



Supply Chain Warehouse Operative

Course Duration / 12 Months Level 2

Apprenticeship Standard

Carrying out a range of moving, packaging and stock-taking roles and duties in a warehouse environment.

Course Overview

Warehouse Operatives 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. Warehouse Operatives **communicate with a wide range of people and customers.** They have a passion to meet customers' expectations by providing a quality service that encourages repeat business.

Individuals in this role are highly competent in using **industry-recognised systems and associated services** (eg Traffic/Warehouse Management Systems) and will be able to work under pressure to tight deadlines. A Warehouse Operative will often be required to be flexible and work shifts including **4-on-4-off, days, nights, evenings and weekends.**

Outlined below are the essential knowledge, skills and behaviours that all Warehouse Operatives are required to demonstrate at level 2, regardless of their occupational area.



Education & Skills
Funding Agency



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Warehouse Operative Course Content

Knowledge

- * Safe driving and/or operating techniques to standard and as trained, relating to MHE (e.g. Counterbalance/Reach Trucks, Powered Pallet Trucks, Ride on Pallet Trucks, Order Pickers, Narrow Aisle Pickers, Mobile Elevated Work Platforms, Forklift Trucks) as relevant to their role and setting; adherence to safe practice when working at heights.
- * Steps to take to minimise the effect their work (and the wider industry) has on the environment; the need to maintain a high level of housekeeping and manage waste effectively; using packing materials efficiently to reduce waste and costs; the consequences of not using or disposing of these correctly.
- * Safe use of equipment and machinery (such as MHE, vehicle and delivery systems); where to find instructions/guidance; consequences of incorrect use.

Skills

- * Operate and handle equipment safely and efficiently as required for their role, such as Forklift Trucks, High Reach Trucks, Powered Pallet Trucks or Man Up Trucks; manoeuvre vehicles in restricted spaces; safely use and position vehicle fitted equipment such as mirror requirements.
- * Use correct equipment and procedures to record receiving or stowing goods; produce relevant paperwork or labelling processes.
- * Promote the values of the organisation; communicate effectively with customers and colleagues to identify and meet their needs.
- * Work effectively in a warehousing team, including when under pressure, and to agreed deadlines; adapt to change in line with internal and external customer needs or circumstances.

Behaviours

- * Demonstrate integrity, credibility, honesty, positivity and personal drive in every aspect of their role; demonstrate a belief in the services that the organisation offers.
- * Take ownership for own performance and training, including demonstrating a keen interest in the industry; proactively drive own ongoing learning and development, and make recommendations for improvement where relevant.
- * Show personal commitment to minimising the effect of work activities on the environment.