

End-point assessment plan for Transport and Warehouse Operations Supervisor apprenticeship standard

Apprenticeship standard reference number	Apprenticeship standard level	Integrated end-point assessment
ST0647	3	No

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Introduction and overview

This document sets out the requirements for end-point assessment (EPA) for the transport and warehouse operations supervisor apprenticeship standard. It explains how EPA for this apprenticeship must operate.

This document provides the EPA design requirements for end-point assessment organisations (EPAOs) for this apprenticeship standard. It will also be useful for apprentices undertaking this apprenticeship, their employers and training providers.

EPA must be conducted by an EPAO approved to deliver EPA for this apprenticeship standard. Each employer should select an approved EPAO from the Education and Skills Funding Agency's Register of end-point assessment organisations (RoEPAO).

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**

Full-time apprentices will typically spend 12 months on-programme (before the gateway) working towards this occupational standard. All apprentices must spend a minimum of 12 months on-programme. All apprentices must spend a minimum of 20% of on-programme time undertaking off-the-job training.

Before starting EPA, an apprentice must meet the gateway requirements. For this apprenticeship they are:

- the employer must be content that the apprentice is working at or above the occupational standard
- apprentices must have achieved English and Mathematics at Level 2¹
- apprentices on the **transport option** must have achieved one of the two following qualifications mandated in the transport and warehouse operations supervisor occupational standard:
 - Level 3 Certificate of Professional Competence for Transport Managers (Road Haulage)
 - Ministry Of Defence: Junior Transport Operator L3

The EPAO must confirm that all required gateway evidence has been provided and accepted as meeting the gateway requirements. The EPAO is responsible for confirming gateway eligibility. Once this has been confirmed, the EPA period starts.

This EPA should then be completed within an EPA period lasting typically for 4 months.

This EPA consists of 3 discrete assessment methods.

¹ For those with an education, health and care plan or a legacy statement, the apprenticeship's English and Mathematics minimum requirement is Entry Level 3. British Sign Language (BSL) qualifications are an alternative to English qualifications for those who have BSL as their primary language.

It will be possible to achieve the following grades in each assessment method:

Assessment method 1: Multiple-choice test

- fail
- pass
- distinction

Assessment method 2: Project report with presentation and questioning

- fail
- pass
- distinction

Assessment method 3: Interview

- fail
- pass
- distinction

Performance in these assessment methods will determine the overall apprenticeship standard grade of:

- fail
- pass
- distinction

EPA summary table

<p>On-programme (typically 12 months)</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>Training towards English and mathematics Level 2, if required.</p>
<p>End-point assessment gateway</p>	<p>The employer must be content that the apprentice is working at or above the occupational standard for their option.</p> <p>Apprentices must have achieved English and mathematics at Level 2.</p> <p>Apprentices on the transport option only, must have achieved one of the two following qualifications mandated in the transport warehouse operations supervisor standard:</p> <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 <p>The warehouse option does not require any additional mandated qualifications.</p>
<p>End-point assessment (which will typically take 4 months)</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
Professional recognition	<p>Aligns with recognition by The Chartered Institute of Logistics and Transport (CILT) at the membership (MILT) level criteria.</p>

Length of end-point assessment period

The EPA will be completed within an EPA period lasting typically 4 months, starting when the EPAO has confirmed that all gateway requirements have been met.

Order of assessment methods

The assessment methods can be delivered in any order.

The result of one assessment method does not need to be known before starting the next.

EPA Gateway

The apprentice should only enter the gateway once the employer is content that the apprentice is working at or above the occupational standard, that is to say they are deemed to have achieved occupational competence. In making this decision, the employer may take advice from the apprentice's training provider(s), but the decision must ultimately be made solely by the employer.

The EPAO determines when all other gateway requirements have been met, and the EPA period will only commence once the EPAO has confirmed this.

In addition to the employer's confirmation that the apprentice is working at or above the level in the occupational standard, the apprentice must have completed the following gateway requirements prior to beginning EPA:

- Apprentices on 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

In addition, apprentices on either option must achieve:

- English and mathematics at Level 2. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and mathematics minimum requirement is entry Level 3. British Sign Language (BSL) qualifications are an alternative to English qualifications for those who have BSL as their primary language.

For the project report:

A project title, scope, terms of reference (ToR) and project plan will be submitted to the EPAO at the gateway. The ToR should outline how the mapped KSBs are suitably covered by the proposed project.

The project title and summary requirements are as follows:

- the apprentice will scope out and provide a brief summary of what the project will cover and will submit this to the EPAO at the gateway. This should demonstrate that the work-based project will provide sufficient opportunity for the KSBs to be met. The brief summary is not assessed and will typically be no longer than 500 words.
- the brief summary needs to outline the project plan, overview of tasks, specific responsibilities and duties planned and an overview of time frames taking into account the deadlines stipulated within this end-point assessment plan.
- the EPAO will sign-off the project title in consultation with the employer within 2 weeks of the gateway.

End-point assessment methods

End-point assessment method: 1 Multiple-choice test

Overview

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 flexibly i.e. potentially online, at one time providing cost effective delivery.

Delivery

Test format

The multiple-choice test can be:

- computer based
- 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. The questions must be varied to avoid the test becoming too predictable yet allow assessment of the relevant KSBs.

Test administration

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 EPAO, and/or specialised (proctor) software. The EPAO is required to have an invigilation policy that will set out how the test is to be carried out. This will include specifying the most appropriate ratio of apprentices to invigilators to best take into account the setting and security required in administering the test.

If taken on-line, the invigilator on the day of the test will give apprentices the log-in details to the on-line multiple-choice test. Log-in will be immediately prior to the commencement of the test.

The EPAO is responsible for ensuring the security of any tests they administer to ensure the test remains valid and reliable (this includes any arrangements made using online tools).

The EPAO is responsible for verifying the identity of the person taking the test.

Marking

Tests must be marked by independent assessors or markers employed by the EPAO following a marking guide produced by the EPAO. Alternatively, marking by computer is permissible where question types allow this, to improve marking reliability.

As the multiple-choice test can be on-line, a central, secure system may be used to score and grade the results. The EPAO can then check the submitted multiple-choice test results within the programme's analytics. Results can then be collated from the software's analytics by an independent assessor.

A correct response will be assigned one mark.

Any incorrect or missing answers must be assigned zero marks.

Assessment location

The multiple-choice test should take place in a controlled environment that is a quiet room, free from distractions and influence.

The multiple-choice test can take place in any of the following:

- employer's premises
- a suitable venue selected by the EPAO

The EPAO must also verify the suitability of the venue for test-taking.

Question and resource development

Questions must be written by EPAOs, must be relevant to the occupation and assess KSBs mapped to this assessment method. It is recommended that this be done in consultation with employers of this occupation. EPAOs should maintain the security and confidentiality of their questions when consulting employers.

Each EPAO must develop a test specification. They must also develop a question bank of sufficient size to prevent predictability and review it regularly (and at least once a year) to ensure it, and the questions it contain, are fit for purpose.

The test questions must be varied yet assess the relevant KSBs.

EPAOs must ensure that apprentices have a different set of questions in the case of re-sits/re-takes.

As a minimum, EPAOs will produce the following material to support this assessment method:

- a question bank
- a test specification

- sample tests and mark schemes
- live tests and mark schemes
- analysis reports which show areas of weakness for completed tests/exams and an invigilation policy

Grading boundaries

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

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

End-point assessment method 2: Project report with presentation and questioning

Overview

This assessment method has 2 components.

The project should be relevant to the apprentice's job role and allow all the relevant KSBs to be demonstrated for the EPA. The project and presentation with questions is carried out and compiled after the apprentice has gone through the gateway process.

This assessment method includes two components:

- a project report
- a 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 doubt the occupational competence of an individual not 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.

Component 1: Project report

Delivery

The EPAO will provide guidance to the employer and apprentice, prior to gateway, regarding what constitutes a suitable project for this assessment method. The employer and apprentice must agree an appropriate project title with the EPAO confirming that the project provides sufficient scope for the assigned KSBs to be assessed at the gateway.

Each 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

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, ToR and project plan at gateway. The EPAO should confirm that the project provides sufficient scope for the assigned KSBs to be assessed. The EPAO will confirm within 2 weeks of receipt, the suitability of the project.

The apprentice will conduct their project followed by a report and a presentation with questions over a maximum period of 12 weeks from date when the EPAO 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.

During this 12-week period, the apprentice will typically spend 20 - 30 working days on the project alone, writing the report and preparing their presentation. The employer is responsible for ensuring this time is made available to the apprentice. Input at this stage from the employer and EPAO should be limited to guidance in terms of the project topic, scope, and recommended reading.

Once the project is completed, the apprentice will submit to the EPAO a report within the 12-week period designated.

The project report will have a word limit of 4,000 words, with a tolerance of 10%. Appendices, references and diagrams etc. 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 outcomes
- 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.

When the project report is submitted, the employer and the apprentice should verify to the EPAO that the submitted work is that of the apprentice. The EPAO will require two weeks to review the project report.

The project and presentation (in component 2) will be assessed holistically. The independent assessor makes all grading decisions.

Marking

The independent assessor will review and mark the work-based project report in a timely manner, as determined by the EPAO, and without extending the EPA unnecessarily. Similarly, all quality control processes will also be conducted in a timely manner, as determined by the EPAO.

Supporting material

EPAOs will produce the independent assessor assessment materials which include:

- training materials
- administration materials
- moderation and standardisation materials

- guidance materials
- grading guidance
- guidance documentation for the apprentice and employer

Component 2: Presentation and questioning

Delivery

The independent assessor must review the project report prior to the presentation and ask questions about the planning process in the questioning element. The independent assessor will review and assess the project and presentation with questions holistically.

The apprentice and independent assessor will be given 2 weeks' notice of the presentation date to allow the independent assessor sufficient time to review the project and presentation and prepare appropriate questions. The presentation and questioning will take 40 minutes. The independent 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. The presentation will typically last for 15 minutes, and the questioning will typically last for 25 minutes. The total assessment time for the presentation and questioning must not exceed 40 minutes. The discretionary additional 10% time can be allocated in any proportion across the presentation and questioning. Further time may be granted for apprentices with appropriate needs, in-line with the EPAO's Reasonable Adjustments Policy.

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 EPAO will inform the apprentice of the date for the presentation with questions. The presentation will take place post report submission, but within a maximum 4 week period, with the EPAO providing at least two 2 weeks' notice.

The apprentice will present to the independent assessor, either face-to-face or via online video conferencing. If using an online platform, EPAOs must ensure appropriate measures are in place to prevent misrepresentation.

If an apprentice chooses to produce any presentation materials, these do not need to be submitted prior to the presentation taking place.

The independent assessor will ask a minimum of 5 questions at the end of the presentation. The independent assessor will use the questions from a question bank supplied by the EPAO as a guide to tailor their own questions based on the presentation and project. They will use them to confirm their understanding of the presentation and how it demonstrates the relevant KSBs. They may ask follow-up questions where clarification is required. The independent assessor must use the full time available for questioning to allow the apprentice the opportunity to evidence occupational competence at the highest level available, unless the apprentice has already achieved the highest grade available.

The purpose of the questions will be:

- for clarification
- to assess the depth and breadth of understanding

The project report and responses to questions will be assessed holistically.

Answers to questions must be recorded by the independent assessor. The independent assessor must use the assessment tools and procedures that are set by the EPAO to record the response to questions.

The independent assessor will make all grading decisions.

Assessment location

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

Question and resource development

EPAOs will produce the following material to support this assessment method:

- independent assessor training materials
- assessment specification
- outline of the assessment method's requirements
- grading guidance
- question bank: example questions to support the Question and Answer session
- assessment recording documentation
- guidance document for employers and apprentices on the process / timescales for the project and presentation
- guidance document for independent assessors on how to carry out the assessment

End-point assessment method 3: Interview

Overview

This assessment method has one component.

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 cover the KSBs assigned to this assessment method. 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. 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.

Delivery

The independent assessor will conduct and assess the interview.

Apprentices must be given at least 2 weeks-notice ahead 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. The interview will use a template developed by the end-point assessment organisation and will involve the apprentice and the independent assessor. It allows the independent assessor to ask the apprentice questions in relation to the KSBs mapped to this assessment method.

During this method, the independent assessor must use questions from the EPAO's question bank. Independent assessors must use the question bank as a source for questioning and are expected to use their professional judgment to tailor those questions where appropriate to focus on the professional practice of a transport and warehouse operations supervisor. Independent 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 interview will be conducted as follows:

The independent assessor should set out the parameters, clearly explaining the processes for the apprentice. The themes are set out below and the EPAO will ensure there is adequate opportunity for the apprentice to demonstrate the required KSBs. The apprentice should have the opportunity to ask questions for clarification about the process prior to the interview commencing.

Independent assessors must be developed and trained in the conduct of interviews in reaching consistent judgement by their EPAO. The independent assessor will make notes of the apprentices' responses to questions.

The interview should be graded fail, pass or distinction.

The independent assessor must use the assessment tools and procedures that are set by the EPAO to record the interview. KSBs met and answers to questions must be recorded by the independent assessor.

The independent assessor will make all grading decisions.

Assessment location

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, e.g. use of a 360 degree camera to allow the independent assessor to look around the room during the interview.

Question and resource development

Independent assessors are responsible for selecting suitable questions in line with the EPAO's training and standardisation process. A 'question bank' must be developed by EPAOs. Independent assessors must use the question bank as a source for questioning and are expected to use their professional judgment to tailor those questions, if appropriate. The 'question bank' must be of sufficient size to prevent predictability and the EPAO must review it regularly (at least once a year) to ensure that it, and its content, are fit for purpose. The questions relating to the underpinning KSBs, must be varied yet allow assessment of the relevant KSBs.

EPAOs must ensure that apprentices have a different set of questions in the case of re-sits/re-takes.

EPAOs will produce the following material to support this assessment method:

- question bank
- structured specification
- outline of the assessment method's requirements
- marking materials
- grading guidance
- assessment recording documentation
- independent assessor training materials
- guidance document for employers and apprentices on the process / timescales for the Interview as well as a description of the purpose of the interview
- guidance document for independent assessors on how to carry out the assessment

Reasonable adjustments

The EPAO must have in place clear and fair arrangements for making reasonable adjustments for this apprenticeship standard. This should include how an apprentice qualifies for reasonable adjustment and what reasonable adjustments will be made. The adjustments must maintain the validity, reliability and integrity of the assessment methods outlined in this assessment plan.

Weighting

All assessment methods are weighted equally in their contribution to the overall EPA grade.

Grading Descriptors

Assessment method 1: Multiple-choice test

KSBs	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.

Assessment method 2: Project report with presentation and questions

An apprentice should be awarded a fail grade if they do not meet all of the pass criteria set out below:

KSBs	Pass Apprentices must meet all the pass descriptors in order to achieve a pass	Distinction In addition to the pass criteria apprentices must meet all of the following distinction descriptors to achieve a distinction
Operations Core S16 Core K3 Core S21 Core B5	<u>CORE</u> 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) 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	<u>OPTION 1</u> Evaluates monitoring and performance approaches to scheduling journeys: planning route, timings, costs and resources to inform business improvement project (S8) <u>OPTION 2</u> Evaluates monitoring and performance approaches to planning and warehouse compliance and efficiencies; labour, placement, schedules, resources to inform business improvement project (S15)	<u>OPTION 1</u> Analyses business data from monitoring and performance results to recommend business improvement such as changes to work allocation (S8) <u>OPTION 2</u> 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 Core K30 Option 1 S10	<u>CORE</u> Describes how they work in accordance with health, safety, welfare and environmental requirements. (K30)	<u>OPTION 1</u> Identifies and suggests improved methods that improve efficiency or mitigate risks. (S10, S11, S12)

Option 1 S11	<p>Conducts appropriate risk assessments in line with organisations procedures. (S12)</p> <p><u>OPTION 1</u></p> <p>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)</p>	
<p>IT</p> <p>Core S14</p> <p>Core B9:</p> <p>Core K12</p>	<p><u>CORE</u></p> <p>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)</p> <p>Shows awareness of risks to technology ICT in their workplace considering and showing appreciation of the working environment conditions (B9)</p>	
<p>Management</p> <p>Option 2 S17</p>	<p><u>OPTION 2</u></p> <p>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)</p>	<p><u>OPTION 2</u></p> <p>Evaluates performance measurements to suggest improvements using management information in the development of departmental objective (S17)</p>
<p>Communication</p> <p>Core K6</p> <p>Core S20</p>	<p><u>CORE</u></p> <p>Evaluates impact of improvement on organisation procedures for customer service, and uses appropriate methods of communication to manage these with</p>	<p><u>CORE</u></p> <p>Evidence of creating solutions to meet customer requirements and expectations. Set customer service KPI Measuring effective customer</p>

	internal and external stakeholders (K6, S20)	service and classifying What is 'good' service? (K6, S20)
Training and development Core B4	<u>CORE</u> 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)	

Assessment method 3: Interview

An apprentice should be awarded a fail grade if they do not meet all of the pass criteria set out below:

KSBs	Pass Apprentices must meet all the pass descriptors in order to achieve a pass	Distinction In addition to the pass criteria apprentices must meet all of the following distinction descriptors to achieve a distinction
<p>Training and development</p> <p>Core: K1, K2, S2, S3, S4, B3</p>	<p><u>CORE</u></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><u>CORE</u></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</p> <p>Core: S1, S5, S6, S7, K4</p> <p>Core B1, B2, B6, B7, B8</p>	<p><u>CORE</u></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 organisations' systems and processes to monitor staff performance (K4)</p>	<p><u>CORE</u></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>Detail how they ensure fair and objective performance management process ensuring performance is reviewed using effective, valid and reliable data (S5, B8)</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>Evaluate ways of addressing conflict situations before escalation that impacts operational effectiveness (S6)</p> <p>Recommend 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>
<p>Compliance and Health and Safety</p> <p>Core: S13</p>	<p><u>CORE</u></p> <p>Describes how they plan, organise and evaluate vehicle and warehouse maintenance schedules to ensure regulatory compliance in their organisation (S13)</p>	
<p>Fuel</p> <p>Option 1 S9</p>	<p><u>OPTION 1</u></p> <p>Describes how they collect and analyse fuel cost data and explains how deal with any issues if they occur (S9)</p>	<p><u>OPTION 1</u></p> <p>Compares and contrasts different ways of implementing appropriate organisational changes e.g. driver training strategy to improve fuel efficiency, appropriate KPI's and their implementation. (S9)</p>
<p>Operations</p> <p>Option 1: S19</p> <p>Option 2: S18,</p>	<p><u>OPTION 1</u></p> <p>Explains how they supervise loading to ensure that correct procedures are used for vehicles within their organisation (S19)</p> <p><u>OPTION 2</u></p> <p>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</p>	<p><u>OPTION 2</u></p> <p>Identifies and suggests process improvements to improve internal efficiency and service to the customer. (S18)</p>

	take to review these processes. (S18)	
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Overall EPA grading

All apprentices must achieve at least a pass in all end-point assessment methods to pass overall. All assessment methods are weighted equally in their contribution to the overall EPA grade.

Performance in the EPA will determine the apprenticeship grade of fail, pass, or distinction.

Independent assessors must individually grade each assessment method, according to the requirements set out in this plan.

EPAOs must combine the individual assessment method grades to determine the overall EPA grade.

Apprentices who fail one or more assessment method will be awarded an overall EPA 'fail'.

In order to gain an overall EPA 'pass', apprentices must achieve a pass in all the assessment methods.

In order to achieve an overall EPA 'distinction', apprentices must achieve distinction in all assessment methods.

Grades from individual assessment methods should be combined in the following way to determine the grade of the EPA as a whole:

Assessment method 1 – Multiple-choice test	Assessment method 2 – Project report with presentation and questions	Assessment method 3 – 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

Any grade = fail, pass, distinction

Re-sits and re-takes

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 EPA in the first instance, will be required to re-sit or re-take that part of the EPA.

The timescales for a resit/retake is agreed between the employer and EPAO. A resit is typically taken within 2 months of the EPA 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 EPA outcome notification. All assessment methods must be taken within a 6 month period, otherwise the entire EPA 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 EPA grade of pass, unless the EPAO determines there are exceptional circumstances requiring a re-sit or re-take.

Roles and responsibilities

Role	Responsibility
Apprentice	<p>As a minimum, apprentices should:</p> <ul style="list-style-type: none"> • participate in and complete on-programme training to meet the KSBs as outlined in the occupational standard for a minimum of 12 months • undertake a minimum of 20% off-the-job training as arranged by the employer and training provider • understand the purpose and importance of EPA • undertake the EPA including meeting all gateway requirements
Employer	<p>As a minimum, employers should:</p> <ul style="list-style-type: none"> • work with the training provider (where applicable) to support the apprentice in the workplace to provide the opportunities to develop the KSBs • arrange and support a minimum of 20% off-the-job training to be undertaken by the apprentice • decide when the apprentice is working at or above the occupational standard and so is ready for EPA • select the EPAO • ensure that all supporting evidence required at the gateway is submitted in accordance with this EPA plan • remain independent from the delivery of the EPA • confirm arrangements with the EPAO for the EPA (who, when, where) in a timely manner (including providing access to any employer specific documentations as required, for example company policies) • ensure that the EPA is scheduled with the EPAO for a date and time which allow appropriate opportunity for the KSBs to be met • ensure the apprentice is well prepared for the EPA • ensure the apprentice is given sufficient time away from regular duties to prepare for and complete any post-gateway elements of the EPA, and that any required supervision during this time (as stated within this EPA plan) is in place • where the apprentice is assessed in the workplace, ensure that the apprentice has access to the resources used on a daily basis

	<ul style="list-style-type: none"> • provide the EPAO with any workplace specific policies, requirements and or instructions as requested
EPAO	<p>As a minimum EPAOs should:</p> <ul style="list-style-type: none"> • agree the EPA price • understand the occupational standard • appoint administrators (and invigilators where required) to administer the EPA as appropriate • provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading • provide adequate information, advice and guidance documentation to enable apprentices, employers and training providers to prepare for the EPA • arrange for the EPA to take place, in consultation with the employer • deliver the EPA as outlined in this EPA plan in a timely manner • where the apprentice is not assessed in the workplace, ensure that the apprentice has access to required resources and liaise with the employer to agree this if necessary • use appropriate assessment recording documentation to ensure a clear and auditable process is in place for providing assessment decisions and feedback to all relevant stakeholders • have no direct connection with the apprentice, their employer or training provider. In all instances including when the EPAO is the training provider (i.e. HEI) there must be no conflict of interest • have policies and procedures for internal quality assurance (IQA), and maintain records of regular and robust IQA activity and moderation for external quality assurance (EQA) purposes • conform to the requirements of the nominated external quality assurance provider (EQAP) • conform to the requirements of the Register of End-Point Assessment Organisations (RoEPAO) • deliver induction training for independent assessors, and for invigilators and markers where used • undertake standardisation activity on this apprenticeship standard for all independent assessors before they conduct an EPA for the first time, if the EPA is updated and periodically as appropriate (a minimum of annually)

	<ul style="list-style-type: none"> • manage invigilation of apprentices in order to maintain security of the assessment in line with their malpractice policy • verify the identity of the apprentice being assessed use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard • request certification via the Apprenticeship Service upon successful achievement of the EPA
Independent assessor	<p>As a minimum an independent assessor should:</p> <ul style="list-style-type: none"> • have the competence to assess the apprentice at this level and hold any required qualifications and experience in line with the requirements of the independent assessor as detailed in the IQA section of this EPA plan • understand the occupational standard and the requirements of this EPA • have, maintain and be able to evidence up to date knowledge and expertise of the subject matter • deliver the end-point assessment in-line with the EPA plan • comply with the IQA requirements of the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider; in all instances including when the EPAO is the training provider (i.e. HEI) • attend induction training • attend standardisation events when they begin working for the EPAO, before they conduct an EPA for the first time and a minimum of annually on this apprenticeship standard • assess each assessment method, as determined by the EPA plan, and without extending the EPA unnecessarily • assess against the KSBs assigned to each assessment method, as shown in the mapping of assessment methods and as determined by the EPAO, and without extending the EPA unnecessarily • make all grading decisions • record and report all assessment outcome decisions, for each apprentice, following instructions and assessment recording documentation provided by the EPAO in a timely manner

	<ul style="list-style-type: none"> • use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard
Training provider	<p>As a minimum the training provider should:</p> <ul style="list-style-type: none"> • work with the employer and support the apprentice during the off-the-job training to provide the opportunities to develop the knowledge, skills and behaviours as listed in the occupational standard • conduct training covering any knowledge, skill or behaviour requirement agreed as part of the Commitment Statement (often known as the Individual Learning Plan). • monitor apprentices progress during any training provider led on-programme learning advise the employer, upon request, on the apprentice's readiness for EPA • remain independent from delivery of the EPA. Where the training provider is the EPA (i.e. HEI) there must be procedures in place to mitigate against any conflict of interest
Marker	<p>As a minimum, the marker should:</p> <ul style="list-style-type: none"> • attend induction training • have no direct connection or conflict of interest with the apprentice, their employer or training provider in all instances including when the EPAO is the training provider (i.e. HEI) • mark multiple-choice test answers accurately according to the EPAO's mark scheme
Invigilator	<p>As a minimum, invigilators should:</p> <ul style="list-style-type: none"> • attend induction training as directed by the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider; in all instances, including when the EPAO is the training provider (i.e. HEI) • invigilate and supervise apprentices during tests and in breaks during assessment methods to prevent malpractice in accordance with the EPAO's invigilation procedures Invigilator

Internal Quality Assurance (IQA)

Internal quality assurance refers to the strategies, policies and procedures that EPA organisations must have in place to ensure valid, consistent and reliable end-point assessment decisions. EPAOs for this EPA must adhere to all requirements within the roles and responsibilities section and:

- have effective and rigorous quality assurance systems and procedures that ensure fair, reliable and consistent assessment across employers, places, times and independent assessors
- appoint independent assessors who have recent relevant experience of the occupation/sector gained in the last 3 years or significant experience of the occupation/sector
- appoint independent assessors who are competent to deliver the end-point assessment.
- operate induction training for independent assessors, markers and invigilators
- provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading
- where appropriate:
 - provide training for markers
 - provide training for invigilators
- undertake standardisation activity on this apprenticeship standard for all independent assessors:
 - before they conduct an EPA for the first time
 - if the EPA is updated
 - periodically as appropriate (a minimum of annually)
- conduct effective moderation of assessment decisions and grades

Value for Money

Value for money of the EPA will be aided by using at least some of the following practices:

- Completing all face-to-face assessment methods on the same day where possible, to reduce time and resourcing implications.
- Using an employer's premises.

Professional body recognition

This apprenticeship standard aligns with the membership requirements for the Chartered Institute of Logistics and Transport (CILT). The experience gained and responsibility held by the apprentice on completion of the apprenticeship will either wholly or partially satisfy the requirements for membership.

Mapping of knowledge, skills and behaviours (KSBs)

Assessment method 1: Multiple-choice test

Knowledge
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 i.e., 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 e.g., 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'
Option1 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
Option 1 K16: Anti-smuggling, immigration and security control
Option 1 K17: Transport compliance e.g. 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
Option 1 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
Option 1 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

Assessment method 2: Project report with presentation and questions

Knowledge
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
Core K30: Legislation and ways to keep the premises within the current Health and Safety Executive guidelines
Skills
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 tacho graphs 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 S17: Review and measure the performance of warehouse operations to inform improvements to safe operating processes and systems, i.e. picking, stowing, dispatch
Option 2 S15: plan and review warehouse compliance and efficiencies; labour, placement, schedules, resources to inform improvements, including inbound and outbound goods

Behaviours
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

Assessment method 3: Interview

Knowledge
Core K1: Recruitment and selection process and practice including working with inhouse 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
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 m Achieve KPI's 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
Core B1: Demonstrate the organisations 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 your 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