



Supply chain warehouse operative

Key information

Reference: ST0259

Version: 1.1

Level: 2

Minimum duration to gateway: 12 months

Typical EPA period: 3 months

Maximum funding: £5000

Route: Transport and logistics

Date updated: 27/10/2023

Approved for delivery: 24 June 2016

Lars code: 111

EQA provider: Ofqual

Example progression routes:

Team leader or supervisor,

Transport and warehouse operations supervisor,

Operations or departmental manager

Review: this apprenticeship will be reviewed in accordance with our change request policy.

Contents

1. Occupation summary
2. Typical job titles
3. Occupation duties
4. Knowledge
5. Skills
6. Behaviours
7. Qualifications
8. Version log

Details of the occupational standard

Occupation summary

This occupation is found in the Logistics, Retail, Manufacturing, Automotive, Construction, Chemicals and Pharmaceuticals Sectors. It will also be found in all services within the MOD. Warehouse Operatives may work in a number of different industries and in a range of buildings from 5,000 to 1,000,000 square feet. These buildings may be temperature or humidity controlled and equipped with racking or other storage systems along with automatic or robotic handling equipment. Some

operations may involve large areas of outside storage. Most warehouses will have different types of Mechanical Handling Equipment to move products into and out of the warehouse and internally into and out of specific storage locations. Most warehouses are likely to have a computerised Warehouse Management System to manage the movements into and out of the warehouse, to maintain stock records and to process customer orders. On board or hand held scanners, linked to the system, may be used to identify products and locations. Warehouses in the Logistics Sector may be dedicated to one customer or may serve a number of different customers possibly from different Sectors. Retailers will have dedicated National or Regional Distribution Centres to serve their outlets. Manufacturers may have warehouses to store both raw materials and finished goods. Automotive manufacturers may have inbound warehouses to store components required for assembly and Aftermarket warehouses to store spare and replacement parts. Organisations may also have warehouses dedicated to the return and subsequent management of products.

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. Warehouse Operatives will typically work in large buildings and often have a shift working pattern in order to provide a twenty four hour operation. A driving licence is not an absolute necessity but may be preferable for access to Distribution Centres, located on out of town Industrial Estates where public transport may not be available for shift start and finish times.

In their daily work, an employee in this occupation interacts with team Leaders and Warehouse Supervisors, Stock Control Administrators, Incoming Delivery Drivers, Outgoing Delivery Drivers, Customers making collections, Data Management Assistants, Sales and Marketing representatives, Planners and Project Managers, Buyers and Procurement Managers. A Warehouse Operative will be supervised by a Team Leader, Warehouse Supervisor or Shift Manager.

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.

Typical job titles include:

Fork lift truck operator

Picker

Store person

Warehouse assistant

Warehouse operative

Warehouse person

Occupation duties

DUTY	KSBS
<p>Duty 1 Maintain a safe working environment, ensuring that any hazards are controlled or removed in line with organisational procedures.</p>	<p>K1 K3 K4 K19 S1 S2 S7 S9 S15 S16 S17 S18 B2 B3</p>
<p>Duty 2 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.</p>	<p>K2 K6 K10 K11 K17 S3 S8 B1</p>
<p>Duty 3 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.</p>	<p>K1 K2 K3 K5 S2 S4 S9 S10 S12</p>
<p>Duty 4 Support line manager in ensuring that goods storage arrangements enable the most efficient means of retrieval and movement.</p>	<p>K4 K7 K8 K16 K17 K18 S4 S7 S8 S11 S12 S15 S16 B5</p>
<p>Duty 5 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.</p>	<p>K5 K8 K11 K12 K18 S5 S7 S8 S11 S15 B5</p>
<p>Duty 6 Support delivery operatives in the safe and efficient loading and unloading of goods, including the safe and secure assembling and disassembling of loads.</p>	<p>K1 K2 K3 K4 K5 K7 K9 S2 S9 B1 B3</p>
<p>Duty 7 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.</p>	<p>K1 K4 S2 S3 S6 S9 B3</p>

Duty 8 Record relevant information on organisational warehouse management system in a timely manner.	K6 K7 K8 K9 K10 K16 K20 S3 S4 S5 S6 S9 S11 S14 S15 B5
Duty 9 Select goods from locations throughout the storage facility to meet warehouse order requirements in line with picking schedule.	K7 K8 K9 S4 S5 S6 S10 S13 S14 B5
Duty 10 Replenishing picking location quantities by moving goods from stock locations in a safe manner.	K7 K8 K9 K11 S2 S4 S5 S7 S8 S9 S13 B3
Duty 11 Support in scheduled and unscheduled stock taking and counting activities, raising any discrepancies with line manager.	K7 K8 K9 K12 K15 S6 S11 S13 S14 S15 B5
Duty 12 Participate in briefing and handover sessions to support achievement of organisational performance targets.	K14 K17 K18 S7 S8 S11 S15 S18 S19 B2 B5
Duty 13 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.	K10 K13 S6 S9 S10 S13 B1 B4

KSBs

Knowledge

K1: Methods to ensure safe working, for example, risk assessments, PPE, COSHH and safe systems of work.

K2: 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.

K3: Health and safety regulations relevant to the role, organisation and the operative's responsibilities.

K4: Product handling and storage contractual requirements.

K5: Loading procedures for products including transport weight limits and loading distribution principles.

K6: Organisational procedures for the receipt of products.

K7: Organisational procedures for the storage and picking of products.

K8: Organisational procedures for the dispatching of products.

K9: Organisational procedures for the decanting, packing of products.

K10: Operational activities and their sequencing for the return of products.

K11: The principles and requirements of quality control and stock rotation.

K12: Reporting and escalation procedures within limits of own job role and responsibilities.

K13: Impact of the sector on the environment. Efficient use of resources. Recycling, reuse and safe disposal of waste.

K14: Handover procedures.

K15: Materials and resources used in a warehouse. Stock and resource management processes.

K16: Information technology and digital: management information systems, digital toolsets, General data protection regulation (GDPR). Cyber security.

K17: Written communication techniques, plain English principles, including Industry terminology.

K18: Verbal communication techniques, giving and receiving information, matching style to audience, barriers to communication.

K19: Principles of equity, diversity, and inclusion in the workplace and the impact on their work.

K20: Location of operational information needed to undertake contractual requirements, electronic or paper based.

Skills

S1: Conduct risk assessments within the working environment.

S2: Apply safe working practices in line with associated health and safety legislation and company policy.

S3: Receive products in line with organisational procedures.

S4: Store and pick products in line with organisational procedures.

S5: Dispatch products in line with organisational procedures.

S6: Decant, pack products in line with organisational procedures.

S7: Communicate with others verbally, for example internal and external customers, colleagues, and managers.

S8: Communicate in writing with others, for example internal and external customers, colleagues and managers.

S9: Load and unload products, considering the product that is to be moved and its current and planned destination.

S10: Use tools and equipment to aid in product handling.

S11: Use information technology and digital systems. Comply with GDPR and cyber security.

S12: Locate and use operational information, electronic or paper based, required to fulfil contractual requirements.

S13: Select, prepare, and use packaging materials that reduce waste and mitigate environmental impacts.

S14: support under instruction scheduled and unscheduled stock taking activities relevant to the organisation and product.

S15: Identify and escalate problems beyond own responsibility.

S16: Follow procedures in line with environmental and sustainability regulations, standards, and guidance. Segregate resources for reuse, recycling and disposal.

S17: Follow equity, diversity and inclusion rules.

S18: Carry out and record learning and development activities.

S19: Conducts handover activities.

Behaviours

B1: Commitment to workplace health, safety, and wellbeing.

B2: Support an inclusive workplace for example, respectful of different views.

B3: Seek learning and development opportunities.

B4: Consider the impact on the environment when using resources and carrying out work.

B5: Take ownership of given work.

Qualifications

English and Maths

English and maths qualifications form a mandatory part of all apprenticeships and must be completed before an apprentice can pass through gateway. The requirements are detailed in the current version of the apprenticeship funding rules.

Version log

Version	Change detail	Earliest start date	Latest start date	Latest end date
1.1	Occupational standard, end-point assessment plan and funding band revised	27/10/2023	Not set	Not set
1.0	Approved for delivery. The funding band for this standard has been reviewed and remains at £3000 (Dec-2018).	24/06/2016	26/10/2023	Not set

Crown copyright © 2024. You may re-use this information (not including logos) free of charge in any format or medium, under the terms of the Open Government Licence. Visit www.nationalarchives.gov.uk/doc/open-government-licence