




Supply Chain Warehouse Operative Level 2 Apprenticeship

97% Overall
Success Rate

Increase Staff Retention
and Job Satisfaction

All-Embracing
Training Solution



GP Strategies – Your Ultimate Warehousing Apprenticeship Partner

GP Strategies are a recognised training provider within the Warehousing Sector which makes us the first choice for employers who are looking to develop their newly recruited and existing staff.

With our expert team of Skills Coaches, we are ideally placed to offer End Point Assessment. No organisation is better qualified to provide you with end to end services require to deliver world-class apprenticeships in warehousing.

Who Is It For?

The Supply Chain Warehouse Operative Apprenticeship is ideal for individuals who are looking to enhance their skills and develop potential.

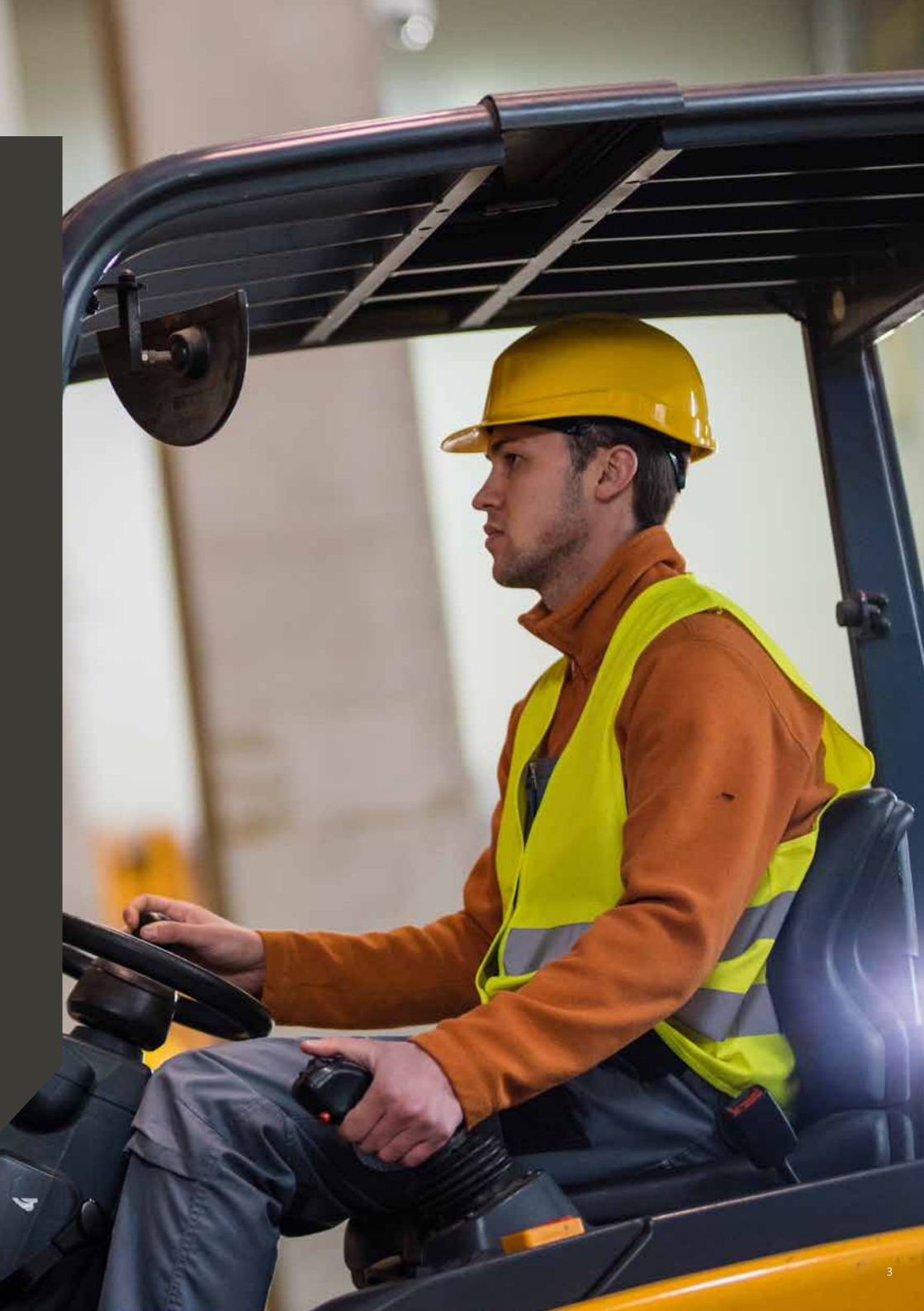
Key Responsibilities

- Delivering a quality service which exceeds customer expectations
- Use warehouse systems and processes relating to packaging, loving and receiving stock
- Promote products and services
- Work individually and as part of a team to safely move and handle objects
- Enhancing customer experience
- Build and maintain customer relationships

- Effect methods of communications
- Understand and comply with legal requirements

Occupations may include:

- Warehouse Operative
- Warehouse Picker/Packer
- Stock Checker





Delivery

There are three key stages to the delivery of the apprenticeship:

- On programme
- Gateway
- End Point Assessment

On Programme

This is the substantive part of the apprenticeship and includes both on the job and off the job training and assessment. Throughout this stage the apprentice will develop the skills, knowledge and behaviours.

One of the key features of the Supply Chain Warehouse Operative Apprenticeship is flexibility. Providers and employers now have more choice in how they deliver the On Programme components of the apprenticeship.

A blend of qualifications, resources and employer/provider-designed support materials can be used to deliver bespoke apprenticeship programmes that meet the need of every type of employer.



Off the Job Training

We offer blended solutions that are tailored to the apprentice and the organisation.

On the Job Training

Whilst carrying out your day to day role, you will be observed by your Skills Coach. They will offer support and guidance to enhance your knowledge.

Gateway

The Gateway is the opportunity for the provider and employer to sit down and agree whether or not the apprentice is ready to take their endpoint assessment. The structures for the Gateway Assessment is not defined within the Assessment Plan so it's important that you agree how this will look. We advise that you do this at the start of the apprenticeship, so that you have clearly defined measures on how to determine readiness.

Things you should consider are:

- Has the apprentice completed their Level 1 and working towards Level 2 English and Maths?
- Has the apprentice been assessed against all of the knowledge, skills and behaviours?
- Has the apprentice had the opportunity to take mock test, practice interviews?

End Point Assessment

The End Point Assessment (EPA) for Supply Chain Warehouse Operative is made up of two components:

- 1. Knowledge and Behaviours Test
- 2. Practical Assessment

The EPA can only be carried out by an independent Apprentice Assessment Organisation (AAO). Each AAO will develop

their own assessment materials and guidance, however they must assess the standard in accordance with the Assessment Plan.

The following table taken from the Assessment Plan, describes each of the assessment components in more detail. It also provides guidance on how grading with me applied to the assessments.

Assessment

| Assessment Method | Area Assessed | Weighting |
|-------------------------------|---|-----------|
| Knowledge and Behaviours Test | <p>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.</p> <p>These scenario based questions will assess how an apprentice would deal with a particular situation relevant to their role and should be used to assess the apprentice’s ability to demonstrate the learning outcomes grouped under ‘behaviours’.</p> | 50% |
| Practical Observation | <p>The practical assessment will assess the higher order skills taken from the wider Warehouse Operative standard. The practical assessment will be observed by an independent assessor who will make a judgement on whether the apprentice is competent to carry out the practical aspects of their job role.</p> | 50% |

| Grade | Total Mark |
|-------------|------------|
| Distinction | TBC |
| Pass | TBC |
| Fail | TBC |

Core Knowledge

| All Warehouse Operatives will have a good understanding of: |
|---|
| 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 their role and setting; adherence to safe practice when working at height. |
| Steps to take to minimise the effect their 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. |
| Safe use of equipment and machinery (such as MHE, vehicle and delivery systems); where to find instructions/guidance; consequences of incorrect use. |
| 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 good. |
| Relevant regulation and legislation (including international where relevant to role) governing the supply chain industry, their sub-sector and role in particular; consequences of not adhering to legal guideline. |
| 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. |
| 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 other |
| 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

| All Warehouse Operatives will be able to: |
|--|
| 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 (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 time |
| 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 need. |
| 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

| |
|--|
| All Warehouse Operatives will be able to: |
| Demonstrate integrity, credibility, honesty, positivity and personal drive in every aspect of their role; demonstrate a belief in the services that the organisation offer. |
| 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. |

Funding

The Supply Chain Warehouse Operative standard has been awarded a funding cap 0f £4,000 per apprentice. There are also certain incentives available for the recruitment of 16-18 year old apprentices and small businesses, as well as incentives for completion of the apprenticeship.



Duration

Typically this apprenticeship will take 12 – 15 months.

Qualifications

Apprentices without Level 1 English and maths will need to achieve this level and be working towards Level 2 prior to taking the End Point Assessment.

Progression

On completion, apprentices may choose to progress onto Team Leader/Supervisor Level 3 to support their professional career development and progression.

Level

This is a Level 2 apprenticeship.

Review Date

This standard should be reviewed within three years of its approval.

Find Out More

Visit our website for more information about our apprenticeship programmes:
www.gpstl-apprenticeships.co.uk

Still Confused?

Contact our expert team today for more information on this apprenticeship:

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