



**Supply Chain  
Warehouse  
Operative  
Level 2**

*Seetec*  
OUTSOURCE



# Supply Chain Warehouse Operative

## Programme overview

**Level:** 2

**Duration:** Approximately 12 months  
(+3 months for end-point assessment)

### Who is the programme suited to?

This programme is ideally suited to employees working in a warehouse environment, and typical duties could include taking deliveries, storing goods, moving stock by various methods, picking/packing orders, loading goods for dispatch, and maintaining stock records and documentation.

The programme supports learners to safely use a range of equipment, machinery and vehicles, as relevant to their role and setting. This could include forklift trucks, materials handling equipment or mechanical racking systems. They will develop the knowledge, skills and behaviours needed to communicate effectively with a wide range of people and customers, and provide a quality service that meets customer expectations and encourages repeat business.

### TYPICAL JOB ROLES

- Warehouse operative
- Operations associate
- Warehouse assistant
- Shipping/receiving associate
- Loader
- Receiver



# Key learning outcomes

## Knowledge

- Safe driving and/or operating techniques relating to materials handling equipment (as relevant to the apprentice's role and setting)
- Safe use of equipment and machinery
- Minimising environmental impact
- Warehouse systems and processes
- Basic IT applications and other relevant technology and systems
- Relevant regulation and legislation governing the supply chain industry
- Effective communication with customers
- The importance of delivering excellent customer service
- Vision, objectives and brand of the organisation
- Structure of the industry and roles available within the sector
- How to keep up to date with changes to systems, processes and technology

## Skills

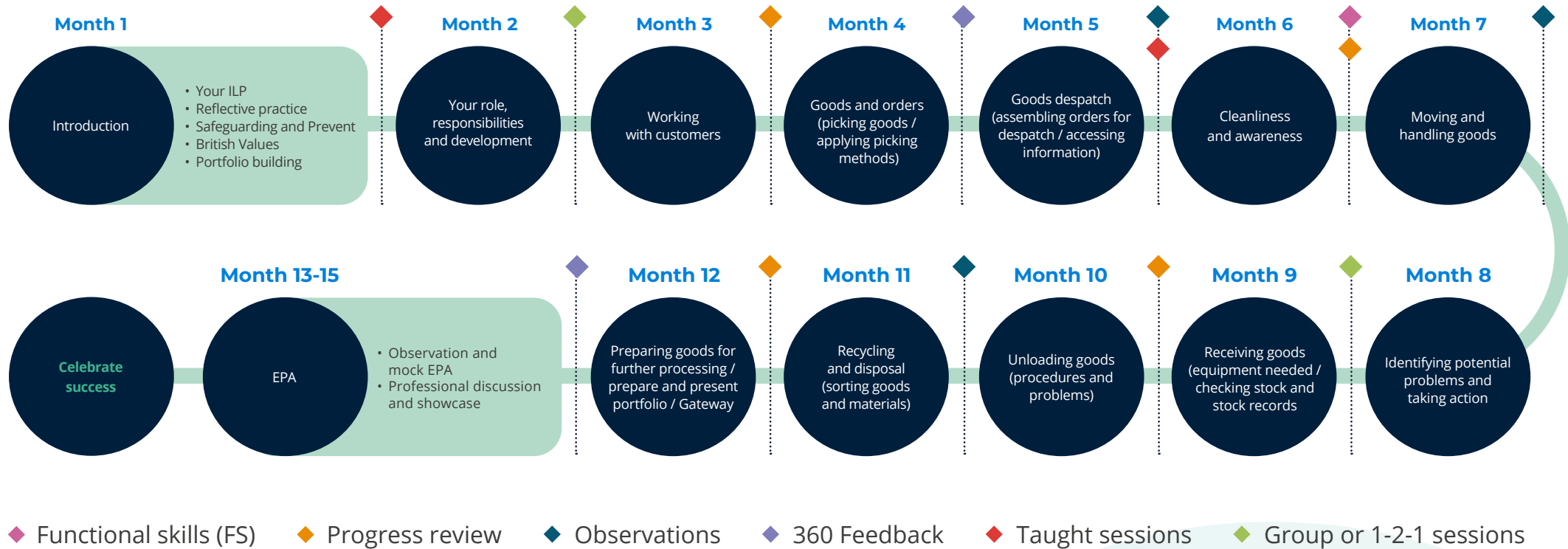
- Operating and handling equipment safely and efficiently
- Complying with appropriate rules, regulations and processes
- Working individually and as part of a team
- Safely and efficiently loading and unloading items
- Selecting, preparing and using packaging materials appropriate to the job
- Ensuring items are safely and efficiently packed, assembled and/or disassembled
- Using correct equipment and procedures to record receiving or stowing goods
- Promoting the values of the organisation
- Communicating effectively with customers and colleagues
- Adapting to change in line with internal or external customer needs or circumstances
- Using IT applications and other relevant technology and systems

## Behaviours

- Demonstrates integrity, credibility, honesty, positivity and personal drive
- Demonstrates a belief in the services that the organisation offers
- Takes ownership of own performance and training
- Demonstrates a keen interest in the industry
- Shows personal commitment to minimising the effect of work activities on the environment
- Adapts to and embraces the use of relevant technology, systems and equipment

# Learner journey

This is an example learner journey and the timeline for completion may vary. The apprenticeship development coach (ADC) and the employer will agree when the learner is ready to be submitted to gateway for end point assessment (EPA).





## Programme delivery

Apprentices follow a personalised learning plan tailored to their organisation and role. Supported by an experienced development coach, they undertake a range of 'blended learning' activities that can usually be completed in the workplace.

### Blended learning activities could include:

- Facilitated workshops
- E-learning
- 1-2-1 coaching
- Self-directed learning
- Collaborative learning
- Research
- Industry visits
- Work shadowing
- Mentoring
- Assignments

All apprentices need to demonstrate that they have achieved a level 1 and are working towards a level 2 in English and maths before they can proceed to end-point assessment.

Learners who have not yet achieved a level 2 (or equivalent) in English and maths will be supported by their development coach and a functional skills tutor to ensure they meet the minimum requirements for certification.

## Why Seetec Outsource?

Part of the employee-owned Seetec group, we're one of the UK's leading providers of employment and training. We have more than 35 years' experience helping businesses and individuals to unlock potential through high-quality apprenticeships, skills training and work-based learning programmes across a range of sectors and occupations.

Our approach is consultative and we aim to be partners in our clients' success. We work closely with employers to gain an understanding of organisational objectives and workforce learning and development needs, helping them to select the right training solutions for their business. We then design and deliver programmes tailored to the needs of the organisation and the learners we support, with a focus on ensuring programme outcomes can be evidenced through improved practice in the workplace.

We also bring an energy and positive attitude that stems from our employee-owned status. Every Seetec colleague is encouraged to innovate, strive for excellence and take responsibility for their overall contribution to the business. These are values that we instil throughout our work.

[seetecoutsource.co.uk](https://seetecoutsource.co.uk)



**Proud to be  
employee  
-owned**