



Davidson Training UK Ltd
Training for Growing Businesses

SUPPLY CHAIN WAREHOUSE OPERATIVE APPRENTICESHIP STANDARD LEVEL 2

HANDBOOK Version 4 April 2021

HANDBOOK

This Handbook has been produced for learners and Employers completing the Supply Chain Warehouse Operative Apprenticeship Standard Level 2

Davidson Training UK Limited

Business Administrator Apprenticeship Standard Level 3

Qualification aim

This apprenticeship provides the foundation knowledge, skills, and experience for the role of supply chain warehouse operative within occupational areas in the supply chain and logistics industry. 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 forklift 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. This apprentice handbook describes your 'learner journey' through the programme and provides everything you need to know about the programme and any associated qualifications. Please make sure that you keep a copy of this handy for reference throughout the course.

Benefits/Results for Apprentices

- Continuous development of personal effectiveness and impact as a Business Administrator
- Increased knowledge and confidence to influence behaviours
- Consideration of Employment Rights and Responsibilities
- Gain the key skills to aid career progression
- Receive support from a dedicated team of qualified assessors/training consultants.
- Targeted learning and development is delivered in alignment with the latest apprenticeship standards – ensuring all learning is relevant, with no gaps in knowledge.
- It will maximise confidence and readiness for End Point Assessment.
- Apprentices gain a range of skills
- Put new skills into practice in own role
- Develop skills using own knowledge, values and motivation

Impact for employers

- Targeted learning and development in complete alignment with the latest apprenticeship standards – ensuring that all learning is relevant, with no gaps in knowledge.
- Maximises Apprentice's confidence and readiness for End Point Assessment.
- Business Administrator with relevant Skills, Knowledge and Behaviours to positively promote the organisation
- Training tailored to organisational goals and values
- Collaboration between in-house training teams and experienced Davidson Training UK Ltd staff
- Flexible delivery options

What opportunities for progression are there?

The supply chain warehouse operative role may be a gateway to further career opportunities, such as warehouse/logistics management.

Entry requirements

There are no entry requirements for this qualification however you must be in a position to meet the assessment demands of the qualification, which are work- based and reflective in nature. As this qualification is work-based, Apprentices must be employed in an appropriate role.

Apprentices will be required to have or achieve level 2 English and Maths tests prior to completion of their Apprenticeship.

Age restrictions

This qualification is not approved for under 16s.

Duration

The apprenticeship will take a minimum of 12 months to complete

Overview of Supply Chain Warehouse Operative Apprenticeship Standard Level 2

Core knowledge – all Warehouse Operatives will have a good understanding of:

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 (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.
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.

Core skills – all Warehouse Operatives will be able to:

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.

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.

The Supply Chain: Warehouse Operative Apprenticeship Standard

Safe use of equipment, vehicles, and machinery	
Knowledge	Skills
<p>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.</p> <p>Safe use of equipment and machinery (such as MHE, vehicle and delivery systems); where to find instructions/guidance; consequences of incorrect use.</p>	<p>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.</p> <p>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.</p> <p>Use correct equipment and procedures to record receiving or stowing goods; produce relevant paperwork or labelling processes.</p>
Knowledge and behaviours test	
Criteria covered in the knowledge 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	
<p>Materials/Mechanised/Mechanical handling equipment:</p> <ul style="list-style-type: none"> • forklift 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 <p>Vehicle:</p> <ul style="list-style-type: none"> • hand pallet truck as a minimum <p>Vehicle fitted equipment:</p> <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
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.	<p>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.</p> <p>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.</p>
	Show personal commitment to minimising the effect of work activities on the environment.
Knowledge and behaviours test	
Criteria covered in the knowledge 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
<p>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.</p> <p>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.</p> <p>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.</p>	<p>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.</p> <p>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</p>	<p>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.</p>
Knowledge and behaviours test		
Criteria covered in the knowledge 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		
<p>Warehouse systems:</p> <ul style="list-style-type: none"> • general - handheld 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 etc. • 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
<p>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.</p> <p>Structure of the industry; methods and modes of transport; roles available within the sector in general and in relation to their own career aspirations.</p> <p>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.</p> <p>How their role can affect their health and the need to maintain a level of fitness appropriate to the needs of their role.</p>	<p>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.</p>
Knowledge and behaviours test	
Criteria covered in the knowledge 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	
<p>Governing:</p> <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> ○ Legislation: Provision and Use of Work Equipment Regulations (PUWER), Lifting Operations and Lifting Equipment Regulations (LOLER), Management of Health and Safety at Work 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 <p>Structure:</p> <ul style="list-style-type: none"> • supplier/customer list • supply chain chart (where their supply chain starts and ends; raw materials – customers) <p>Vision, objectives, brand:</p> <ul style="list-style-type: none"> • 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
<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 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	
<p>Integrity, credibility, positivity and honesty:</p> <ul style="list-style-type: none"> • following all procedures relevant to their organisation/role: <ul style="list-style-type: none"> ○ 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	
<p>Above and beyond:</p> <ul style="list-style-type: none"> • the ability to deal with less straightforward situations or problems and implement new ways of working, for example: <ul style="list-style-type: none"> ○ 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 <p>Advances driving and/or operating techniques:</p> <ul style="list-style-type: none"> • courtesy – for others • risk assessment – proactively <p>Originality:</p> <ul style="list-style-type: none"> • the ability to complete tasks using resources available and justify choices using their own initiative <p>Justifying their choices:</p> <ul style="list-style-type: none"> • explaining why they've to come to that decision 	

Evidence requirements

Units may be assessed through a number of different sources and forms, which must meet the requirements of assessment criteria, which may include:

- **Naturalistic observation of workplace activities:** Assessors must provide information about the context of the assessment.
- **Products:** Such as reports, letters, e-mails, memos, printouts, etc, are also valuable items of performance evidence. Assessors are encouraged to assess work products in situ and record the location of evidence within their assessment records.
- **Expert witness:** Can be used to address any gaps in the technical and occupational competence of assessors, and also for confidential or sensitive activities that are not appropriate for assessor observation. Expert witnesses are identified and trained by the centre.
- **Witness testimony:** Can provide valuable evidence of candidate competence. In line with established principles, witness testimony must be:
 - a clear, authentic statement indicating how the learner carries out their job
 - Dated, signed and include the job title of the witness.
- **Candidate reports (feedback):** Oral or written reports from the candidate which involve descriptions of activities and processes and some self-assessment, e.g. a work diary.
- **Reflective accounts:** A reflective account is usually a write up of how a candidate has carried out part of their job, recording events that actually happened. Where possible, the account should state why the candidate took the actions they did.
- **Professional discussion:** Professional discussion is a single, or series of, structured, planned and in-depth discussion(s) which can be recorded electronically or manually in paper, computer, audio or video files. Professional discussions can be used to support observation reports, examination of work products and knowledge questionnaires. The CfA supports the use of professional discussion in holistic assessment.
- **Verbal / written questions:** Also includes questionnaires; work based tasks; reflective accounts; case studies; professional discussion; and, feedback reports. As assessment by observation and examination of work products usually results in inferred knowledge. Questions should only be asked to fill gaps where knowledge is not explicit. This style of assessment still requires the assessor to confirm how knowledge and understanding has been addressed but avoids over assessment of the candidate.
- **Projects:** An extended piece of practical and / or written work involving planning and research, generally presented as a report.
- **Assignments:** May be practical or written tasks given to learners which test skills, knowledge or understanding, or combinations of all three.
- **Case studies:** An effective case study report should:
 - clearly identify the core problem(s)
 - analyse the issues underlying the problem
 - discuss and justify alternative solutions using theory / experience
 - present feasible recommendations
 - be presented in an appropriate format
- **Audio / video recordings:** May be used to support observation reports, examination of work products and knowledge questionnaires.
- **Simulation / role play:** A task-based function where there are clear goals which need to be achieved and the outcomes are evaluated in a 'real-work environment'.

English and Maths Functional Skills

Apprentices will be required to have or achieve level 1 English and Maths and to have taken level 2 English and Maths tests prior to completion of their Apprenticeship unless you already hold the required qualifications or equivalents.

On Programme learning

The period of learning, development and continuous assessment is managed by the employer, in most cases with the support of the training provider. The on-programme pace will be driven by individuals as well as by the breadth of experience an employer can offer prior to the minimum of 12 months after which end-point assessment will take place.

Employers will work closely with the training provider to plan and deliver support and training appropriately. This working closely will add value to the employer as it centres on real work competencies demonstrated in a real work environment

The Assessment Methodology

End-point assessment – What is this?

End-point assessment is a new way of assuring quality in the apprenticeship system. It replaces the existing model of continuous assessment resulting in qualifications.

The decision on readiness to progress to the End Point Assessment will be taken by the line manager and apprentice with input from the Training Provider.

The end-point assessment for the Level 2 Supply Chain Warehouse Operative Apprenticeship Standard is made up of 2 components that can be taken in any order.

1. 1-hour knowledge and behaviours test consisting of structured, short-answer and scenario-based questions worth a total of 20 marks.
2. 1-hour practical assessment.

Each component of the end-point assessment will be assessed against the appropriate criteria. An overview of how each component is graded is provided below.

Knowledge test

- To achieve a pass, apprentices must achieve 70% which equates to a mark of at least 14 out of 20.
- To achieve a distinction, apprentices must achieve 90% which equates to a mark of at least 18 out of 20.
- Unsuccessful apprentices will have scored 13 or below.

Practical assessment

Apprentices will be marked against the pass and distinction criteria.

- To achieve a pass, apprentices must achieve all the pass criteria.
- To achieve a distinction, apprentices must achieve all the pass criteria and all the distinction criteria.
- Unsuccessful apprentices will have not achieved all the pass criteria

Grading

The grade will be made up from the 2 end-point assessment methods: the knowledge and behaviours test and the practical assessment. Both elements are equally weighted towards the final grade. The overall grade for the apprentice is determined using the matrix below:

Knowledge and behaviours test	Practical assessment	Overall outcome
PASS	PASS	PASS
PASS	DISTINCTION	PASS
DISTINCTION	PASS	PASS
DISTINCTION	DISTINCTION	DISTINCTION

Knowledge and behaviours test criteria:

Safe use of equipment, vehicles and machinery	
<p>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.</p> <p>Safe use of equipment and machinery (such as MHE, vehicle and delivery systems); where to find instructions/guidance; consequences of incorrect use.</p>	<p>K1 Safe and controlled driving and/or operating techniques relating to materials handling equipment</p> <p>K3 Safe use of equipment and machinery</p>

Environmental management	
<p>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.</p>	<p>K2 The environmental impact of the industry and how it can be minimised</p>

Working in accordance with warehousing systems and processes	
<p>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.</p> <p>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.</p> <p>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.</p>	<p>K4 How to use warehouse systems and processes relating to packaging, moving and receiving stock</p> <p>K5 How to use relevant IT, technology and systems</p> <p>K10 Proposed and actual changes to systems, processes and technology</p>

Awareness of the supply chain industry and own organisation

<p>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.</p> <p>Structure of the industry; methods and modes of transport; roles available within the sector in general and in relation to their own career aspirations.</p> <p>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.</p> <p>How their role can affect their health and the need to maintain a level of fitness appropriate to the needs of their role.</p>	<p>K6 Relevant regulation and legislation governing the supply chain industry</p> <p>K7 The structure of the industry</p> <p>K9 The vision, objectives and brand of the organisation</p>
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Building relationships

<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>K8 The importance of delivering excellent customer service</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>	<p>B1 Communicate effectively with customers and colleagues</p> <p>B2 Work effectively in a warehousing team</p> <p>B3 Demonstrate integrity, credibility, positivity and honesty</p>

Assessing the practical assessment

During the practical assessment, the following standards should be evidenced. Apprentices should prepare for the practical assessment by considering how the criteria can be met. To achieve a pass, all pass criteria must be achieved. To achieve a distinction, all pass criteria and all the distinction criteria must be achieved.

Safe use of equipment, vehicles and machinery	
<p>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.</p> <p>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.</p> <p>Use correct equipment and procedures to record receiving or stowing goods; produce relevant paperwork or labelling processes.</p>	<p>S1 Operate at least one vehicle safely and efficiently</p> <p>S2 Use and position vehicle fitted equipment</p> <p>S5 Safely and efficiently load and unload items</p> <p>S7 Use correct equipment and procedures to record receiving or stowing goods</p>

Environmental management	
<p>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.</p> <p>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.</p>	<p>S4 Manage waste effectively</p> <p>S6 Select, prepare and use most appropriate packaging materials</p>

Working in accordance with warehousing systems and processes

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.

S3 Safely and efficiently move, handle, pack and unpack different items

S8 Use IT systems and other relevant technology and systems

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.

End Point Assessment – Summary of roles and responsibilities.

Employer	<p>Brings a view of the apprentice working with them in the workplace through the apprenticeship</p> <p>Works with the training provider to carry out a continuous review of the evidence generated by the apprentice as part of the on-programme assessment process</p> <p>Supports 'on the job' training and offers relevant experience</p> <p>Decides on the timing of final assessment with the support of the Training Provider</p>
Training Provider (This function could be undertaken by the Employer)	<p>Brings a view of the apprentice from supporting them through the apprenticeship</p> <p>Works collaboratively with the employer on the behaviours of the apprentice</p> <p>Delivers 'off the job' training</p> <p>Works with the employer and undertakes assessment of the apprentice against the standards as part of the on-programme assessment process</p> <p>Supports the employer on deciding the timing of final assessment</p>
Independent Assessor	<p>Provides an independent view as they will not have had any prior involvement with the apprentice</p> <p>Brings added rigor and consistency to the assessment through their wider industry perspective, knowledge and experience</p> <p>Assesses all components of the final end assessment independently using externally set marking/grading criteria</p> <ul style="list-style-type: none"> • Participates in regular standardisation events