

Level 2 Supply Chain: Warehouse Operative

EPA-Kit

Delivering the Standard

- Safe use of equipment, vehicles and machinery
- Environmental management
- Working in accordance with warehousing systems and processes
- Awareness of the supply chain industry and own organisation
- Building relationships
- Distinction Criteria

The Supply Chain: Warehouse Operative Apprenticeship Standard

The following pages contain the Supply Chain: Warehouse Operative Apprenticeship Standard and the assessment criteria in a suggested format that is suitable for delivery.

Safe use of equipment, vehicles and machinery

Knowledge	Skills
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.	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
Safe use of equipment and machinery (such as MHE, vehicle and delivery systems); where to find instructions/guidance; consequences of incorrect use.	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.
	Use correct equipment and procedures to record receiving or stowing goods; produce relevant paperwork or labelling processes.
Knowledge and Behaviours Test	
Criteria covered in the knowledge and behaviours test	
K1:	Safe and controlled driving and/or operating techniques relating to materials handling equipment
K3:	Safe use of equipment and machinery
Practical Assessment	
Criteria covered in the practical assessment	
S1:	Operate at least one vehicle safely and efficiently
S2:	Use and position vehicle fitted equipment

S5:	Safely and efficiently load and unload items
S7:	Use correct equipment and procedures to record receiving or stowing goods
Amplification and Guidance	
<input type="checkbox"/> Materials/Mechanised/Mechanical handling equipment <ul style="list-style-type: none"> ○ Fork Lift Trucks (FLT), powered pallet trucks, ride on pallet trucks, order pickers, narrow aisle pickers, mobile elevated work platforms, cages, rollers, hand pallet trucks, trays/boxes, trolleys, chains, sack trucks ○ Learners must understand basic health and safety principles for each of the above equipment ○ Understand the consequences of incorrect use of equipment 	
<input type="checkbox"/> Vehicle <ul style="list-style-type: none"> ○ Hand pallet truck as a minimum 	
<input type="checkbox"/> Vehicle fitted equipment <ul style="list-style-type: none"> ○ Motorised vehicle – attachments (i.e. forks), mirrors, seatbelts, seat adjustments, portable warning lights ○ Manual vehicle (hand pallet trucks) – raising and lowering mechanism, safety strapping, ○ Learners must understand basic health and safety principles for each of the above fitted equipment 	

Environmental management		
Knowledge	Skills	Behaviours
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.	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.	Show personal commitment to minimising the effect of work activities on the environment.
	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.	
Knowledge and Behaviours Test		
Criteria covered in the knowledge and behaviours test		
K2:	The environmental impact of the industry and how it can be minimised	
Practical Assessment		
Criteria covered in the practical assessment		
S4:	Manage waste effectively	
S6:	Select, prepare and use most appropriate packaging materials	

Working in accordance with warehousing systems and processes

Knowledge	Skills	Behaviours
Use of warehouse systems and processes relating to packaging, moving and receiving stock (e.g. Load Container Lists) within a warehouse environment to facilitate the safe handling of goods and an effective and efficient service to internal/external customers.	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. 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	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.
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.		
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.		
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		
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.		
Knowledge and Behaviours Test		
Criteria covered in the knowledge and behaviours test		
K4:	How to use warehouse systems and processes relating to packaging, moving and receiving stock	

K5:	How to use relevant IT, technology and systems
K10:	Proposed and actual changes to systems, processes and technology
Practical Assessment	
Criteria covered in the practical assessment	
S3:	Safely and efficiently move, handle, pack and unpack different items
S8:	Use IT systems and other relevant technology and systems
Amplification and Guidance	
<input type="checkbox"/> Warehouse systems <ul style="list-style-type: none"> ○ General - Hand-held scanners, barcodes, Radio-frequency identification (RFID) systems/tags, security systems, delivery systems and procedures, automatic ordering systems (i.e. MPS), documentation (i.e. internal dispatch sheets, pick sheets, pre-shift check paperwork), standard operating procedures (SOPs), instruction manuals. ○ Stock checking - Industry recognised stock rotation – First In First Out (FIFO), perpetual inventory, visual line checks, Identifying discrepancies ○ Learners must be aware of the above systems ○ Understand the consequences of the incorrect use of materials 	

Awareness of the supply chain industry and own organisation

Knowledge	Behaviours
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.	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.
Structure of the industry; methods and modes of transport; roles available within the sector in general and in relation to their own career aspirations	
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.	
How their role can affect their health and the need to maintain a level of fitness appropriate to the needs of their role.	

Knowledge and Behaviours Test

Criteria covered in the knowledge and behaviours test

K6:	Relevant regulation and legislation governing the Supply Chain Industry
K7:	The structure of the industry
K9:	The vision, objectives and brand of the organisation

Amplification and Guidance

Governing

- Provides rules which must be followed, by legislation, by regulation either by government or industry, by the company or a third party and where required, by international regulation or legislation.
 - Legislation: Provision and use of work equipment regulations (PUWER), Lifting operations and lifting equipment regulations (LOLER), Management of health and safety regulations, the health and safety at work. etc Act, control of substances hazardous to health act
 - Employer and employee duties under legislation

- Industry/organisation examples include: safe systems of work (SSOW), standard operating procedures (SOPs) and best practice.

- **Structure**

- Supplier/customer list
- Supply chain chart (where their supply chain starts and ends: raw materials – customers)

- **Vision, objectives, brand**

- Vision statement – where the company wants to be and how to get there
- Mission statement – a summary of the aims and values of a company/organisation
- Organisational objectives – targets (KPIs), customer service, communication
- Branding – how the company is seen by stakeholders (uniform, customer service, advertising/sponsorship/catalogues or brochures, social media)
- Distribution centres, ways to transport.

Building relationships

Knowledge		Skills	Behaviours
<p>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.</p> <p>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.</p>		<p>Promote the values of the organisation; communicate effectively with customers and colleagues to identify and meet their needs.</p> <p>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>	<p>Demonstrate integrity, credibility, honesty, positivity and personal drive in every aspect of their role; demonstrate a belief in the services that the organisation offers.</p>
Knowledge and Behaviours Test			
Criteria covered in the knowledge and behaviours test			
K8:	The importance of delivering excellent customer service		
B1:	Communicate effectively with customers and colleagues		
B2:	Work effectively in a warehousing team		
B3:	Demonstrate integrity, credibility, positivity and honesty		
Amplification and Guidance			

□ **Integrity, credibility, positivity and honesty**

- Following all procedures relevant to their organisation/role
 - security (i.e. missing stock, breach in the warehouse)
 - health and safety i.e. reporting accident, near misses, misuse of equipment
 - Punctuality, absenteeism
- Providing consistent excellent customer service and communication
- Willing to undertake overtime, additional training which may not be required for the role, updating CPD, knowing all products and industry changes
- Embracing changes to the organisation/industry, supporting management and new members of staff

Distinction Criteria

Practical Assessment

Distinction Criteria covered in the Practical Assessment

D1:	Go above and beyond what is expected of their role, for example increased awareness and application of health and safety skills, dealing with more complex situations, spatial awareness and demonstration of particularly fast, efficient and new ways of working and improved ways of working
D2:	Demonstrate advanced driving skills and techniques in relation to relevant vehicles
D3:	Demonstrate a keen interest in the sector and in the job and in keeping up to date with industry changes
D4:	Demonstrate originality in the consistent, effective application of technical processes, resources, techniques and materials
D5:	Complete tasks independently to a level that far exceeds the minimum standard with few or no errors
D6:	Select and use appropriate skills and processes, justifying their choices
D7:	Be able to challenge where appropriate and identify solutions rather than just problems or issues.

Amplification and Guidance

Above and beyond

- The ability to deal with less straight-forward situations or problems and implement new ways of working
- E.g.
 - Uses own initiative
 - Adhering to schedules
 - Demonstrates a positive approach: ensuring best results are achieved and ensuring efficient response times
 - Shows wider awareness of the job role and implications of their actions
 - Proactively assisting colleagues

Advances driving and/or operating techniques

- Courtesy – for others
- Risk assessment – proactively

Originality

- The ability to complete tasks using resources available and justify choices using their own initiative

Justifying their choices

- Explaining why they've come to that decision