

A close-up photograph of a person's hands using a stylus to interact with a handheld industrial device. The device has a screen and a keypad with various function keys like TAB, ALT, CTRL, F2, F3, and ESC. The background is a blurred warehouse setting with yellow and orange tones.

Comparing unit content

BTEC Level 2 Technical Certificate for **Warehouse Operatives**

BTEC Level 2 Technical Certificate for Warehouse Operatives
Warehouse Operative Apprenticeship Standards

Introduction to BTEC Level 2 Technical Certificate for Warehouse Operatives

This document maps the content of the new BTEC Level 2 Tech Certificate for Warehouse Operatives (RQF), shown in the left hand column, against the content of the current Warehouse Operative Apprenticeship Standards in the right hand column.

This mapping will help you transition from one specification to the other by highlighting where there are changes in content, particularly where there is new content which will need to be delivered to help your learners prepare for the new assessment.

In order to make the table easy to use and to demonstrate new content we have used a 'traffic lights' colour scheme as follows:

GREEN - covered. In this case the content in the Level 2 Technical is very close indeed to the existing Warehouse Operative Apprenticeship Standards. In the right hand column the title of the relevant unit and learning outcome (LO) is identified.

YELLOW - partially covered. In this case the content is partially covered, perhaps in learning outcomes in more than one unit from the Warehouse Operative Apprenticeship Standards. Where there is some additional knowledge, this is stated in the left hand column under the heading **NEW CONTENT**

RED - not covered. In this case the content in the BTEC L2 Technical is new. It will appear in the left hand column so you can see immediately what you will need to teach.

Purpose of the qualification:

Who is the qualification for?

This qualification is for learners who want to start a career in the logistics sector as a warehouse operative. It is designed for post-16 learners and can be taken as part of a wider study programme. It is an ideal qualification for those 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 learners develop the skills and behaviours that will give them 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 covered include the following.
- Warehousing and the supply chain industry, including what goes on behind the scenes of a warehouse. Learners 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.
- Warehousing skills in logistics and supply chain, including what equipment is used to carry out tasks safely and effectively.
- The importance of customer service skills, teamwork and IT in the warehouse, how IT applications are used to process and monitor the movement of stock through the warehouse.
- Conducting a warehouse stocktake, this is the synoptic unit where learners will develop and demonstrate the skills to plan and conduct a warehouse stocktake.

This qualification will also enhance learners' broader skills in literacy and numeracy, which will be invaluable in supporting progression in other areas. In addition, they will develop transferable technical and practical skills in communication with both colleagues and customers, how to work effectively in a team, IT skills, providing good customer service to internal and external customers, and research and project work (providing them with an opportunity to demonstrate reflective practice by suggesting alternative approaches to a problem).

Qualification structure

Pearson BTEC Level 2 Technical Certificate for Warehouse Operatives

| Unit number | Unit title | GLH | Type | How assessed |
|-------------|--|-----|-----------|-------------------|
| 1 | Warehousing and the Supply Chain Industry | 60 | Mandatory | External |
| 2 | Warehousing Skills in Logistics and Supply Chain | 60 | Mandatory | Internal |
| 3 | Customer Service and IT in the Warehouse | 60 | Mandatory | Internal |
| 4 | Conducting a Warehouse Stocktake | 60 | Mandatory | Internal Synoptic |

| BTEC Level 2 Tech Certificate for Warehouse Operatives | | Warehouse Operative Apprenticeship Standards | |
|---|--|--|--|
| Unit 1 – Warehousing and the Supply Chain Industry | | | |
| Assessment Outcomes | | | |
| <p>AO1 Demonstrate knowledge and understanding of warehousing and the supply chain industry, including roles and responsibilities, procedures, legislation and security considerations Command words: define, describe, give, identify, match, name, state, what, when, which, why Marks: ranges from 1 to 3 marks</p> | | | |
| <p>AO2 Apply understanding of the supply chain industry to warehousing contexts Command words: describe, explain, give, identify, match, state, what, when, which, why Marks: ranges from 1 to 4 marks</p> | | | |
| <p>AO3 Analyse and evaluate information related to warehousing and the supply chain industry, and make reasoned arguments related to warehousing contexts Command words: discuss Marks: 6 marks</p> | | | |
| Essential Content | | | |
| A The structure of the supply chain industry | | | |
| A1 Roles and responsibilities in the supply chain industry | | Core Knowledge • 8 | |
| A2 The purpose of the warehousing industry and different supply chains | | | |
| A3 The main methods and modes of transport that operate in the supply chain industry | | Core Knowledge • 8 | |
| B Legislation and regulations for warehousing and supply chain | | | |
| B1 Legislation and regulations governing the warehousing and supply chain industry | | Core Knowledge • 6 | |

C Handling and storage of stock

C1 General health, safety and welfare when working in a warehouse

Core Knowledge
 • 1, 2, 3, 4, 12

C2 Procedures when handling goods/stock

Core Knowledge
 • 1, 2, 3, 4, 5,

C3 Methods and safe practice used for storing goods/stock

Core Knowledge
 • 1, 3, 12

D The role of security in the warehouse and supply chain industry

D1 Security of stock, premises, people and data



Unit 2 – Warehousing Skills in Logistics and Supply Chain

Learning Aims

A Use warehouse systems and processes



B Use warehouse equipment safely



C Carry out housekeeping duties and use resources efficiently in a warehouse



Unit Content

Knowledge and sector skills

Learning aim A Use warehouse systems and processes

A1 Warehouse systems

Core Knowledge
 • 4, 5, 11
Core Skills
 • 9

A2 Warehouse processes

Core Knowledge
 • 4, 11
Core Skills
 • 6

Learning aim B Use warehouse equipment safely

B1 Using equipment

Core Knowledge

- 1, 3

Core Skills

- 1, 2, 4

B2 Using machinery

Core Knowledge

- 1, 3

Core Skills

- 1, 2, 4

Learning aim C Carry out housekeeping duties and use resources efficiently in a warehouse

C1 Housekeeping areas

C2 Housekeeping methods

Core Knowledge

- 2

Core Skills

- 3

C3 Role and responsibilities

C4 Efficient use of resources

Core Knowledge

- 2

Core Skills

- 3

Unit 3 – Customer Service and IT in the Warehouse

Learning Aims

A Use IT applications to process and monitor stock and data

B Deliver customer service in the warehouse

C Demonstrate teamwork skills to achieve a specified task

Covered

Partially covered

Not covered

| | |
|--|---|
| Unit Content | |
| Knowledge and sector skills | |
| Learning aim A Use IT applications to process and monitor stock and data | |
| A1 IT applications in the processing of stock | Core Knowledge <ul style="list-style-type: none"> • 5 Core Skills <ul style="list-style-type: none"> • 6, 9 |
| A2 IT applications in the monitoring of stock | |
| A3 Security of stock and data | |
| Learning aim B Deliver customer service in the warehouse | |
| New Content | Core Knowledge |
| B1 Warehouse customers | <ul style="list-style-type: none"> • 7 |
| B2 Delivering customer service | Core Knowledge <ul style="list-style-type: none"> • 4, 7, 9 Core Skills <ul style="list-style-type: none"> • 7, 8 |
| B3 Customer service situations | |
| Learning aim C Demonstrate teamwork skills to achieve a specified task | |
| C1 Teamwork skills | Core Skills <ul style="list-style-type: none"> • 3, 8 |
| C2 Teamwork benefits | |
| Unit 4 – Conducting a Warehouse Stocktake | |
| Learning Aims | |
| A Prepare for a warehouse stocktake to meet specified requirements | |
| B Carry out a warehouse stocktake safely to meet the plan | |
| C Review the effectiveness of the warehouse stocktake in meeting the plan | |

Unit Content

Knowledge and sector skills

Learning aim A Prepare for a warehouse stocktake to meet specified requirements

A1 Meeting to discuss stocktake plan and allocation of roles and responsibilities

A2 Planning for a stocktake

Learning aim B Conduct a warehouse stocktake safely to the plan

B1 Stocktaking procedures

B2 Safety legislation

Learning aim C Review the effectiveness of the warehouse stocktake in meeting the plan

C1 Review stocktake against the plan

C2 Identify areas for improvement