

# Supply Chain Practitioner

## Level 3



**“Reach your full potential”**



# Level 3 Supply Chain Practitioner Overview



Supply Chain is at the heart of every business – it is a system of organisations, people, activities, information and resources involved in moving products or services from supplier to customer. It may include the transformation of natural resources, raw materials and components into a finished product.

A supply chain practitioner Organises and coordinates a network of interconnected businesses in the provision of goods and services to the end customer. Supply Chain Practitioners will work in one or more supply chain functions.

Typical duties include forecasting customer demand, liaising with the factories schedule production, processing orders and working with hauliers and distribution centres. They have a comprehensive understanding of the entire supply chain and strive to deliver the best value for their business and customer.

Due to the high number of interactions both within and outside of the business, they need strong relationship building, influencing, stakeholder management and communication skills alongside sound analytical, information technology and numeracy skills, with an ability to work in a fast paced environment with frequently changing requirements.

This role needs you to deliver a variety of skills, often built around a specialist knowledge of the supply chain industry. You will be expected to:

- Work with one or more supply chains to help deliver efficient, professional solutions.
- Running forecasts on customer demand and delivering supplies in advance.
- Understand every section of the supply chain to help deliver rapid function.
- Build relationships with suppliers and with analytical staff.

# Who is it for?

This qualification is designed for apprentices who are looking to learn and apply their skills in a supply chain practitioner role in a fast moving consumer goods environment.

The Supply Chain Practitioner is suitable for individuals wanting to progress from operational roles into middle management, and then the leadership and strategic capabilities to move into more senior roles. You will gain a broad knowledge of the supply chain and learn the skills to contribute to our continuous improvement culture.

Typical roles include:



# Why do this apprenticeship - what are the benefits:

## Employer Benefits

Development of workplace problem solving skills

Brings latest knowledge and best practice into the business

Apprentices develop the critical skills demanded by employers

Apprentice develops good communication and good customer service skills

Supports the development of an efficient workforce, improving planning skills

The standard created by experts, for business practitioners, provides a great framework to build a stronger, more confident workforce equipped with practical supply chain

Enhances reputation, provides customer reassurance by investing in trained staff

Responsiveness to change, demonstrates and encourages curiosity to foster new ways of thinking and working to ensure economic benefits are maximised

Raises employee awareness of advanced logistics, procurement and supply chain practices

Leads to the creation/development of Standard Operating Procedures within the organisation to ensure improvements around the business

## Employer Benefits

Gain skills from an industry driven approach

Progression to higher qualifications

Provides individuals with additional core knowledge, skills, techniques and tools to be more successful in undertaking their role

Improve apprentices knowledge and capability to manage and plan supply chains within an overall business

Develops an individual's ability to undertake planning of routes and jobs ensuring efficiencies

Develops an individual's knowledge, skills and ability in inventory, forecast accuracy, plan attainment, customer service, vehicle utilisation

Develops apprentice's confidence and communication skills

Develop and demonstrate a range of transferable skills and professional behaviours and attributes in the work environment

Applies learnt theories and models to practical situations within the workplace

Gain knowledge and understanding in how to meet organisational KPIs and goals

# Programme Structure

The course is delivered via a mixture of face to face and online workshops, webinars, coaching sessions and workplace learning

## Programme Breakdown

- 15 x 6-hour workshops to cover knowledge elements of the standard (may include face to face and online workshop delivery)
- 4 x skills development workshops and workplace activities
- 3 x 4-hour EPA preparation workshops
- 9 x 1-hour virtual coaching sessions
- 10 x 1 ½ hour Reviews
- Development of portfolio evidence and assessment completion
- Development of work-based project
- Completion of online learning modules as part of off the job activities

## Programme Length

Course duration 24-30 months plus EPA



## Training and Support

An essential element of the ESP delivery model is to ensure you are supported at each stage in your journey to enable you to fully succeed.

Learners will be supported by learning and skills coaches who are experts in their field, working closely with employers to ensure learners gain the skills, knowledge and behaviours to demonstrate competency as a Supply Chain Operator

Our learning and skills coaches will:

- Deliver online and face to face workshops
- They will cover the knowledge needed for each module through interactive and informative sessions
- They will help plan independent learning activities
- They will provide one to one coaching via telephone, in the workplace or via virtual mediums like Teams
- They will provide feedback on written assignments and evidence submitted
- They will support you with preparation for end point assessment



# Programme Modules - Page 1 of 2

## The FMCG Supply Chain

End-to-end characteristics and processes of the FMCG supply chain in different contexts.

## Key legislation, policies and procedures that influence the supply chain

Health and safety, environmental, sustainability and others relevant to the business context including safe working practices

## Customer Service

The principles of order capture and management, from order receipt to delivery through to customers, the importance of customer fulfilment.

## Procurement

Procurement with strategic and operational decision making (influences, risk, cost) including legal and customer requirements (antibribery policies, ethical approaches and frameworks)

## Plan manufacture

The principles of developing and implementing a supply plan taking account capacity planning, key drivers and product life

## Communication and Managing Stakeholders

The characteristics and specific needs of different customer groups including retailers, business-to-business, e-commerce and export

## Logistics

The importance of logistics cost, the impact of short-lead time and high demand volatility logistics on network planning, and the importance of new products and how a product is costed.

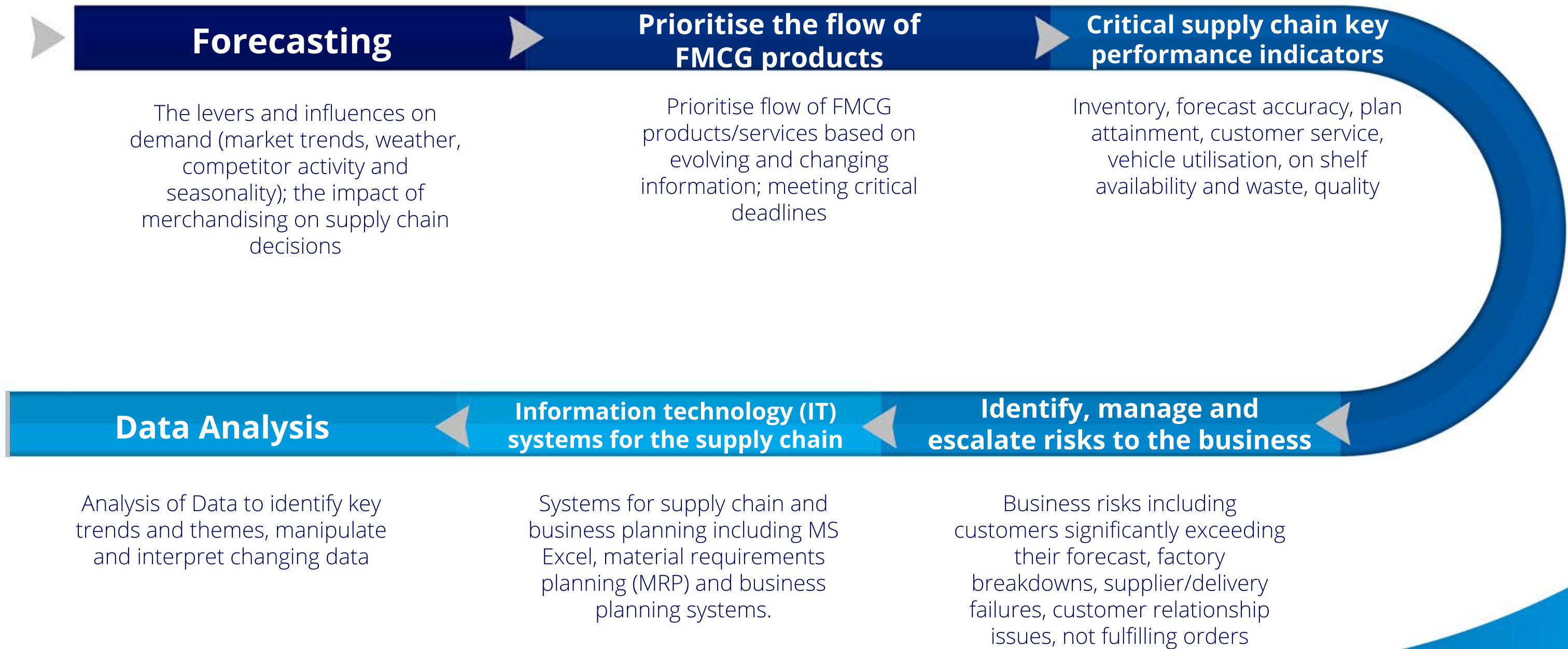
## Continuous Improvement Management

The key principles of Continuous Improvement (CI) Management and Problem Solving.

## Project Management

Develop and manage a project plan

# Programme Modules - Page 2 of 2



# Programme Summary

## Behaviours units

- Builds good relationships with others
- Tenacious approach to problem solving
- Have courage/conviction in their decisions
- Act in alignment with the business vision
- Effective communicator
- Safe working
- Responsive to change
- Pride in work

## Skills units

- Prioritise the flow of FMCG products
- Lead and participate in problem solving
- Use continuous improvement techniques
- Lead and participate in problem solving
- Manipulate and interpret changing data
- Identify, manage and escalate risks to the business
- Use IT systems
- Complete supply chain documentation
- Develop and manage a small project plan
- Communication

## Knowledge units

- Plan manufacture
- Critical supply chain KPI's
- Key legislation, policies and procedures
- The principles of capacity planning
- Procurement: the principles of buying
- End-to-end characteristics/processes of the (FMCG) supply chain
- Logistics, lead times, costs, demand & networks
- Customer service
- Characteristics and needs of different customers
- IT systems/data analysis used in the supply chain
- Create/develop Standard Operating Procedures
- Principles of capacity planning
- Forecasting – customer demands & merchandising
- Logistics – lead times, costs, demand & networks



# Pre-Enrolment Activities

Before being accepted on to the apprenticeship you will need to complete the following pre-enrolment activities:

## IAG Workshop

Attend a virtual workshop session to provide an overview of the following  
Overview of the apprenticeship programme  
20% Off the Job Training  
Attendance at masterclasses and workshops

## Initial Assessment:

Complete BKSB maths and English initial assessments

## Diagnostic Assessment:

Complete BKSB maths and English diagnostic assessments

## Pre-Start Enrolment Form

This form will provide us with basic information about your qualifications and past and current experiences

## Skills Scan

Complete skills scan to identify the areas that will be covered during the course to determine whether there are development opportunities and scope for the learner to complete the apprenticeship

## Remote Pre-enrolment Review

Attend 1:1 remote session with the learning and skills coach to talk through the pre-enrolment activities and skills scan to confirm suitability

## Enrolment form (online):

Complete formal online enrolment form

## Apprentice Agreement and Commitment Statement (online):

Read, discuss and agree the apprentice agreement and commitment statement

## Formal on-boarding:

Apprentice invited to induction introduction to the apprenticeship programme and first learning session

Apprentices will need GCSE grade A to C or a Level 2 Functional Skill in maths and English. Apprentices who do not currently hold this are required to complete Level 2 Functional skills in maths and English prior to end point assessment (EPA)

## Eligibility

The eligibility criteria is as follows:

- UK/EU Resident for three years
- Not currently a student in Funded Learning

# Expectations and Commitment

## We ask apprentices to:

- Attend all face to face and virtual workshops and master classes as per the delivery plan
- Attend all programme reviews with the Learning and Skills Coach
- Submit and upload assignments and evidence to the online e-portfolio (OneFile) by the stipulated target date to ensure completion of the qualification and apprenticeship within the given timeframe
- Complete all off the job activities to meet the 20% of the job requirement. Record all activities and reflections on OneFile
- Complete at least 4 to 6 hours of self-study each week inclusive of any online learning activities
- Complete shadowing of colleagues and mentoring



# End Point Assessment

The end point assessment will begin once the employer, apprentice and ESP are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard. As part of this process apprentices, employers and ESP will complete a 'Gateway' discussion to confirm competence.

The end point assessment consists of the following:

## Knowledge Test

The knowledge test will include enough questions to assess the apprentice's understanding of all knowledge based learning

- 30 multiple choice questions with 4 options per question
- 6 extended answer questions, worth 5 marks each
- 90 minutes to complete test
- Marked out of 60 (40-50 = Pass and 51-60 = Distinction)

## Workplace Project and Presentation

The workplace project is a substantial piece of work that will allow the apprentice to plan, implement and present an individual work-based project. The workplace project assesses the apprentice's ability to effectively use the techniques described within the standard. It should be conducted as part of an apprentice's normal work during the EPA period

- The report will be a maximum of 3000 words
- The presentation including Q&A's will last no longer than 45 minutes
- Represents 50% of weighting of the EPA
- Marked out of 120 (66-90 = Pass and 91-120 = Distinction)

## Professional Dialogue and Interview

A structured discussion between the apprentice and an independent assessor covering a range of knowledge, skills and behaviours. A set of standardised competency questions will be used

- Typically 30 minutes but no longer than 45 minutes

# EPA JOURNEY

## On-Programme Learning

Minimum  
18 months  
on-programme  
learning



## GATEWAY

Requirement  
for Gateway  
Level 2 Maths  
& English



## Knowledge test

Multiple choice  
and extended  
answer questions –  
90 minute duration



## Workplace Project and presentation

3000 word report and  
presentation lasting no more  
than 45 minutes



## Professional dialogue and interview

Structured discussion  
lasting no more than  
45 minutes



## Grading and Determination

Grading  
Fail/Pass/Distinction



## ESFA CERTIFICATION



**“Reach your full potential”**

## **Progression Opportunities**

- Qualifications and further study
- Level 4 vocational qualifications in
  - Technical operations/management/quality and improvement
  - Apprenticeships for management and the supply chain/logistics industry
  - Technical/development/quality or management related job roles in supply chain/logistics.
- Operational/departmental Manager Level 5
- Supply Chain Practitioners will be able to progress to management or specialist roles.
- Increased responsibility or promotion opportunities in work