



## Supply Chain Warehouse Operative Level 2

Typical **12-month duration** of on programme learning,  
followed by an **end point assessment**.

Learner focused approach to learning, with a dynamic  
delivery plan. Workplace mentor needed as the programme  
is centred around the individual's workplace development.

# Profile

The broad purpose of the occupation is to handle goods safely in and out of the storage facility. This will involve the unloading of goods from lorries, trains, ships or planes, the identification and checking of the product and then putting it away in a storage location. Operatives will pick products from storage locations to satisfy customer orders.

Some products may require repackaging prior to assembly for despatch. All orders will be checked and loaded on to the relevant form of transport allocated for delivery. An employee in this occupation will be responsible for the safe handling of goods and the accuracy of putting stock away in the correct locations and the accuracy of picking products in accordance with the orders received.

This may include the packing of goods and ensuring product is not damaged. In a small operation they may be responsible for the whole process of incoming goods, storage and outgoing orders. They may be required to operate different forms of mechanical handling equipment such as fork lift trucks, cranes, pallet trucks and reach trucks. They should operate all equipment in a safe manner and be aware of any specific regulations which may apply to the products handled.



# Knowledge

- Methods to ensure safe working, for example, risk assessments, PPE, COSHH and safe systems of work.
- Tools, equipment, machinery and delivery systems used for the handling of products, for example manual pallet trolley, battery powered pallet trolley, forklift truck, reach truck, bridge cranes, jib cranes, vacuum and suction lifters, magnetic lifters.
- Health and safety regulations relevant to the role, organisation and the operatives responsibilities.
- Product handling and storage contractual requirements.
- Loading procedures for products including transport weight limits and loading distribution principles.
- Organisational procedures for the receipt of products.
- Organisational procedures for the storage and picking of products.
- Organisational procedures for the dispatching of products.
- Organisational procedures for the decanting, packing of products.
- Operational activities and their sequencing for the return of products.
- The principles and requirements of quality control and stock rotation.
- Reporting and escalation procedures within limits of own job role and responsibilities.
- Impact of the sector on the environment. Efficient use of resources. Recycling, reuse and safe disposal of waste.
- Handover procedures.
- Materials and resources used in a warehouse. Stock and resource management processes.
- Information technology and digital: management information systems, digital tool-sets, general data protection regulation (GDPR), cyber security.
- Written communication techniques, plain English principles, including industry terminology.
- Verbal communication techniques, giving and receiving information, matching style to audience, barriers to communication.
- Principles of equity, diversity, and inclusion in the workplace and the impact on their work.
- Location of operational information needed to undertake contractual requirements, electronic or paper based.



## Skills

- Conduct risk assessments within the working environment.
- Apply safe working practices in line with associated health and safety legislation and company policy.
- Receive products in line with organisational procedures.
- Store and pick products in line with organisational procedures.
- Dispatch products in line with organisational procedures.
- Decant, pack products in line with organisational procedures.
- Communicate with others verbally, for example internal and external customers, colleagues and managers.
- Communicate in writing with others, for example internal and external customers, colleagues and managers.
- Load and unload products, considering the product that is to be moved and its current and planned destination.
- Use tools and equipment to aid in product handling.
- Use information technology and digital systems. Comply with GDPR and cyber security.
- Locate and use operational information, electronic or paper based, required to fulfil contractual requirements.
- Select, prepare, and use packaging materials that reduce waste and mitigate environmental impacts.
- support under instruction scheduled and unscheduled stock taking activities relevant to the organisation and product.
- Identify and escalate problems beyond own responsibility.
- Follow procedures in line with environmental and sustainability regulations, standards, and guidance. Segregate resources for reuse, recycling and disposal.
- Follow equity, diversity and inclusion rules.
- Carry out and record learning and development activities.
- Conducts handover activities.

## Behaviours

- Commitment to workplace health, safety, and wellbeing.
- Support an inclusive workplace for example, respectful of different views.
- Seek learning and development opportunities.
- Consider the impact on the environment when using resources and carrying out work.
- Take ownership of given work.

# Duties

- Maintain a safe working environment, ensuring that any hazards are controlled or removed in line with organisational procedures.
- Ensure that on arrival, all goods received are inspected for damage, and in terms of accuracy, including quantity, they match documents or technology relevant to the organisation, with any discrepancies raised with line manager in line with organisational procedures.
- Move and store goods safely, securely and efficiently to the designated location, utilising mechanical handling equipment, (MHE) and personal protective equipment (PPE) in line with organisational procedures when required. When using any MHE, ensure that safety checks are conducted before use to ensure that it is fit for purpose.
- Support line manager in ensuring that goods storage arrangements enable the most efficient means of retrieval and movement.
- Ensure that prior to despatch all goods are inspected for damage, and in terms of accuracy they meet requirements, with any discrepancies raised with line manager.
- Support delivery operatives in the safe and efficient loading and unloading of goods, including the safe and secure assembling and disassembling of loads.
- Ensure that goods are handled and stored in compliance with the relevant safety and regulatory standards (for example, food, medicines, hazardous materials) with any discrepancies raised with line manager.
- Record relevant information on organisational warehouse management system in a timely manner.
- Select goods from locations throughout the storage facility to meet warehouse order requirements in line with picking schedule.
- Replenishing picking location quantities by moving goods from stock locations in a safe manner.
- Support in scheduled and unscheduled stock taking and counting activities, raising any discrepancies with line manager.
- Participate in briefing and handover sessions to support achievement of organisational performance targets.
- Ensure that the reduction, re-use, return and recycle principles of packaging are applied in relation to both goods being prepared for despatch and goods received in line with organisational procedures.



# Apprentice Journey

## Enrolment

- Recruitment support
- Information, advice and guidance
- Health and safety vetting
- Initial assessments
- Application form

## Induction

- Full induction with trainer
- Manager/mentor involvement
- Individual learning plan
- Commitment agreed
- Skill scan of prior knowledge

## Programme

- Trainer-led learning sessions
- Workplace portfolio development
- Off the job hours to complete programme
- Digital platforms and resources
- Functional skills maths and English where applicable
- 12-week progress reviews
- Mentor support & guidance

## End Point Assessment

- Interview with portfolio of evidence
- Observation with questions



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