

SUPPLY CHAIN WAREHOUSE OPERATIVE APPRENTICESHIP STANDARD

Standard Code ST0259
Course Level 2
Work Based
Funding Level £3000
Duration 15mths including EPA

Course Description

The apprenticeship standard for Warehouse Operative was designed by employer representatives of the supply chain and logistics industry, and is suitable for apprentices employed in a wide variety of organisations. This apprenticeship provides the foundation knowledge, skills and experience for the role of Warehouse Operative.

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.

Off the Job Training

A key requirement of an Apprenticeship is Off-the-job training. This must make up an average of 6 hours per week of the apprentice's working hours, over the total duration of the apprentice's planned training period. Off-the-job training must be directly relevant to the apprenticeship standard and must take place within the apprentice's normal working hours. The new learning must be documented and reflected on through the Learner Journal on their e-portfolio.

Entry Requirements

The Apprentice will need to be in a relevant role and show a willingness to undertake the knowledge, skills and behaviours required. Apprentices without Level 1 English and maths will need to achieve this level and take the test for Level 2 English and maths prior to taking the end-point assessment. They will also need to be prepared to attend a block study period for Maths and English if this is required.

Apprentices may be required to attend an interview and undertake relevant skills assessments.

Once they have been accepted on to the programme all apprentices will be required to attend a Lincoln College Induction. Apprentices will require access to a tablet/computer to access their e-portfolio.

Knowledge, Skills and Behaviours

KNOWLEDGE

- Safe and controlled driving and/or operating techniques relating to materials handling equipment.
- The environmental impact of the industry and how it can be minimised.
- Safe use of equipment and machinery.
- How to use warehouse systems and processes relating to packaging, moving and receiving stock.
- How to use relevant IT, technology and systems.
- Relevant regulation and legislation governing the supply chain industry.
- The structure of the industry.
- The importance of delivering excellent customer service.
- The vision, objectives and brand of the organisation.
- Proposed and actual changes to systems, processes and technology.

SKILLS

- Operate at least one vehicle safely and efficiently.
- Use and position vehicle fitted equipment.
- Safely and efficiently move, handle, pack and unpack different items.
- Manage waste effectively.
- Safely and efficiently load and unload items.
- Select, prepare and use most appropriate packaging materials.
- Use correct equipment and procedures to record receiving or stowing goods.
- Use IT systems and other relevant technology and systems.

BEHAVIOURS & ATTITUDES

- Communicate effectively with customers and colleagues.
- Work effectively in a warehousing team.
- Demonstrate integrity, credibility, positivity and honesty.
- Take ownership for own performance and training.
- 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.

Assessment

Assessment is done through a combination of practical tasks, written assignments, oral discussions and online tests throughout the programme. To ensure that we can support you to meet these, we will complete an in-depth initial skills analysis to ensure that we can tailor our delivery to meet these unique requirements. We will then use the most relevant delivery methods to support your learners which include:

- One to one coaching from a dedicated, professional tutor allocated to the learner for the duration of the programme.
- Work based assignments and projects.
- Webinar delivery Case studies & desk top simulations.
- Job shadowing and mentoring.
- Employer led technical training.
- Independent learning and research.

End Point Assessment

There will be an End Point Assessment (EPA) as the final stage of an Apprenticeship. The Apprentice must demonstrate their learning to an independent end point assessor and the overall grade available is distinction, pass or fail.

The End Point Assessment will comprise of the following two methods. Both elements will be equally weighted at 50% of the overall grade.

Practical Test

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. The assessor should be prepared to ask questions or use simulated scenarios to collect any evidence they have not been able to gather over the course of the assessment, so no candidates are disadvantaged by the nuances of their job role. In some settings a simulated scenario may be more appropriate. In this situation the candidate

should be given a task or job sheet as they would on a normal given day and a situation created in either the warehouse or assessment centre, whereby the learner can demonstrate all required skills of the role.

Short Answer Question and Scenario Test

The assessment will be externally set and marked by the selected Assessment Organisation and will consist of structured short answer and scenario-based questions (SAQs). This test will be taken under exam conditions and assessed by the selected Assessment Organisation. 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.

Qualifications

Level 2 Certificate in Warehousing & Storage Skills (C&G)

The embedded diploma covers:

- Health, safety and security at work.
- Develop effective working relationships
- Pick goods in logistics operations.
- Wrap and pack goods in logistic operations.
- Place goods in storage in logistic operations.
- Maintain hygiene standards in handling and storing goods in logistic operations.
- Moving/handling goods in logistic operations. Use equipment to move goods in logistic operations.
- Keep stock at required levels in logistic operations.
- Operate equipment to perform work requirements in logistic operations.
- Receive goods in logistic operations.
- Maintain the safety and security of hazardous goods in logistic operations.

Fees

As an Apprentice, you will pay no course fees. However, your employer may have to pay towards your training as well as providing you with a wage. All Apprentices are entitled to the national minimum apprentice wage within their first year of training from their employer, although they can, and often do, pay more. In the second and subsequent years of an Apprenticeship programme, if you are aged 19 or over, the national minimum wage for your age would apply [<https://www.gov.uk/national-minimum-wage-rates>]

If you are an employer and want to find out more information regarding employer contributions and any further costs related to the Apprenticeship programme, please contact our dedicated Apprenticeship team at employers@lincolncollege.ac.uk

Business Benefits

Employers have designed the Apprenticeship Standards to meet the needs of the sector and industry. Ensuring they include:

- Relevant Knowledge, skills and behaviours ensure that the Standard is relevant to the occupation.
- Widening participation Apprenticeship standards provide opportunities to employees that may not previously have been available.
- Development tools A cost effective way to train your employees to undertake specific roles in your business.
- Return on Investment On average, an apprentice who has completed their course will increase business productivity by £214 per week (CEBR, 2015).