

Supply Chain Operator

Level 2



“Reach your full potential”



Level 2 Supply Chain Operator Overview

A supply chain operator manages the movement of goods across all sectors and distances for a range of customers, from private individuals and sole traders through to large global organisations. This entry level apprenticeship will develop the knowledge and skills needed for managing the movement of goods. As a supply chain operator, you'll be required to work in shifts and at weekends, and the nature of the roles mean they can be undertaken internationally.

Supply Chain operators undertake a range of occupational areas. As an apprentice focusing on the traffic office you will learn about managing the movement of goods for a variety of customers from manufacturers or suppliers to their final destination, or for onward delivery. Removal operatives focus on learning about the preparation for and performance of packing/unpacking and moving household, office and other furniture, goods and equipment, into or out of new premises, or for storage or preparation for transit.

Supply Chain Operators communicate and come into contact with a variety of people and customers and have a passion to meet their expectations by providing a quality service that encourages repeat business.



Who is it for?

The Supply Chain Operative is suitable for individuals working in Warehouse Operations, Traffic Offices and Removals and want to develop their core skills such as demonstrating safe moving and handing of different objects, communicating and establishing a good rapport with customers, delivering excellent customer services, identifying customer needs.

Typical roles include:



Removal Operators



Supply Chain Operators



Stock Control Assistant

Warehouse Operatives



Import/Export Operatives



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
- Enhances reputation, provides customer reassurance by investing in trained staff
- Provides apprentices with a good understanding of relevant regulations and legislation and their impact

Apprentice Benefits

- Gain skills from an industry driven approach
- Gain knowledge and understanding in how to meet organisational KPIs and goals
- Applies learnt theories and models to practical situations within the workplace
- Develops apprentice's confidence and communication skills when dealing with customers
- Provides individuals with additional core knowledge, skills, techniques and tools to be more successful in undertaking their role
- Develops an individual's ability to undertake planning of routes and jobs ensuring efficiencies
- Develop and demonstrate a range of transferable skills and professional behaviours and attributes in the work environment
- Progression to higher qualifications

Programme structure

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

Programme Breakdown

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

Programme Length

Course duration 12-15 months plus EPA



How is training delivered?

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

Learning Outcomes Include:

Health and safety practices

Planning routes for safe delivery of products

Taking ownership for own performance and training

How to improve cost efficiencies and reduce environmental impact of work activities

How to demonstrate integrity, credibility, honesty and personal drive

Achieving the best results, maintain a positive attitude and approach to work even when priorities and working patterns change

How to develop a commitment to achieving all personal and organisational objectives eg completing work, timekeeping, personal appearance, and dress code

Embracing the use of technology, systems and equipment

Making a personal commitment to minimising the effect of work activities on the environment;

Taking a positive interest in others and show a genuine interest in meeting the needs of others

Communication techniques

Regulations and legislation (including international where relevant to role)

Traffic office skills

How to deal with customers and meet their expectations

The safe use of equipment and machinery (such as manual handling equipment, vehicle and delivery systems) to provide briefs to colleagues

How to plan routes and jobs, re-planning and a mending jobs when circumstances change

Types of equipment and vehicle and when to use them to minimise environmental impact

How to organise and allocate resources to jobs

Transport Management System (TMS) and other relevant IT systems

How to arrange vehicle maintenance and deal with any related issues

How to process goods when returned to base

Core knowledge and Skills

All Supply Chain Operators will have a good understanding of:
How to communicate, establish a good rapport and work effectively with customers/colleagues

The structure of the industry, methods and modes of transport, roles in the sector

The importance of delivering excellent customer service, including identifying customers' needs

The vision, objectives and brand of the organisation and how their own performance can contribute to success and support or impact on others

Demonstrating safe moving and handling of different objects, both manually and using relevant equipment; work individually and as part of a team

Behaviours

Demonstrate integrity, credibility, honesty and personal drive in every aspect of their role and embody the organisation's values

Take ownership for own safety and that of others at all times

Take ownership of own performance and training

Show personal commitment to minimising the effect of work activities on the environment.

Adapt to and embrace the use of relevant technology, systems and equipment;

Removals Operative Knowledge and Skills

How to plan jobs and the importance of re-planning or amending jobs when customer needs change

Selecting, preparing and using packing materials appropriate to the job efficiently and in a way which reduces waste, costs and environmental impact

Processes for moving, handling and packing/unpacking items including fragile items, furniture and other large items e.g. pianos, barometers, machinery

Moving, handling and packing processes for restricted or prohibited items e.g. drugs, weapons, new goods, protected species | Documentation, inventories and labelling for removals jobs

Traffic Office Knowledge and Skills

Knowledge and compliance with relevant current regulation and legislation

How to plan routes and jobs for safe delivery of products

Appropriate equipment/vehicle types and when to use them to reduce environmental impact

How to use the Transport Management System (TMS) and other relevant IT systems to input customer jobs, progress and track them

Timescales, processes and instructions relating to the use of TMS and other IT systems

Specialist knowledge and skills

One elective module should be chosen from either Traffic Office or Removals Operative. Below are examples of the specialist knowledge and skills for each of these.

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 and Behaviours Test

The knowledge test will include enough questions to assess the apprentice's understanding of all knowledge based learning outcomes, including at least 2 scenario based short answer questions replicating a real situation that the Supply Chain Operator could come up against.

Short answer and scenario-based test, approximately 1 hour

Practical Assessment

The selected Assessment Organisation will produce a test specification and outline the controlled conditions for this practical assessment. To pass this assessment learners will need to demonstrate full competence in the necessary skills required for a Supply Chain Operator in each of the defined pathways. Approximately 1-hour practical assessment

For traffic/transport officer role:

Will include observation of the candidate by an independent assessor. The candidate will carry out their everyday job role and the assessor will use an observation checklist and mark scheme to make sure all learning outcomes have been met.

For removals operative role:

It may be more appropriate to use a simulated situation (dependent on the setting), whereby the apprentice is observed by an independent assessor carrying out the required skills for their job role

EPA JOURNEY

On-Programme Learning

Minimum
12 months
on-programme
learning

GATEWAY

Requirement
for Gateway
Level 2 Maths
& English

Knowledge and behaviours test

Short answer and
scenario-based test,
1-hour duration

Practical Observation

Observation of 1
hour duration

Grading and Determination

Grading
Fail/Pass/Distinction

ESFA CERTIFICATION



“Reach your full potential”

Progression Opportunities

- Qualifications and further study.

After completing the Level 2 Apprenticeship, you can progress onto further study in the Warehouse and Logistics sector.

- Team Leader Supervisor Level 3
- Operational/departmental Manager Level 5
- Supply Chain Practitioner Level 3

Progression from this apprenticeship could be into senior duties or management positions such as transport manager or team leader roles.