



Supply Chain
Warehouse Operative
Level 2

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Standard Factsheet

This Programme is designed for warehouse and logistics professionals. It is suitable for those both new to the role and those looking to take the next step in their career.

The role of warehouse operatives is to 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 and 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 fork lift trucks.

As a learner, you will need to communicate with a wide range of people and customers. You will have a passion to meet customers' expectations by providing 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 you will be able to work under pressure to tight deadlines

LEVEL
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DURATION
12 MONTHS (+ 3 months for EPA)

END POINT ASSESSMENT ORGANISATION
HIGHFIELD ASSESSMENTS



As a warehouse operative you will often be required to be flexible and work shifts e.g. 4-on-4-off, days, nights, evenings and weekends.

The knowledge, skills and behaviours that the learner will develop as part of this programme are detailed below.



Knowledge

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

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 canes, jib cranes, vacuum and suction lifters, magnetic lifters.

Health and safety regulations relevant to the role, organisation and the operatives responsibilities.

Product handling and storage contractual requirements.

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

Organisational procedures for the receipt of products.

Organisational procedures for the storage and picking of products.

Organisational procedures for the dispatching of products.

Operational activities and their sequencing for the return of products.

The principles and requirements of quality control and stock rotation.

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

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

How their role can affect their health and the need to maintain a level of fitness appropriate to the needs of their role.

Handover procedures.

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

Information technology and digital: management information systems, digital toolsets, General Data Protection Regulation (GDPR). Cyber security.

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

Verbal communication techniques, giving and receiving information, matching styles to audience, barriers to communication.

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

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



Skills

Conduct risk assessments within the working environment.

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

Receive products in line with organisational procedures.

Store and pick products in line with organisational procedures.

Dispatch products in line with organisational procedures.

Decant, pack products in line with organisational procedures.

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

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

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

Use tools and equipment to aid in product handling.

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

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

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

Support under instruction scheduled and unscheduled stock taking activities relevant to the organisation and product.

Identify and escalate problems beyond own responsibility.

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

Follow equity, diversity and inclusion rules.

Carry out and record learning and development activities.

Conduct handover activities.

Behaviours/Attitude

Commitment to workplace health, safety, and wellbeing.

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

Seek learning and development opportunities.

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

Take ownership of given work.



END POINT ASSESSMENT

Once the programme of learning is complete and the learner, employer and Intec agree the necessary knowledge, skills and behaviours/attitudes have been met, learners will be put forward to the Assessment Gateway and this will trigger End Point Assessment. This assessment will be carried out by an independent body to ensure the learner can demonstrate they have achieved the required standard, this will consist of the following:

Assessment Method	Overview	Duration
Observation with Questions	An independent assessor observes the Learner completing regular day-to-day activities and poses questions to assess the Learners knowledge, skills and behaviours	75 Minutes
Interview with Portfolio Evidence	An independent assessor conducts an interview with the Learner to assess their knowledge, skills and behaviours. The learner can refer to and illustrate their answers with evidence from their portfolio.	60 Minutes

Duration: The programme will take a minimum of 12 months to complete depending on experience. Plus an additional 3 months to complete the **End Point Assessment**.

Entry Requirements: Organisations will set their own entry criteria and are more likely to select individuals with more interpersonal skills, experience of working with customers in some capacity. Learners must achieve a level 1 English and Maths or equivalent and have attempted the Level 2 prior to taking the **End Point Assessment**.

Enabling you to develop, progress and achieve.

