

# TRANSPORT AND WAREHOUSE OPERATIONS SUPERVISOR

This training programme, which includes a free Transport Manager CPC, is designed for those in the transport and logistics sector. The role involves managing supply chain operations, focusing on compliance and efficiency. Specialising as a Transport or Warehouse Supervisor, participants will lead teams, collaborate with stakeholders, and stay informed on regulations and best practices for safe, effective operations.

## Is this training programme for your business?

This programme is ideal for new and talented employees who want to learn and progress, or for your existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

## The programme in brief

- Level 3
- Duration - 12 months
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Development of the learner's knowledge, skills and behaviour relevant to the job role
- Level 1 and 2 Functional Skills where appropriate
- End-Point Assessment



Call: **01388 777 129**

Email: [training@learningcurvegroup.co.uk](mailto:training@learningcurvegroup.co.uk)

Visit: [www.learningcurvegroup.co.uk](http://www.learningcurvegroup.co.uk)

## The learner journey

**1. 12 months on-programme** – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End-Point Assessment. The learner could partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development. You will be required to spend at least six hours a week on off-the-job training in order to meet the course requirements.

**2. Gateway** – After the 12 months teaching and learning, you, your training provider and the learner will review the learners journey and decide whether it is the right time for the on-programme assessment.

**3. End-Point Assessment** – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through an on demand knowledge test, a professional discussion, practical observation and business project.

## How your employees will learn

We want to help your employees get the most from their training programme. Therefore we will provide them with the support and guidance they need through a mixture of face-to-face and online learning. Learners will have a dedicated Vocational Skills Coach who is there to guide them through their training programme. As well as their Vocational Skills Coach, learners have unlimited access to learning and support materials online. All of this will help the learners to meet the standards set, resulting in them becoming competent and fully qualified.

We will facilitate the delivery of the learners End-Point Assessment through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

Take a look at our full [Apprenticeship Offer](#)

## What your employees will learn

### Knowledge:

Recruitment, performance reviews, and training for transport/warehouse teams; managing workplace efficiency, KPIs, and ACAS-compliant policies; customer service, account management, and quotations; compliance with transport laws, licensing, and DVSA standards; health and safety regulations, including load security, traffic incidents, and workplace guidelines; environmental impact and sustainability in transport/warehousing; IT systems, stock management, and dispatch procedures; vehicle maintenance, driver compliance, and operational safety; sector-specific rules (e.g., ADR, DGSA, MOD) and anti-smuggling controls; handling goods: receipt, stowing, resale, and disposal; equipment maintenance (MHE, LOLER) and special order procedures.

### Skills:

Allocate and monitor work, set objectives, and conduct CPD for transport/warehouse teams; identify skill gaps, complete appraisals, and plan training (e.g., CPC, MHE); achieve KPIs, manage grievances, and lead team communications; plan routes, schedules, and vehicle use while ensuring compliance with safety and documentation standards; oversee fuel costs, risk assessments, and maintenance schedules per DVSA guidelines; use IT systems for telematics and warehouse management; optimise warehouse operations, security, and compliance; review performance to drive improvements; manage returned/damaged goods, supervise loading, and handle customer communication; propose and implement innovative business solutions.

### Behaviours:

Promote the organisation's values to enhance brand reputation; take responsibility for personal and others' safety; commit to self-improvement and staying updated with industry trends; maintain a positive attitude, adapting to changing priorities; use initiative to meet employer needs and expectations; treat team, customers, and stakeholders with respect; be approachable and open to change; manage difficult situations professionally, aiming for the best outcomes; use equipment and technology responsibly.

For more information visit:

[Institute of Apprenticeships and Technical Skills](#)