

Supply Chain Practitioner Apprenticeship (FMCG) Level 3

Supply Chain is at the heart of every business. It is a system of organisations, people, activities, information and resources involved in moving products or services from supplier to customer. It may include the transformation of natural resources, raw materials and components into a finished product.

Effective and dynamic supply chains are particularly important in fast moving consumer goods (FMCG) sectors, for example food & drink, retail or consumables, where products have one or more of the following characteristics: high volume, fast turnover and frequently purchased. FMCG have a short shelf life, either as a result of high consumer demand or because the product deteriorates rapidly. Supply chain functions include procurement, forecasting, planning manufacture, customer service and logistics.

FMCG Supply Chain Practitioners will work in one or more supply chain functions. Typical duties could include forecasting customer demand as a Junior Demand Planner, liaising with the factories schedule production as a Junior Supply Planner, processing orders as a Customer Service Operative and working with hauliers and Distribution Centres as an Assistant Transport Planner.

Upon completion of the FMCG Supply Chain Practitioner Apprenticeship, learners will have the necessary skills to progress to a management or specialist role within this sector.

The knowledge, skills and behaviours that the learner will develop as part of this programme are detailed below.

Knowledge	
Key Performance Indicators	Understands critical supply chain key performance indicators: inventory, forecast accuracy, plan attainment, customer service, vehicle utilisation, on shelf availability and waste, quality and value in line with business requirements and expectations, commerciality; and their impact on other parts of the business.
Legislation, Policies and Procedures	Understands key legislation, policies and procedures that influence the supply chain: health and safety, environmental, sustainability and others relevant to the business context such as large goods vehicle (LGV) driver hours and food safety/safe manufacturing practices.
Customer Groups	Understands the characteristics and specific needs of different customer groups: retailers, business-to-business, ecommerce and export.
Information Technology (IT) Systems	Understands information technology (IT) systems for the supply chain: Excel, material requirements planning (MRP) systems and business planning systems.
Continuous Improvement Management	Understand the key principles of Continuous Improvement (CI) Management and Problem Solving.
Products	Understand the importance of new products and how a product is costed.
Capacity Planning	Understand the principles of capacity planning.
Procurement	Understands the principles of buying – strategic and operational decision making (influences, risk, cost); and legal and customer requirements (anti-bribery policies, ethical approaches and frameworks).
Forecasting	Understands the levers and influences on customer and consumer demand (market trends, weather, competitor activity and seasonality); the impact of merchandising on supply chain decisions; and others relevant to the business context.
Plan Manufacture	Understand the principles of developing and implementing a supply plan taking account of capacity, product life and the key drivers of success.
Customer Service	Understand the principles of order capture and management, from order receipt to delivery through to customers, the importance of customer fulfilment.

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Logistics	Understand the importance of logistics cost, the impact of short-lead time and high demand volatility logistics on network planning.
Skills	
Flow of FMCG Products or Services	Prioritise the flow of FMCG products or services based on evolving and changing information; meeting critical deadlines to ensure the efficient running of the FMCG supply chain, including managing unexpected demand.
Problem Solving	Lead and participate in everyday problem solving activities required for the FMCG industry where small process improvements can have a significant improvement on the rest of the supply chain, using recognised techniques: 5 Whys and fishbone analysis.
Continuous Improvement Techniques	Use continuous improvement techniques to improve performance in the FMCG supply chain, such as forecast accuracy.
Standard Operating Procedures	Lead the creation/development of Standard Operating Procedures to ensure improvements are documented and shared around the business.
Interpreting Data	Manipulate and interpret constantly changing data sets to inform decision making in the supply chain function(s).
Data Analysis	Analyse large amounts of data to identify key trends and themes that affect the FMCG supply chain; make recommendations to internal and external customers, the world of increasing data availability sources may include customer electronic point of sale (EPOS) data, historic forecast vs. dispatch data, historic customer shipping/delivery data.
IT Systems	Use IT systems for the supply chain; Excel and company and customer systems.
Documentation	Complete supply chain documentation for audit requirements.
Project Plan	Develop and manage a small project plan within a supply chain function(s) to improve operational performance.
Risk Management	Identify, manage and escalate risks to the business, such as customers significantly exceeding their forecast, factory breakdowns, supplier failures, delivery failures and customer relationship issues through to not fulfilling an order in full, to ensure that products produced and delivered against very short lead times are available whenever and wherever consumers choose to purchase, at the lowest possible cost.
Communication	Communicate using appropriate methods and FMCG terminology; verbal, email, face to face.
Behaviours/ Attitudes	
Safe Working	Ensures safety of self and others, challenges safety issues.
Responsiveness to Change	Demonstrates and encourages curiosity to foster new ways of thinking and working to ensure economic benefits are maximised.
Pride in Work	Aims for excellence, time management, adherence to deadlines.
Decision Making	Have courage/conviction in their decisions and demonstrates ownership of work.
Ambassador	Acts in alignment with the business vision and values, desire to learn about the FMCG industry, acts as an ambassador.
Building Relationships	Builds good relationships with others, works collaboratively, contributes ideas and challenges appropriately, leads by example.
Problem Solving	Tenacious approach to problem-solving by working to identify and ensure root causes are resolved to ensure supply chains remain flexible and agile.
Communication	Highly effective communicator at all levels and with a variety of stakeholders: always acting with integrity and respect.

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Once the programme of learning is complete and the learner, employer and Intec agree the necessary **Knowledge, Skills and Behaviours/Attitude** have been met, learners will be put forward to the **Assessment Gateway** and this will trigger the **End Point Assessment**. This Assessment will be carried out with an independent body to ensure the Apprentice can demonstrate they have achieved the required standard.

Assessment Method	Area Assessed	Weighting
Written Knowledge Test	All knowledge will be assessed in the written knowledge test. The knowledge test will be drawn from all of the knowledge statements within the Standard.	25%
Workplace Project and Presentation	The workplace project and presentation is a substantial piece of work that will allow the apprentice to plan, implement and present an individual workbased project. The apprentice will be assessed against a range of knowledge, skills and behaviours.	50%
Professional Dialogue and Interview	The professional dialogue and interview is a structured discussion between the apprentice and an independent assessor covering a range of knowledge, skills and behaviours. A set of standardised competency based questions will be used for the assessment.	25%

Duration: The Apprenticeship will take a minimum of 18 months to complete. Plus an additional 3 months to complete the **End Point Assessment**.

Entry Requirements: Apprentices will be required to have or achieve level 2 English and maths tests prior to completion of their Apprenticeship.