



Course

Level 2 Supply Chain Warehouse Operative Apprenticeship standard



Course duration:
12 months

Summary

Knowledge

- Machinery
- Health and safety
- Environmental
- Systems and processes
- Regulations and legislation
- Effective communication
- Customer experience
- Organisational
- Product and service knowledge
- Self-awareness

Skills

- Operating machinery
- Health and safety
- Environmental
- Systems and processes
- Customer experience
- Team working

Behaviours

- Professionalism
- Developing self
- Responsibility
- Adaptability

Learn about this challenging, rewarding and multi-skilled role in various warehouse environments with our Level 2 Supply Chain Warehouse Apprenticeship.

When you're working as a supply chain warehouse operative, you need to excel in many areas. A great communicator working with a wide range of people and customers, skilled in operating different types of machinery and technology systems and confident in the procedures of goods, from moving and packaging to dispatch and stock taking.

Who is it for?

This apprenticeship is for anyone who is passionate about exceeding customers' expectations, has a flexible approach and thrives when working under pressure. The qualification will typically take up to 12 months to complete depending on how much experience you already have.

What will you learn?

You will learn about all the responsibilities involved in moving, packaging and stocktaking goods in a warehouse environment. This includes 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. You will be trained to use a range of equipment, machinery and vehicles, such as mechanical racking systems or fork lift trucks, and highly competent in industry-recognised systems (e.g. traffic/warehouse management systems).

Alongside this, and following an initial assessment, we will work with you, your manager and mentor to create an individual training plan. This will include development of skills such as reading, writing, speaking, listening and communication in English as well as maths, in preparation for Levels 1 and 2 Functional Skills. Within this plan there will also be activities and learning to improve your personal soft skills.

Knowledge

Area	Learning aims and development
Operating machinery	<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 your role and setting
Health and safety	<ul style="list-style-type: none"> Adherence to safe practice when working at heights Safe use of equipment and machinery, such as MHE, vehicle and delivery systems Where to find instructions/guidance; consequences of incorrect use
Environmental	<ul style="list-style-type: none"> Steps to take to minimise the effect your 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
Systems and processes	<ul style="list-style-type: none"> 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
Regulations and legislation	<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
Effective communication	<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
Customer experience	<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
Organisational	<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

Knowledge (cont'd)

Area	Learning aims and development
Product and service knowledge	<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 your own career aspirations • 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
Self-awareness	<ul style="list-style-type: none"> • How your role can affect your health and the need to maintain a level of fitness appropriate to the needs of your role

Skills

Area	Learning aims and development
Operating machinery	<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
Health and safety	<ul style="list-style-type: none"> • 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 and/or boxes; use appropriate MHE or machinery where necessary • Ensure items are safely and efficiently packed, assembled and/or disassembled as appropriate
Environmental	<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

Skills (cont'd)

Area	Learning aims and development
Systems and processes	<ul style="list-style-type: none"> • Use correct equipment and procedures to record receiving or stowing goods • Produce relevant paperwork or labelling processes • 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
Customer experience	<ul style="list-style-type: none"> • Promote the values of the organisation • Communicate effectively with customers and colleagues to identify and meet their needs
Team working	<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

Behaviours

Area	Learning aims and development
Professionalism	<ul style="list-style-type: none"> • Demonstrate integrity, credibility, honesty, positivity and personal drive in every aspect of their role • Demonstrate a belief in the services that the organisation offers
Developing self	<ul style="list-style-type: none"> • 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
Responsibility	<ul style="list-style-type: none"> • Show personal commitment to minimising the effect of work activities on the environment
Adaptability	<ul style="list-style-type: none"> • 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

Additional skills

As well as the core curriculum, you will develop a number of additional skills throughout the course of your apprenticeship:

NCFE Functional Skills

You will work on developing positivity and confidence in the use of maths and English skills in real world and employment-based situations.

Maths

Through Levels 1 and 2 Functional Skills qualifications you will demonstrate a sound grasp of maths skills at the appropriate level and the ability to apply mathematical thinking effectively to solve problems in the workplace and in other real-life situations.

English

Through Levels 1 and 2 Functional Skills qualifications, you will demonstrate the ability at an appropriate level to read, write, speak, listen and communicate in English, and to apply these skills effectively to a range of purposes in the workplace and in other real-life situations.

British values

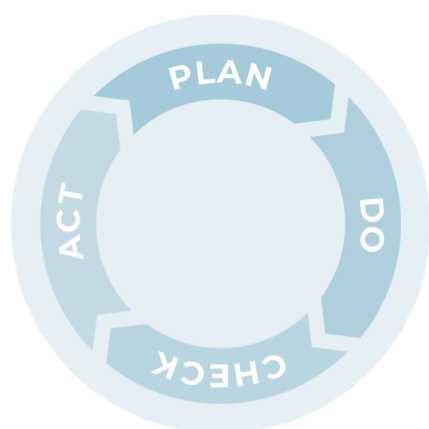
As part of your apprenticeship, we will discuss five key values and their impact and importance in the workplace. These will be democracy, the rule of law, individual liberty, mutual respect and tolerance of those of different faiths and beliefs.

Soft skills development

Personal Learning and Thinking Skills (PLTS) are generic skills that are essential to life, learning and work. Developing these will make a significant impact on your ability to contribute confidently both within and outside of your working environment. PLTS include independent enquiry, creative thinking, reflection, team working, self-management and effective participation.

PREVENT

PREVENT is part of the government's CONTEST strategy of which education is a fundamental part. The aim of the strategy is "to reduce the risk to the UK and its interests overseas from terrorism so that people can go about their lives freely and with confidence." CONTEST is split into four work-streams that are known within the counter-terrorism community as the 'four Ps': Prevent, Pursue, Protect, and Prepare.



Plan

We take into consideration your skills at each stage of the process, planning the learning and follow-up activities.

Do

You undertake the learning and activities that have been planned.

Check

We check your learning using a combination of assignments, discussions and observations of workplace activities, ensuring that skills, knowledge and behaviours are embedded and being practised.

Act

If areas of further learning are identified, reinforcement training is planned in and provided.