

Supply Chain Warehouse Operative ST0259/AP01

Apprenticeship Standard Specification

1.1 Occupational profile

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 fork lift 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 (eg 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.

1.2 Purpose

This apprenticeship has been designed by employers to ensure that both new entrants and those interested in progressing a career in the sector have an opportunity to develop the right skills, knowledge and behaviours. This apprenticeship is a fantastic way of developing these skills whilst learning and gaining experience at work.

At the end of the programme apprentices will be able to:

- take deliveries
- check for damaged/missing items
- store goods
- move stock by various methods
- pick/pack orders
- load goods for dispatch
- maintain stock records and documentation.

1.3 Entry requirements

There are no formal entry requirements for apprentices selecting this apprenticeship standard. Employers and training providers must ensure that learners have the potential and opportunity to achieve the apprenticeship standard successfully.

1.4 Gateway requirements

Gateway requirements are stipulated by the apprenticeship standards assessment plan and End-point Assessment Organisation's must ensure that all apprentices have completed and achieved the requirements.

Supply Chain Warehouse Operative apprentices must have exceeded the 12month Government minimum duration and completed a programme of learning as set by their employer, supported by the appointed training provider. The programme will develop the skills, knowledge and behaviours detailed in the standard.

Apprentices are required to achieve the following mandated qualifications for this standard:

- Level 1 English
- Level 1 Mathematics
- results from the Level 2 English test
- results from the Level 2 mathematics test.

Evidence of these qualifications must be submitted to OAL along with a declaration that the apprentice has met the gateway requirements. Qualification certificates can be submitted at any point once the apprentice has been registered on our Portal. OAL will accept qualification certificates from any awarding organisation.

Apprentices, who have previously achieved their English and/or mathematics as specified above, must submit their qualification certificates to Occupational Awards Limited as evidence of achievement and exemption.

In the main OAL expects evidence to be in the form of the qualification certificate. Where the certificate is not available then a formal transcript or notification of results. Where either a certificate or formal notification of results is not available, but the apprentice has other evidence that may be acceptable, you should contact us directly so we can offer advice on the verification of the evidence.

Apprentices and their employer/training provider should refer to the OAL English and Mathematics Policy for end-point assessment gateway evidence available at <https://www.oawards.co.uk/about-us/> for evidence requirements of English and mathematics achievement.

1.5 End-point Assessment (EPA)

End-point assessment for this standard includes a:

- **Knowledge test**

The test will be 60 minutes under controlled examination conditions and invigilated by the end-point assessment organisation. It can take place in the workplace or at an assessment centre. The test will comprise of 10 short answer questions and 2 scenario based questions. The knowledge test has been designed to test the knowledge and behaviours statements of the standard. The test is available online or paper-based.

- **Practical assessment**

The practical assessment takes place over 60 minutes. It must be carried out in the workplace or simulated warehousing environment assessed by the end-point assessment organisation's own independent assessors. The observation will cover the skills outcomes of the standard detailed in the OAL Apprentice EPA Handbook and OAL Supply Chain Warehouse Operative Standard Handbook.

The observation will be based on a set of key process tasks detailed in the OAL Apprentice EPA Handbook and OAL Supply Chain Warehouse Operative Standard Handbook. Once the apprentice has successfully passed through gateway a planning session will take place between the employer, training provider and OAL. The outcome of the planning session is to not only ensuring that the EPA runs smoothly on the day but also to allow for the process tasks to be mapped to the apprentice's duties and activities. The plan will provide details for the apprentice to move from one area or function to another during the observation giving the apprentice the best opportunity to demonstrate their application of skills, behaviours and knowledge.

End-point assessment will take place at the end of the programme and is designed to test apprentices' skills, knowledge and behaviours independently of learning and qualifications. The apprentice will not be allowed to take the end-point assessment without evidencing completion of these.

Apprentices will be given access to the OAL Apprentice End-point Assessment Handbook once they have been enrolled onto the standard. The EPA Handbook sets out the assessment requirements of EPA and the criteria on which the apprentice will be graded.

1.6 Assessment personnel

An Independent Assessor appointed by OAL must invigilate and assess all components of the end-point assessment.

1.7 Apprenticeship grading

The apprenticeship is graded: Fail, Pass or Distinction. Apprentices must achieve a minimum of a pass in each of the 2 components.

Results are subject to moderation and will be issued every 10 working days to the named training provider. OAL will send results to the Education and Skills Funding Agency in line with guidelines for certification.

An apprentice can retake a component of their EPA if they fail. In this instance the apprentice cannot be awarded an overall grade of distinction the final grade will be capped at Merit. It is expected that a period of further learning will need to be undertaken if the apprentice has to re-take any part of the end-point assessment.

OAL can make exemptions to this ruling should reasons for the fail are deemed to be outside the control of the apprentice.

1.8 EPA fees

The Supply Chain Warehouse Operative apprenticeship standard attracts a total funding of £3,000. 20% of the total apprenticeship funding is withheld until the EPA has been concluded, this is to encourage completion of the apprenticeship training and mandated qualifications. In respect of this standard this represents the maximum cost of an EPA.

OAL typically charges 15% of the total funding for this standard. However fees are worked out on an individual basis to ensure that employers and apprentices get the best value for money. For approved centres our fees can be found in the online Portal. Non-approved centres should contact us directly for a bespoke quote.

At OAL there are no hidden fees. Our fees are inclusive of all support, documentation and materials. This includes access to our team of experts to support the induction of apprentices, preparation for EPA, handbooks and assessment specifications and materials.

1.9 Standard SKB criteria

Supply Chain Warehouse Operative Apprenticeship Standard	
Knowledge statements	Assessed by:
1. 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 heights.	KBT
2. 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.	KBT
3. Safe use of equipment and machinery (such as MHE, vehicle and delivery systems); where to find instructions/guidance; consequences of incorrect use.	KBT
4. Use of warehouse systems and processes relating to packaging, moving and receiving stock (eg Load Container Lists) within a warehouse environment to facilitate the safe handling of goods and an effective and efficient service to internal/external customers.	KBT
5. 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.	KBT
6. Relevant regulation and legislation (including international where relevant to role) governing the supply chain industry, their subsector and role in particular; consequences of not adhering to legal guidelines.	KBT

Knowledge statements continued

7. 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.	KBT
8. Structure of the industry; methods and modes of transport; roles available within the sector in general and in relation to their own career aspirations.	KBT
9. 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.	KBT
10. 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.	KBT
11. 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.	KBT
12. How their role can affect their health and the need to maintain a level of fitness appropriate to the needs of their role.	KBT

Skills statements	Assessed by
1. 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.	PA
2. 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.	PA

Skills statements	Assessed by
<p>3. 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.</p>	PA
<p>4. 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.</p>	PA
<p>5. 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.</p>	PA
<p>6. Use correct equipment and procedures to record receiving or stowing goods; produce relevant paperwork or labelling processes.</p>	PA
<p>7. Promote the values of the organisation; communicate effectively with customers and colleagues to identify and meet their needs.</p>	PA
<p>8. 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.</p>	PA
<p>9. 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.</p>	PA

Behaviour statements	
1. Demonstrate integrity, credibility, honesty, positivity and personal drive in every aspect of their role; demonstrate a belief in the services that the organisation offers.	KBT
2. 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.	KBT
3. Show personal commitment to minimising the effect of work activities on the environment.	KBT
4. 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.	KBT

Key:

KBT – Knowledge and behaviours test

PA Practical assessment