

## Supply Chain Warehouse Operative Apprenticeship Standard

NCFE Level 2 Certificate in Warehousing and Storage (600/1344/8)

Core knowledge – all Warehouse Operatives will have a good understanding of:		Unit number and title
1.	Safe driving and/or operating techniques to standard and as trained, relating to MHE (eg. 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><b>Unit 01</b> Health, safety and security at work (K/502/1072)</p> <p><b>Unit 08</b> Maintain the cleanliness of equipment in logistics operations (M/601/7910)</p>
2.	<p>Steps to take to minimise the effect their work (and the wider industry) has on the environment.</p> <p>The need to maintain a high level of housekeeping and manage waste effectively.</p> <p>Using packing materials efficiently to reduce waste and costs; the consequences of not using or disposing of these correctly.</p>	<p><b>Unit 09</b> Keep work areas clean in logistics operations (F/601/7913)</p> <p><b>Unit 10</b> Maintain hygiene standards in handling and storing goods in logistics operations (L/601/7929)</p> <p><b>Unit 22</b> Process returned goods in logistics operations (L/601/7932)</p>
3.	Safe use of equipment and machinery (such as MHE, vehicle and delivery systems); where to find instructions/guidance; consequences of incorrect use.	<p><b>Unit 01</b> Health, safety and security at work (K/502/1072)</p> <p><b>Unit 05</b> Place goods in storage in logistics operations (T/601/7925)</p>

		<p><b>Unit 08</b> Maintain the cleanliness of equipment in logistics operations (M/601/7910)</p> <p><b>Unit 13</b> Use a hoist in logistics operations (T/601/8993)</p> <p><b>Unit 14</b> Use a compact crane in logistics operations (F/601/8995)</p> <p><b>Unit 16</b> Use equipment to move goods in logistics operations (H/601/7922)</p> <p><b>Unit 20</b> Operate equipment to perform work requirements in logistics operations (D/601/7921)</p> <p><b>Unit 21</b> Receive goods in logistics operations (K/601/7923)</p>
4.	<p>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.</p>	<p><b>Unit 04</b> Wrap and pack goods in logistics operations (Y/601/7917)</p> <p><b>Unit 05</b> Place goods in storage in logistics operations (T/601/7925)</p> <p><b>Unit 21</b> Receive goods in logistics operations (K/601/7923)</p>
5.	<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><b>Unit 06</b> Process orders for customers in logistics operations</p>

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.	<p><b>Unit 02</b> Develop effective working relationships with colleagues in logistics operations (H/601/7919)</p> <p><b>Unit 19</b> Contribute to the provision of customer service in logistics operations (Y/601/7920)</p>
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.	<p><b>Unit 02</b> Develop effective working relationships with colleagues in logistics operations (H/601/7919)</p> <p><b>Unit 19</b> Contribute to the provision of customer service in logistics operations (Y/601/7920)</p>
10.	<p>Vision, objectives and brand of the organisation; the importance of organisation reputation and what can affect it.</p> <p>How their own performance can contribute to organisational success and support or impact on others.</p>	<p><b>Unit 02</b> Develop effective working relationships with colleagues in logistics operations (H/601/7919)</p>
11.	<p>Proposed and actual changes to systems, processes and technology used in the industry, particularly relating to own role.</p> <p>How to keep up to date with any changes in the systems, processes and technology that affect their role.</p>	
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:		Unit number and title
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.	<p><b>Unit 11</b> Use a forklift side-loader in logistics operations (A/601/8994)</p> <p><b>Unit 12</b> Use an industrial forklift truck in logistics operations (M/601/8992)</p> <p><b>Unit 13</b> Use a hoist in logistics operations (T/601/8993)</p> <p><b>Unit 14</b> Use a compact crane in logistics operations (F/601/8995)</p> <p><b>Unit 16</b> Use equipment to move goods in logistics operations (H/601/7922)</p> <p><b>Unit 20</b> Operate equipment to perform work requirements in logistics operations (D/601/7921)</p>
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.	<p><b>Unit 4</b> Wrap and pack goods in logistics operations (Y/601/7917)</p>
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.	<p><b>Unit 1</b> Health, Safety and Security at Work (K/502/1072)</p>

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.	<p><b>Unit 21</b> Receive goods in logistics operations (K/601/7923)</p> <p><b>Unit 15</b> Moving and/or handling goods in logistics operations (J/601/7914)</p>
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.	<p><b>Unit 04</b> Wrap and pack goods in logistics operations (Y/601/7917)</p>
6.	Use correct equipment and procedures to record receiving or stowing goods; produce relevant paperwork or labelling processes.	<p><b>Unit 21</b> Receive goods in logistics operations (K/601/7923)</p>
7.	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><b>Unit 2</b> Develop effective working relationships with colleagues in logistics operations (H/601/7919)</p> <p><b>Unit 19</b> Contribute to the provision of customer service in logistics operations (Y/601/7920)</p>
8.	Promote the values of the organisation; communicate effectively with customers and colleagues to identify and meet their needs.	<p><b>Unit 2</b> Develop effective working relationships with colleagues in logistics operations (H/601/7919)</p> <p><b>Unit 19</b> Contribute to the provision of customer service in logistics operations (Y/601/7920)</p>
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.	<p><b>Unit 06</b> Process orders for customers in logistics operations (F/601/7930)</p>

Behaviours		Unit number and title
1.	Demonstrate integrity, credibility, honesty, positivity and personal drive in every aspect of their role; demonstrate a belief in the services that 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.	<b>Unit 02</b> Develop effective working relationships with colleagues in logistics operations (H/601/7919)
3.	Show personal commitment to minimising the effect of work activities on the environment.	<b>Unit 11</b> Use a forklift side-loader in logistics operations (A/601/8994)
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.	<b>Unit 20</b> Operate equipment to perform work requirements in logistics operations (D/601/7921)