



## Level 2 Supply Chain Warehouse Operative

This apprenticeship is designed to help you build the core skills and knowledge around a variety of warehouse tasks to support better and safer practice within the warehousing environment. Warehouse Operatives handle goods across industries, sometimes in temperature-controlled buildings, using Mechanical Handling Equipment for product movement.

**As a Supply Chain Warehouse Operative, you will be employed in a role to provide goods handling and storage processes. This role could be found working in a range of environments e.g. in Logistics, Retail, Manufacturing, Automotive, Construction, Chemicals and Pharmaceuticals Sectors as well as more specialised areas such as the MOD.**

An employee in this occupation will be responsible for fulfilling the duties in compliance with legislation and organisational policies and procedures, as well as interacting with colleagues within the warehouse/stock management environment and reporting to their supervisor.

### Duration

15 months (12 months on programme and 3 months for end point assessment)

### What can I expect to learn

The units in this qualification fall into seven broad areas. These are:

**Duty 1** Maintain a safe working environment, ensuring that any hazards are controlled or removed in line with organisational procedures.

**Duty 2** Ensure that on arrival, all goods received are inspected for damage, and in terms of accuracy, including quantity, they match documents or technology relevant to the organisation, with any discrepancies raised with line manager in line with organisational procedures.

**Duty 3** Move and store goods safely, securely, and efficiently to the designated location, utilising mechanical handling equipment, (MHE) and personal protective equipment (PPE) in line with organisational procedures when required. When using any MHE, ensure that safety checks are conducted before use to ensure that it is fit for purpose.

**Duty 4** Support line manager in ensuring that goods storage arrangements enable the most efficient means of retrieval and movement.

**Duty 5** Ensure that prior to despatch all goods are inspected for damage, and in terms of accuracy they meet requirements, with any discrepancies raised with line manager.

**Duty 6** Support delivery operatives in the safe and efficient loading and unloading of goods, including the safe and secure assembling and disassembling of loads.

**Duty 7** Ensure that goods are handled and stored in compliance with the relevant safety and regulatory standards (for example, food, medicines, hazardous materials) with any discrepancies raised with line manager.

**Duty 8** Record relevant information on organisational warehouse management system in a timely manner.

**Duty 9** Select goods from locations throughout the storage facility to meet warehouse order requirements in line with picking schedule.

**Duty 10** Replenishing picking location quantities by moving goods from stock locations in a safe manner.

**Duty 11** Support in scheduled and unscheduled stock taking and counting activities, raising any discrepancies with line manager.

**Duty 12** Participate in briefing and handover sessions to support achievement of organisational performance targets.

**Duty 13** Ensure that the reduction, re-use, return and recycle principles of packaging are applied in relation to both goods being prepared for despatch and goods received in line with organisational procedures.

### How will I learn?

Your tutor will use a number of different teaching and learning methods, for example verbal instructions and explanations, one to one discussion with question and answers and computer-based research. You will be expected to complete written work, skills task and set activities.

### How will I know how well I am doing?

Your tutor will monitor your progress throughout the course during monthly one to one meetings over Teams or face to face, and by marking and assessing submitted work via an online platform. You will receive verbal and written feedback and guidance to enable you to measure your own achievement, progress and areas for development. Your tutor will regularly set you targets to keep you on track with learning, to enable you to complete the course in a timely manner.



## Level 2 Supply Chain Warehouse Operative Standard

### Delivery

Our blended approach means that our programmes are flexible and enable apprentices to experience a range of learning and support opportunities in a variety of formats such as on site, online or at a local ACL centre. The apprentice will have a dedicated tutor who they will meet (online or face to face) once a month, who will guide them through their apprenticeship and prepare them for their End Point Assessment. Reviews of progress are carried out at week 4 and thereafter every 12 weeks with the learner, their line manager and the tutor. Additional workshops and seminars will be available to all learners to support additional learning and off-the-job learning requirement.

### Commitment

6 hours a week (based on a 30 hour week) of a learner's contracted hours must be given to support the completion of the programme. Tutor led sessions are a mandatory part of the course along with any other learning activities set by the assessor or tutor. Maths and English may need to be undertaken in addition to the main qualification depending on previous attainment in these areas. It is likely that the learner will be required to undertake research, reading and write ups to support their learning. The programme requires 100% commitment from the learner and employer to ensure successful completion.

### End Point Assessment (EPA)

#### Interview underpinned by a portfolio

The independent assessors will conduct and assess the interview. The interview will last for 60 minutes. The Interview will focus on the KSB's and will be based around the apprentices' portfolios completed on-programme.

#### Workplace observation and follow up Q&A

Apprentices must be observed by an independent assessor completing work in their normal workplace, in which they will demonstrate the KSBs assigned to this assessment method. The observation will take 75 minutes. The observation will take place at the apprentice's normal place of work.

### Progression upon completion

- Further career advancement through work experience
- Click here to see how this apprenticeship can support your future learning and career development: [occupational-maps.instituteforapprenticeships.org/maps/route/transport-logistics](https://occupational-maps.instituteforapprenticeships.org/maps/route/transport-logistics)