

Level 2 Apprenticeship Standard for Supply Chain Warehouse Operative

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/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. Designed by industry experts and leading employers including DHL, Kuehne + Nagel Ltd, Maritime Logistics and Wincanton, the new look apprenticeships are designed to stretch and challenge individuals.

Key responsibilities may include;

- Taking in deliveries and checking for missing / damaged goods
- Storing goods and moving stock by various methods
- Picking/packing orders and loading goods for dispatch
- Maintaining stock records and documentation
- Working in a clean environment
- Safely use a range of equipment, machinery and vehicles
- Safe use of mechanical racking systems, materials handling equipment or fork lift trucks

Delivery

- Typically, monthly mentoring support on a one-to-one basis
- Level 2 English or maths sessions, where appropriate
- Workbooks and on-line support
- Enrichment

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.

End-Point Assessment

Successful completion of the Apprenticeship is determined by the CILT. Apprentices will need to achieve at least 70% within each part of the EPA to be able to pass the apprenticeship.

- 50% Knowledge and Behaviours test
- 50% Practical Skills test

Learners will be graded Distinction 90%+, Pass 70%+.

Duration - Designed in line with your organisational needs over 12 months

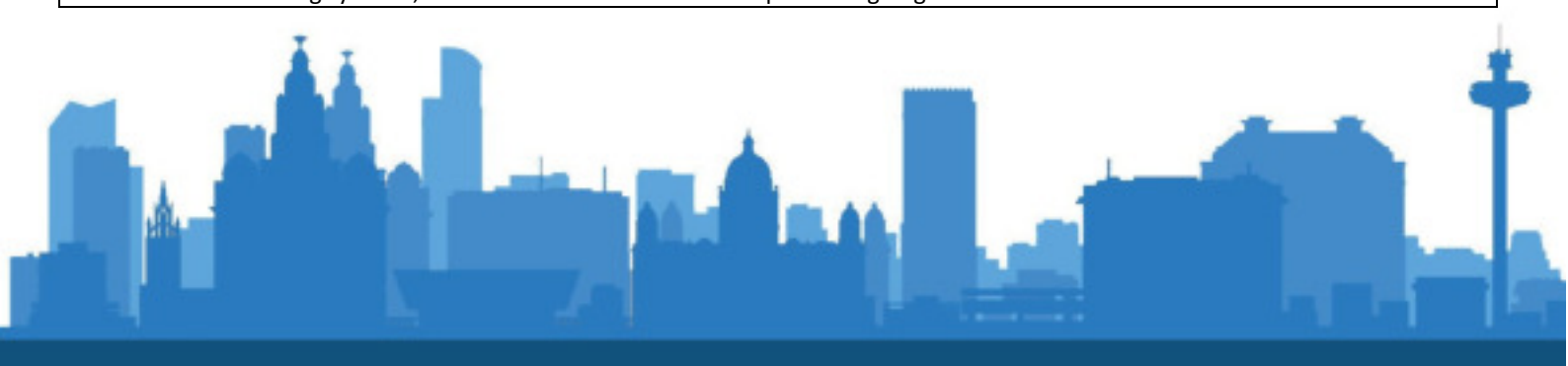
On completion learners will gain the following qualifications:

- Supply Chain Warehouse Operative Apprenticeship Standard

Progression - Successful apprentices will be able to progress onto a Logistics Level 3 or Team Leader Apprenticeship



Knowledge
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • Safe use of equipment and machinery (such as MHE, vehicle and delivery systems); where to find instructions/guidance; consequences of incorrect use.
<ul style="list-style-type: none"> • 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
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • Effective communication with customers that store goods with the company/colleagues (including those working remotely, third party carriers, agencies and other organisations) in line with situation and organisational style/culture.
<ul style="list-style-type: none"> • Structure of the industry; methods and modes of transport; roles available within the sector in general and in relation to their own career aspirations.
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • How their role can affect their health and the need to maintain a level of fitness appropriate to the needs of their role.
Skills
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • Use correct equipment and procedures to record receiving or stowing goods; produce relevant paperwork or labelling processes.
<ul style="list-style-type: none"> • Promote the values of the organisation; communicate effectively with customers & colleagues to identify and meet needs.
<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • 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.



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 it responsibly and take an interest in new developments that could support the organisation.

