

Supply Chain Warehouse Operative Apprentice End Point Assessment OBSERVATION

Observation specification

The observation will involve you carrying out 8 tasks under normal working conditions.

These conditions should be naturally occurring and reflect typical business working conditions.

You will be asked to carry out the tasks within a **one-hour session**.

The tasks

You are required to demonstrate the following eight skills during the one-hour observation.

1. Operate at least one vehicle safely and efficiently
2. Use and position vehicle fitted equipment
3. Safely and efficiently move, handle, pack and unpack different items
4. Manage waste effectively
5. Safely and efficiently load and unload items
6. Select, prepare and use most appropriate packaging materials
7. Use correct equipment and procedures to record receiving or stowing goods
8. Use IT systems and other relevant technology and systems

Detail.....

Tasks	Scope and examples
1. Operate at least one vehicle safely and efficiently	<ul style="list-style-type: none"> Apprentices must demonstrate their skills during the observation operating at least one vehicle safely and efficiently Example task: operate a powered pallet truck to move items from one location to another. Manoeuvre the vehicle in a restricted space efficiently using the least amount of moves as possible. Adhere to safety requirements at all times, be responsive to hazards and comply with company policies during the operation. Example task: operate a high-reach truck to move and store products safely in the correct locations. Manoeuvre in restricted spaces efficiently. Adhere to safety requirements at all times, be responsive to hazards and comply with company policies during the operation.
2. Use and position vehicle fitted equipment	<ul style="list-style-type: none"> Apprentices must demonstrate their skills during the observation using and positioning vehicle-fitted equipment correctly Example task: position and use fitted equipment i.e. seat belts, mirrors, spot lights, hazard lights, warning horn, vehicle attachments for lifting/securing/carrying, etc.
3. Safely and efficiently move, handle, pack and unpack different items	<ul style="list-style-type: none"> Apprentices must demonstrate their skills moving, handling, packing and unpacking a minimum of 2 different items/products using either MHE/machinery, manual handling or a combination of these Example task: manually move, handle and pack 2 different items/products safely and efficiently Example task: use MHE or machinery to move, handle and unpack 2 different items/products Example task: use a combination of manual and mechanised means to move, handle, pack and unpack 2 different items/products

Tasks	Scope and examples
4. Manage waste effectively	<ul style="list-style-type: none"> Apprentices must demonstrate their skills in relevant housekeeping skills and managing waste effectively in accordance with business procedures Example task: safely move, handle and pack/unpack items/products and dispose of waste material in accordance with business procedures Example task: collect and secure waste material and isolate or dispose of material, such as waste packaging material, in accordance with business procedures
5. Safely and efficiently load and unload items	<ul style="list-style-type: none"> Safely load and unload a minimum of 2 different items/products in accordance with business requirements Example task: load and unload items/products into and from vehicles in accordance with business requirements Example task: load and unload items/products into and from containers in accordance with business requirements Example task: load and unload items/products into and from buildings in accordance with business requirements Example task: load and unload items/products into and from crates and/or boxes in accordance with business requirements
6. Select, prepare and use most appropriate packaging materials	<ul style="list-style-type: none"> Select, prepare and use packaging materials most appropriate to a minimum of 2 items/products in accordance with business requirements Example task: select, prepare and use packaging materials for a large item/product for export Example task: select, prepare and use packaging materials for a items packed onto a pallet for distribution locally using a vehicle

Tasks	Scope and examples
7. Use correct equipment and procedures to record receiving or stowing goods	<ul style="list-style-type: none"> • Use correct equipment in accordance with business procedures to record receipt or stowage of items/products • Example task: in moving, handling, packing/unpacking items/products use the required equipment, procedures documentation or labelling to record receipt • Example task: in moving, handling, packing/unpacking items/products use the required equipment, procedures documentation or labelling to record stowage
8. Use IT systems and other relevant technology and systems	<ul style="list-style-type: none"> • Use information technology based systems in the workplace to move, handle, pack/unpack items/products in accordance with business requirements • Example task: use warehouse management systems and technology to capture data and information about the processing of items/products • Example task: use radio based warehouse management systems and technology to process items/products • Example task use barcoding based warehouse management systems and technology to process items/products

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The hand pallet truck, sometimes known as a [pump truck](#), pallet jack or manual pallet truck is a cornerstone of the materials handling industry.

Operating manual equipment correctly is vital to warehouse and operator safety. So, what is a hand pallet truck and how do you use it? In today's blog, we'll help you get to grips with pallet trucks.

What does a hand pallet truck do?

Hand pallet trucks, such as our BT Lifter have been designed to quickly lift palletised loads and move them from one point to another. By using a hand pallet truck you are reducing the need to manually lift and carry loads, which in turn increases the productivity and efficiency of moving loads around your warehouse or workspace.



Pre-operational checks

- 1. Check you have the correct type of hand pallet truck for your operation. You can read more in our [hand pallet truck guide](#).**
- 2. Visually inspect the truck for wear or damage.**
- 3. Raise the forks fully to check there is no sign of hydraulic oil leaks. You can do this by pressing the lever downwards then operating the handle.**
- 4. Check the load is securely stacked.**
- 5. Check there is no damage to the pallet.**

Setting up

6. Align the forks with the gaps of the pallet.

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7. Firmly grip the handle with two hands and, in the up-right position, push steadily forwards, carefully guiding the forks into the gaps.
8. Ensure there is enough clearance before raising the forks; be aware of any overhead obstructions and any width restrictions.
9. Raise the forks using the lever. Once the pallet is clear of the floor, return the lever to the neutral position.
10. Push the handle down, turn to face the direction you will be travelling and grip the handle firmly. If you are turning left, use your left hand, when turning right, use your right hand.

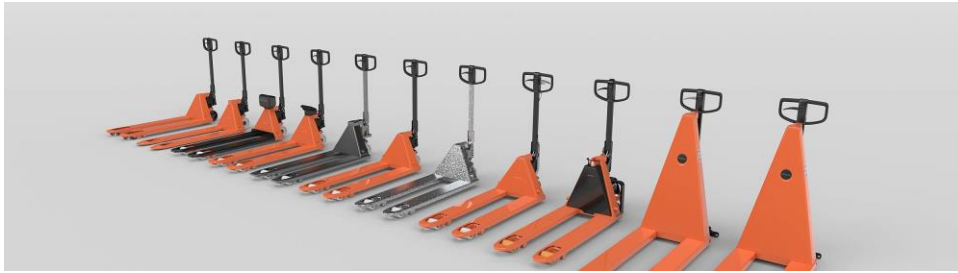
Moving your pallet truck safely

11. Ensure your route is clear of obstructions; check there are no pedestrians or other trucks.
12. With the handle low, gently pull to start the truck moving. The forks should be trailing behind you.
13. Walk to one side of the truck. Never stand directly in front of the pallet truck when travelling and never stand on the inside of a turn.
14. Where possible, travel on the left side of the aisle and do not make sharp turns.
15. Always walk at a safe speed. Never run.
16. If travelling down a slope with a loaded truck, keep the load facing down and control the speed by pulling back with both hands on the handle.

At your destination

17. Once at your destination, manoeuvre the load into position.
18. Ensure you are clear of the load and slowly pull on the lever to lower the load under control.
19. When fully lowered, release the lever into the neutral position.
20. Check your surroundings. If it is clear, stand to one side and carefully pull the hand pallet truck away from the pallet.
21. Make a final check for any new damage of the pallet, the load and the hand pallet truck.

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Extra considerations

Some people see manual hand pallet trucks as disposable items. However, if they are correctly [maintained and serviced](#) they will require less frequent replacement.

Pre-operational checks

1. Check you have the correct type of hand pallet truck for your operation. ...
2. Visually inspect the truck for wear or damage.
3. Raise the forks fully to check there is no sign of hydraulic oil leaks. ...
4. Check the load is securely stacked.
5. Check there is no damage to the pallet.

- **Electric Pallet Trucks:** An [electric pallet truck](#) is often used for high-spec constructions, and takes most of the manual labour out of the task of moving transport loads.
- **High-Lift pallet Trucks:** A [high-lift pallet truck](#) is often used to lift loads much higher than a standard pallet truck, while also working as a lifting table and a workbench.
- **Weigh-Scale Pallet Truck:** [Weigh-scale pallet trucks](#) can be used to weigh whatever you're transporting up to certain amounts, whilst also providing the efficiency and use of a regular pallet truck.

So you can see that pallet trucks have a wide variety of different uses, and also that for a particular job you might be in need of a specific type of pallet truck, such as an electric pallet truck if you're looking to take as much of labour out of the work as possible.

The [Pallet Truck](#) is one of the most common pieces of equipment in UK warehouses and industrial settings. They can quite often be the cause of many

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injuries and accidents in the workplace if the operator has not had any guidance.

Pallet trucks are actually quite simple to operate and only require basic training. Accidents can still occur as a result of other mitigating factors – complacency of safety regulations is a large factor. To guarantee the safe use of pallet trucks in the workplace follow these simple suggestions:

Check the truck is in order

Always inspect the pallet truck prior to use; look for any severe wear and tear and check that the hydraulics used to raise and lower the forks are in good working order. It is sometimes a good idea to get a second pair of eyes to look over the truck, in case you have missed anything.

Follow the load limit

Most pallet trucks have a load limit (and should have this clearly marked on the side) for a reason. This maximum capacity, ranging anywhere up to and around 2500kg, shouldn't be taken lightly. If you were to overload a pallet truck, it can overbalance and tip over, causing damage to surrounding equipment – or even harming another staff member. How to avoid this? Use a weighing scale or weigh beams, and ensure trucks aren't overloaded.

Avoid ramps

Pallet truck operators usually avoid moving heavy loads up or down inclines – this is to keep the truck (and the load) safely balanced at all times. If you find it is impossible to avoid a ramp in your workplace, keep the load ahead of the operator when navigating uphill so that the load is balanced. Remember to keep the forks about 4 – 6 inches above the ground so that they don't catch when going on or coming off the ramp.

Use your brakes

Some modern pallet trucks are fitted with brakes to ensure safe stopping. Others, however, still have to be stopped manually. If this is the case, make sure that you have plenty of stopping distance when slowing down, and take care to choose a stopping area away from any pedestrians. Pallet trucks carry momentum when holding loads, so take into account that slowing may take a while and some distance!

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Pull, not push

A common misconception is that pallet trucks need to be pushed. In fact, it's always best to pull loads across a flat surface to create increased manoeuvrability for the operator. There are other benefits – this allows for the operator to check for hazards up ahead, such as pedestrians. Pushing from behind the load can become tiring – and the operator cannot look past the load for potential hazards such as objects on the ground, and obstacles that the forks could catch on.

Store safely

Once you have removed the load from the pallet truck, ensure that the forks are lowered and are not pointing outward at an angle, causing them to become a hazard. Always store the truck in the designated storage area – if this is not possible, make sure that the pallet truck is as close to a wall as is possible, and that the forks are not pointing out into any hallways or walkways.

[Here Pallet truck and MHE video](#)