



Specification

Level 2 Supply Chain Warehouse Operative v1.1

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Innovate Awarding

Meet our Managing Director

Welcome to the Level 2 Supply Chain Warehouse Operative Apprenticeship. Our Innovate Awarding EPA Journeys are designed to ensure the employer, provider, assessor and apprentice have the appropriate support and guidance to allow successful completion of an apprenticeship, providing further confidence and assurance having chosen us as an End-Point Assessment Organisation.

We are an Ofqual approved End-Point Assessment Organisation (EPAO), experienced in operating within a regulated market. Driven by the employers we work in partnership with, we deliver End-Point Assessment (EPA) in the Health, Care, Education, Leadership, Management, Leisure, Customer Service, Creative, Hospitality, Retail, Transport and Logistics sectors.

Delivering an apprenticeship is an extremely rewarding role. We recognise the need for a clear specification, resources and support, so more valuable time can be spent delivering to an apprentice.

At Innovate Awarding we stand by our 'no surprises' approach to assessment, making an apprenticeship journey as simple as possible, ensuring the best chance of success for every apprentice who undertakes EPA with us.

Charlotte Bosworth

About Innovate Awarding

We are an EPAO approved by the Education and Skills Funding Agency (ESFA) with a collaborative approach to doing business. We work with providers to deliver fit for purpose EPA, providing assessments for a wide range of apprenticeship Standards, certificating thousands of apprentices, continuing to learn and improve with each experience.

We have experienced and responsive teams to ensure the EPA experience is smooth and efficient, working closely with our provider partners ensuring a 'no surprises' approach to EPA for all apprentices.

Please see our website for the range of Standards we are approved to deliver:

<https://innovateawarding.org/end-point-assessment/apprenticeship-standards/>

Our EPA Journeys

We have created four bespoke EPA Journeys tailored to the individual needs of the employer, provider, assessor and apprentice to enable a cross functional approach to EPA.

The Level 2 Supply Chain Warehouse Operative EPA Journeys are available to download on epaPRO.

The Apprenticeship Standard and Assessment Plan

An Apprenticeship Standard details the knowledge, skills and behaviours (KSBs) required to be occupationally competent:

- **Knowledge** - the information, technical detail, and 'know-how' that someone needs to have and understand to successfully carry out the duties. Some knowledge will be occupation-specific, whereas some may be more generic.
- **Skills** - the practical application of knowledge needed to successfully undertake the duties. They are learnt through on and/or off-the-job training or experience.
- **Behaviours** - mindsets, attitudes or approaches needed for competence. Whilst these can be innate or instinctive, they can also be learnt. Behaviours tend to be very transferable. They may be more similar across occupations than knowledge and skills. For example, team worker, adaptable and professional.

Apprenticeships are an invaluable tool for upskilling in areas that matter most to employers. They are a highly effective route to recruit and train future talent, address skills shortages and develop careers across core parts of the business.

The Level 2 Supply Chain Warehouse Operative apprenticeship has been developed by employers working in the sector detailing the knowledge, skills and behaviours required to be occupationally competent and outlining the training and assessment journey for an apprentice.

The apprentice will typically spend 12 months on-programme, working towards the Level 2 Supply Chain Warehouse Operative Standard, combining practical training in a job with study. The extent of the on-programme time should be decided for each

apprentice based on their prior learning, skills and experience. If employers are using this Standard for an existing employee, it is important to be aware that the role must represent new learning. Providers should support employers with this.

It is vital the apprentice is prepared and fully ready before they commence their EPA period, which is detailed in the Assessment Plan.

The EPA period will last three months, consisting of:

- Interview with portfolio of evidence
- Observation with questions

The Apprentice

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. Organisations may also have warehouses dedicated to the return and subsequent management of products.

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.

Off-the-Job Training

Off-the-job training is a statutory requirement for an English apprenticeship. It is training, which is received by the apprentice during the apprentice's normal working hours, for the purpose of achieving the knowledge, skills and behaviours of the approved apprenticeship the learner is completing.

It is an important aspect of apprenticeship training, as it gives the learner time to properly develop knowledge and skills from the programme. At the same time, it can develop a deeper understanding of the wider business, giving a learner insight into the supply chain or different departments.

Off-the-job training allows the learner to take full advantage of the programme, improving the return on investment in training costs for the employer. A developed and upskilled apprentice will lead to an increase in productivity, a clear benefit to the business.

Examples of off-the-job training include:

- Learning new skills at work through shadowing other members of the team, where this activity has been agreed and documented as part of the agreed training plan

- In-house training programmes relevant to the apprenticeship
- Coaching sessions
- Attendance at workshops, training days and webinars relevant to the apprenticeship
- Completion of online learning
- Self-study that includes reading or watching videos
- Training in new working practices or new equipment
- Role-playing or simulation exercises
- Industry visits/conferences relevant to apprenticeships
- Writing assessments, assignments and completing projects or activities
- Practical training or training in the workplace relevant to the apprenticeship

The minimum volume of off-the-job training is six hours per week, irrespective of the hours worked by the apprentice.

Gateway

Gateway is the entry point to EPA, and it is vital that all parties understand its importance. It is the point at which the apprentice has completed their learning, met the requirements of the Level 2 Supply Chain Warehouse Operative Apprenticeship Standard, and the provider and employer have reviewed the apprentice's knowledge, skills and behaviours to confirm they satisfied the provider and employer that they are competent and ready to enter their EPA.

Employers are ultimately responsible for deciding when their apprentice is competent as a Supply Chain Warehouse Operative and ready to enter EPA. This decision should be taken after conversation with the provider and apprentice. It is vital this decision is based on each individual apprentice's readiness and not because they have reached the end of the initially agreed training period.

Pre-Gateway Checks

Knowing when an apprentice is Gateway-ready is much more than simply checking the apprentice has completed their learning and obtained all the mandatory requirements outlined in the Level 2 Supply Chain Warehouse Operative Assessment Plan. Although this is important, it is about the provider, apprentice and employer being convinced that the apprentice is at the level of competence set out in the Standard and that they are prepared for the EPA, so they can claim that competency.

To pass through Gateway, typically the apprentice will have been training for a minimum of 12 months. They must also have:

- Achieved Level 1 English and Maths
- Satisfied their employer that they are consistently working at, or above, the occupational competence of the Level 2 Supply Chain Warehouse Operative
- Compiled, and be ready to submit, a portfolio of 8 discrete pieces of evidence towards the interview
- A signed declaration
- Declared any reasonable adjustments and special considerations

Readiness for Gateway includes confirming that the apprentice's portfolio meets the requirements of the knowledge, skills and behaviours set out within the Level 2 Supply Chain Warehouse Operative Standard. This will be confirmed at Gateway and documented on epaPRO. This notifies us that the apprentice is ready for their assessment and the EPA planning meeting will be organised.

What happens during Gateway?

Assessment Booking

Applications for any reasonable adjustments and/or special considerations should be submitted prior to Gateway, to allow time to review the request before the planning meeting.

The Innovate Awarding Assessor will book a planning meeting on epaPRO once Gateway documents have been reviewed and approved by us.

The purpose of the meeting is to allocate an Innovate Awarding Assessor, discuss assessment dates, confirm assessment timings, assessment requirements and assessment preparation. During the meeting we will discuss what happens if assessments are cancelled/rescheduled and how this could impact the EPA period, as well as providing information on certification and appeals.

The Level 2 Supply Chain Warehouse Operative 45 minute planning meeting will book assessment timeslots for the:

- Interview with portfolio of evidence
- Observation with questions

The provider will incur a charge for non-attendance of a planning meeting.

After the planning meeting, the apprentice will receive an email confirming everything discussed in the meeting and a calendar invite for all booked assessments. The apprentice will then prepare for EPA.

Portfolio of Evidence Guidance

Employers will ensure their apprentice has compiled a portfolio of evidence during the on-programme period of the apprenticeship, which will be submitted at Gateway. It underpins the interview but will not be assessed by us.

We will review the portfolio of evidence in preparation for the interview prior to Gateway. Feedback is not required, although generally if Gateway is rejected due to the portfolio of evidence being inadequate, a courtesy email will be sent with an explanation, including the rejection reason on epaPRO.

Portfolio of evidence content and format are typically Word documents, presentations, video or audio recordings. You will upload the portfolio of evidence to epaPRO at Gateway, either by inserting a link to a SharePoint or including a zip file.

Portfolio of evidence requirements:

- The apprentice must compile a portfolio of evidence during the on-programme period of the apprenticeship
- It must contain evidence related to the knowledge, skills and behaviours (KSBs) that will be assessed by the interview
- The portfolio of evidence will contain 8 discrete pieces of evidence
- Evidence must be mapped against the KSBs
- Evidence may be used to demonstrate more than one KSB; a qualitative as opposed to a quantitative approach is suggested
- The evidence provided must be valid and attributable to the apprentice; the portfolio of evidence must contain a statement from the employer and apprentice confirming this

Evidence sources may include:

- Workplace documentation, for example, workplace policies and procedures
- Witness statements
- Annotated photographs

This is not a definitive list; other evidence sources can be included.

The portfolio of evidence should not include reflective accounts or any methods of self-assessment. Any employer contributions should focus on direct observation of performance (for example, witness statements) rather than opinions.

End-Point Assessment

Assessment Method 1: Interview with portfolio of evidence

The interview must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

The apprentice must have access to their portfolio of evidence during the interview.

The apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence however, the portfolio of evidence is not directly assessed.

The interview must last for 60 minutes. The Innovate Awarding assessor can increase the time of the interview by up to 10%. This time is to allow the apprentice to respond to a question if necessary.

The Innovate Awarding assessor must ask at least 8 questions. Follow-up questions are allowed where clarification is required.

The interview can be conducted by video conferencing and should take place in a quiet room, free from distractions and influence.

Assessment Method 2: Observation with questions

In the observation with questions, the Innovate Awarding assessor observes the apprentice in their workplace and asks questions. The apprentice completes their day-to-day duties under normal working conditions. Simulation is not allowed.

The observation with questions must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

The observation must take 75 minutes.

The Innovate Awarding assessor can increase the time of the observation with questions by up to 10%. This time is to allow the apprentice to complete a task or respond to a question if necessary.

The observation may be split into discrete sections held on the same working day.

Regardless of specific operational activities (e.g. goods inward, dispatch, returns etc.) there will always be a need to undertake the following activities that must be included in the observation:

- applying safe working practices, including risk assessments

- using tools and equipment to aid in product handling
- loading and unloading products
- handover activities
- use of organisational product management systems
- communication
- team work

The Innovate Awarding assessor must ask questions. Questioning can occur both during and after the observation. The assessor must ask at least 3 questions. Follow-up questions are allowed where clarification is required.

The Innovate Awarding assessor must ask questions about KSBs that were not observed to gather assessment evidence.

Grading

Performance in the EPA determines the apprenticeship grade of:

- Distinction
- Pass
- Fail

The Innovate Awarding Assessor must individually grade the interview with portfolio of evidence and observation with questions.

The Innovate Awarding Assessor must combine the individual assessment method grades to determine the overall EPA grade.

To achieve an overall EPA distinction, the apprentice must achieve a distinction in the interview and a pass in the observation.

To achieve an overall pass, the apprentice must achieve at least a pass in both the assessment methods.

If the apprentice fails one or more assessment method, they will be awarded an overall fail.

Grades from individual assessment methods must be combined in the following way to determine the grade of the EPA overall.

Interview with portfolio of evidence	Observation with questions	Overall Grading
Distinction	Pass	Distinction
Pass	Pass	Pass
Fail	Any grade	Fail
Any grade	Fail	Fail

Annex 1

Assessment Plan and Occupational Standard

The Level 2 Supply Chain Warehouse Operative Occupational Standard and the latest version of the Assessment Plan can be accessed by following this link:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/supply-chain-warehouse-operative-v1-1>

Level 2 Supply Chain Warehouse Operative

Version 1.1

Sector: Transport and Logistics

EQA Organisation: Ofqual

Annex 2

Additional Information

Results and Certifications

All final assessment component results are published on epaPRO within **seven working days** of the assessment taking place.

We will submit a certificate claim with the ESFA within 15 working days after the final result has been uploaded to epaPRO. The ESFA will send the certificate directly to the employer.

For replacement certificates a request must be emailed to epa@innovateawarding.org. Within two days of receiving the email, a replacement certificate will be requested from the ESFA.

Re-sits and Re-takes

If the apprentice fails one assessment method or more, they can take a re-sit or a re-take at their employer's discretion. The apprentice's employer needs to agree that a re-sit or re-take is appropriate. A re-sit does not need further learning, whereas a re-take does. The apprentice should have a supportive action plan to prepare for a re-sit or a re-take.

The employer and Innovate Awarding should agree the timescale for a re-sit or re-take. A re-sit is typically taken within 2 months of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 4 months of the EPA outcome notification.

Failed assessment methods must be re-sat or re-taken within a 6-month period from the EPA outcome notification, otherwise the entire EPA will need to be re-sat or re-taken in full.

Re-sits and re-takes are not offered to an apprentice wishing to move from pass to a higher grade.

The apprentice will get a maximum EPA grade of pass for a re-sit or re-take, unless the Innovate Awarding determines there are exceptional circumstances.

Reasonable Adjustments, Special Considerations and Appeals

Information on reasonable adjustments, special considerations and the appeals process can be accessed by using this link:

<https://innovateawarding.org/end-point-assessment/apprentice-information>

Version Record

Innovate Awarding continuously review all support material to ensure its accuracy. All amendments will be recorded in the Version Record.

Version Number	Effective From	Reason for Change	Location

Please ensure that you use the current version.

All enquiries relating to the version change of the document should be directed to epa@innovateawarding.org



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