

# Transport / Warehouse Supervisor

## Level 3



### Overview:

Transport and Warehouse Supervisors play a vital role in various organisations, including hauliers, storage and warehouse operators, couriers, retailers, and utilities.

Their primary responsibility is to oversee daily supply chain operations, ensuring that activities, personnel, and vehicles meet customer expectations as well as regulatory and legal standards.

This apprenticeship Standard offers two specialisation options:

Transport Supervisor: focuses on the safe and compliant use of drivers and equipment.

Warehouse Supervisor: focuses on managing a professional service for incoming goods, storage, and dispatch to customers.

Please note of the 2 pathways available Linden are only able to support Warehouse Supervisor at this time.

### What to expect from Linden:

- Bespoke content customised for your organisation and its goals.
- Support from a dedicated Trainer who will support with learning, skills competency and developing evidence. Always aiming for Distinction grade at EPA.
- Individual support and mentoring to make every apprenticeship a success.
- Access to our virtual learning environment.
- Live workshops delivered by specialist Trainers.
- Dedicated Account manager.
- Blended learning approach, distance and face to face visits from your Trainer to suit the employer and learner needs.

### Key information:



Level:  
**Level 3**



Duration:  
**12 months**  
(Not including EPA period)



Format / Delivery:  
**Remote or Hybrid model**



Funding band:  
**£5,000**



Contextualisation available:  
**Yes**

#### Functional skills

Maths and English Functional skills qualifications are available at Level 1 and 2 for eligible learners aged 19+. Apprentices aged 16-18 must complete these qualifications as a mandatory part of their programme. For more information, please contact the Linden team.

#### Relevant to:

Depot Supervisor, Hub Supervisor, Senior Warehouse Operative, Traffic Planners, Transport Coordinator, Transport Manager, Transport Supervisor, Warehouse Manager, Warehouse Supervisor.



# What is included in the Standard:

Knowledge	Skills & Practical Application	Behaviours
<ul style="list-style-type: none"> <li>Recruitment and selection process.</li> <li>How to review staff performance including appraisals and performance development reviews.</li> <li>Factors that affect workplace efficiency and how these can be managed.</li> <li>Organisational and individual KPI's and strategies.</li> <li>People management policies compliant with ACAS.</li> <li>Organisational procedures for delivering customer service, managing customer accounts, information and quotations.</li> <li>Rules and best practice guidance for sector specific operations.</li> <li>Application of Health and Safety regulations in transport and warehousing operations.</li> <li>The environmental impact of transport and warehousing operations.</li> <li>IT systems and tools used to manage transport and warehouse operations.</li> <li>The role of the health and safety executive and the driver and vehicle licensing agency within your organisation.</li> <li>Anti-smuggling, immigration and security controls.</li> <li>Driver testing and licensing.</li> <li>Vehicle maintenance requirements including scheduling and record keeping.</li> <li>The goods in process; receipt of goods to organisational standards, returned goods, disposal of goods and resale of goods.</li> <li>Stowing procedures to nominated warehouse locations.</li> <li>Procedures to dispose of and resell goods through secondary markets.</li> <li>Picking schedules and dispatch times.</li> <li>Warehouse dispatch processes.</li> <li>Stock management processes and procedures.</li> <li>Correct loading procedures for goods and safe transport weight limits.</li> <li>Legislation guidelines.</li> <li>Service and maintenance requirements.</li> <li>Procedures for direct orders or special orders.</li> </ul>	<ul style="list-style-type: none"> <li>Allocate and monitor work and set objectives.</li> <li>Identify skill and knowledge gaps in own performance and team performance in relation to transport/ warehouse operations.</li> <li>Complete performance development reviews.</li> <li>(PDR)/ staff appraisals for transport/ warehouse team members.</li> <li>Plan training to meet the requirements of the business and the team members.</li> <li>Achieve KPI's and targets set for the transport/ warehouse team and individuals within the transport/ warehouse team.</li> <li>Carry out disciplinary and manage grievances as per organisational guidelines.</li> <li>Lead team and departmental communications and meetings.</li> <li>Carry out risk assessments appropriate to work environment in accordance with the Health and Safety Executive.</li> <li>Plan, organise and evaluate vehicle and warehouse maintenance schedules.</li> <li>Use IT equipment and systems for the role such as telematics or warehouse management systems.</li> <li>Plan and review warehouse compliance and efficiencies.</li> <li>Ensure the security of the transport, warehouse and goods in line with organisational policies.</li> <li>Review and measure the performance of warehouse operations to inform improvements to safe operating processes and systems.</li> <li>Lead and review the process for returned, damaged goods, customer bespoke and direct orders.</li> <li>Supervise loading to ensure correct procedures are used.</li> <li>Communicate with internal and external customers using various communication methods.</li> <li>Identify and propose innovative business improvements.</li> </ul>	<ul style="list-style-type: none"> <li>Demonstrate the organisations values to promote and enhance brand reputation.</li> <li>Demonstrate ownership and responsibility for their own safety and that of others.</li> <li>Take ownership for your own performance and training committing to self-improvement.</li> <li>Keeping up to date with industry developments.</li> <li>Positive attitude and approach to their work even when priorities and working patterns change.</li> <li>Use own initiative when needed to ensure that employer needs and expectations are met.</li> <li>Treat team, customers and other stakeholders with respect.</li> <li>Approachable and open to change.</li> <li>Professional approach - constructively manage difficult situations with colleagues, always striving to achieve the best outcome for the organisation and wider team.</li> <li>Treat equipment and technology responsibly and with respect.</li> </ul>



## Typical learner journey:



### 1. Enquiry / Consultation

Prospective learners and employers begin their Linden journey with an exploration session to better understand goals and objectives.



### 5. Learning journey commences

With enrolment and induction completed, learners start their learning journey by engaging with regular session, workshops, projects, assignments and reviews, with full guidance and support from their dedicated Trainer.



### 2. Programme Introduction

Learners are invited along with their line managers to an Introduction. This session provides a full programme overview, opportunity for Q&A and agreement of next steps.



### 6. EPA Prep and Gateway

Learners prepare for their End Point Assessment (EPA) by reviewing key concepts and skills essential for demonstrating competency against the skills, knowledge and behaviours set out in the Standard.



### 3. Onboarding / Enrolment

Learners are sent links to our online enrolment form, skills gap analysis and functional skills diagnostic assessments.



### 7. End Point Assessment

The End Point Assessment is the final evaluation where learners showcase their acquired skills, knowledge and behaviours.



### 4. Induction

Learners participate in a comprehensive Induction with their dedicated Trainer. This session supports understanding of expectations and resources (including an introduction to the e- portfolio).



### 8. Achievement / Progression

Upon successful completion of the EPA, learners celebrate their achievement and may choose to progress to a higher level within the same sector or explore new pathways.

## End Point Assessment:

The End Point Assessment consists of three elements, all of which may be completed online.


Assessment method	Areas assessed	Weighting
Multiple-choice test	Knowledge	All assessment methods are weighted equally in their contribution to the overall EPA grade.
Project report with presentation	Knowledge / Skills / Behaviours	
Interview	Knowledge / Skills / Behaviours	



# Employer contracting:

All employers who want to utilise the Apprenticeship Levy or Co-investment model are required to contract with a ROATP approved provider, and follow the Government approval process for onboarding new learners and securing funding for each apprenticeship Standard via the Digital Apprenticeship Service.

## 5 steps to employer contracting:

1	2	3	4	5
Initial advice and guidance	Contracting	Compliance	DAS approval	Progress reviews and reporting
Discussions around apprenticeship intent and requirements of the Standard. Dedicated Linden account manager support from inception through to EPA.	Contract for services issued online for review and electronic signature.	Employer to complete Health & Safety compliance and provide Insurance Liability certification for the apprentices workplace.	Agreeing learners to enrol and approval on the Digital Apprenticeship Service. 	Employers will be invited to attend progress reviews and receive updates throughout their apprentices journey.

## Progression options:

On completion of your apprenticeship you may choose to advance to a higher level within the same subject area or explore a completely new pathway.

Supply Chain Practitioner	Level 3
Operations Manager	Level 5

## What our learners have to say:

“

The apprenticeship has given me a 'toolbox' to use in my role. It's been very useful learning about theories and making sure I lead by example.

Jonathan

”

“

Thank you so much for your support, you've been fantastic.

Marie

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## Contact us today:

For more information about Apprenticeships at Linden, call us on **0800 2980632** or visit our website at: **[lindenmanagement.org.uk](https://lindenmanagement.org.uk)**

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