



Programme Overview

Supply Chain Operator

Level 2

“There is strength in numbers but organising those numbers is one of the greatest challenges” – John C Mather



Apprenticeship Standard Supply Chain Operator

Supply Chain Operators are primarily responsible for managing the movement of goods for a variety of customers across all sectors, and as such their customer base will range from large global organisations to sole traders and private customers in local areas, depending on their organisation. They may be required to work in shifts, for example overnight or working on weekends, and some (depending on the nature of their organisation) may be required to work internationally in Europe or at worldwide destinations.

How much does the course cost?

The apprenticeship costs £3,000 which is paid for either by the employers Levy account or by an employer contribution of 10% if the company is a non-Levy payer. It is a real benefit to employees and employers alike!

All we ask is that is that the learner is committed to the work required for the course and dedicated to the learning programme

What will the learner be learning as part of the standard?

Knowledge

What is required (through formal learning and applied according to business environment)

All Supply Chain Operators will have a good understanding of:

- how to communicate effectively with customers/colleagues (including those working remotely, third party carriers, agencies and other organisations) appropriately in line with situation and organisational style/culture
- structure of the industry, the methods and modes of transport, the roles available within the sector in general and in relation to their own career aspirations
- importance of delivering excellent customer service to customers and colleagues, including identifying customer/colleague needs and responding appropriately in line with situation and organisational style/culture
- 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
- 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
- how their role can affect their health and the need to maintain a level of fitness appropriate to the needs of their role

All Supply Chain Operators will be able to:

- establish a good rapport with customers/colleagues; promote the values of the organisation in all of their work; identify and respond to or report threats to their organisation's reputation where relevant
- communicate effectively (using a variety of appropriate methods such as face to face, telephone, email etc) with customers and colleagues in line with organisational standards; identify and match customer needs through provision of excellent customer service; work closely with suppliers and customers to ensure any problems, damages or anomalies are corrected
- demonstrate safe moving and handling of different objects, both manually and using relevant equipment; work individually and as part of a team to safely move and handle objects
- work well in a team; support colleagues and contribute to achieving objectives or goals
- seek to review, update and implement improvements to own method of working; positively take on board, and act on, feedback where relevant
- adapt to new technology and accept the need for change
- work under pressure and to agreed deadlines

All Supply Chain operators should behave like:

- Demonstrate integrity, credibility, honesty and personal drive in every aspect of their role; consistently embody the organisation's values to promote and enhance brand reputation; strive to meet organisational objectives at all times and demonstrate a belief in the services that the organisation offers
- Take ownership and responsibility for their own safety and that of others at all times; do the right thing and report any issues or concerns to a relevant person
- Pay attention to the safe and effective use of equipment and machinery when carrying out activities
- Take ownership for own performance and training, including demonstrating a keen interest in the industry; proactively drive their ongoing learning and development, and make recommendations for improvement where relevant
- Strive to achieve the best results in all they do; maintain a positive attitude and approach to their work even when priorities and working patterns change
- Demonstrate a commitment to achieving all personal and organisational objectives eg completing work, timekeeping, personal appearance and dress code
- Show personal commitment to minimising the effect of work activities on the environment; make recommendations for improvement where relevant
- 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 a positive interest in others and show a genuine interest in meeting the needs of

others

- Demonstrate an approachable and friendly manner; use own initiative when needed to ensure that customer needs and expectations are met.
- Demonstrate pride in their own role through a consistently positive, professional approach with customers and members of wider team; constructively manage difficult situations with colleagues, always striving to achieve the best outcome for the organisation and wider team

How long will it take?

The standard takes 12 months with an integrated approach to the assessment of knowledge, skills and behaviors

We will cover the depth and breadth of the standard using on-programme assessment methods that integrate knowledge, skills and behavior components, and which ensure that you are sufficiently prepared to undertake your End Point Assessment.

Apprentices without Level 2 English and maths will need to achieve this level prior to completion of their Apprenticeship

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