



STANDARD ASSESSMENT SPECIFICATION

Level 2
Supply Chain
Warehouse Operative

Change Control

Innovate Awarding will continuously review all support material to ensure its accuracy. All amendments will be recorded on the below change control table. New and updated support material will be listed on the dashboard section of EPA Pro. Please ensure that you are using the most up-to-date version. Any enquiries about this process can be directed to EPA@innovateawarding.org.

| VERSION NUMBER | DATE UPLOADED | AMENDMENT | PAGE AFFECTED |
|----------------|---------------|---|---------------|
| 8 | | Addition of distinction grading statements in line with NSAR requirements. Change in scoring process. | 7 & 23 |
| 9 | | Removal of tick against I, J and K in Practical Assessment column. Correction of “skills and behaviours test” to “knowledge and behaviours test”. Removal of rows I and K in table. | 6, 7 & 22 |

Disclaimer note

This specification has been developed to support training providers, employer providers and employers to understand the End-point Assessment requirements of the Level 2 Supply Chain Warehouse Operative standard.

This specification has been released as draft to support planning and preparation for assessment and is correct at time of publication. Innovate Awarding will release final published specifications as soon as all information has been confirmed by regulatory and external quality assurance organisations. Any changes will be clearly referenced in future editions. Innovate Awarding Policies and Procedures for End-point Assessment will be published in a separate online customer handbook published on bespoke IT system (EPA Pro).

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Introduction

Innovate Awarding

Innovate Awarding is an End-point Assessment Organisation (EPAO) approved by the Education and Skills Funding Agency (ESFA) and a nationally regulated Awarding Organisation with a collaborative approach to doing business. We work with employers and providers to deliver fit for purpose End-point Assessment and qualification services in a number of sectors.

For further information, please visit:

www.innovateawarding.org/apprenticeship-standards/end-point-assessment

Apprenticeship Overview

The L2 Supply Chain Warehouse Operative standard is designed to provide the knowledge, skills and behaviours required by those working in and supporting the supply chain and logistics industry.

| | |
|---|---|
| Standard Name | Supply Chain Warehouse Operative |
| Level | 2 |
| Sector | Transport and Logistics |
| Programme duration | 12 months |
| Minimum time on programme | 12 months |
| EPA Duration | One to two days within a period of 3 months |
| EPA Methods | <ul style="list-style-type: none"> • Practical Assessment (Observation) • Knowledge and Behaviours Test |
| Outcomes | Fail, Pass, Distinction |
| External Quality Assuring Centre | National Skills Academy for Rail |

Who is the apprenticeship for?

This apprenticeship provides the foundation knowledge, skills and experience for the role of Warehouse Operative. Warehouse operatives work in a variety of warehouse environments. They communicate with a wide range of people and customers. They should have a passion to provide a quality service that encourages repeat business.

Individuals in this role should be highly competent in using industry-recognised systems and associated services and will be able to work under pressure and to tight deadlines.

Role of Innovate Awarding

Innovate Awarding is the End-point Assessment organisation which will complete all aspects of the End-point Assessment requirements for the apprenticeship. Innovate Awarding will provide information on the processes that enable employers and training providers to support the apprentice to achieve the End-point Assessment.

Support Materials

Support materials that we will provide include:

- Guides for assessment methods
- Assessment specifications
- Assessment manual
- Module-based multiple-choice questions
- Practice papers
- Full mock papers
- Exemplar assessments

On Programme Requirements

The on-programme learning and development will be agreed between the training provider and employer, or internally, if training is delivered by an employer-training provider. For this standard, the following are mandated prior to progressing through gateway:

- achieve Functional Skills for Maths and English at level 1 if they do not already hold these (or equivalent qualifications);
- attempt Functional Skills for Maths and English at level 2 if they do not already hold these (or equivalent qualifications).

It is recommended that during the programme:

- the apprentice meets their on-programme assessor and employer at least every three months to discuss and record formally progress against the standard.

Whilst not a mandatory requirement, training providers and employers might find that completion of the Level 2 Certificate in Warehousing and Storage would be useful to support on-programme learning. Apprentices may also achieve other nationally recognised qualifications if the employer chooses such as Fork Lift Truck qualifications.

Gateway

To qualify for End-point Assessment, the apprentice must pass through the gateway. To do this, they need to:

- achieve Functional Skills for Maths and English at level 1 if they do not already hold these (or equivalent qualifications);
- attempt Functional Skills for Maths and English at level 2 if they do not already hold these (or equivalent qualifications).

The employer and training provider/employer provider must confirm that the apprentice is ready to complete the End-point Assessment before they can pass through the gateway. This will be completed at the gateway meeting and documented on EPA Pro. This notifies Innovate Awarding that the apprentice is ready for their End-point Assessment and the End-point Assessment planning meeting needs to be organised.

The employer has the final decision for the apprentice to progress to the EPA, supported by the training provider.

Before the apprentice enters the gateway, they should be confident that the apprentice is ready to proceed through the gateway and can achieve the standard of the apprenticeship.

Module Overview

The modules are the titles of the knowledge, skills and behaviours listed in the standard. The end-point assessment will draw on all the knowledge, skills and behaviours listed in the standard. The knowledge and behaviours test will be an assessment of knowledge and will include a given workplace scenario. The observation will draw on skills practised as a result of having acquired the required knowledge and behaviours.

| Modules | | ASSESSMENT METHODS | |
|----------|---|-------------------------------|----------------------|
| | | Knowledge and behaviours test | Practical assessment |
| A | Material Handling Equipment (MHE) | ✓ | ✓ |
| B | Environmental Impact | ✓ | ✓ |
| C | Working Safely and Securely | ✓ | ✓ |
| D | Packaging Goods | ✓ | ✓ |
| E | Moving and/or Handling Goods | ✓ | ✓ |
| F | Receiving and Stowing Goods | ✓ | ✓ |
| G | IT Applications, Technology Systems and Processes | ✓ | ✓ |
| H | Regulation and Legislation | ✓ | |
| I | Customer Service | ✓ | |
| J | Structure of the Industry | ✓ | |
| K | Your Organisation | ✓ | |

End-point Assessment

The End-point Assessment requires the apprentice to demonstrate that they have achieved the requirements of the apprenticeship standard.

What will the End-point Assessment look like?

A planning meeting will take place once the gateway has been passed and the apprentice has been deemed ready for the End-point Assessment.

The purpose is to:

- plan when the assessments will take place
- identify the requirements of each assessment method
- answer any questions or concerns the apprentice may have about the assessment process
- aid in the preparation requirements for End-point assessment (e.g. arranging access, facilities and resources)

The End-Point Assessment will use two assessment methods:

1. a knowledge and behaviours test using short answer and scenario-based questions;
2. a practical assessment (workplace observation).

What is the knowledge and behaviours test?

The knowledge and behaviours test will cover all the knowledge and behaviour outcomes. The assessment will consist of 12 short answer questions based around warehouse scenarios that replicate a real situation that the Warehouse Operative could encounter in their everyday work. The test will be taken electronically under exam conditions. The duration of the test will be one hour.

What is the practical assessment?

The practical assessment will cover the skill-based learning outcomes. The assessment will take place in the apprentice's workplace and the assessor will observe them carrying out their everyday tasks. Apprentices can be asked questions after the assessment or provided with simulated scenarios to ensure that they can meet all criteria and are not disadvantaged by the nuances of their job role. The practical assessment will last one hour. To achieve a pass, apprentices must achieve all pass criteria, to achieve a distinction apprentices must achieve all pass criteria and meeting the distinction grading statements below.

Distinction Grading Statement

ASSESSMENT CRITERIA

| Ref | Skill - Apprentices will need to: |
|-----|--|
| D1 | Go above and beyond what is expected of their role |
| D2 | Demonstrate advanced driving skills and techniques in relation to relevant vehicles |
| D3 | Demonstrate a keen interest in the sector and in the job and in keeping up to date with industry changes |
| D4 | Demonstrate originality in the consistent, effective application of technical processes, resources, techniques and materials |
| D5 | Complete tasks independently to a level that far exceeds the minimum standard with few or no errors |
| D6 | Select and use appropriate skills and processes, justifying their choices |
| D7 | Be able to challenge where appropriate and identify solutions rather than just problems or issues |

ASSESSMENT CRITERIA

| Ref | Skill - Apprentices will need to: |
|-----------|--|
| D1 | Deal with less straight-forward situations or problems and implement new ways of working for example supporting late deliveries (eg completing correct documentation and the impact on the organisation); storing dangerous goods (eg identifying where to store them, dealing with unsuitable storage environments, completing any relevant documentation); coping with the lack of appropriate resources (eg requesting additional resources); working with split loads (eg completion of relevant documentation, demonstrating initiative); supporting technological and equipment issues (eg dealing with issues within boundaries of own responsibility, managing equipment availability issues or challenges); managing incorrect information or documentation (eg amending records within boundaries of own responsibility) minimising health and safety issues (eg dealing with incorrect or no PPE). Apprentices need to be able to work on their own initiative, adhering to schedules, demonstrating a positive approach, ensuring best results are achieved, communicate the outcomes of challenge resolution, ensure efficient response times to requests, achieve deadlines, assist colleagues by demonstrating a helpful and collaborative approach, notice when colleagues need assistance and offer to help them, work collaboratively to meet deadlines. |
| D2 | Demonstrate how to select the most appropriate equipment, machinery or vehicle for the task and use advanced driving/manoeuvring and operating techniques considering any other influencing factors. Appropriateness could relate to cost effectiveness or fuel efficiency. Advanced driving and/or operating techniques could include operating vehicles or machinery demonstrating courtesy for others eg courteous manoeuvring of the vehicle at all times; proactively carrying out risk assessments and not being reliant on others. Influencing factors could include considering the goods being moved (eg weight, shape, size), the storage requirements (eg nature of goods, temperature required for storage); the legal requirements (eg dangerous or hazardous substances, waste materials, food) or sustainability. |
| D3 | Show interest in the organisation, organisational objectives and vision, organisational targets, service level agreements and in the achievement of personal targets and KPIs. Keeping up to date could include seeking feedback on performance and agreeing development plans; knowing where to look for latest industry changes and information or subscribing to relevant sources of information; demonstrating the latest industry best practice or adhering to the latest legislation; showing an awareness of potential challenges, including technological challenges and the impact of new systems and processes or demonstrating a regular commitment to continuous professional development. |
| D4 | Complete tasks using the resources available. |
| D5 | Work proactively whilst adopting effective and efficient ways of working. Working proactively could include working on their own initiative; planning; anticipating their own needs and the needs of others; adopting a more effective way of working; making process change suggestions; communication effectively with other others without prompt; being aware of surroundings and cutting out distractions. |
| D6 | Offer reasoned, logical and defensible explanations for the choices they made. |
| D7 | Challenge the actions and behaviours of others and use a solution-oriented approach. Challenge could include checking or questioning appropriate an approach to be taken, instruction given, or a decision made. Solutions oriented approach could include proactivity in offering solutions when alerting others to problems outside own level of authority. |

Apprenticeship Standard Amplification

Module A - Materials Handling Equipment (MHE)

ASSESSMENT CRITERIA

| Ref | Knowledge Apprentices will need to: | Ref | Skill Apprentices will need to: |
|-----------|---|-----------|--|
| K1 | Identify standard operating procedures relevant to the equipment used | S1 | Operate a vehicle in line with their own organisation's safety procedures |
| K2 | Describe how to operate MHE | S2 | Manoeuvre vehicle in restricted spaces correctly in line with their own organisation's standards |
| K3 | Describe how to adhere to safe practice when working at heights | S3 | Position equipment fitted to the vehicle in line with organisational procedures |
| | | S4 | Use vehicle-fitted equipment in line with organisational procedures |

DELIVERY CONTENT

| Ref | Knowledge | Ref | Skill |
|-----------|---|--------------|--|
| K1 | Standard operating procedures could include LOLER, PUWER, ACOP, manufacturers guidance, organisational training | S1 | Vehicle could include counterbalance, reach trucks, pedestrian operated or rider-operated lifts, pallet trucks (ride-on or hydraulic operated) |
| K2 | Materials handling equipment could include counterbalance, reach trucks, pedestrian and rider operated lifts and cranes, pallet trucks, pallet racks, stacking frames, conveyor systems, automatic guided vehicles (AGV), side loader, walkie stacker | S2 | Manoeuvring may require operation in restricted areas such as narrow aisles, under or inside racking |
| K3 | Working at height could include on ladders, a fork lift cage, mobile platform, cherry picker | S3/S4 | Vehicle fitted equipment could include mirrors, warning lights, sirens |

Module B - Environmental Impact

ASSESSMENT CRITERIA

| Ref | Knowledge Apprentices will need to: | Ref | Skill Apprentices will need to: |
|-----------|---|-----------|---|
| K1 | Identify steps to minimise the effect your work has on the environment | S1 | Take steps to manage waste within the scope of their own role |
| K2 | Describe the steps that the industry can take to minimise its effect on the environment | S2 | Adhere to organisational guidelines for the management of waste |
| K3 | Describe the importance of maintaining good housekeeping | S3 | Adhere to relevant legislation for the management of waste |
| K4 | Outline the reasons for managing waste efficiently | | |
| K5 | Describe how to use packing materials in a way that reduces waste and cost | | |
| K6 | Outline the consequences of not managing waste | | |

DELIVERY CONTENT

| Ref | Knowledge | Ref | Skill |
|-----------|--|-----------|---|
| K1 | Ways that waste can be minimised could include using the recycling bin, using packing materials efficiently, complying with waste management training, asking a vehicle driver to turn off engine whilst waiting | S2 | Know where to access organisational guidance and training |
| K2 | Steps could include selecting suppliers who have “green credentials”, not overloading vehicles, using green/bio fuels, effective maintenance programme for vehicles and equipment | | |
| K4 | Reasons may include links to health and safety, working efficiently, materials wastage, cost benefits, working environment | | |
| K5 | Cost benefit to organisation – efficient use of packaging materials; environmental benefit – reduction in waste materials, good publicity for organisational, safer operating for employees | | |
| K6 | Consequences could include accidents, injury, prosecution, poor publicity, financial implication | | |

Behaviour

| | |
|-----------|---|
| B1 | Show personal commitment to minimising the effect of work activities on the environment |
|-----------|---|

Module C - Working Safely and Securely

ASSESSMENT CRITERIA

| Ref | Knowledge Apprentices will need to: | Ref | Skill Apprentices will need to: |
|-----------|---|-----------|--|
| K1 | Identify the aspects of health and safety legislation applicable to working as a supply chain warehouse operative | S1 | Move items as part of a team complying with organisational safety rules and guidance |
| K2 | Describe how to use equipment and machinery safely | S2 | Handle items as part of a team complying with organisational safety rules and guidance |
| K3 | Identify where to find instructions/guidance on safe use of equipment and machinery | S3 | Take responsibility for their own health, safety and security within the organisation |
| K4 | Describe the consequences of the incorrect use of equipment and machinery | S4 | Support others in maintaining their safety and security |
| K5 | List ways to maintain a level of fitness to undertake role | S5 | Work individually to move objects in line with organisation's safety procedures |
| | | S6 | Work individually to handle objects in line with organisation's safety procedures |

DELIVERY CONTENT

| Ref | Knowledge | Ref | Skill |
|-----------|--|-----------------------------------|--|
| K1 | Legislation may include: Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 1999, Workplace (health, safety and welfare) Regulations 1992, Manual Handling Regulations 1992, Working at Height Regulations 2005 | S1/ S2/ S5/ S6 | Appropriate rules and guidance may include policies, equipment manuals, training, use of PPE and include working as an individual or as part of a team |
| K2 | May include use of guidance, undertaking training, following instruction | S4 | Others may include colleagues and visitors to the workplace |
| K3 | Instructions/guidance could include manuals available on manufacturers websites, in-house organisational manuals available on intranet/hard copy, communicating with managers/colleagues, Government information, guiding body websites eg HSE | | |
| K4 | Consequences could include accidents, injuries, prosecution, loss of reputation, financial loss | | |

Module D - Packaging Goods

ASSESSMENT CRITERIA

| Ref | Knowledge Apprentices will need to: | Ref | Skill Apprentices will need to: |
|-----------|---|-----------|---|
| K1 | Identify the types of wrapping and packing used for packing goods | S1 | Follow instructions to schedule the packing of goods according to agreed work instructions |
| K2 | Identify the tools and equipment used for packing goods | S2 | Use the appropriate tools and equipment safely in accordance with organisational procedures |
| K3 | Describe the systems and processes for packaging stock | S3 | Pack, assemble and/or disassemble, wrap and seal goods using the correct type and quantity of packing materials |
| | | S4 | Minimise waste during the packaging process |
| | | S5 | Label the packages with the correct information |

DELIVERY CONTENT

| Ref | Knowledge | Ref | Skill |
|-----------|---|-----------|--|
| K1 | Types of packaging materials could include cardboard boxes, pallets, bubble wrap, tapes, shrink wrap, metal containers, plastic | S3 | This could include the reasons for the use of certain types of packaging eg to protect the goods, to comply with instructions, to protect the environment |
| K2 | Types of tools and equipment could include shrink wrapping machines, heat sealer machines, industrial scales, strapping machines, glue guns, staple guns, tape dispensers | S4 | This could include using recyclable materials, using smaller containers for transport |
| | | S5 | This could include for storing or onward transmission, ensuring labels are legible and visible, for special instructions for moving and handling, for health and safety reasons updating warehouse management system, container load lists |

Module E - Moving and/or Handling Goods

ASSESSMENT CRITERIA

| Ref | Knowledge Apprentices will need to: | Ref | Skill Apprentices will need to: |
|-----------|--|-----------|--|
| K1 | Identify any specific hazards in relation to moving and/ or handling goods | S1 | Locate the goods to be moved and/or handled |
| K2 | Describe methods for moving and/or handling goods safely | S2 | Use the correct method to move and/or handle the goods in line with own organisation |
| K3 | Describe the circumstances when assistance is required to move and/or handle goods | S3 | Check that the area is safe and secure for the movement and transfer of goods |
| K4 | Identify problems that can occur when moving and/or handling goods | S4 | Load items in line with organisational procedures |
| K5 | Describe different types of equipment that can be used for moving and transferring goods | S5 | Unload items in line with organisational procedures |

DELIVERY CONTENT

| Ref | Knowledge | Ref | Skill |
|-----------|--|-----------|---|
| K1 | The hazard may be that the items are too large, too heavy, difficult to grasp, unbalanced, unstable, difficult to reach | S2 | The correct method may involve 2 or more people and/or the use of equipment |
| K2 | Risk assess task, following training provided, eliminating or reducing risks and hazards, using correct lifting techniques, 2-man lift, use of equipment, machinery | | |
| K4 | Problems may include accidents eg cuts, bruises, fractures due to sudden, unexpected events; damage to the musculoskeletal system of the body (muscles, tendons, ligaments, bones, joints, bursa, blood vessels and nerves) as a consequence of gradual and cumulative wear and tear through repetitive manual handling; damage to loads being moved; loads moved to incorrect storage areas | | |
| K5 | Equipment may include sack trucks, pallet trucks, platform trucks, forklift trucks, hoists, ladders | | |

Module F - Receiving and Stowing Goods

ASSESSMENT CRITERIA

| Ref | Knowledge Apprentices will need to: | Ref | Skill Apprentices will need to: |
|-----------|--|-----------|---|
| K1 | Describe the different sources and types of information required for receiving goods | S1 | Check the goods received match the specifications provided in documentation |
| K2 | Describe the equipment and facilities required in the goods receiving area | S2 | Check goods are not damaged |
| K3 | Outline the correct procedure for unloading vehicles | S3 | Check that any equipment to be used has been prepared correctly in accordance with requirements |
| K4 | Identify problems that can occur when receiving goods | S4 | Use equipment to receive and stow goods, in line with organisational standards |
| | | S5 | Receive and stow goods in line with organisational standards |
| | | S6 | Produce paperwork and/or labelling in line with organisational standards |
| | | S7 | Follow organisational procedures when damaged/wrong goods are received |

DELIVERY CONTENT

| Ref | Knowledge | Ref | Skill |
|-----------|--|-------------------|---|
| K1 | Sources and types of information could include delivery notes, load container lists, purchase orders, warehouse management system, bar code readers | S1 | This may include using documentation and the organisational management system |
| K2 | Equipment and facilities could include trucks (vehicle and/or manual), platforms, shelving, warehouse management system, radio and barcoding systems | S6/ S7 | Documentation should be accurate, clear and contain all required information |
| K4 | Incorrect items received, damaged items received, lack of storage space, equipment failure | | |

Module G - IT Applications, Technology Systems and Processes

ASSESSMENT CRITERIA

| Ref | Knowledge Apprentices will need to: | Ref | Skill Apprentices will need to: |
|-----------|---|-----------|--|
| K1 | List IT applications used to ensure safe and efficient processing of goods | S1 | Use IT systems and technology appropriate to own role and organisational procedure |
| K2 | Outline other technology used in the industry | | |
| K3 | Outline current changes to systems, processes and technology used in the industry | | |
| K4 | Outline proposed changes to systems, processes and technology used in the industry | | |
| K5 | Describe how to keep up to date with any changes to systems, processes and technology | | |

DELIVERY CONTENT

| Ref | Knowledge | Ref | Skill |
|-------------------|--|-----|-------|
| K1/ K2 | This could include warehouse management systems, data capture, internet and electronic messaging systems, drones, artificial intelligence (AI) systems, radio and barcoding systems | | |
| K3 | Actual changes currently happening may include warehouse robotics (AI), vendor managed inventories, radio frequency identification, drop shipping, demand planning, social responsibility, automatic guided vehicles (AGV) | | |
| K4 | Proposed changes may include self drive fleets (automated transportation), shared economy (specialised last mile fulfilment services), virtual logistics teams | | |
| K5 | Use of trade magazines and websites, team meetings, industry events | | |
| | | | |

| Behaviour | |
|-----------|--|
| B1 | Adapt to and embrace the use of relevant technology, systems and equipment |
| B2 | Use technology, systems and equipment responsibly |
| B3 | Take an interest in new developments that could support the organisation |

Module H - Regulation and Legislation

ASSESSMENT CRITERIA

| Ref | Knowledge Apprentices will need to: | Ref | Skill Apprentices will need to: |
|-----------|---|-----|---------------------------------|
| K1 | Describe the regulation that is relevant to the supply chain industry | | |
| K2 | Describe the consequences of not adhering to legal regulations | | |

DELIVERY CONTENT

| Ref | Knowledge | Ref | Skill |
|-----------|---|-----|-------|
| K1 | Legislation may include: Health and Safety at Work Act 1974, Management of Health and Safety at Work Regulations 1999, Workplace (health, safety and welfare) Regulations 1992, Manual Handling Regulations 1992, Working at Height Regulations 2005, Lifting Operations and Lifting Equipment Regulations 1998 (LOLER), Provision and Use of Work Equipment Regulations 1998 (PUWER) | | |
| K2 | This could include injury, prosecution, loss of brand reputation, financial loss due to fine and could affect the individual, organisation, customer, general public | | |

Module I - Customer Service

ASSESSMENT CRITERIA

| Ref | Knowledge Apprentices will need to: | Ref | Skill Apprentices will need to: |
|-----------|--|-----------|--|
| K1 | Describe the different types of customers | S1 | Promote the values of their own organisation within the scope of their own role |
| K2 | Describe the suitability of different methods of communication used when dealing with customers and colleagues | S2 | Use communication skills that are appropriate to the situation to identify the needs of colleagues and customers |
| K3 | Describe how to adapt communication techniques to deal with different situations | S3 | Deal with customer and colleague enquiries in accordance with organizational standards |
| K4 | Describe the reasons for delivering excellent customer service | S4 | Deal with customer and colleague complaints in line with organisational standards |
| K5 | Outline why effective communication is important | S5 | Maintain confidentiality in line with organisational standards |

DELIVERY CONTENT

| Ref | Knowledge | Ref | Skill |
|-----------|--|-----------|---|
| K1 | Different types of customers could include internal and/or external, purchasing organisations, supply organisations, third party carriers, agencies and transporters | S1 | Values could include the culture of the organisation and how they wish to be viewed |
| K2 | Communication may include face-to-face or remote. Written, verbal, body language | | |
| K3 | An example may be dealing with emergencies and problems | | |
| K4 | This may include maintaining/improving organisational brand, increasing customer loyalty, increasing customers, increased income | | |
| K5 | As identified above as well as ensuring health and safety, reduction of accidents and incidents | | |

| Behaviour | |
|-----------|---|
| B1 | Communicate effectively with customers and colleagues |

Module J - Structure of the Industry

ASSESSMENT CRITERIA

| Ref | Knowledge Apprentices will need to: | Ref | Skill Apprentices will need to: |
|-----------|--|-----|---------------------------------|
| K1 | Describe the structure of the industry | | |
| K2 | Describe methods of transport used in the sector | | |
| K3 | Describe the job roles within the sector | | |

DELIVERY CONTENT

| Ref | Knowledge | Ref | Skill |
|-----------|---|-----|-------|
| K1 | Overview of what the industry does and how it works | | |
| K2 | Methods of transport may include road, rail, air, sea and waterway, lorry, train, plane, drone, boat | | |
| K3 | Roles may include warehouse/stores person, logistics co-ordinator, supply chain co-ordinator, transport manager, routing/scheduling clerk, traffic operator | | |

Behaviour

| | |
|-----------|---|
| B1 | Demonstrate a keen interest in the industry |
|-----------|---|

Module K - Your Organisation

ASSESSMENT CRITERIA

| Ref | Knowledge Apprentices will need to: | Ref | Skill Apprentices will need to: |
|-----------|--|-----------|---|
| K1 | Describe the vision, objectives and brand of an organization | S1 | Work to organizational standards with colleagues at all times |
| K2 | Outline why organisational reputation is important | S2 | Organise their own work to meet agreed deadlines |
| K3 | Identify the factors that can affect organisational reputation | S3 | Adapt to change in line with internal and/or external customer needs or circumstances |
| K4 | Describe how their own performance can contribute to organisational success | S4 | Find instructions and guidance when required |
| K5 | Identify how your own performance may negatively impact or positively support others | | |

DELIVERY CONTENT

| Ref | Knowledge | Ref | Skill |
|-----------|--|-----------|---|
| K2 | Organisational reputation may include maintaining customers, increasing customers, increasing business and income, market leader, employer of choice | S1 | This may mean working under pressure and meeting urgent needs as well as day-to-day tasks, supporting colleagues to carry out their roles |
| K3 | Factors may include poor customer service, breach of legislation, poor customer feedback, inappropriate use of customer data, inappropriate use of social media, lost goods, missed delivery times | S3 | The change may be internal or external and in line with customer needs and requirements |
| K4 | May include meeting of individual, team and departmental targets, maintaining good customer relationships, identification of efficiency improvements | | |

| Behavioural | |
|-------------|--|
| B1 | Demonstrate integrity, credibility, honesty, positivity and personal drive in every aspect of their role |
| B2 | Demonstrate a belief in the services that the organisation offers |
| B3 | Take ownership of own performance and training |
| B4 | Pro-actively drive on-going learning and development |
| B5 | Make recommendations for improvement (where relevant) |
| B6 | Work effectively in a warehousing team |

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End-point Assessment Coverage

Each End-point Assessment will cover the assessment criteria of the modules within the standard. This coverage is as follows:

Knowledge and Behaviours Test

The Knowledge and Behaviours Test will cover the following modules of the standard:

| MODULE | | COVERAGE | |
|----------|---|----------------|----------------|
| | | Knowledge | Behaviour |
| A | Material Handling Equipment (MHE) | K1 - K3 | |
| B | Environmental Impact | K1 - K6 | B1 |
| C | Working Safely and Securely | K1 - K5 | |
| D | Packaging Goods | K1 - K3 | |
| E | Moving and/or Handling Goods | K1 - K5 | |
| F | Receiving and Stowing Goods | K1 - K4 | |
| G | IT Applications, Technology Systems and Processes | K1 - K5 | B1 - B3 |
| H | Regulation and Legislation | K1 - K2 | |
| I | Customer Service | K1 - K5 | B1 |
| J | Structure of the Industry | K1 - K3 | B1 |
| K | Your Organisation | K1 - K5 | B1 - B6 |

Practical Assessment

The Practical Assessment will cover the following modules of the standard:

| MODULE | | COVERAGE |
|----------|---|----------------|
| | | Skills |
| A | Material Handling Equipment (MHE) | S1 - S4 |
| B | Environmental Impact | S1 - S3 |
| C | Working Safely and Securely | S1 - S6 |
| D | Packaging Goods | S1 - S5 |
| E | Moving and/or Handling Goods | S1 - S5 |
| F | Receiving and Stowing Goods | S1 - S7 |
| G | IT Applications, Technology Systems and Processes | S1 |

Reassessment

If the apprentice fails an assessment, this will need to be completed again. If a learner fails one part of the End-point Assessment but is successful in others, only the failed element can be re-taken. Results of the other elements will stand and will not be affected by the retake process. The highest mark that can be achieved for any resat assessment component is a pass.

For a list of the re-sit costs, please see the Innovate website. It is the responsibility of the employer and the employer provider/training provider to ensure that apprentices are ready to pass the End-point Assessments and Innovate Awarding will provide support materials to help prepare apprentices for their assessments.

Please refer to the Innovate Awarding Resit and Retake Policy for further information.

Assessment Overview

Assessments can be carried out in any order. It is envisaged however, that both assessments will take place on the same day. The End-point Assessor will review the evidence for each apprentice and grade the apprentice on the following scale: Fail/ Pass/Distinction. The End-point Assessor will make the final decision as to whether the standard has been met or not.

All apprentices must take all elements of the end-point assessment and achieve a minimum of 70% for each component to achieve a pass and a minimum of 90% for each component to achieve a distinction.

| Assessment method | Area Assessed | Assessed by | Weighting | Marks |
|-----------------------------|--|--------------------|--------------------|--|
| Knowledge & Behaviours Test | All knowledge and behaviour outcomes 12 scenario based short answer questions to be completed in 1 hour 60 marks available: 5 marks per question | End-point Assessor | 50% of total marks | 70% pass 90% distinction |
| Practical Assessment | All skill-based outcomes One-hour observation which can include questioning and simulated scenarios (as required) | End-point Assessor | 50% of total marks | To gain a pass, apprentice must achieve all pass criteria, to gain a distinction, apprentice must achieve all pass criteria and all distinction grading statements |

Grading

The grade will be awarded based on the apprentice's combined performance in both end-point assessment activities in accordance with the table below. The assessment activities are equally weighted at 50% of the total marks.

| Knowledge & Behaviours Test | Practical Assessment | Overall Grade |
|-----------------------------|----------------------|---------------|
| Pass | Pass | Pass |
| Pass | Distinction | Pass |
| Distinction | Pass | Pass |
| Distinction | Distinction | Distinction |

Grading Requirements

The apprentice is required to achieve both elements of the assessment to pass; scores are not aggregated.

Internal Quality Assurance

Internal quality assurance is conducted by Innovate Awarding. All assessments completed by an apprentice are subject to Innovate Awarding's Internal Quality Assurance Policy.

External Quality Assurance

The external quality assurance organisation for the Supply Chain Warehouse Operative standard is Open Awards on behalf of the Institute for Apprenticeships. The external quality assurance organisation may require access to an apprentice's assessments and they may need to speak to the apprentice directly. Innovate Awarding has a responsibility to accommodate any reasonable request made by the external quality assurance organisation.

Further Information

www.innovateawarding.org/apprenticeshipstandards

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Version 9 | April 2022