

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 delivery of this Apprenticeship Standard will be delivered over a combination of virtual and face to face visits that equate to monthly contact with a dedicated Trainer to develop the Apprentice's skills to prepare for End Point Assessment. Throughout the process, Apprentices will undergo regular testing of underpinning knowledge through assessment and observations which will also 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

Apprentices will need to achieve their Level 1 English and mathematics prior to taking the end-point assessment.

BOOK NOW

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20% OFF THE JOB TRAINING

Detail of how the off-the-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 new full-time apprentices must spend at least 20% of their normal working hours on off-the-job training. For calculation purposes only, working hours are capped at 30 hours per week, and this equates to an average of 6 hours of off-the-job training per week (i.e. 20% of 30 hours) completing off-the-job training.

If an individual works less than 30 hours per week, they are considered to be a part-time apprentice therefore, their programme must be extended (as per the apprenticeship funding rules) and at least 20% of the part-time apprentice's normal working hours, over this extended duration, must be spent on off-the-job training.

CONTENT DELIVERY

Month	Content	Delivery Method
Month 1	Training on Legislation and Regulation in the Warehousing Environment	On-Site
Month 2	Understanding the Structure of a Supply Chain	*Virtual Delivery
Month 3	Environmental Impacts to the Warehousing Environment	*Virtual Delivery
Month 4	Safe use of Machinery and Equipment	*Virtual Delivery
Month 5	Observation of Safe Controlled Driving Techniques – Forklift, Pump or Pallet usage	On-Site
Month 6	Usage of IT Equipment and IT within the Warehousing Environment and Wider Organisation	On-Site
Month 7	Understanding the Importance of Customer Service and Meeting Customer Expectations	*Virtual Delivery
Month 8	Observation on Communication and handling of goods regarding Receive/Stow or Pack/Unload	On-Site
Month 9	Company Brand and Image and Practicing of Good Ethics and Behaviour to Maintain Reputation	*Virtual Delivery
Month 10	Resilient to Problem Solving, and acting as a Role Model to others showing Credibility and Positivity	*Virtual Delivery
Month 11	The Importance of Following Processes and Procedures within an Organisation	*Virtual Delivery
Month 12	Efficiencies in Moving and Receiving Stock and Seeking to Improve Ways of Working more Efficiently	*Virtual Delivery
Month 13 to 15	Learner EPA Prep and Final Assessment	**On-Site

* Learner must have computer and internet access for Virtual Delivery component.

** For final site visit, the employer should be aware that this will include a trainer visit and visit from the Awarding Body for Final Assessment.

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 or Distinction.

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