

Level 2 Supply Chain: Warehouse Operative

EPA-Kit

Introduction

- How to use this EPA Kit
- Standard overview
- On programme requirements
- Additional, relevant on-programme qualifications
- Readiness for End-Point Assessment
- Order of End-Point Assessments
- Re-sit & re-take information

How to Use This EPA Kit

Welcome to the Highfield End-Point Assessment Kit for the Supply Chain: Warehouse Operative Apprenticeship Standard.

Highfield is an independent End-Point Assessment Organisation that has been approved to offer and carry out the independent End-Point Assessments for the Level 2 Supply Chain: Warehouse Operative Apprenticeship Standard. Highfield internally quality assure all End-Point Assessments in accordance with its IQA process, additionally all End-Point Assessments are externally quality assured by the relevant EQA organisation.

This kit is designed to outline all you need to know about the End-Point Assessments for this standard and will also provide an overview of the on-programme delivery requirements. In addition, advice and guidance for trainers on how to prepare apprentices for the End-Point Assessment is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but trainers may find them helpful as a starting point.

Highfield also offers the Highfield Supply Chain: Warehouse Operative Apprenti-kit that is a comprehensive learning resource which is designed to be used on-programme.

For more information, please go to the Highfield Products website. Please note that the use of this kit is not a pre-requisite for apprentices undertaking the Supply Chain: Warehouse Operative End-Point Assessment.

For employers/training providers that use the Apprenti-kit, a criteria mapping document is available from Highfield if required.

Key facts

Apprenticeship standard:	Supply Chain: Warehouse Operative
Level:	2
On Programme Duration:	Minimum of 12 months
Grading:	Pass/Distinction
End-Point Assessment methods:	Knowledge & Behaviours Test, Practical Assessment

In this kit, you will find:

- A section focused on delivery, where the standard and assessment criteria are presented in a suggested format that is suitable for delivery
- Guidance on how to prepare the apprentice for gateway
- Detailed information on which part of the standard is assessed by which assessment method
- A section focused on the End-Point Assessment method where the assessment criteria are presented in a format suitable for carrying out 'mock' assessments
- Suggestions on how to prepare the apprentice for each part of the End-Point Assessment
- A practice test that you can use with apprentices

Standard overview

Supply Chain: 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/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.

Supply Chain: 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 Supply Chain: Warehouse Operative will often be required to be flexible and work shifts including 4-on-4-off, days, nights, evenings and weekends.

On-programme requirements

Although learning, development and on-programme assessment is flexible and the process is not prescribed, the following is the recommended baseline expectation for an apprentice to achieve full competence in line with the Supply Chain: Warehouse Operative standard.

The on-programme aspect of the apprenticeship is expected to take a minimum of 12 months to complete and should include specific milestones to ensure that the apprentice continues to make good progress towards their End-Point Assessment. Therefore, we recommend quarterly milestone meetings with the training provider, employer and apprentice to check progress against the standard and for everyone to give feedback. The milestone meetings could take the form of an interview or professional conversation to help develop the apprentice's communication and employability skills. We also recommend that apprentices compile a portfolio of evidence to help them keep a record of their progress. The maintenance of a portfolio of evidence is important to support the apprentice, on-programme assessor and employer in monitoring the progress of learning and development and to determine when the apprentice has achieved full competence in their job role and is ready for an End-Point Assessment.

Additional, relevant on-programme qualification

Highfield Level 2 Certificate for Supply Chain Warehouse Operatives (RQF) is available as an additional qualification that may be taken alongside the Supply Chain: Warehouse Operative Apprenticeship whilst on programme if required. Apprentices may also achieve nationally recognised vendor or other qualifications if the employer chooses such as the Highfield Level 2 Award in Land-Based Fork-lift Truck Operations (RQF).

Readiness for End-Point Assessment

In order for an apprentice to be ready for the End-Point Assessments:

- The English and maths components of the apprenticeship must be successfully completed by the apprentice
- The employer must be confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. To ensure this, the apprentice must attend a formal meeting with their employer to complete the Gateway Readiness Report
- The apprentice and the employer should then engage with Highfield to agree a plan and schedule for each assessment activity to ensure all components can be completed. Further information about the gateway process is covered later in this kit.

Order of End-Point Assessments

There is no mandated order for the End-Point Assessments, however they will ideally take place over a 1-2 days window following gateway.

Re-take and re-sit information

Should an apprentice fail 1 assessment activity on the first attempt, a re-sit should be scheduled as soon as the apprentice is ready, when practicable for the business and in line with the policies, practices and procedures of Highfield.

The re-sit is normally expected to take place after all the required assessments have been taken and the individual assessment results and overall apprenticeship result has been given to the apprentice.

Where referral of one or more element is required, a period of further training and development lasting between 1 and 3 months must take place before a re-take is scheduled. The decision on how much time is required is based on a discussion between the apprentice, their employer and End-Point Assessor.

Apprentices cannot re-sit in order to achieve a higher grade.