirm that the apprentice has completed all the mandated components of the standard via the apprentice checklist on VTCT's epaPRO:

- End-point Assessment bookings must be made a minimum of 20 working days in advance of the desired assessment date(s) or within the standard requirement
- You will need to indicate preferred dates of assessment on epaPRO
- The End-point Assessment team will seek to match an Independent Assessor to your request
- The End-point Assessment team will formally confirm the booking via epaPRO

Reasonable Adjustments

It is the responsibility of the training provider to apply for reasonable adjustments/access arrangements on behalf of the apprentice prior to the End-point Assessment taking place. For more information on reasonable adjustments, please refer to the VTCT Reasonable Adjustments and Special Considerations Policy or email epa@skillsforlogistics.co.uk for more information.

Remote Assessments

Remote assessments will ordinarily be conducted via a video conferencing platform. The apprentice will receive an automated email containing a link to their video conferencing platform within 72 hours of the assessment being booked. The apprentice will need this link to enter the video conferencing platform and complete their assessment. This is typically for professional discussion only.

Face-to-face End-point Assessments

Face-to-face assessments will take place within the apprentice's normal workplace setting on the date and time agreed during the booking process.

Planning End-point Assessment dates

Prior to the End-point Assessment taking place, you will receive automated emails with:

- Confirmed start time and expected duration of the assessments
- Access to all relevant systems and resources

ID requirements

VTCT will verify the identity of the apprentice before they undertake the assessment. All employers are therefore required to ensure that each apprentice has photographic identification with them on the day of assessment.

VTCT will accept the following as proof of identity:

- A valid passport
- A signed UK photo card driving licence
- Employee ID card or travel card

The Independent Assessor will certify that they have seen valid identification before proceeding with an End-point Assessment and confirm the correct spelling of the apprentice's name in readiness for certification.

Cancellation

Under some circumstances, it may be necessary to cancel an End-point Assessment. Should this happen, you must contact the End-point Assessment team immediately. Please note that if a cancellation occurs within 10 working days of the assessment taking place, there will be a cancellation charge applied in line with our Cancellation Policy.

If the customer cancels the End-point Assessment:

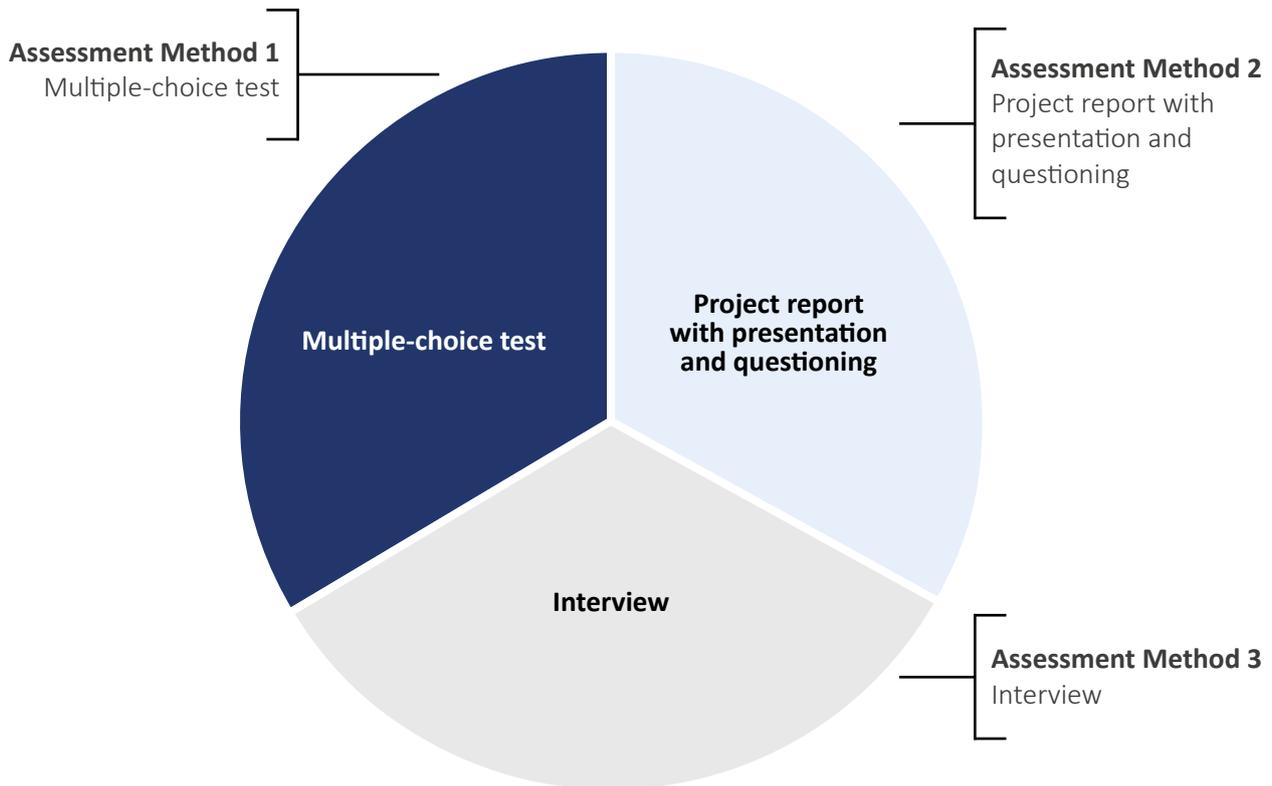
- Prior to the date of the End-point Assessment, the customer must inform VTCT by email (epa@skillsforlogistics.co.uk)
- On the day of the End-point Assessment, the customer must inform VTCT by telephone (02380 684502)

Cancellation of an End-point Assessment within 10 working days prior to the assessment taking place will incur the **full cost** of the End-point Assessment. For further details, the cancellation policy is available on VTCT's epaPRO booking platform or on our website.

Should the apprentice wish to re-sit later, a new booking should be made via epaPRO.

Overview of the End-point Assessment Period

The contribution of each Assessment Method and corresponding elements to the overall End-point Assessment grade is shown in the pie chart below:



Once the apprentice has submitted their evidence at the End-point Assessment Gateway Stage, they will then enter the End-point Assessment period.

The Transport and Warehouse Operation Supervisor End-point Assessment consists of **3 Assessment Methods**:

Assessment Method	Assessed/Invigilated by	Overall Grading
Assessment Method 1 Multiple-choice test	Independent Assessor/VTCT invigilator/ specialised proctoring software	Fail/Pass/Distinction
Assessment Method 2 Project report with presentation and questioning	Independent Assessor	Fail/Pass/Distinction
Assessment Method 3 Interview	Independent Assessor	Fail/Pass/Distinction

Please note: A maximum of one apprentice can be assessed at any one time by the Independent Assessor during Assessment Method 2: Project report with presentation and questions, and Assessment Method 3: Interview.

How the End-point Assessment is graded

The overall grade for the End-point Assessment will be based on the grades achieved in the 3 Assessment Methods: multiple-choice test; project report with presentation and questions, and interview.

All End-point Assessment methods must be passed for the End-point Assessment to be achieved overall.

Assessment Method 1: Multiple-choice test

The multiple-choice test with questions will be graded a Fail/Pass/Distinction using the grading criteria on pages 14-17.

Assessment Method 2: Project report with presentation and questioning

The project report with presentation and questioning will be graded a Fail/Pass/Distinction using the grading criteria on pages 19-24.

Assessment Method 3: Interview

The interview will be graded a Fail/Pass/Distinction using the grading criteria on pages 26-30.

Overall Grading

Performance in the End-point Assessment determines the overall apprenticeship grade of:

- Fail
- Pass
- Distinction

The grades from each individual assessment method are combined to determine the overall grade. If the apprentice fails one or more assessment methods, they will be awarded an overall fail.

To achieve an overall pass, the apprentice should achieve at least a pass in all the assessment methods. To achieve an overall distinction, the apprentice must achieve a distinction in all the assessment methods.

Grades from the individual Assessment Methods will be combined in the following way to determine the overall grade of the End-point Assessment:

Multiple-choice test	Project report	Interview	Overall grading
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Pass	Distinction	Pass	Pass
Distinction	Distinction	Pass	Pass
Distinction	Pass	Pass	Pass
Distinction	Pass	Distinction	Pass
Pass	Distinction	Distinction	Pass
Distinction	Distinction	Distinction	Distinction

Length of End-point Assessment period

The End-point Assessment will be completed within a period lasting typically **4 months**, beginning when VTCT has confirmed that all the gateway requirements have been met by the apprentice.

If an End-point Assessment Method is not achieved, the failed Assessment Method should be re-sat or retaken within the End-point Assessment period, and in accordance with the requirements outlined in the Transport and Warehouse Operations Supervisor Assessment Plan.

Order of Assessment Methods

The Assessment Methods for the End-point Assessment can be completed in any order. The result of one assessment method does not need to be known before starting the next.

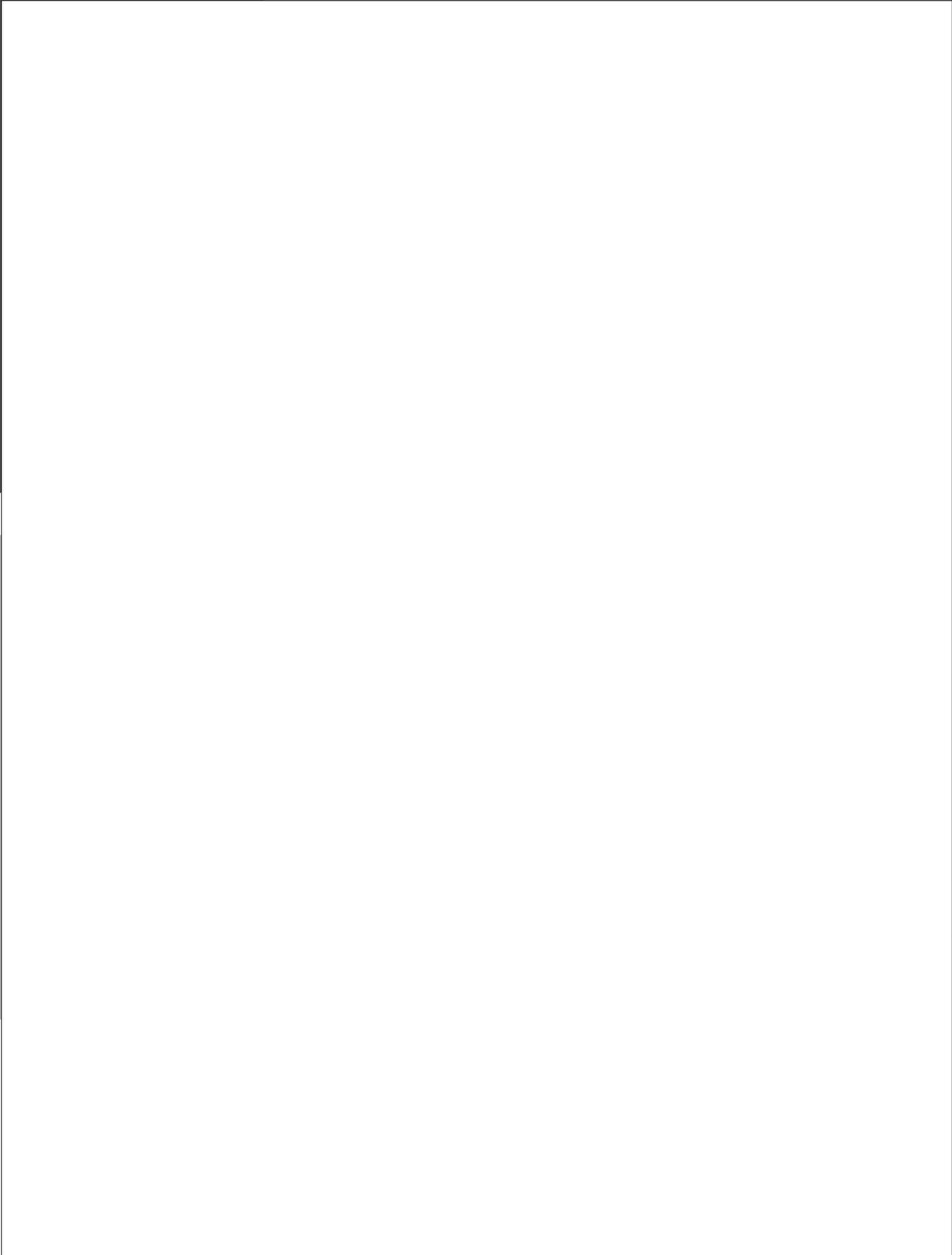
Delivery and location of the End-point Assessment

The multiple-choice test should take place in a controlled environment that is a quiet room, free from distractions and influence. The invigilator may be the independent assessor, another external person employed by VTCT and/or specialised (proctor) software.

The apprentice must complete a project report. The apprentice, with support and approval from their employer, will consider what a suitable project will cover against this guidance and criteria, and submit a title, scope, terms of reference and project plan at gateway. VTCT will confirm whether the project provides sufficient scope for the assigned KSBs to be assessed within 2 weeks of receipt.

The project report with presentation, questioning and interview assessment methods can take place in the employer's premises, the training centre or at any suitable venue agreed with VTCT. The presentation can also be carried out in an electronic environment such as video conferencing or other safe digital space platform.

Notes



Assessment Method 1: Multiple-choice test



Assessment Method 1: Multiple-choice test

This assessment method has one component.

A test is a controlled assessment which consists of a series of questions in which apprentices are asked to provide a response.

The rationale for this assessment method is:

- It brings a consistent approach to an otherwise broad and varied occupation, ensuring fair testing to all apprentices
- It allows for standardisation with the use of a large question bank
- It allows for flexibility in terms of when, where, and how it is taken
- It allows larger volumes of apprentices to be assessed at one time

Delivery of the Multiple-choice test

The multiple-choice test can be computer or paper based.

It will consist of **25 questions**: 10 core questions and 15 for the chosen pathway which assesses the apprentice's understanding across the assigned knowledge statements set out in the occupational standard. The multiple-choice questions will have four options of which one will be correct. Apprentices must have 60 minutes to complete the test.

The test is closed which means that the apprentice cannot refer to reference books or materials. Apprentices must take the test in a suitably controlled environment that is a quiet space, free of distractions and influence, in the presence of an invigilator. The invigilator may be the Independent Assessor, another external person employed by the VTCT, and/or specialised (proctor) software.

If taken online, the invigilator on the day of the test will give the apprentice(s) the login details to the test. Login will be immediately prior to the commencement of the test.

Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
Core K5	People Management policies complaint with ACAS. For example disciplinary and grievance processes
Core K9	The application of Health and Safety regulations in transport and warehousing operations
Core K11	Environmental impact of transport and warehousing operations such as telematics, Clear Air Zones compliance, recycling
Option 1 K7	Legislation governing operating licensing and understand the Operator Compliance Risk Score system works and how Driver and Vehicle Standards Agency (DVSA) applies it to operators
Option 1 K8	Rules and best practice guidance for sector specific operations, for example International carriage of dangerous goods by road (ADR), Dangerous Goods Safety Advisor (DGSA), Livestock, Perishable items, Ministry of Defence (MOD)
Option 1 K10	Road traffic incident procedures and offences both UK and International including documentation, information at the scene and duty to provide insurance details
Option 1 K13	Load security as per DfT code of practice, 'Safety of Loads on Vehicles'
Core K14	The role of the health and safety executive and the driver and vehicle licensing agency within your organisation including anti-smuggling and security controls
Option 1 K15	Road traffic rules, speed limits, weight limits and height restrictions
Core K16	Anti-smuggling, immigration and security control
Option 1 K17	Transport compliance, for example International legislation, transportation services and business entities
Option 1 K18	Driver testing and licensing in relation to categories of driving entitlement, vocational training requirements including Driver Certificate of Professional Competence
Option 1 K19	EU and domestic driver's hours and working time legislation, the European Agreement Concerning the Work of Crews of Vehicles Engaged in International Road Transport (AETR), digital and analogue tachographs and domestic record books
Option 1 K20	Insurance requirements for fleet operators including level of cover, causes of invalidation
Core K21	Vehicle maintenance requirements including scheduling and record keeping
Option 1 K22	Principles of vehicle choice; taking into account safety, environmental
Option 2 K23	The goods-in process; receipt of goods to organisational standards, returned goods, disposal of goods and resale of goods
Option 2 K24	Stowing procedures to nominated warehouse locations
Option 2 K25	Procedures to dispose of and resell goods through secondary markets
Option 2 K26	Picking schedules and dispatch time
Option 2 K27	Warehouse dispatch processes
Option 2 K28	Stock management processes and procedures
Core K29	Correct loading procedures for goods and safe transport weight limits
Option 2 K31	Service and maintenance requirements for Mechanical Handling Equipment (MHE) and Lifting Operations and Lifting Equipment Regulations (LOLER)
Option 2 K32	Procedures for direct orders or special orders that are not part of standard stock lines

Grading of the Multiple-choice test

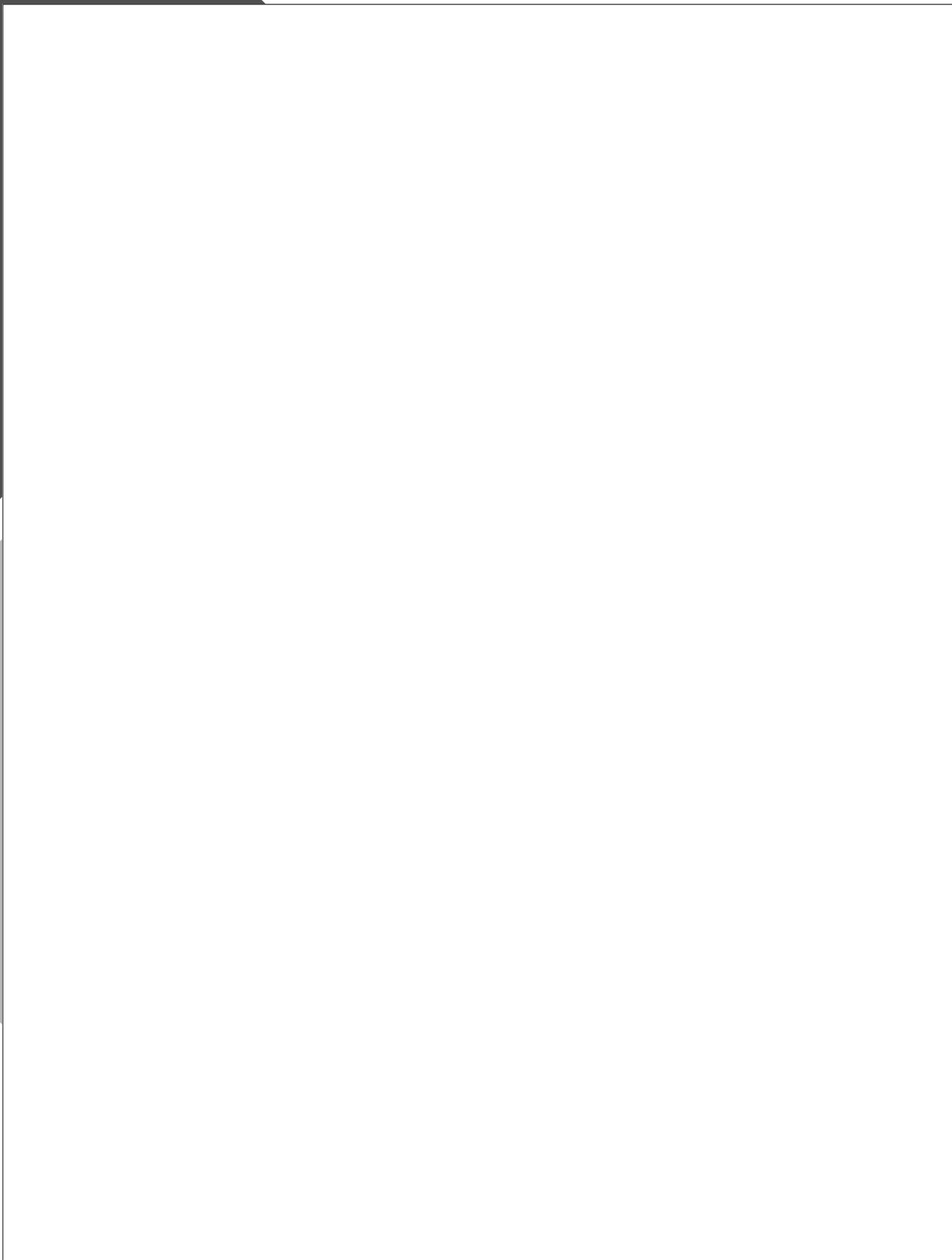
The following grade boundaries apply to the multiple-choice test:

Grade	Minimum mark	Maximum mark
Distinction	21	25
Pass	16	20
Fail	0	15

Grading Criteria

Grade	Fail	Pass	Distinction
All knowledge statements K5 through to K32 (excluding K6, K12 and K30) K5, K7, K8, K9, K10, K11, K13, K14, K15, K16, K17, K18, K19, K20, K21, K22, K23, K24, K25, K26, K27, K28, K29, K31, K32	Does not meet the pass criteria (apprentice has answered 15 or fewer questions correctly).	Apprentice has answered 16 to 20 questions correctly.	Apprentice has answered 21 to 25 questions correctly.

Notes



Assessment Method 2: Project report with presentation and questioning



Assessment Method 2: Project report with presentation and questioning

This assessment method includes two components:

- Project report
- Presentation with questioning

The two components allow the apprentice to demonstrate all the KSBs mapped to this assessment method. The combination of the components makes the method more robust and gives the apprentice an opportunity to provide depth.

The rationale for this assessment method is:

- This occupation involves the day-to-day practical delivery of transport and warehouse operations from which transport and warehouse apprentices will draw on a range of complex knowledge, skills, and behaviours to deliver transport and warehouse planning solutions for a range of organisational reasons
- The occupational sector involves project-based activity best assessed through real life activities; it will reflect the working environment in a valid way and employers would value the occupational competence of an individual assessed in this way
- This method will assess elements of the role that would otherwise be difficult to assess through any other methods because it would either take too long to observe, be impracticable or not cost effective

Delivery of the Project report with presentation and questioning

Component 1: Project report

The apprentice, with support and approval from their employer, will consider what a suitable project will cover against this guidance and criteria, and submit a title, scope, terms of reference and project plan at gateway.

The project must enable the following to be demonstrated:

- The application of knowledge, skills and behaviours mapped to this assessment method. the project report can be either paper based or in electronic format

The project may be based on any of the following:

- A real-life or recurring organisational issue
- A specific problem
- An idea/opportunity

VTCT should confirm that the project provides sufficient scope for the assigned KSBs to be assessed and will do so within 2 weeks of receipt.

The apprentice will conduct their project followed by a report and a presentation with questioning over a maximum period of 12 weeks from the date VTCT confirms the suitability of the project.

The project report must include:

- The application of the knowledge, skills and behaviours mapped to this assessment method
- The approach to planning and completion of the project, with evidence of the project scope and context, supportive background research, results and analysis, conclusions and recommendations
- Evidence of learning including clear outcomes for the apprentice and their organisation

Whilst completing the project the apprentice should have access to a work-based mentor (if this exists within the organisation) or line manager, who will ensure the apprentice has appropriate access to the resources required to complete the project and prepare the report and presentation within the given timescales. The employer is responsible for ensuring time is made available to the apprentice.

The project report will have a word limit of 4000 words, with a tolerance of 10%. Items such as appendices, references and diagrams will not be included in this total.

A typical structure for the project report should include:

- Introduction background
- Aims and objectives
- Research
- Methodology
- Results and outcome
- Discussion
- Conclusions
- Recommendations
- Appendices to include mapping of the KSBs

The apprentice will be required to document their assumptions and to highlight the consequences of those assumptions, enabling them to demonstrate their planning knowledge and understanding, limitations of the project and data analysis, and the application of their thinking and problem-solving skills.

The apprentice will upload their completed project onto VTCT's registration and booking platform within the designated 12-week period, using the instructions provided at the point of booking.

Component 2: Presentation and questioning

The Independent End-point Assessor must review the project report prior to the presentation and ask questions about the planning process in the questioning element. The Independent End-point Assessor will review and assess the project and presentation with questioning holistically.

The presentation and questioning will take 40 minutes. The presentation will typically last for 15 minutes and the questioning will typically last for 25 minutes. The Independent End-point Assessor has the discretion to increase the time of the presentation and questioning by up to 10% to allow the apprentice to complete their last answer.

Apprentices will deliver a presentation (followed by questions and answers) based directly on their project. The presentation should be a summary and evaluation of the project. This should include factors such as key outcomes, any specific recommendations, what went well and lessons learned for future project activity. The presentation should also show how the apprentice has appropriately covered the KSBs assigned to this method of assessment.

The Independent Assessor will ask a minimum of 5 questions at the end of the presentation.

The purpose of the questions will be:

- For clarification
- To assess the depth and breadth of understanding

The presentation can take place in the employer's premises, the training centre or at any suitable venue agreed with VTCT. The presentation can also be carried out in an electronic environment such as video conferencing or other safe digital space platform agreed with VTCT.

Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
Core K3	factors that affect workplace efficiency and how these can be managed
Core K12	IT systems and tools used to manage transport and warehouse operations
Core K6	organisational procedures for delivering customer service, managing customer accounts, information, and quotation
Option 2 K30	legislation and ways to keep the premises within the current Health and Safety Executive guidelines

Skills requirements	Skills criteria
Core S12	carry out risk assessments appropriate to work environment in accordance with the Health and Safety Executive
Core S14	use IT equipment and systems for the role such as telematics or warehouse management systems
Core S16	ensure the security of the transport, warehouse, and goods in line with organisational policies
Core S20	communicate with internal and external customers using various communication methods
Core S21	identify and propose innovative business improvements
Option 1 S8	schedule journeys: planning route, timings, costs, and resources. Calculating driver hours/ use of tachographs and selecting the appropriate vehicle and ancillary equipment for the load being moved
Option 1 S10	ensure the vehicle is safe and legally loaded and vehicle is marked and labelled compliantly in line with regulations regarding the carriage of dangerous goods
Option 1 S11	ensure vehicle, driver and load documentation is available for the journey and meets legal requirements
Option 2 K17	review and measure the performance of warehouse operations to inform improvements to safe operating processes and systems, such as picking, stowing, dispatch
Option 2 K15	plan and review warehouse compliance and efficiencies; labour, placement, schedules, resources to inform improvements, including inbound and outbound goods

Behaviours requirements	Behaviours criteria
Core B4	positive attitude and approach to their work even when priorities and working patterns change
Core B5	use own initiative when needed to ensure that employer needs and expectations are met
Core B9	treat equipment and technology responsibly and with respect

Grading of the Project report with presentation and questioning

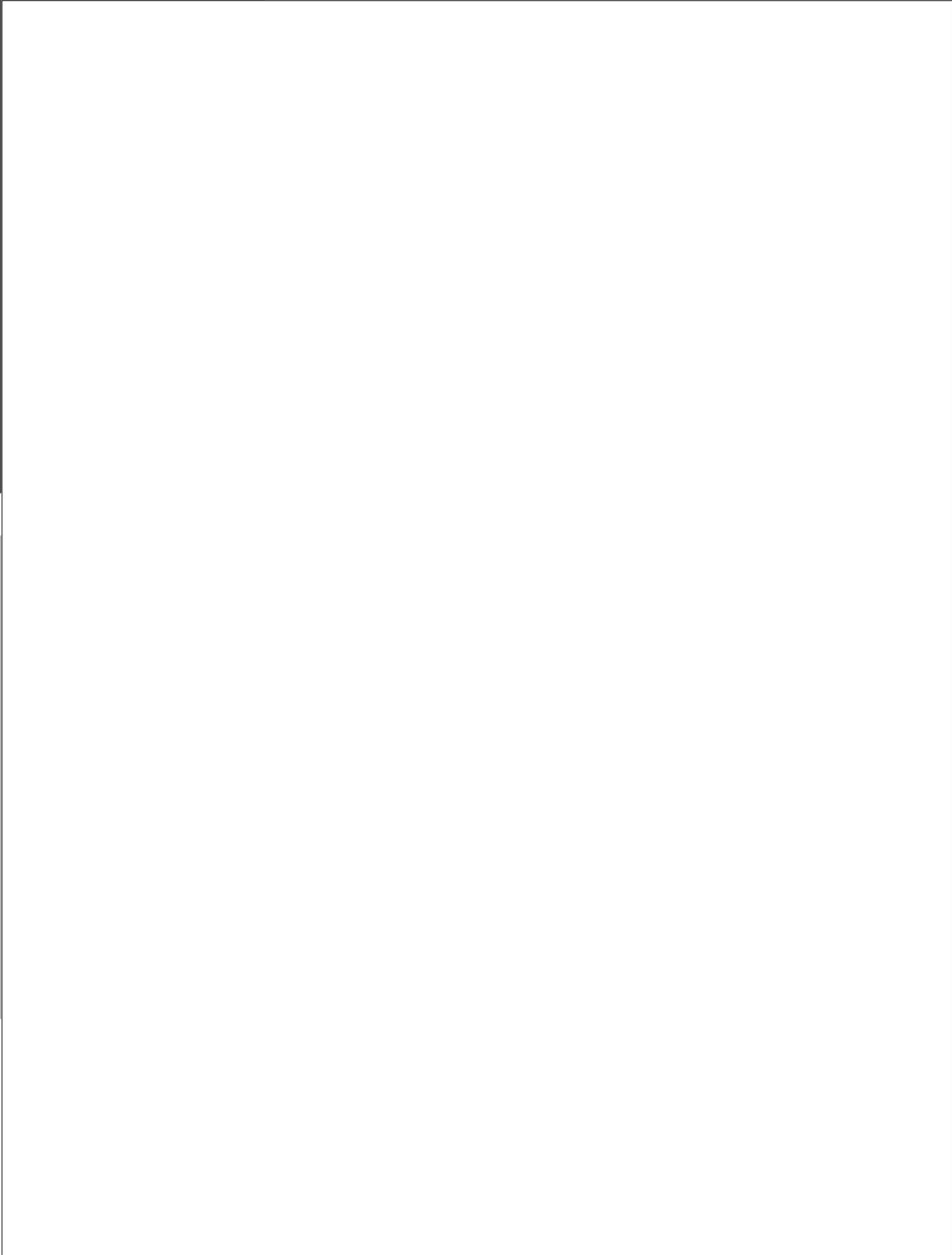
This assessment method requires the apprentice to provide evidence that they have met all the knowledge, skills and behaviours outlined within the grade descriptors for the allocated grade. For example, the apprentice must evidence that all the Pass criteria have been demonstrated to achieve a Pass grade. To achieve a Distinction grade, the Pass criteria must be achieved as well as all the Distinction criteria.

KSBs	Pass	Distinction
Operations Core S16 Core K3 Core S21 Core B5	Core Identifies opportunities for business improvements to affect workplace efficiencies positively. Proposes and scopes approach to manage these improvements, using own initiative to meet employer needs and expectations. (K3, S21, B5) Describes how they ensure the security of the transport, warehouse and goods in line with organisational policies. (S16)	
Scheduling and planning Option 1 S8 Option 2 S15	Option 1 Evaluates monitoring and performance approaches to scheduling journeys: planning route, timings, costs and resources to inform business improvement project. (S8) Option 2 Evaluates monitoring and performance approaches to planning and warehouse compliance and efficiencies; labour, placement, schedules, resources to inform business improvement project. (S15)	Option 1 Analyses business data from monitoring and performance results to recommend business improvement such as changes to work allocation. (S8) Option 2 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 Core S12 Option 2 K30 Option 1 S10 Option 1 S11	Core Conducts appropriate risk assessments in line with organisation's procedures. (S12) Option 1 Shows practical application of measures that ensure the organisation complies with legal requirements. Applies organisation's procedures and requirements relating to drivers, vehicles and loads. (S10, S11) Option 2 Describes how they work in accordance with health, safety, welfare and environmental requirements. (K30)	Core Identifies and suggests improved methods that improve efficiency or mitigate risks. (S12)

Table continued.

KSBs	Pass	Distinction
IT Core S14 Core B9 Core K12	Core Explains how the use of IT equipment and systems for the role such as telematics or warehouse management systems has informed business improvement projects. (K12, S14) Shows awareness of risks to technology ICT in their workplace considering and showing appreciation of the working environment conditions. (B9)	
Management Option 2 S17	Option 2 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)	Option 2 Evaluates performance measurements to suggest improvements using management information in the development of departmental objectives. (S17)
Communication Core K6 Core S20	Core 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)	Core 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 Core B4	Core 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)	

Notes



Assessment Method 3: Interview



Assessment Method 3: Interview

This assessment method has one component.

An interview consists of an Independent Assessor asking an apprentice a series of questions to assess their competence against the KSBs. The Independent Assessor's role is restricted to asking set questions, and it is not a two-way discussion. The Independent Assessor leads this process to obtain information from the apprentice to enable structured assessment decision making to occur. It gives the apprentice the opportunity to demonstrate their competency across the KSBs as shown in the mapping.

The rationale for this assessment method is:

- Due to the nature of the work undertaken and the safety within the sector, some KSBs cannot be reliably assessed through the project. An interview is the most appropriate way to assess those KSBs that will not naturally occur during the multiple-choice test or project, allowing the apprentice to draw on their experience to demonstrate competence
- It allows the opportunity for the apprentice to demonstrate their knowledge and competency of the wide range of KSBs necessary for the transport and warehouse operations supervisor role
- To ascertain the professional competency of the apprentice against KSBs mapped to this assessment method

This assessment will take the form of an Interview which must be appropriately structured to draw out the best of the apprentice's competence and excellence and cover the KSBs assigned to this assessment method.

Delivery of the Interview

The interview must last for **45 minutes**. The Independent Assessor has the discretion to increase the time of the interview by up to 10% to allow the apprentice to complete their last answer.

Independent End-point Assessors will ask a minimum of 10 questions and may ask further questions for clarification purposes and to allow the apprentice the opportunity to cover the KSBs mapped to this assessment method. The Independent Assessor should set out the parameters, clearly explaining the processes for the apprentice. The apprentice should have the opportunity to ask questions for clarification about the process prior to the interview commencing. The Independent Assessor will make notes of the apprentice's responses to questions. It will involve questions that will focus on topics that may be difficult to see as part of a practical assessment because they may not naturally occur or require the apprentice to demonstrate their understanding of the sector.

The purpose of the Independent Assessor's questions will be to clarify the apprentice's understanding and the themes that must be all covered are:

- Training and development
- Management
- Compliance and Health and Safety
- Fuel
- Operations

The interview should take place in a quiet room, free from distractions and influence. The interview can take place in any of the following:

- Employers' premises
- A suitable venue selected by the EPAO (for example outreach locations or a training provider's premises)

Video conferencing can be used to conduct the interview, but the EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided in any way, for example use of a 360 degree camera to allow the Independent Assessor to look around the room during the interview.

Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
Core K1	Recruitment and selection process and practice including working with in-house and external resourcing teams
Core K2	How to review staff performance including appraisals, performance development reviews (PDR), work allocation, skill gaps and training for transport/ warehouse team members
Core K4	Organisational and individual KPIs and strategies for meeting these

Skills requirements	Skills criteria
Core S1	Allocate and monitor work and set objectives including continual professional development (CPD), for transport/ warehouse team members
Core S2	Identify skill and knowledge gaps in own performance and team performance in relation to transport/warehouse operation
Core S3	Complete performance development reviews (PDR)/ staff appraisals for transport/ warehouse team member
Core S4	Plan training to meet the requirements of the business and the team members including where required, Driver Certificate of Professional Competence and Material/ Mechanical Handling Equipment requirements
Core S5	Achieve KPIs and targets set for the transport/warehouse team and individuals within the transport/warehouse team
Core S6	Carry out disciplinary and manage grievances as per organisational guideline
Core S7	Lead team and departmental communications and meetings
Core S13	Plan, organise and evaluate vehicle and warehouse maintenance schedules for compliance with the DVSA 'Guide to Maintaining Roadworthiness' or other Approved Codes of Practice (ACOP)
Option 1 S9	Oversee and review fuel costs and deal with issues when they occur
Option 1 S19	Supervise loading to ensure correct procedures are used
Option 2 S18	Lead and review the process for returned, damaged goods, customer bespoke and direct orders

Behaviours requirements	Behaviours criteria
Core B1	Demonstrate the organisation's values to promote and enhance brand reputation
Core B2	Demonstrate ownership and responsibility for their own safety and that of others
Core B3	Take ownership for their own performance and training, committing to self-improvement. Keeping up to date with industry developments
Core B6	Treat team, customers and other stakeholders with respect
Core B7	Approachable and open to change
Core B8	Professional approach – constructively manage difficult situations with colleagues, always striving to achieve the best outcome for the organisation and wider team

Grading of the Interview

This assessment method requires the apprentice to provide evidence that they have met all the knowledge, skills and behaviours outlined within the grade descriptors for the allocated grade. For example, the apprentice must evidence that all the Pass criteria have been demonstrated to achieve a Pass grade. To achieve a Distinction grade, the Pass criteria must be achieved as well as all the Distinction criteria.

KSBs	Pass	Distinction
<p>Training and development Core K1, K2, S2, S3, S4, B3</p>	<p>Core</p> <p>Outlines the recruitment and selection processes within transport and warehouse operations and describes the core elements to consider to ensure appropriate candidate selection. (K1)</p> <p>Explains how they identify skill and knowledge gaps in own performance and team performance in relation to their organisation. (S2, B3)</p> <p>Applies CPD principles in the management and training of staff describing use of appropriate tools and methodologies. (S3)</p> <p>Outlines how they undertake individual staff review and utilise them in planning training and staff development. (K2, S4)</p>	<p>Core</p> <p>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)</p>
<p>Management Core S1, S5, S6, S7, K4 Core B1, B2, B6, B7, B8</p>	<p>Core</p> <p>Explains how they allocate and monitor work, and how they set objectives for team members, to ensure CPD. (S1)</p> <p>Describes how they ensure that individual staff member and team level targets and KPIs are achieved. (S5)</p> <p>Applies organisation’s systems and processes to monitor staff performance. (K4)</p> <p>Outlines own role in the procedures used in the organisation to deal with staff misconduct and grievances. (S6)</p> <p>Outlines how they effectively lead team and departmental communications and meetings. (S7)</p> <p>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)</p> <p>Describes actions that can be taken to engage colleagues in achieving the best possible outcomes. (B6, B7)</p>	<p>Core</p> <p>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)</p> <p>Details how they ensure fair and objective performance management process ensuring performance is reviewed using effective, valid and reliable data. (S5, B8)</p> <p>Evaluates ways of addressing conflict situations before escalation that impacts operational effectiveness. (S6)</p> <p>Recommends effective activity and methodology to empower individuals to perform, encouraging and supporting their use of improvement techniques. (S7, B6)</p> <p>Recommends opportunities for improvement in practice or behaviour to align with organisational principles and identifies and states what actions are recommended. (K4, B1, B2)</p>

KSBs	Pass	Distinction
Compliance Health and Safety Core S13	Core Describes how they plan, organise and evaluate vehicle and warehouse maintenance schedules to ensure regulatory compliance in their organisation. (S13)	
Fuel Option 1 S9	Option 1 Describes how they collect and analyse fuel cost data and explains how deal with any issues if they occur. (S9)	Option 1 Compares and contrasts different ways of implementing appropriate organisational changes, such as driver training strategy to improve fuel efficiency, appropriate KPIs and their implementation. (S9)
Operations Option 1 S19 Option 2 S18	Option 1 Explains how they supervise loading to ensure that correct procedures are used for vehicles within their organisation. (S19) Option 2 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)	Option 2 Identifies and suggests process improvements to improve internal efficiency and service to the customer. (S18)

Re-sits and Retakes

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take. A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

An apprentice who fails an assessment method, and therefore the End-point Assessment in the first instance, will be required to re-sit or re-take that part of the End-point Assessment.

The timescales for a resit/retake is agreed between the employer and VTCT. A resit is typically taken within 2 months of the End-point Assessment outcome notification. The timescale for a retake is dependent on how much re-training is required and is typically taken within 4 months of the End-point Assessment outcome notification. All assessment methods must be taken within a 6 month period, otherwise the entire End-point Assessment will need to be resat/retaken, unless the EPAO deems exceptional circumstances to apply outside the control of the apprentice or their employer.

Apprentices may not need to complete a different project where a re-sit/re-take is required but may need to either re-work their project report and/or presentation.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to distinction.

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum End-point Assessment grade of pass, unless the VTCT determines there are exceptional circumstances requiring a re-sit or re-take.



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