



Purpose Statement

Name of regulated qualification	
QN: 603/1194/0	Title: Pearson BTEC Level 2 Technical Certificate for Warehouse Operatives

What is logistics and who are warehouse operatives?

The logistics sector covers the transportation and storage of goods from the point of origin to the point of consumption. It is worth £55 billion to the UK economy; approximately 1.7 million people are employed in the sector by 63,000 companies. Logistics is a 24-hour, 7-days-a-week industry, and is growing as more people shop online. In 2015, the Interactive Retail Media Group (IRMG) figures showed that 25 per cent of all retail transactions were through home delivery. This is predicted to double by 2020 and will have an effect on all logistics operations.

Warehouse operations form a key part of the logistics sector. Warehouse operatives' responsibilities include:

- taking delivery of goods and storing them
- checking for damaged or missing items
- moving stock by hand or with machines
- packing and wrapping goods
- loading goods for sending
- keeping stock records
- cleaning the warehouse.

There are many career progression routes for warehouse operatives within the logistics sector, including becoming a team leader, shift manager or warehouse manager. You could also progress into other areas of logistics, such as driving a van or large goods vehicle, quality control, or freight planning and distribution.

Who is this qualification for?

This qualification, which is 240 GLH, is for you if you want to start a career in the logistics sector as a warehouse operative. It is designed for post-16 students and can be taken as part of a

wider study programme. It is an ideal qualification if you are intending to progress directly to employment within the logistics sector, or to a logistics apprenticeship in warehousing or other related areas.

What does the qualification cover?

This qualification has been developed in consultation with employers in the logistics sector to ensure you develop the skills and behaviours that will give you the best opportunity to be successful when applying for work.

All the content of the qualification is mandatory and relates directly to the skills, knowledge and behaviours expected by employers in the logistics sector. The areas you will cover include:

- warehousing and supply chain industry, including what goes on behind the scenes of a warehouse – you will look into the structure of the sector, people’s roles and responsibilities, the different methods of moving goods using different equipment and transport, the legislation that governs the sector and the laws that employers and employees have to abide by
- customer service, housekeeping and teamwork skills in the supply chain - you will develop the customer service and teamwork skills essential for all warehouse functions, housekeeping skills that build on your knowledge of health and safety legislation and how to use resources efficiently
- warehouse skills in logistics and the supply chain - you will examine the processes and systems used by warehouse operatives, look at the equipment needed, and consider how IT applications are used to process and monitor the movement of stock through the warehouse
- working with stock in the warehouse – this is the synoptic unit in which you will develop and demonstrate the skills to send and receive stock to and from customers, replenish stock, plan and carry out a warehouse stock audit, and review the effectiveness of the stocktake, despatch and replenishment processes.

You will also enhance your broader skills in literacy and numeracy, which will be invaluable in supporting progression in other areas. In addition, you will develop transferable technical and practical skills in communication (with both colleagues and customers), effective team working, IT skills, good customer service skills (with internal and external customers), and skills in research and project working (providing you with an opportunity to demonstrate your reflective practice by suggesting alternative approaches to a problem).

What could this qualification lead to?

When studied as part of a full study programme, typically alongside maths and English, this qualification gives you an advantage when applying for a job in the logistics sector. The types of role you will be ready for are:

- warehouse operative
- stock control/replenishment assistant
- stores assistant.

The qualification could also lead to an apprenticeship within the logistics sector.

Who supports this qualification?

This qualification is supported by the following professional body:

- United Kingdom Warehousing Association (UKWA).

This qualification is supported by the following employer:

- Eddie Stobart.

Further information

Further information about the qualification can also be accessed at:

<http://qualifications.pearson.com/en/qualifications/btec-technicals/warehouse-operatives.html>