

# SUPPLY CHAIN WAREHOUSE OPERATIVE

This training programme has been designed for those working in the logistics and warehousing sector. Individuals may work in a variety of warehouse environments, with work activities including taking deliveries, checking for damaged or missing items, storing goods, moving stock by various methods, picking and 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.

## Is this training programme for your business?

This programme is ideal for new and talented employees who want to learn and progress, or for your existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

## The programme in brief

- Level 2
- Duration - 10 months
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Development of the learner's knowledge, skills and behaviour relevant to the job role
- Learners aged 16–18 must achieve maths and English at Level 1 or 2, depending on the standard, unless exempt
- Adults can complete Functional Skills alongside their apprenticeship, as individually agreed on a case-by-case basis
- End-Point Assessment



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## The learner journey

**1. 10 months on-programme** – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End-Point Assessment. The learner could partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development.

From 1 August 2025, apprentices must complete at least 187 hours of off-the-job (OTJ) training over a minimum of 8 months, with some standards requiring more for those without prior learning. Learn more about [OTJ training hours](#).

**2. Gateway** – After the 10 months teaching and learning, you, your training provider and the learner will review the learners journey and decide whether it is the right time for the on-programme assessment.

**3. End-Point Assessment** – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through an on demand knowledge test, a professional discussion, practical observation and business project.

## How your employees will learn

Support is available to help your employees get the most from their training programme. Therefore we will provide them with the support and guidance they need through a mixture of face-to-face and online learning. Learners will have a dedicated Vocational Skills Coach who is there to guide them through their training programme. As well as their Vocational Skills Coach, learners have unlimited access to learning and support materials online. All of this will help the learners to meet the standards set, resulting in them becoming competent and fully qualified.

The learners End-Point Assessment will be facilitated through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

Take a look at our full [Apprenticeship Offer](#)

## What your employees will learn

### Knowledge:

Safe driving and operating techniques to standard; steps to minimise the effect their work has on the environment; safe use of equipment and machinery; use of warehouse systems and processes; basic IT applications; relevant regulation and legislation governing the supply chain industry; effective communication with customers' industry structure; delivering excellent customer service; effects on organisation reputation; effects of the role on health.

### Skills:

Operate and handle equipment safely and efficiently; comply with appropriate rules, regulations and processes; work individually and as part of a team to safely move and handle objects; safely and efficiently load and unload items; select, prepare and use packaging materials appropriate to the job efficiently and in a way which reduces waste, costs and environmental impact; use correct equipment and procedures to record receiving or stowing goods; promote the values of the organisation; work effectively in a warehousing team; use IT applications and other relevant technology and systems.

### 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, demonstrating a keen interest in the industry; proactively drive own ongoing learning and development, making recommendations for improvement; show personal commitment to minimising the effect of work activities on the environment; embrace the use of relevant technology, systems and equipment; take interest in new developments.

For more information visit: [Skills England](#)