

Supply Chain Operator Apprenticeship



Level 2

Supply Chain Operators manage the movement of goods across all sectors. Their customer base can range from large global organisations to sole traders and private customers. They may be required to work overnight or on weekends, and some may work internationally in Europe or at worldwide destinations.

Occupational areas can include:

- **Traffic Office.** Managing movement of goods, either own account or third party from manufacturer or supplier to final destination or for onward delivery.
- **Removals Operatives.** Packing / unpacking and moving household, office and other furniture, goods and equipment into or out of new premises or storage or preparation for transit, both domestically and internationally.

Supply Chain Operators communicate and come into contact with a wide range of people and customers. Individuals in this role are highly competent in using industry-recognised systems and associated services within their industry sector, and are able to work under pressure to tight deadlines, with excellent time management skills.

Entry

Employers will set their own entry requirements, but it is expected that the apprentice will be working in a role that will enable them to cover the range of skills within the standard.

Duration

The minimum duration for the apprenticeship is 12 months.

Progression

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

Functional Skills

If the employee does not have maths and English GCSE passes at Grade C or above, they will need to pass maths and English Functional Skills Level 2 prior to the end assessment.

LSA Professional Coaches

Each apprentice will be assigned a designated coach by the LSA who will visit them and their line manager at their workplace throughout the Apprenticeship. The LSA coach will be in contact with the apprentice to support, mentor, review and plan progress throughout the apprenticeship.

End Assessment

The end point assessment will commence when the employer, apprentice and LSA coach are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard.

Details of the assessment process can be found on the back page.

Contact us for more information.

020 8818 6800

enquiries@lsa-skills.co.uk | lsa-skills.co.uk

Standard

Supply chain operators must have the following core skills, knowledge and behaviour.

	Knowledge and Understanding	Skills	Behaviours
Technical Operations	How to communicate effectively with customers and colleagues (including those working remotely, third party carriers, agencies and other organisations) appropriately in line with situation and organisational style and culture.	Establish a good rapport with customers and colleagues; promote the values of the organisation in all of their work; identify and respond to or report threats to the organisation's reputation where relevant.	Demonstrate integrity, credibility, honesty and personal drive in every aspect of their role; consistently embody the organisation's values to promote and enhance brand reputation; strive to meet organisational objectives at all times and demonstrate a belief in the services that the organisation offers.
	Structure of the industry, the methods and modes of transport, the roles available within the sector in general and in relation to their own career aspirations.	Communicate effectively (e.g. face to face, telephone, email etc) with customers and colleagues in line with organisational standards; identify and match customer needs through provision of excellent customer service; work closely with suppliers and customers to ensure problems, damages or anomalies are corrected.	Take ownership and responsibility for their own safety and that of others at all times; do the right thing and report any issues or concerns to a relevant person.
	Importance of delivering excellent customer service to customers and colleagues, including identifying customer and colleague needs and responding appropriately in line with situation and organisational style and culture.	Demonstrate safe moving and handling of different objects, both manually and using relevant equipment; work individually and as part of a team to safely move and handle objects.	Pay attention to the safe and effective use of equipment and machinery.
	Vision, objectives and brand; importance of the organisation's reputation and what can affect it; how their performance can contribute to organisational success and support or impact on others.	Work well in a team; support colleagues and contribute to achieving objectives or goals.	Take ownership for own performance and training, including demonstrating a keen interest in the industry; proactively drive their ongoing learning and development, and make recommendations for improvement where relevant.
	Proposed and actual changes to systems, processes and technology used in the industry, particularly relating to own role; how to keep up to date with any changes in the systems, processes and technology that affect their role.	Seek to review, update and implement improvements to own method of working; positively take on board, and act on, feedback where relevant.	Strive to achieve the best results in all they do; maintain a positive attitude and approach to their work even when priorities and working patterns change.
	How their role can affect their health and the need to maintain a level of fitness appropriate to the needs of their role.	Adapt to new technology and accept the need for change.	Take a positive interest in others and show an interest in meeting the needs of others.
		Work under pressure and to agreed deadlines.	Demonstrate an approachable and friendly manner; use initiative when needed to ensure that customer needs and expectations are met.
			Demonstrate pride in their role through a consistently positive, professional approach with customers and members of wider team; constructively manage difficult situations with colleagues, always striving to achieve the best outcome for the organisation and wider team.

Standard

Supply chain operators must have the following specialist skills, knowledge and behaviour.
One elective module should be chosen.

	Knowledge and Understanding	Skills
Supply Chain Operators	<p>Current regulation and legislation (including international where relevant) governing the supply chain industry and consequences of not adhering to legal guidelines.</p> <p>How to plan routes and jobs; how to re-plan and amend jobs when circumstances change.</p> <p>When to use appropriate equipment and vehicle types to minimise environmental impact.</p> <p>How to use the Transport Management System (TMS) and other relevant IT systems to:</p> <ul style="list-style-type: none"> • input customer jobs for onward delivery, • progress live jobs through the various stages of delivery, updating when status or circumstances change, • track vehicles, loads and temperatures where required. <p>Timescales, processes and instructions relating to the use of TMS and other relevant IT systems.</p> <p>How to organise and allocate appropriate resources (vehicles, drivers and other staff etc) to jobs manually, or using relevant IT systems.</p> <p>Safe use of equipment and machinery (such as manual handling equipment, vehicle and delivery systems).</p> <p>How to process goods when returned to base.</p> <p>Arranging vehicle maintenance and dealing with any related issues.</p>	<p>Fully comply with current rules and regulation; maintain health, safety and security of people at all times.</p> <p>Plan routes for safe delivery of products, amend or re-plan when circumstances change.</p> <p>Work to improve cost efficiencies and reduce environmental impact of work activities by selecting the most appropriate driving route and mode of transport.</p> <p>Use the TMS system effectively to add, track and update customer jobs; follow related processes and instructions in order to achieve job timescales or deadlines.</p> <p>Assign appropriate resource to customer jobs, including vehicle and staff, and deal with outside agencies and organisations.</p> <p>Plan and provide briefs to other operators (eg LGV drivers and warehouse operatives) on the use of relevant equipment and machinery to ensure safe handling of customer goods.</p> <p>Debrief drivers on their return to base.</p> <p>Process goods when returned to base.</p> <p>Follow instructions and ensure maintenance issues relating to equipment and machinery are dealt with promptly.</p> <p>Schedule vehicle maintenance and report any issue to the relevant person.</p>
Removals Operatives	<p>How to plan jobs; how to re-plan and amend jobs when circumstances change.</p> <p>What to consider when selecting packing materials (e.g. size, fragile/non-fragile items, prohibited/restricted items), current and final destinations and type of job.</p> <p>Prepare, use and dispose of packing materials to reduce waste, costs and environmental impact.</p> <p>Moving, handling and packing processes for fragile items, non-fragile items, and furniture and other large objects.</p> <p>Moving, handling and packing processes for dealing with restricted or prohibited items.</p> <p>Safe use of equipment and machinery (e.g. manual handling, vehicle and delivery systems) including consequences of using them incorrectly.</p> <p>How to prepare documentation, inventories, labelling and records relating to restricted or prohibited items.</p> <p>Processes for loading and unloading items into vehicles; containers; LCL, crates and lift vans; crates and boxes.</p> <p>How to dismantle and/or reassemble furniture, including use of appropriate tools and equipment.</p> <p>Current relevant regulation and legislation, e.g. health and safety, country-specific regulation, and restrictions on goods relating to air freight and terrorism issues.</p> <p>The changing consumer landscape, including changes to consumer protection and rights.</p> <p>Basic IT applications and other technology and systems, e.g. traffic monitoring, vehicle systems, payments, map reading, and data recording fleet tracking.</p> <p>Other relevant systems and processes (e.g. freight forwarding, data input, payments, international trade, and removal processes).</p>	<p>Plan and re-plan accordingly when customer needs or circumstances change.</p> <p>Select, prepare and use materials appropriate to the job efficiently and in a way which reduces waste, costs and environmental impact; taking into consideration the item(s) to be moved, their current and final destinations.</p> <p>Follow appropriate processes for moving, handling and packing/unpacking items; move household, office and other furniture, goods and equipment into or out of new premises, storage or preparation for transit, both domestically and internationally.</p> <p>Use equipment and machinery safely; follow instructions and organisational policy in a safe and efficient manner to carry out work activities.</p> <p>Prepare relevant documentation, inventories and labelling for removals jobs.</p> <p>Safely and efficiently load and unload items into and from (as appropriate to role) vehicles, containers, LCL, crates and lift vans, crates and boxes; use appropriate manual handling equipment or machinery where necessary.</p> <p>Safely and efficiently dismantle and/or reassemble furniture as required, including safe and efficient use of tools and equipment where relevant.</p> <p>Fully comply with current appropriate rules and regulation relating to the moving and handling of items; maintain the health, safety and security of people at all times.</p> <p>Use basic IT systems appropriately and in line with organisational requirements, for example using emails and the internet; bar coding systems; records, checks and maintains data appropriate to the task.</p>

Independent End Point Assessment

The end point assessment will only commence once the employer, apprentice and the LSA coach are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and clearly evidenced by the on programme progression review meetings.

The independent end assessment ensures that all apprentices consistently achieve the industry set progression standard that has been defined by employers. It can commence at any point once the apprentice is competent after the 12 month minimum period of learning and development. Prior to end point assessment the functional skills in maths and English components of the apprenticeship must be successfully completed.

Summary of Independent End Point Assessment process

The apprentice will be assessed to the apprentice standard using 2 assessment methods. The assessment is synoptic, i.e. it takes a view of the overall performance of the apprentice in their job. The assessment activities will be completed by the independent end point assessment organisation as follows:

Assessment activity	Format	Details
On demand knowledge and behaviour test	Short answer and scenario based test, approximately 1 hour	<ul style="list-style-type: none">• Can be undertaken either on the employer's premises or off site• Externally set and marked automatically by the assessment organisation
Practical assessment	Approximately 1 hour practical assessment	<p>For traffic/transport officer role:</p> <ul style="list-style-type: none">• 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. <p>For removals operative role:</p> <ul style="list-style-type: none">• 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,

Both parts of the standard are equally weighted.

Completion

The independent end assessor confirm that each assessment element has been completed. The apprenticeship includes pass and distinction grades with the final grade based on the apprentice's combined performance across each assessment activity. In order to pass, the apprentice is required to pass each of the assessments. Should an apprentice fail one assessment this should be retaken as soon as the apprentice is ready and when practical for the business.

For more information on the grading criteria refer to the apprenticeships standard assessment plan:
findapprenticeshiptraining.sfa.bis.gov.uk

In association with...  West Thames College London

Contact us for more information.

020 8818 6800

enquiries@lsa-skills.co.uk | lsa-skills.co.uk

