

Supply Chain Warehouse Operative Apprenticeship Level 2

The role of a warehouse operatives will work in a variety of warehouse environments. Work activities include 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. They are required to safely use a range of equipment, machinery and vehicles, as relevant to their role and setting. This could include mechanical racking systems, materials handling equipment (MHE) or fork lift trucks.

As a learner, you will need to communicate with a wide range of people and customers. You will have a passion to meet customers' expectations by providing a quality service that encourages repeat business. Individuals in this role are highly competent in using industry-recognised systems and associated services (e.g. Traffic/Warehouse Management Systems) and you will be able to work under pressure to tight deadlines. As a warehouse operative you will often be required to be flexible and work shifts e.g. 4-on-4-off, days, nights, evenings and weekends.

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

Knowledge
Safe driving and/or operating techniques to standard and as trained, relating to MHE (<i>e.g. Counterbalance/Reach Trucks, Powered Pallet Trucks, Ride on Pallet Trucks, Order Pickers, Narrow Aisle Pickers, Mobile Elevated Work Platforms, Forklift Trucks</i>) as relevant to their role and setting; adherence to safe practice when working at heights.
Steps to take to minimise the effect their work (<i>and the wider industry</i>) 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.
Safe use of equipment and machinery (<i>such as MHE, vehicle and delivery systems</i>); where to find instructions/guidance; consequences of incorrect use.
Use of warehouse systems and processes relating to packaging, moving and receiving stock (<i>e.g. Load Container Lists</i>) 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 (<i>including international where relevant to role</i>) governing the supply chain industry, their subsector and role in particular; consequences of not adhering to legal guidelines.
Effective communication with customers that store goods with the company/colleagues (<i>including those working remotely, third party carriers, agencies and other organisations</i>) 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; 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; how to keep up to date with any changes in the systems, processes and technology that affect their role.
How their role can affect their health and the need to maintain a level of fitness appropriate to the needs of their role.
Core Skills
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; 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 (<i>such as MHE, vehicle and delivery systems</i>); 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.

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.

Use correct equipment and procedures to record receiving or stowing goods; produce relevant paperwork or labelling processes.

Promote the values of the organisation; 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; adapt to change in line with internal and external customer needs or circumstances.

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.

Behaviours/Attitude

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

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, this will consist of the following:

Assessment Method	Duration	To achieve a Pass	To achieve a Distinction
Knowledge and Behaviours Test	1 hour	70%	90%
Practical Assessment	1 hour	70%	90%

Duration: The apprenticeship will take a minimum of 12 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 1 English and maths and to have taken level 2 English and maths tests prior to completion of their Apprenticeship.

Freephone 0808 100 1155

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