



# SUPPLY CHAIN WAREHOUSE OPERATIVE

## Level 2

**Warehouse Operatives work in a variety of warehouse environments. Work activities include taking deliveries, checking for damaged or missing items, storing goods, moving stock by various methods, picking or 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 (e.g. Traffic or 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.

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## SUPPLY CHAIN WAREHOUSE OPERATIVES MUST KNOW AND UNDERSTAND

- Safe driving and operating techniques as 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) as relevant to their role and setting. They must adhere to safe practice when working at heights.
- Steps to take to minimise the impact their work (and the wider industry) has on the environment. The need to maintain a high level of housekeeping and manage waste effectively. Use packing materials efficiently to reduce waste and costs. Know the consequences of not using or disposing of these correctly.
- Safe use of equipment and machinery, such as MHE, vehicle and delivery systems. Where to find instructions/guidance; consequences of incorrect use.
- Use of warehouse systems and processes relating to packaging, moving and receiving stock (e.g. Load Container Lists) within a warehouse environment to facilitate the safe handling of goods, and an effective and efficient service to internal/external customers.
- 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.
- Relevant regulation and legislation (including international where relevant to role) governing the supply chain industry, their subsector and role in particular. Consequences of not adhering to legal guidelines.
- Effective communication with customers that store goods with the company or colleagues (including those working remotely, third party carriers, agencies and other organisations) in line with situation and organisational style and culture.
- Structure of the industry, methods and modes of transport, roles available within the sector and in relation to their own career aspirations.
- 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.
- Vision, objectives and brand of the organisation, the importance of organisation reputation and what can affect it, how their own performance can contribute to organisational success and support or impact on others.
- Proposed and actual changes to systems, processes and technology used in the industry, particularly relating to own role. 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 and the need to maintain a level of fitness appropriate to the needs of their role.

## SUPPLY CHAIN WAREHOUSE OPERATIVES DEMONSTRATE THE FOLLOWING SKILLS

- 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.
- 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.
- Work individually and as part of a team to 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 as appropriate, take responsibility for maintaining health, safety and security of people at all times.
- Safely and efficiently load and unload items into and from vehicles, buildings, containers, lift vans, crates or boxes, use appropriate MHE or machinery where necessary, ensure items are safely and efficiently packed, assembled or disassembled as appropriate.
- Select, prepare and use packaging materials efficiently that are appropriate to the job and in a way which reduces waste, costs and environmental impact. Take into consideration the item(s) to be moved, and their current and final destinations.
- Use correct equipment and procedures to record receiving or stowing goods. Produce relevant paperwork or labelling processes.
- Promote the values of the organisation. Communicate effectively with customers and colleagues to identify and meet their needs.
- 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.

## SUPPLY CHAIN WAREHOUSE OPERATIVES DEMONSTRATE THE FOLLOWING BEHAVIOURS:

- Demonstrate integrity, credibility, honesty, positivity and personal drive in every aspect of their role. Demonstrate a belief in the services that the organisation offers.
- Take ownership for own performance and training, including demonstrating a keen interest in the industry. Proactively drive own ongoing learning and development, and make recommendations for improvement where relevant.
- Show personal commitment to minimising the effect of work activities on the environment.
- Adapt to and embrace the use of relevant technology, systems and equipment. Use technology responsibly and take an interest in new developments that could support the organisation.

## DURATION

Typical duration is 15 months for new entrants.

## ENTRY REQUIREMENTS

Employers will set their own criteria, but typically an entrant to this apprenticeship will already have achieved a minimum of Level 2 in English and Maths.

## ENGLISH AND MATHS

During each session with their Tutor Apprentices without level 2 English and Maths will work towards achieving this. Students must achieve their Level 1 English and Maths and attempt their Level 2 prior to taking the End-Point Assessment for this Apprenticeship.

## FUNCTIONAL SKILLS (FS)

These will be completed taking in to account prior attainment and in conjunction with the initial assessments and diagnostics achieved through SkillsBuilder. Tutors will identify suitable opportunities to embed Functional Skills (FS) throughout the duration of the programme. Additional support should be arranged where a need or requirement is identified.

## GATEWAY

Prior to undertaking the End-Point Assessment:

- the Apprentice must have completed training ensuring they can consistently demonstrate competence against all elements of the Apprenticeship standard
- Apprentices must achieve their Level 1 English and Maths and attempt their Level 2
- Apprentices must have examples of work that they can use for reference in the professional dialogue and interview covering the knowledge, skills and behaviours being assessed by this assessment method
- The employer will judge whether the Apprentice is ready for the End-Point Assessment; they may wish to take advice from the training provider

## END-POINT ASSESSMENT

To achieve final certification, the Apprentice must have an appropriate place, with internet access, to undertake the End-Point Assessment (EPA).

The EPA consists of two distinct components:

- Knowledge and Behaviours Test
- Practical assessment

A minimum of a 'pass' in each component is required.

## GRADE BOUNDARIES

The Apprentice will achieve an overall grade of pass or distinction. The grade will be made up from the two end point assessment methods; the Knowledge Test and the Practical Test. Both elements are equally weighted towards the final grade. Grading descriptors will be developed by the Assessment Organisation and standardised by the external quality assurer to outline clearly what a distinction or pass candidate would look like.

### Overall Grade

<b>Distinction</b>	90+%
<b>Pass</b>	70-89%
<b>Fail</b>	0-69%

## EXPECTATIONS

### Student

- Preparation and planning
- Mandatory attendance for sessions
- Completion of tasks in agreed timeframe
- 20% off-the-job
- Functional Skills (where needed)
- Taking responsibility for own development
- Communicate support needs
- Coordinate development checks
- Create a learning record

### Manager

- Facilitate time for learning
- Monthly 1-2-1 reviews with students to discuss progress, provide feedback and guide development
- Create and provide opportunities for student to participate in relevant work place tasks
- Keep an open communication lines with the student and employer
- Provide learning opportunities
- 20% off-the-job

### Tutor

- Teaching
- Monitor progress
- Coach
- Feedback
- Online support
- Marking and assessment
- Preparation for final assessment
- Communicate with student and employer

## 20% OFF-THE-JOB TRAINING

Each Apprenticeship Standard requires the Apprentice to undertake a minimum of 20% of learning off-the-job.

This can include training that is delivered at the normal place of work, within normal working hours, but must not be delivered as part of normal working duties.

There are numerous activities which count towards this training, for example, listening to Podcasts, self-study, completing assignments and observing senior colleagues.



## APPRENTICESHIP SESSIONS



**Introduction to Programme:** Meet the team and explain your learning journey. Eligibility checks and initial assessments will be undertaken. You will be introduced to learning methods for the programme. *Delivery Mode: Pre-work, Online learning, Review*



**Safety and Governance:** Explore and demonstrate compliance with health & safety legislation, working at heights and safe storage. *Delivery Mode: Pre-work, Online learning, Review*



**Operational Productivity:** Developing knowledge and skills in moving & handling goods, use of equipment to move goods and keeping stock at required levels. *Delivery Mode: Pre-work, Online learning, Review*



**Waste and Goods Not For Resale (GNFR):** Developing knowledge and skills on waste management approaches, needs for good housekeeping, the responsibilities towards the use of packaging and the relationship between material, cost and environment, and legislations and organisational policies on environmental issues. *Delivery Mode: Pre-work, Online learning, Review*



**Communication:** Developing knowledge, behaviour and skills on communication barriers and effective communication techniques. Recognise the importance of teamwork and how teams develop to support effective working relationships. *Delivery Mode: Pre-work, Online learning, Review*



**Industry Landscape and Your Development:** Developing knowledge, behaviour and skills on industry structure, identifying the main competitors and how these fit into the wider industry. Identifying the different roles within the sector. *Delivery Mode: Pre-work, Online learning, Review*



**Business and Brand:** Developing knowledge and skills on brand vision and values, and the importance of reputation to the organisation and how this affects stakeholder perception. *Delivery Mode: Pre-work, Online learning, Review*



**Safe Driving and Manual Handling Equipment:** Developing knowledge, behaviour and skills in movement of goods. Safe driving and operating techniques for MHE. *Delivery Mode: Pre-work, Online learning, Review*



**Customer Service:** Developing knowledge, behaviour and skills on the importance of delivering excellent customer service, and how their performance contributes to the organisation's success. *Delivery Mode: Pre-work, Online learning, Review*



**Gateway Review:** Review of learning and development of knowledge, skills and behaviours within the Standards and preparation for End-Point Assessment. *Delivery Mode: Pre-work, Online learning, Gateway Review, Review*



**End-Point Assessment (EPA):** Completed by End-Point Assessment Organisation (EPAO) selected by Employer. Please see EPAO Assessment Plan Guidance and EPA Assessment Plan for detailed guidance on assessment activities. *Delivery Mode: Knowledge test, Project & Presentation, Professional discussion and interview*