

Overview of the role

Carrying out a range of moving, packaging and stock-taking roles and duties in a warehouse environment.

Standard in development

L2: Supply chain warehouse operative

Title of occupation

Supply chain warehouse operative

UOS reference number

ST0259

Core and options

No

Option title/s

Level of occupation

Level 2

Route

Transport and logistics

Typical duration of apprenticeship

12 months

Target date for approval

13/07/2022

Resubmission

No

Would your proposed apprenticeship standard replace an existing framework?

No

Does professional recognition exist for the occupation?

Yes

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.

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

Fork lift truck operator Picker Store person Warehouse assistant Warehouse operative Warehouse person

Are there any statutory/regulatory or other typical entry requirements?

No

Occupation duties

DUTY	KSBS
Duty 1 Maintain a safe working environment, ensuring that any hazards are controlled or removed in line with organisational procedures	K1 K4 K5 S1 S2 S7 S9 S15 S16 B2 B3
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.	K2 K7 K11 K12 K16 K17 K23 S3 S8 B1
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.	K1 K2 K3 K4 K6 S2 S4 S9 S10 S12 B4
Duty 4 Support line manager in ensuring that goods storage arrangements enable the most efficient means of retrieval and movement	K5 K8 K9 K13 K14 K22 K23 K24 K25 K26 S4 S7 S8 S11 S12 S15 S16 B5
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.	K6 K9 K14 K17 K18 K24 K25 K26 S5 S7 S8 S11 S15 S16 B5
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.	K1 K2 K3 K4 K5 K6 K8 K10 K13 K15 S2 S9 B1 B3 B4
Duty 7 Ensure that goods are handled and stored in compliance with the relevant	K1 K5 S2 S3 S6 S9

DUTY	KSBS
safety and regulatory standards (for example, food, medicines, hazardous materials) with any discrepancies raised with line manager.	B3
Duty 8 Record relevant information on organisational warehouse management system in a timely manner.	K7 K8 K9 K10 K11 K12 K13 K14 K15 K16 K22 K26 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.	K8 K9 K10 K13 K14 K15 S4 S5 S6 S10 S13 S14 S16 B4 B5
Duty 10 Replenishing picking location quantities by moving goods from stock locations in a safe manner.	K8 K9 K10 K13 K14 K15 K17 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.	K8 K9 K10 K13 K14 K15 K18 K21 S6 S11 S13 S14 S15 B5
Duty 12 Participate in briefing and handover sessions to support achievement of organisational performance targets	K20 K23 K24 S7 S8 S11 S15 S16 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.	K11 K16 K19 S6 S9 S10 S13 B1

KSBS

Knowledge

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

K2: Tools and equipment for the handling of products, and how they are used. For example, manual pallet trolley, battery powered pallet trolley, forklift truck, reach truck, bridge cranes, jib cranes, vacuum/suction lifters, magnetic lifters

K3: The impact of incorrect use of equipment and machinery, for example, Mechanical Handling Equipment (MHE), vehicle and delivery systems.

K4: Health and safety regulations, relevant to the occupation, organisation and the operative's responsibilities.

K5: Product handling and storage contractual requirements.

K6: Loading procedures for products including transport weight limits and loading distribution principles.

K7: Their organisational documentation and recording processes for the receipt of products.

K8: Their organisational documentation and recording processes for the storage and picking of products.

K9: Their organisational documentation and recording processes for the dispatch of products.

K10: Their organisational documentation and recording processes for the decanting and packing of products.

K11: Their organisational documentation and recording processes for the return of products.

K12: Operational activities and their sequencing for the receipt of products.

K13: Operational activities and their sequencing for the storage and picking of products.

K14: Operational activities and their sequencing for the dispatch of products.

K15: Operational activities and their sequencing for the decanting and packing of products.

K16: Operational activities and their sequencing for the return of products.

K17: The principles and requirements of quality control and stock rotation.

K18: Reporting and escalation procedures within limits of own job role and responsibilities.

K19: Impact of the sector on the environment. Efficient use of resources. Recycling, reuse and safe disposal of waste.

K20: Handover procedures.

K21: Materials and resources used in a warehouse. Stock and resource management processes.

K22: Their organisational product management systems.

K23: Written communication techniques, plain English principles, including Industry terminology.

K24: Verbal communication techniques, giving and receiving information, matching style to audience, barriers to communication.

K25: The principles of efficiency relevant to the operational environment.

K26: their organisational and industry digital toolsets.

Skills

S1: Conduct risk assessments within the working environment.

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

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 and 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 their organisational product management systems.

S12: Identify and locate the required operational information to be recorded.

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: Maintain the integrity and security of items in line with customer contractual requirements.

Behaviours

B1: Takes personal responsibility for sustainable outcomes when carrying out duties, using environmental good practices.

B2: Contributes to equity, diversity, and inclusivity in the workplace.

B3: Commitment to workplace health, safety, and wellbeing.

B4: Takes ownership of work, performance, and training, seek learning and development opportunities.

B5: Team focused and works productively with colleagues and others.

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](#).

Does the apprenticeship need to include any mandated qualifications in addition to the above-mentioned English and maths qualifications?

No

Professional recognition

This standard aligns with the following professional recognition:

- Chartered Institute of Logistics and Transport for Member (MILT)

Consultation

Progression Routes

ST0384 Team leader or supervisor L3

ST0647 Transport and warehouse operations supervisor 1.0 L3

ST0385 Operations or departmental manager L5

In addition to the identified apprenticeships there may be opportunities to become a Stock Controller or Systems Analyst.

Supporting uploads

Mandatory qualification uploads

Mandated degree evidence uploads

Professional body confirmation uploads

Notice period

30 days

Time period will allow training providers, employers, EPAOs and other parties a period of time to prepare for the new version.

Involved employers

Brakes, Knights of Old Group, Travis Perkins, Maxim Logistics, Wincanton, Sainsburys, Bidfood