



SUPPLY CHAIN WAREHOUSE OPERATIVE SPECIFICATION - ST0259/AP02

1. Introduction

Apprenticeship objective

The Supply Chain Warehouse Operative apprenticeship standard has been designed by employers for those carrying out a range of moving, packaging and stock-taking roles and duties in a warehouse environment.

Warehouse Operatives 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 forklift trucks.

Warehouse Operatives communicate with a wide range of people and customers. They 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 will be able to work under pressure to tight deadlines. A Warehouse Operative will often be required to be flexible and work shifts including 4-on-4-off, days, nights, evenings and weekends.

2. Entry requirements

There are no formal entry requirements including qualifications for apprentices selecting this apprenticeship standard. Employers and training providers must ensure that apprentices have the potential and opportunity to achieve the apprenticeship standard successfully. Apprentices do not need any prior knowledge, skills or understanding before starting the apprenticeship.

3. Gateway

Apprentices must ensure they have met gateway requirements for this standard before booking end-point assessment. Apprentices are required to achieve the following mandated qualifications for this standard:

- + Level 1 English
- + Level 1 mathematics
- + Test results and/or certificates for Level 2 English and Level 2 mathematics.



Further details on the requirements for gateway can be found in the Gateway Requirements Policy. Evidence of these qualifications must be submitted to Achieve+Partners.

4. Duration and level

Typically, this apprenticeship will take 12 months to complete. The apprenticeship is set at level 2.

5. Order of end-point assessment

The assessment methods can be delivered in any order.

6. Apprenticeship grading

The apprenticeship is graded fail, pass, distinction. Apprentices must achieve a minimum of a pass in each of the 2 components.

7. Re-sits

An apprentice can re-sit a component of their end-point assessment if they fail. It is expected that a period of further learning will need to be undertaken if the apprentice has to re-sit any part of the end-point assessment. Achieve+Partners can make exemptions to this ruling should reasons for the fail are deemed to be outside the control of the apprentice.

8. End-Point Assessment (EPA) Methods

End-point assessment for this standard includes:

Knowledge test

What are the requirements?	A 60-minute test that has 14 short answer questions and 3 scenario-based questions that tests the knowledge assigned to this assessment method. The test can be taken in the workplace or at an assessment centre.
Here are the ways we can help	We provide online mock tests to help prepare your apprentice for the knowledge test. We provide an online learning module that supports the preparation for the knowledge test. Our online testing platform provides a simple solution that supports apprentices undertake their test. We provide feedback against the knowledge criteria.



Practical assessment

What are the requirements?	<p>The practical assessment takes place over a maximum 1-hour period.</p> <p>It is carried out in the workplace or simulated scenario.</p> <p>Apprentices must be observed by an independent assessor carrying out their everyday tasks, in which they will demonstrate the knowledge, skills and behaviours assigned to this assessment method.</p>
Here are the ways we can help	<p>We provide a set of activities that need to be demonstrated during the observation that reflect the tasks that must be observed.</p> <p>We provide an online learning module that supports the preparation for the practical observation.</p> <p>We provide feedback against the grading criteria.</p>

9. Requirements of the standard

Apprentices must demonstrate all of the knowledge, skills and behaviours listed in the standard.

Knowledge statements		Method
K1	Safe and controlled driving and/or operating techniques relating to materials handling equipment	SAQ
K2	The environmental impact of the industry and how it can be minimised	SAQ
K3	Safe use of equipment and machinery	SAQ
K4	How to use warehouse systems and processes relating to packaging, moving and receiving stock	SAQ
K5	How to use relevant IT, technology and systems	SAQ
K6	Relevant regulation and legislation governing the Supply Chain Industry	SAQ
K7	The structure of the industry	SAQ
K8	The importance of delivering excellent customer service	SAQ
K9	The vision, objectives and brand of the organisation	SAQ
K10	Proposed and actual changes to systems, processes and technology	SAQ



Skills statements		Method
S1	Operate at least one vehicle safely and efficiently	PA
S2	Use and position vehicle fitted equipment	PA
S3	Safely and efficiently move, handle, pack and unpack different items	PA
S4	Manage waste effectively	PA
S5	Safely and efficiently load and unload items	PA
S6	Select, prepare and use most appropriate packaging materials	PA
S7	Use correct equipment and procedures to record receiving or stowing goods	PA
S8	Use IT systems and other relevant technology and systems	PA
Behaviour statements		Method
B1	Communicate effectively with customers and colleagues	SBQ
B2	Work effectively in a warehousing team	SBQ
B3	Demonstrate integrity, credibility, positivity and honesty	SBQ

Key

- SAQ Knowledge test - short answer questions
- SBQ Knowledge test - scenario based questions
- PA Practical assessment