

Overview of Apprenticeship Standard Supply Chain Warehouse Operative



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Whether you're an existing learner ready to make the next steps in your education journey or you are considering joining us for the first time, we are ready to support you and your organisation.

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Supply Chain Warehouse Operative

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.

Duration: The apprenticeship will take a minimum of 12 months to complete prior to taking the end-point assessment, and will be reviewed after 3 years.

Entry requirements: 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.

Knowledge

Warehouse Operatives have the Knowledge of:

- ✓ Safe driving / operating techniques
- ✓ Minimise their effect on the environment
- ✓ Safe use of equipment and machinery
- ✓ Use of warehouse systems and processes
- ✓ Basic IT applications / technology systems
- ✓ Relevant regulation and legislation
- ✓ Effective communication with customers
- ✓ Structure of the industry
- ✓ Delivering excellent customer service
- ✓ Vision and objectives of the organisation
- ✓ Proposed and actual changes to systems
- ✓ How their role can affect their health

Skills

Warehouse Operatives have the following Skills:

- ✔ Operate and handle equipment safely
- ✔ Comply with appropriate regulations
- ✔ Work individually and as part of a team
- ✔ Safely and efficiently load and unload
- ✔ use packaging materials appropriately
- ✔ Use correct equipment and procedures
- ✔ Promote the values of the organisation
- ✔ Work effectively in a warehousing team
- ✔ Use IT applications

Behaviours

Warehouse Operatives demonstrate the following Behaviours:

- ✓ **Demonstrate integrity and credibility**
- ✓ **Honesty, positivity and personal drive**
- ✓ **Take ownership for own performance**
- ✓ **A keen interest in the industry**
- ✓ **Make recommendations for improvement**
- ✓ **Show personal commitment**
- ✓ **Embrace the use of relevant technology**
- ✓ **Take an interest in new developments**
- ✓ **Support the organisation**

End Point Assessment

End point assessment (EPA) is an assessment of the knowledge, skills and behaviours that your apprentice has learned throughout an apprenticeship, which confirms that they are occupationally competent.

Assessments have been designed by employers in the sector and are conducted by independent bodies known as end point assessment organisations (EPAOs).

The apprentice will only get their apprenticeship certificate after they have passed all the elements of their EPA, including any required standards in English and maths.

What does assessment involve?

Each apprenticeship includes an end point assessment plan, which describes how the apprentice should be tested against appropriate criteria, using suitable methods. For example, your apprentice may need to complete:

- a practical assessment
- an interview
- a project
- written and/or multiple-choice tests
- a presentation
- professional discussion

We will inform you at the beginning of the apprenticeship what the assessments are involved. This will give your apprentice plenty of time to prepare. For example, they may need to gather evidence to show how they've been working towards the core knowledge, skills and behaviours required.

Additional description of Supply Chain Warehouse Operative's Knowledge:

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.
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.
3. Safe use of equipment and machinery (such as MHE, vehicle and delivery systems); where to find instructions/guidance; consequences of incorrect use.
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.
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.
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.
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.
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.
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.
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.
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.
12. How their role can affect their health and the need to maintain a level of fitness appropriate to the needs of their role.

Additional description of Supply Chain Warehouse Operative's Skills:

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.
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.
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.
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.
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.
6. Use correct equipment and procedures to record receiving or stowing goods; produce relevant paperwork or labelling processes.
7. Promote the values of the organisation; communicate effectively with customers and colleagues to identify and meet their needs.
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.
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.

Additional description of Supply Chain Warehouse Operative's Behaviours:

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.
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.
3. Show personal commitment to minimising the effect of work activities on the environment.
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.

**For further information about our
courses please contact Claire Indans**

**email claireindans@deereapprenticeships.com
call 07968 042 987 or 01623 372 025**

