

Supply Chain Practitioner (Fast Moving Consumer Goods)

Apprenticeship Standard Specification

1.1 Occupational profile

Supply Chain is at the heart of every business – it is a system of organisations, people, activities, information and resources involved in moving products or services from supplier to customer. It may include the transformation of natural resources, raw materials and components into a finished product.

Effective and dynamic supply chains are particularly important in fast moving consumer goods (FMCG) sectors, for example food & drink, retail or consumables, where products have one or more of the following characteristics: high volume, fast turnover and frequently purchased. FMCG have a short shelf life, either as a result of high consumer demand or because the product deteriorates rapidly. In contrast, durable goods or major appliances such as kitchen appliances are generally replaced over a period of several years. Supply chain functions include procurement, forecasting, planning manufacture, customer service and logistics.

FMCG Supply Chain Practitioners will work in one or more supply chain functions. Typical duties could include forecasting customer demand as a Junior Demand Planner, liaising with the factories schedule production as a Junior Supply Planner, processing orders as a Customer Service Operative and working with hauliers and Distribution Centres as an Assistant Transport Planner.

They have a comprehensive understanding of the entire supply chain, are responsible for their impact on each function and strive to deliver the best value for their business and customer. Due to the high number of interactions both within and outside of the business, they need strong relationship building, influencing, stakeholder management and communication skills alongside sound analytical, information technology and numeracy skills, with an ability to work in a fast paced environment with frequently changing requirements.

FMCG Supply Chain Practitioners will be able to progress to management or specialist roles.

1.2 Purpose

This apprenticeship has been designed by food and drink manufacturing 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:

- prioritise the flow of FMCG products or service
- use continuous improvement techniques to improve performance in the FMCG supply chain
- analyse large amounts of data to identify key trends and themes that affect the FMCG supply chain
- identify, manage and escalate risks to the business.

1.3 Entry requirements

There are no formal entry requirements but typically an entrant to this apprenticeship will already have achieved a minimum of Level 2 in English and maths. 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 standard's assessment plan and end-point assessment organisations must ensure that all apprentices have completed and achieved the requirements.

1.4.1 Apprenticeship duration

Supply Chain Practitioner apprentices must have exceeded the 12-month 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.

1.4.2 Mandated qualifications

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

- Level 2 English
- Level 2 mathematics.

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.

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, 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.

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) requirements

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.

End-point assessment for this standard includes a:

- [Knowledge test](#)

The test will be 90 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 30 multiple-choice questions and 6 extended answer questions. The test is available online or paper-based.

- [Workplace project report and presentation](#)

The apprentice will complete a substantial workplace project. The project must be agreed with OAL before gateway. The apprentice will complete the project during the end-point assessment period and submit a project report to OAL typically around week 6 of the EPA period. The outcomes will then be presented to an independent assessor followed by a question and answer session.

- [Professional dialogue and interview](#)

The professional dialogue and interview is a structured discussion between the apprentice and their independent assessor. It needs to be taken after the knowledge test and workplace project and presentation. The interview will be 45 minutes under controlled conditions. It will centre around 6 competency-based questions.

1.6 Planning the EPA

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 ensure that the EPA runs smoothly on the day.

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

1.7 Order of end-point assessment

The assessment plan for this standard stipulates that the EPA is taken in the following order:

1. Knowledge test and Work based project
2. Professional dialogue and interview

1.8 Assessment personnel

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

1.9 Apprenticeship grading

The apprenticeship is graded: Fail, Pass or Distinction. Apprentices must achieve a minimum of a pass in each of the 3 components, to achieve a distinction in the workplace project and presentation and at least one of the other assessment 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. 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.

1.10 EPA fees

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.

1.11 Standard Knowledge, Skills and Behaviours

Key to table

KT	Knowledge test
WP	Workplace project and presentation
PD	Professional discussion and interview

Knowledge statement	Assessed by
End-to-end characteristics and processes of the FMCG supply chain in different contexts	-
Critical supply chain key performance indicators: inventory, forecast accuracy, plan attainment, customer service, vehicle utilisation, on shelf availability and waste, quality and value in line with business requirements and expectations, commerciality; and their impact on other parts of the business	MCQ WP
Key legislation, policies and procedures that influence the supply chain: health and safety, environmental, sustainability and others relevant to the business context such as large goods vehicle (LGV) driver hours and food safety/safe manufacturing practices	MCQ
The characteristics and specific needs of different customer groups: retailers, business-to-business, ecommerce and export	MCQ PD
Information technology (IT) systems for the supply chain: Excel, material requirements planning (MRP) systems and business planning systems	WP
The key principles of Continuous Improvement (CI) Management and Problem Solving	MCQ
The importance of new products and how a product is costed	MCQ
The principles of capacity planning	
Procurement: the principles of buying – strategic and operational decision making (influences, risk, cost); and legal and customer requirements (anti-bribery policies, ethical approaches and frameworks)	EAQ
Forecasting: the levers and influences on customer and consumer demand (market trends, weather, competitor activity and seasonality); the impact of merchandising on supply chain decisions; and others relevant to the business context	EAQ

Knowledge statement	Assessed by
Plan manufacture: the principles of developing and implementing a supply plan taking account of capacity, product life and the key drivers of success	EAQ
Customer service: the principles of order capture and management, from order receipt to delivery through to customers, the importance of customer fulfilment	EAQ
Logistics: the importance of logistics cost, the impact of short-lead time and high demand volatility logistics on network planning	EAQ
Skills	Assessed by
Prioritise the flow of FMCG products or services based on evolving and changing information; meeting critical deadlines to ensure the efficient running of the FMCG supply chain, including managing unexpected demand	WP
Lead and participate in everyday problem solving activities required for the FMCG industry where small process improvements can have a significant improvement on the rest of the supply chain, using recognised techniques: 5 Whys and fishbone analysis	WP
Use continuous improvement techniques to improve performance in the FMCG supply chain, such as forecast accuracy	WP
Lead the creation/development of Standard Operating Procedures to ensure improvements are documented and shared around the business	-
Manipulate and interpret constantly changing data sets to inform decision making in the supply chain function(s)	WP
Analyse large amounts of data to identify key trends and themes that affect the FMCG supply chain; make recommendations to internal and external customers, the world of increasing data availability sources may include customer electronic point of sale (EPOS) data, historic forecast vs. dispatch data, historic customer shipping/delivery data	EAQ

Skills	Assessed by
Use IT systems for the supply chain; Excel and company and customer systems	-
Complete supply chain documentation for audit requirements	MCQ
Develop and manage a small project plan within a supply chain function(s) to improve operational performance	WP
Identify, manage and escalate risks to the business, such as customers significantly exceeding their forecast, factory breakdowns, supplier failures, delivery failures and customer relationship issues through to not fulfilling an order in full, to ensure that products produced and delivered against very short lead times are available whenever and wherever consumers choose to purchase, at the lowest possible cost	WP
Communicate using appropriate methods and FMCG terminology; verbal, email, face to face	WP
Behaviours	Assessed by
Safe working: ensures safety of self and others, challenges safety issues	PD
Responsiveness to change: demonstrates and encourages curiosity to foster new ways of thinking and working to ensure economic benefits are maximised	WP
Pride in work: aims for excellence, time management, adherence to deadlines	WP
Have courage/conviction in their decisions and demonstrates ownership of work	WP PD
Acts in alignment with the business vision and values, desire to learn about the FMCG industry, acts as an ambassador	PD

Behaviours	Assessed by
Builds good relationships with others, works collaboratively, contributes ideas and challenges appropriately, leads by example	WP PD
Tenacious approach to problem-solving by working to identify and ensure root causes are resolved to ensure supply chains remain flexible and agile	WP PD
Highly effective communicator at all levels and with a variety of stakeholders: always acting with integrity and respect	WP