

# SUPPLY CHAIN WAREHOUSE OPERATIVE

## LEVEL 2

**Supply Chain Warehouse Operatives** work in a variety of warehouse environments. Work activities include taking deliveries, checking for damaged/missing items, storing goods, moving stock by various methods, picking/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.

### DURATION

Typically 12 months.

### MANDATORY QUALIFICATIONS

Apprentices without Level 1 English and maths will need to achieve this level and take the test for Level 2 English and maths prior to taking the end-point assessment

### WHAT DOES THE QUALIFICATION COVER?

All Warehouse Operatives will be able to;

- 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.
- Comply with appropriate rules, regulations and processes for safely and efficiently moving, handling, packing and unpacking different items, both manually and using relevant equipment .
- 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 and/or boxes; use appropriate MHE or machinery where necessary; ensure items are safely and efficiently packed, assembled and/or disassembled as appropriate.
- Select, prepare and use packaging materials appropriate to the job efficiently and in a way which reduces waste, costs and environmental impact; taking 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.
- Use 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.



## HOW WILL IT BE DELIVERED?

The apprenticeship can be delivered in a classroom setting to a cohort of learners or on an individual 1-1 basis to meet the needs of the employer and learner. Our blended learning approach supports the inclusion of additional elements of learning relevant to the individuals job role and specific employer requirements

Training will be delivered in line with the agreed Commitment Statement and will include:

- A robust initial assessment covering English and maths.
- Monthly 1-1 meetings between the apprentice and the trainer
- Tri-partite meetings every 12 weeks between the employer, learner and trainer to review progress and re-view the 'off the job' training elements.
- Learner progress is recorded via our e-learning platform, which gives access to a broad range of online courses and materials.
- The employer can access the learners e-portfolio using their own log in to check on progress.

Once the learner has completed the appropriate functional skills and the employer, learner and trainer agree that the apprentice has reached the required standard in their knowledge, skills and experience, the learner will be put forward for their EPA.

## END POINT ASSESSMENT

The end-point assessment is designed to enable apprentices to demonstrate that they are fully conversant in the skills, knowledge and behaviours expected of individuals at this level. It is designed to provide the independent assessor with a holistic view of the apprentice, and allow them to assess to what extent the apprentice meets or exceeds the apprenticeship standard.

The end-point assessment will consist of:

- A multiple choice test
- An observation of practice
- An evidence portfolio completed by the apprentice with an interview

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