

Supply Chain Warehouse Operative Apprenticeship



Level 2

Warehouse operatives work in a variety of warehouse environments. Activities include taking deliveries, checking for damaged or missing items, storing goods, moving stock by various methods, picking and packing orders, loading goods for dispatch, maintaining stock records and documentation, and cleaning. They are required to safely use a range of equipment, machinery and vehicles, as relevant to their role and setting. This could include mechanical racking systems, materials handling equipment (MHE) or fork lift trucks.

Warehouse operatives communicate with a wide range of people and customers. They have a passion to meet customers' expectations by providing a quality service that encourages repeat business.

Individuals in this role are highly competent in using industry-recognised systems and associated services (eg traffic/warehouse management systems) and will be able to work under pressure to tight deadlines. A warehouse operative will often be required to be flexible and work shifts including 4-on-4-off, days, nights, evenings and weekends.

Entry

Employers will set their own entry requirements, but it is expected that the apprentice will be working in a role that will enable them to cover the range of skills within the standard.

Duration

The minimum duration for the apprenticeship is 12 months.

Progression

Progression from this apprenticeship could be into senior duties or management positions such as warehouse team leader or supervisor roles.

Functional Skills

If the employee does not have maths and English GCSE passes at Grade C or above, they will need to pass maths and English Functional Skills Level 2 prior to the end assessment.

LSA Professional Coaches

Each apprentice will be assigned a designated coach by the LSA who will visit them and their line manager at their workplace throughout the Apprenticeship. The LSA coach will be in contact with the apprentice to support, mentor, review and plan progress throughout the apprenticeship.

End Assessment

The end point assessment will commence when the employer, apprentice and LSA coach are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard.

Details of the assessment process can be found on the back page.

Contact us for more information.

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Standard

All supply chain warehouse operatives must have the following core skills, knowledge and behaviour.

Knowledge and Understanding	Skills	Behaviours
Safe driving and/or operating techniques to standard and as trained, relating to MHE (e.g. Counterbalance/Reach Trucks, Powered Pallet Trucks, Ride on Pallet Trucks, Order Pickers, Narrow Aisle Pickers, Mobile Elevated Work Platforms, Forklift Trucks) as relevant to their role and setting; adherence to safe practice when working at heights.	Operate and handle equipment safely and efficiently as required for their role, such as Forklift Trucks, High Reach Trucks, Powered Pallet Trucks or Man Up Trucks; manoeuvre vehicles in restricted spaces; safely use and position vehicle fitted equipment such as mirror requirements.	Demonstrate integrity, credibility, honesty, positivity and personal drive in every aspect of their role; demonstrate a belief in the services that the organisation offers.
Steps to take to minimise the effect their work (and the wider industry) has on the environment; the need to maintain a high level of housekeeping and manage waste effectively; using packing materials efficiently to reduce waste and costs; the consequences of not using or disposing of these correctly.	Comply with appropriate rules, regulations and processes for safely and efficiently moving, handling, packing and unpacking different items, both manually and using relevant equipment (such as MHE, vehicle and delivery systems); understand consequences of incorrect use.	Take ownership for own performance and training; demonstrate a keen interest in the industry; proactively drive ongoing learning and development, make recommendations for improvement where relevant.
Safe use of equipment and machinery (such as MHE, vehicle and delivery systems); where to find instructions/guidance; consequences of incorrect use.	Safely move and handle objects; maintain a high level of housekeeping and manage waste effectively; know where to find instructions or guidance; check for damaged or missing items; maintain health, safety and security at all times.	Show personal commitment to minimising the effect of work activities on the environment.
Use of warehouse systems and processes relating to packaging, moving and receiving stock (eg Load Container Lists) within a warehouse environment to facilitate the safe handling of goods and an effective and efficient service to internal/external customers	Safely and efficiently load and unload items into and from vehicles, buildings, containers, lift vans, crates and/or boxes; use appropriate MHE or machinery where necessary; ensure items are safely and efficiently packed, assembled and/or disassembled as appropriate.	Adapt to and embrace responsible use of relevant technology, systems and equipment; take an interest in new developments that could support the organisation.
Basic IT applications and other relevant technology and systems, including warehousing management, data capture, radio and barcoding systems to ensure the safe and efficient processing of goods.	Select, prepare and use packaging materials efficiently and in a way which reduces waste, costs and environmental impact; taking into consideration item(s) to be moved, and their current and final destinations.	
Relevant regulation and legislation (including international where relevant) governing the supply chain industry, their subsector and role in particular; consequences of not adhering to legal guidelines.	Use correct equipment and procedures to record receiving or stowing goods; produce relevant paperwork or labelling processes.	
Effective communication with customers and colleagues (including those working remotely, third party carriers, agencies and other organisations) in line with situation and organisational style or culture.	Promote the values of the organisation; communicate effectively with customers and colleagues to identify and meet their needs.	
Structure of the industry; methods and modes of transport; roles available within the sector in general and in relation to their own career aspirations.	Work effectively in a warehousing team, including when under pressure, and to agreed deadlines; adapt to change in line with internal and external customer needs or circumstances.	
The importance of delivering excellent customer service to customers and colleagues, including identifying needs and responding appropriately in line with situation and organisational style/culture.	Use IT applications and other technology and systems, including warehousing management, data capture, radio and barcoding systems, to ensure safe and efficient processing of goods.	
Vision, objectives and brand of the organisation; the importance of organisation reputation and what can affect it; how their performance can contribute to organisational success.		
Proposed and actual changes to systems, processes and technology used in the industry; how to keep up to date with any changes in the systems, processes and technology that affect their role.		
How their role can affect their health; need to maintain a level of fitness appropriate to their role.		



Independent End Point Assessment

The end point assessment will only commence once the employer, apprentice and the LSA coach are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and clearly evidenced by the on programme progression review meetings.

The independent end assessment ensures that all apprentices consistently achieve the industry set progression standard that has been defined by employers. It can commence at any point once the apprentice is competent after the 12 month minimum period of learning and development. Prior to end point assessment the functional skills in maths and English components of the apprenticeship must be successfully completed.

Summary of Independent End Point Assessment process

The apprentice will be assessed to the apprentice standard using 2 assessment methods. The assessment is synoptic, i.e. it takes a view of the overall performance of the apprentice in their job. The assessment activities will be completed by the independent end point assessment organisation as follows:

Assessment activity	Format	Details
On demand knowledge and behaviour test	Short answer and scenario based test, approximately 1 hour	<ul style="list-style-type: none">• Can be undertaken either on the employer's premises or off site• Externally set and marked automatically by the assessment organisation
Practical assessment	Approximately 1 hour practical assessment against full competency within the standard	

Both parts of the standard are equally weighted.

Completion

The independent end assessor confirm that each assessment element has been completed. The apprenticeship includes pass and distinction grades with the final grade based on the apprentice's combined performance across each assessment activity. In order to pass, the apprentice is required to pass each of the assessments. Should an apprentice fail one assessment this should be retaken as soon as the apprentice is ready and when practical for the business.

For more information on the grading criteria refer to the apprenticeships standard assessment plan:
findapprenticeshiptraining.sfa.bis.gov.uk

In association with...  West Thames College London

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