

Apprenticeship Supply Chain Warehouse Operative Level 2

QUALIFICATION OBJECTIVES

The Level 2 Apprenticeship Standard for Warehouse Operatives was designed by employer representatives of the supply chain and logistics industry, and is suitable for Apprentices employed in a wide variety of organisations. This Apprenticeship provides the foundation knowledge, skills and experience for the role of qualified Warehouse Operative. Apprentices will learn warehouse practices including 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 housekeeping. The Apprentice will also learn about using warehouse equipment, machinery and vehicles, health and safety practices and regulations.

QUALIFICATION OPPORTUNITIES

Warehouse Operatives communicate with a wide range of people, colleagues, third party carriers, other organisations and customers. They should have a passion for meeting customer's expectations by providing a quality service that encourages repeat business. Individuals in this role will be highly competent in using industry-recognised systems and associated services (e.g. Traffic/Warehouse Management Systems). They will be able to work under pressure to tight deadlines.

QUALIFICATION DELIVERY

The completion of this Apprenticeship Standard will require monthly training visits from a qualified IPS Trainer to develop the Apprentice's skills and in addition to this, some training based at our centre to progress the build of the portfolio and prepare for End Point Assessment. Throughout the process, Apprentices will undergo regular testing of underpinning knowledge through assessment and will require employer involvement at review stages and at the end of this qualification when reaching EPA.

Employers involved in the development of this Apprenticeship Standard include:

- Nagel Langdons Ltd • Wincanton • TNT UK Ltd • Kuehne + Nagel Ltd • Action Express
- DHL • John Lewis • Next • CEVA Logistics • Wesley Logistics • XPO Logistics • SJ Bargh Ltd • Harrow Green • Euro Group International Movers Ltd • D.Sulley & Son • JT & Sons Relocations Ltd • Pickford Business Solutions • Simpson's Removals & Storage Ltd
- Anchor Removals Ltd • Company Moves • Maritime Logistics • Blue Arrow • Office Depot

Entry

Employers will set their own entry requirements in order to start on this Apprenticeship. The qualification is intended for learners who are new entrants to the warehousing sector and wish to develop their knowledge and skills to enable safe progression into a career.

Duration

The minimum duration for this Apprenticeship Standard is 13-15 months.

Progression

Successful completion could provide progression opportunities into employment in roles such as; Logistics Operations, Driving Goods Vehicles, Warehouse Manager, Transport Manager, Logistics Professional. There is also the opportunity to progress onto higher level management or customer service qualifications.

Level

This Apprenticeship Standard is set at a level 2.

Functional Skills

To complete this Apprenticeship, the learner must pass Level 1 English and maths (or have the appropriate transferable skill) and work towards and attempt level 2 English and maths prior to taking the End Point Assessment.

For further information

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20% OFF THE JOB TRAINING

Detail of how the 20% off-job-training will be met:

The Education and Skills Funding Agency (ESFA), on behalf of the government, have incorporated into the Apprenticeship funding rules a requirement that all Apprentices must have at least 20% of their Apprenticeship as “off the job training”. The reason for this is to ensure that a quality programme is delivered by the employer and the training provider, which adds value to the Apprenticeship. This will benefit not only the learner, but also the employer, who will then end up with a skilled, well-rounded employee by the end of the Apprenticeship. Off the Job Training (OJT) can include training that is delivered at the Apprentice’s normal place of work, but must not be delivered as part of their normal working duties. Training towards Functional Skills in maths and English is not allowed to count towards the 20%.

CORE KNOWLEDGE

Qualified Warehouse Operatives should have a good understanding of:

- 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
- 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 and 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 and 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 and the consequences of not adhering to legal guidelines
- 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
- Structure of the industry; methods and modes of transport, roles available within the sector in general 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 and 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 and how to keep up to date with any changes in the systems, processes and technology that affect their role

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CORE BEHAVIOURAL ATTRIBUTES

- Demonstrate integrity, credibility, honesty, positivity and personal drive in every aspect of their role and 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 and proactively drive own ongoing learning and development, making 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

INTERPERSONAL SKILLS

- Operate and handle equipment safely and efficiently as required for their role
- 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 whilst maintaining a high level of housekeeping and manage waste effectively
- Safely and efficiently load and unload items into and from vehicles, buildings, containers, lift vans, crates and/or boxes
- Select, prepare and use packaging materials appropriate to the job efficiently and in a way which reduces waste, costs and environmental impact
- Use correct equipment and procedures to record receiving or stowing goods
- Promote the values of the organisation and 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
- Use IT applications and other relevant technology and systems

END POINT ASSESSMENT

The final End Point Assessment will be comprised of the following two methods:

- **Knowledge and Behaviours Test** - The knowledge test will include enough questions to assess the Apprentice's understanding of all knowledge based learning outcomes, including at least 2 scenario-based short answer questions replicating a real situation that the Warehouse Operative could come up against. These scenario based questions will also assess how an Apprentice would deal with a particular situation relevant to their role.
- **Practical Assessment** - The practical assessment should cover the learning outcomes listed as 'skills' and it will be observed by an End Point Assessment Assessor who will make a judgement on whether the Apprentice is competent to carry out the practical aspects of their job role.

APPRENTICE COMPLETION CERTIFICATE

Upon completion, the Apprentice will be graded with a Fail, Pass, Merit or Distinction.

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