

# apprenticeship FRAMEWORK

## Warehousing and Storage - non statutory (Wales)

### IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 14 OCTOBER 2016

Modifications to SASW came into effect on 14 October 2016. These changes relate to the **Essential Skills and Employer Rights and Responsibilities** requirements of a framework and they **ONLY** apply to new Apprenticeship starts on, or after, 14th October. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

For more details of the changes and how they will affect new apprenticeship starts, please read the following preface page to the framework document. NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

### Latest framework version?

For any previous versions of this framework: [www.acwcerts.co.uk/framework\\_library](http://www.acwcerts.co.uk/framework_library)

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Published By

Institute of the Motor Industry

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Issued

# Warehousing and Storage

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# Framework information

## Information on the Issuing Authority for this framework:

Institute of the Motor Industry

The Apprenticeship sector for occupations in the automotive industry (also includes Vehicle Maintenance & Repair, Vehicle Sales, Vehicle Body & Paint, Vehicle Fitting and Vehicle Parts) and also occupations in freight logistics and maritime.

Issue number: 8	<b>This framework includes:</b>
Framework ID: FR04427	Level 2 <input checked="" type="checkbox"/> Level 3 <input checked="" type="checkbox"/> Level 4-7 <input type="checkbox"/>
Date this framework is to be reviewed by: 31/12/2013	<b>This framework is for use in: Wales</b>

## Short description

Employers in the industry need to attract new talent to replace those who leave or retire, especially women and those from underrepresented groups and encourage existing staff to gain Level 2 qualifications. Foundation Apprentices work as warehouse pickers/packers, loaders and with appropriate training, fork lift truck operators. Apprentices take on more responsibility including junior team leader roles. This framework will provide opportunities to move into Level 3 jobs and training in Warehousing and into the wider logistics industry.

# Contact information

## Proposer of this framework

[This framework is published by Skills for Logistics on a non-statutory basis prior to the designation of issuing Authorities for Wales]

## Developer of this framework

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## Issuing Authority's contact details

Issued by: [Issuing Authority Name]

Issuer contact name: [Contact Name]

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Issuer Email: [apprenticeships@skillsforlogistics.org]

## Contact Details

Who is making this revision | John Lawrence

Your organisation | Skills for Logistics

Your email address: | john.lawrence@skillsforlogistics.org

# Revising a framework

## Why this framework is being revised

| To add 5 new qualifications to the framework.

## Summary of changes made to this framework

| Added 5 new qualifications to the framework.

Two at Level 2, One at Level 3 and two further ERR qualifications.

## Qualifications removed

| Framework Developer to complete with relevant info

## Qualifications added

### Level 2 Certificate in Warehousing and Storage

600/7365/0 - IMIAL

600/8215/X - LAO

### Level 3 Diploma in Warehousing and Storage

600/7689/6 - IMIAL

### Level 2 Award in Employee Rights and Responsibilities in the Logistics Industry

600/8172/7 - LAO

600/6024/4 - CILT

## Qualifications that have been extended

| Framework Developer to complete with relevant info

# Purpose of this framework

## Summary of the purpose of the framework

The economy relies on the efficient movement of goods within the UK to ensure that goods arrive on time and in the right condition and warehousing and storage businesses play a crucial part in making this happen. If the wrong goods are packed and delivered, this affects customer satisfaction and the businesses' profitability.

Logistics employers in Wales report skills gaps and shortages, including literacy, numeracy and communications skills and the workforce is ageing. Employers need to attract more people into the industry at level 2 to train as warehousing staff to fill these skills gaps and shortages, to provide a progression route to Level 3 and to replace those who leave or retire.

Warehouse operatives, depending on the size of the company, undertake a range of duties, working alone or in a team, including loading/unloading of vehicles and selecting and packing customer orders, ensuring goods are ready for dispatch on time. Senior Warehouse staff take additional responsibility for looking after teams to ensure tasks are completed on time and in line with organisational and customer requirements.

There are approximately 200 workplaces in Wales whose primary function is in freight transport activities, employing around 3000 people directly in warehousing operations. The Warehousing Industry is part of a wider logistics sector which employs around 4% of the workforce in Wales and provides many opportunities to jobs and training in other parts of logistics such as Traffic Office and Purchasing and Supply Chain Management.

This framework and its predecessor have been used by employers since 2005. Currently there are around 100 Foundation Apprentices/Apprentices starting this Apprenticeship each year.

This Foundation Apprenticeship/Apprenticeship builds on the success of the previous framework, helping to meet the skills needs of employers and, at the same time contributes to meeting the skills priorities for Wales by:

- Incorporating Essential Skills Wales of Communication and Application of Number, thereby helping to improve the levels of basic literacy and numeracy skills in the workforce in Wales.
- Providing qualifications for competence and knowledge, approved by employers to meet the skills mix they require.
- Developing employability skills through the incorporation of induction and employee rights and responsibilities components, recommending a minimum number of hours for these activities.
- Providing a progression pathway from level 2 to intermediate and higher -level skills, through to level 3 and 4 Apprenticeships/Higher Apprenticeships.
- Providing information about career pathways through the Logistics Professional Development Stairway and Delivering Your Future careers website.

Whilst the use of handheld technology devices (e.g. scanners) is quite widespread within the industry, ICT has not been included in this framework as employers do not feel it is relevant to the job role of those working in a warehouse environment.

## Aims and objectives of this framework (Wales)

The aim of this Foundation Apprenticeship/Apprenticeship is to provide the warehousing Industry in Wales with staff who have the knowledge, skills and confidence to help their businesses grow and to provide a career path for Apprentices to higher level jobs and qualifications.

The objectives of the framework are to:

- attract more applicants, including women and those from under-represented groups into Level 2 jobs in the warehousing industry in Wales with the skills and knowledge which employers are looking for;
- provide flexible routes for those wishing to get into warehousing and progress to a range of jobs, training and other qualifications in logistics;
- provide opportunities for existing staff to gain Level 2 qualifications which recognise their knowledge and experience;
- to offer progression to Level 3 qualifications for those who wish to do so;
- to replace staff who leave or retire.]

# Entry conditions for this framework

Employers seek to attract applicants who have a keen interest in working in a warehousing business in the logistics sector. They must be willing to work shifts, as part of a team and be good timekeepers. Employers are also interested in applicants who have basic literacy and numeracy skills on which this Foundation Apprenticeship will build.

Applicants to this Foundation Apprenticeship/Apprenticeship will be a mix of age and experience. As a guide, applicants may come from a range of routes including:

- work or work experience
- training and/or experience which could include a portfolio showing what they have done
- any of the Essential Skills Wales or Wider Key Skills
- Welsh Baccalaureate including the Principal Learning Qualification for Retail Business which has logistics content
- vocational or academic qualification(s)

## RULES TO AVOID REPEATING QUALIFICATIONS

Processes exist to make sure that applicants with prior knowledge, qualifications and experience are not disadvantaged by having to repeat learning. Training providers and awarding organisations will be able to advise on the current rules for accrediting prior learning and recognising prior experience. Refer to the on and off the job training section for guidance about prior attainment and achievement. In the meantime, this is a short summary:

There are **no relaxations or proxies** for any qualifications specified in a framework in SASW, however, providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace.

### 1. Essential Skills Wales

If applicants already have GCSEs in English, Maths and/or Information and Communications Technology (ICT) they still have to do the Essential Skills Wales at the relevant level as these are new qualifications and proxies do not exist.

Up to the 31 August 2011, if applicants already have achieved Key Skills at the relevant level, they will not have to do the relevant Essential Skills Wales (ESW), however, apprentices can be encouraged to complete ESW at a higher level if appropriate.

### 2. Knowledge qualifications

If applicants already have one of the Level 2 KNOWLEDGE qualifications before they started their Apprenticeship, (see knowledge qualifications page in this framework) they can count this and do not have to redo the qualification, providing that they have achieved this qualification within 5 years (to be set by the framework developer but SASW recommends five years) of applying for the apprenticeship certificate.. For example they may have already achieved the KNOWLEDGE element as part of the Welsh Baccalaureate. The hours they spent gaining this qualification will also count towards the minimum hours required for this framework.

### **3. Competence qualifications**

If applicants already have the Level 2 COMPETENCE qualification for the Apprenticeship they do not have to repeat this qualification, however, this qualification must have been achieved within 5 years (to be set by the framework developer but SASW recommends five years) of applying for the Apprenticeship certificate and they will still have to demonstrate competence in the workplace.

### **4. Prior experience**

Applicants already working in the sector will be able to have their prior experience recognised by the Awarding Organisation and this will count towards the competence and the knowledge qualifications in this framework.

### **5. Initial Assessment**

Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs, recognising prior qualifications and experience.]

# Level 2

Title for this framework at level 2

**Warehouse Operative**

Pathways for the framework at level 2:

Pathway 1: Warehouse Operative

# Level 2, Pathway 1: Warehouse Operative

## Description of this pathway

Warehousing and Storage Level 2 (Warehouse Operative) 43 Credits

## Entry requirements for this pathway in addition to the framework entry requirements

None in addition to the general entry conditions for the framework

Job title(s)	Job role(s)
Warehouse Operative	Working as part of a team, you may be required to load/unload vehicles. You will also have delegated responsibility for the correct selection and packing of customer orders, ensuring they are ready for despatch on time.

# Qualifications

## Competence qualifications available to this pathway

N/A

## Knowledge qualifications available to this pathway

N/A

## Combined qualifications available to this pathway

### B1 – - Level 2 Certificate in Warehousing and Storage

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	501/1707/5	EAL	26	101-177	N/A
B1b	501/1061/5	Edexcel	26	101-177	N/A
B1c	500/9960/7	EDI	26	101-177	N/A
B1d	501/1277/6	OCR	26	101-177	N/A
B1e	501/1082/2	City & Guilds	26	101-177	N/A
B1f	600/0300/5	SQA	26	101-177	N/A
B1g	600/1344/8	NCFE	26	101-177	N/A
B1h	600/1230/4	ABC	26	101-177	N/A
B1i	600/1694/2	PAA/VQSET	26	101-177	N/A
B1j	600/2247/4	SkillsFirst Awards Ltd	26	101-177	N/A
B1k	600/3311/3	HABC	26	101-177	N/A
B1l	600/3032/X	Open Awards	26	101-177	N/A

B1m	600/4381/7	FDQ	26	101-177	N/A
B1n	600/6393/2	ICQ	26	101-177	N/A
B1o	600/7364/0	IMIAL	26	101-177	N/A
B1p	600/8215/X	LAO	26	101-177	N/A

## Relationship between competence and knowledge qualifications

The Certificate in Warehousing and Storage at Level 2 is a combined qualification incorporating competence and knowledge, which are separately assessed.

Providers MUST ensure that Foundation Apprentices achieve at least 10 credits for competence and at least 10 credits for knowledge when selecting units to meet the requirements of the SASW.

The framework totals 43 credits which includes competence, knowledge, the ERR qualification and the two Essential Skills Wales of Communication and Application of Number.

This framework exceeds the minimum of 37 credits set by the SASW.

Total Credits for this combined qualification is 26 credits made up as follows:

### Mandatory units

- Health, Safety and Security at work (1 credit for competence and 2 for knowledge)
- Develop effective working relationships with colleagues in logistics operations (2 credits for competence and 2 for knowledge)

### Optional Units Group 1 (2 units from this group)

- Process orders for customers in logistics operations (2 credits for competence and 1 for knowledge)
- Assemble orders for dispatch in logistics operations (2 credits for competence and 1 for knowledge)
- Pick goods in logistics operations (2 credits for competence and 1 for knowledge)
- Place goods in storage in logistics operations (2 credits for competence and 2 for knowledge)
- Wrap and pack goods in logistics operations (2 credits for competence and 1 for knowledge)

### Optional Units Group 2 (1 unit from this group)

- Keep work areas clean in logistics operations (2 credits for competence and 1 for knowledge)
- Maintain hygiene standards in handling and storing goods in logistics operations (2 credits for competence and 1 for knowledge)

**Maintain the cleanliness of equipment in logistics operations (2 credits for competence and 1 for knowledge)**

**Optional Units Group 3 (1 unit from this group)**

- Use equipment to move goods in logistics operations (2 credits for competence and 1 for knowledge)
- Moving and/or handling goods in logistics operations (2 credits for competence and 2 for knowledge)
- Use a forklift side-loader in logistics operations (1 credit for competence)
- Use a compact crane in logistics operations(1 credit for competence)
- Use an industrial forklift truck in logistics operations(1 credit for competence)
- Use a hoist in logistics operations(1 credit for competence)

**Optional Units Group 4 (1 unit from this group)**

- Check stock levels and stock records (2 credits for competence and 1 for knowledge)
- Keep stock at required levels in logistics operations (2 credits for competence and 1 for knowledge)

**Optional Units Group 5 (A minimum value of 6 credits from this group)**

- Operate equipment to perform work requirements in logistics operation (4 credits for competence and 4 for knowledge)
- Maintain the safety and security of hazardous goods and materials in logistics operations (3 credits for competence and 3 for knowledge)
- Receive goods in logistics operations (2 credits for competence and 1 for knowledge)
- Process returned goods in logistics operations (2 credits for competence and 1 for knowledge)
- Sort goods and materials for recycling or disposal in logistics operations (2 credits for competence and 1 for knowledge)
- Contribute to the provision of customer service in logistics operations (2 credits for competence and 1 for knowledge)
- Supervise the receipt, storage or dispatch of goods (3 credits for competence and 3 for knowledge)
- Principles of food safety in logistics (1 credit for knowledge)

# Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

## Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Communication achievement above the minimum SASW requirement?**    **YES**     **NO**

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required:

## Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Application of Number achievement above the minimum SASW requirement?**    **YES**     **NO**

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required:

## Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework?    **YES**     **NO**

# Progression routes into and from this pathway

## PROGRESSION INTO THIS LEVEL TWO FOUNDATION APPRENTICESHIP

This can be from a wide range of routes including:

- work or work experience
- training (non accredited)
- any of the Essential Skills Wales or Wider Key Skills
- Welsh Baccalaureate including the Principal Learning Qualification in Retail Business which has logistics content
- academic qualification(s) such as one or more GCSEs

## PROGRESSION FROM THIS LEVEL 2 FOUNDATION APPRENTICESHIP:

Foundation Apprenticeships/Apprenticeships in any of the following:

- Foundation Apprenticeship in Team Leading
- Logistics Operations Apprenticeship
- Warehousing and Storage Apprenticeship
- Driving Goods Vehicles Apprenticeship

Into a job as a Warehouse Operations Team Member or with further development and training e.g. in-house/external development programme (CPD) accredited/non accredited into the following jobs at level 3:

- Team Leader Warehouse Manager
- Transport Manager

After further training and development for those who choose to do so:

- Foundation degree in logistics, transport planning, logistics operations and administration. visit [www.fdf.ac.uk](http://www.fdf.ac.uk)

### Logistics career structure

- This Level 2 Apprenticeship sits in the Logistics Professional Development Stairway at Step 3. For further information visit [www.thestairway.org](http://www.thestairway.org)
- For careers information for the logistics sector visit [www.deliveringyourfuture.co.uk](http://www.deliveringyourfuture.co.uk)

## UCAS points for this pathway:

[Framework Developer to complete with relevant info]

# Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework? **YES**  **NO**

## Delivery and assessment

### QCF Award numbers

- 600/1045/9 - EDI
- 600/1361/8 - C&G
- 600/1217/1 - Edexcel
- 600/1740/5 - ABC
- 600/1745/4 - SQA
- 600/2570/0 - OCR
- 600/2246/2 - Skillsfirst Awards Ltd
- 600/3313/7 - HABC
- 600/4981/9 - EAL
- 600/4474/3 - NCFE
- 600/4380/5 - FDQ
- 600/6392/0 - ICQ
- 600/8172/7 - LAO
- 600/6024/4 - CILT

All Foundation Apprentices must receive an induction to the workplace and to the Apprenticeship programme. ERR will be covered through a separate QCF Award entitled Employee Rights and Responsibilities in the Logistics Industry, which will ensure that the Apprentices know and understands each of the nine national outcomes for ERR as follows:

1. the range of employer and employee statutory rights and responsibilities under employment law and that employment rights can be affected by other legislation as well. This should cover the apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and health and safety, together with the duties of employers.
2. procedures and documentation which recognises and protects their relationship with their employer, including health and safety and equality and diversity training as part of the apprenticeship
3. the range of sources and information and advice available to them on their employment rights and responsibilities, including Access to Work and Additional LearningSupport
4. the role played by their occupation in their organisation and industry.
5. has an informed view of the types of career pathways that are open to them.
6. the types of representative bodies and understands their relevance to their industry and organisation and the main roles and responsibilities.
7. where and how to get information and advice on their industry, occupation, training and career.
8. can describe and work within their organisation's principles and codes of practice.
9. can recognise and form a view on issues of public concern that affect their organisation and industry.

Skills for Logistics has developed an ERR workbook to support the delivery of the ERR award  
<http://www.skillsforlogistics.org/home/qualifications/apprenticeships/wales>

#### **RECOGNITION OF ERR:**

A certificate of achievement of the ERR Award must be submitted to Skills for Logistics when applying for the Apprenticeship completion certificate. |

# Level 3

Title for this framework at level 3

## Warehousing and Storage

Pathways for the framework at level 3:

Pathway 1: Senior Warehouse Person / Team Leader

# Level 3, Pathway 1: Senior Warehouse Person/Team Leader

## Description of this pathway

Warehousing and Storage (Senior Warehouse Person/Team Leader) 57 Credits

## Entry requirements for this pathway in addition to the framework entry requirements

None in addition to the general entry requirements for the framework

Job title(s)	Job role(s)
Senior Warehouse Person/Team Leader	Working as the Senior Member/Team Leader of the team, in addition to your normal warehouse activities, you will also have delegated responsibility for overseeing the correct selection and packing of customer orders, ensuring your team complete these tasks on time ready for despatch.

# Qualifications

## Competence qualifications available to this pathway

N/A

## Knowledge qualifications available to this pathway

N/A

## Combined qualifications available to this pathway

### B1 – Level 3 Diploma in Warehousing and Storage

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	600/2294/2	EDI	40	201-220	N/A
B1b	600/2366/1	PAA/VQSET	40	201-220	N/A
B1c	600/2696/0	Edexcel	40	201-220	N/A
B1d	600/3312/5	HABC	40	201-220	N/A
B1e	600/3031/8	SQA	40	201-220	N/A
B1f	600/3766/0	City & Guilds	40	201-220	N/A
B1g	600/4277/1	Skillsfirst Awards Ltd	40	201-220	N/A
B1h	600/4387/8	FDQ	40	201-220	N/A
B1i	600/6378/6	ICQ	40	201-220	N/A
B1j	600/7689/6	IMIAL	40	201-220	N/A

## Relationship between competence and knowledge qualifications

The Diploma in Warehousing and Storage at Level 3 is a combined qualification incorporating competence and knowledge, which is separately assessed.

Providers MUST ensure that apprentices achieve at least 10 credits for competence and at least 10 credits for knowledge when selecting units to meet the requirements of the SASW. This pathway totals 57 credits which includes competence, knowledge, the ERR qualification and the two Essential Skills Wales of Communication and Application of Number.

This framework exceeds the minimum of 37 credits set by the SASW.

Total credits for the combined qualification is 40 made up as follows:

### **Mandatory Units**

- Contribute to the provision of customer service in logistics operations (2 credits for competence and 1 for knowledge)
- Provide leadership for your team in logistics operations (2 credits for competence and 2 for knowledge)
- Supervise the receipt, storage or dispatch of goods (3 credits for competence and 3 for knowledge)
- Take responsibility for Health, Safety and Security in your team (2 credits for competence and 1 for knowledge)

### **Option Group 1 (3 units to be taken from this group)**

- Moving and/or handling goods in logistics operations (2 credits for competence and 2 for knowledge)
- Use equipment to move goods in logistics operations (2 credits for competence and 1 for knowledge)
- Process returned goods in logistics operations (2 credits for competence and 1 for knowledge)
- Sort goods and materials for recycling or disposal in logistics operations (2 credits for competence and 1 for knowledge)
- Check stock levels and stock records (2 credits for competence and 1 for knowledge)
- Maintain the safety and security of hazardous goods and materials in logistics operations (3 credits for competence and 3 for knowledge)

### **Option Group 2 (2 units to be taken from this group)**

- Allocate and check work in your team in logistics operations (2 credits for competence and 1 for knowledge)
- Inducting new colleagues into a logistics operation (1 credit for competence and 1 for knowledge)
- Manage own resources and professional development in logistics operations (1 credit for competence and 1 for knowledge)
- Recruit, select and keep colleagues in logistics operations (2 credits for competence and 2 for knowledge)
- Build and manage teams in logistics operations (2 credits for competence and 2 for knowledge)

### **Optional Group 3 (2 units to be taken from this group)**

- Schedule logistics operations to meet customer requirements (2 credits for competence and 2 for knowledge)
- Arrange the transportation of goods using multiple transport modes (2 credits for competence and 1 for knowledge)

- Organise the preparation of documentation for the transportation of goods (2 credits for competence and 1 for knowledge)
- Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations ( 1 credit for competence and 2 for knowledge)

**Optional Group 4 (1 unit to be taken from this group)**

- Optimise the use of logistics resources (2 credits for competence and 1 for knowledge)
- Respond to problems in logistics operations (1 credit for competence and 2 for knowledge)
- Improve the performance of logistics operations (2 credits for competence and 2 for knowledge)
- Minimise the environmental impact of logistics operations ( 1 credit for competence and 2 for knowledge)

**Optional Group 5 (1 unit to be taken from this group)**

- Release the vehicle for daily tasks ( 1 credit for competence and 1 for knowledge)
- Apply technology in logistics operations (2 credits for competence and 2 for knowledge)
- Monitor vehicle movements (1 credit for competence and 1 for knowledge)
- Manage the traffic office (2 credits for competence and 2 for knowledge)
- Principles of food safety supervision in logistics ( 1 credit for competence and 2 for knowledge)

# Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

## Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Communication achievement above the minimum SASW requirement?** YES  NO

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

## Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASW](#) on the [gov.wales](#) website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACW](#) website.

**Does this framework require Application of Number achievement above the minimum SASW requirement?** YES  NO

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

## Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework? YES  NO

# Progression routes into and from this pathway

## PROGRESSION INTO THIS LEVEL 3 APPRENTICESHIP

This can be from a wide range of routes including:

- work or work experience
- training (non accredited)
- any of the Essential Skills Wales or Wider Key Skills Wales
- Driving Goods Vehicles Foundation Apprenticeship
- Traffic Office Foundation Apprenticeship
- Warehousing and Storage Foundation Apprenticeship
- Welsh Baccalaureate including any of the (14-19) Principal Learning Qualifications, particularly Retail Business which has logistics content
- vocational or academic qualification(s)

## PROGRESSION FROM THIS LEVEL 3 APPRENTICESHIP:

Apprenticeship/Higher Apprenticeship in any of the following:

- Management Higher Apprenticeship
- Purchasing and Supply Management Higher Apprenticeship

Into a job as a Transport Operations Team Leader or with further development and training e.g. in-house/external development programme (CPD) accredited/non accredited into the following jobs:

- Warehouse Manager.
- Transport Specialist responsible for all aspects of the distribution and transport of goods

After further training and development for those who choose to do so:

- Foundation degree in logistics, transport planning, logistics operations and administration. visit [www.fdf.ac.uk](http://www.fdf.ac.uk)
- Higher education programmes such as Logistics and Supply Chain Management, Business and Management.

## Logistics career structure

- This Level 3 Apprenticeship sits in the Logistics Professional Development Stairway at Step 5. For further information visit [www.thestairway.org](http://www.thestairway.org)
- For careers information for the logistics sector visit [www.deliveringyourfuture.co.uk](http://www.deliveringyourfuture.co.uk)

## UCAS points for this pathway:

N/A

# Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework? **YES**  **NO**

## Delivery and assessment

### DELIVERY AND ASSESSMENT OF ERR

QCF Award numbers 600/1045/9 - EDI

- 600/1361/8 - C&G
- 600/1217/1 - Edexcel 600/1740/5 - ABC
- 600/1745/4 - SQA
- 600/2570/0 - OCR
- 600/2246/2 - Skillsfirst Awards Ltd 600/3313/7 - HABC
- 600/4981/9 - EAL
- 600/4474/3 - NCFE
- 600/4380/5 - FDQ
- 600/6392/0 - ICQ
- 600/8172/7 - LAO
- 600/6024/4 - CILT

All Foundation Apprentices must receive an induction to the workplace and to the Apprenticeship programme. ERR will be covered through a separate QCF Award entitled Employee Rights and Responsibilities in the Logistics Industry, which will ensure that the Apprentices know and understands each of the nine national outcomes for ERR as follows:

1. the range of employer and employee statutory rights and responsibilities under employment law and that employment rights can be affected by other legislation as well. This should cover the apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and health and safety, together with the duties of employers.
2. procedures and documentation which recognises and protects their relationship with their employer, including health and safety and equality and diversity training as part of the apprenticeship
3. the range of sources and information and advice available to them on their employment rights and responsibilities, including Access to Work and Additional LearningSupport

4. the role played by their occupation in their organisation and industry.
5. has an informed view of the types of career pathways that are open to them.
6. the types of representative bodies and understands their relevance to their industry and organisation and the main roles and responsibilities.
7. where and how to get information and advice on their industry, occupation, training and career.
8. can describe and work within their organisation's principles and codes of practice.  
can recognise and form a view on issues of public concern that affect their organisation and industry.

Skills for Logistics has developed an ERR workbook to support the delivery of the ERR award

<http://www.skillsforlogistics.org/home/qualifications/apprenticeships/wales>

### **RECOGNITION OF ERR:**

A certificate of achievement of the ERR Award must be submitted to Skills for Logistics when applying for the Apprenticeship completion certificate.

# How equality and diversity will be met

The Logistics sector workforce is predominantly white male and despite progress in recent years, females, those from black and minority ethnic groups and people with a learning difficulty or disability are not being attracted to the industry and the ageing workforce means that more people are required to fill a range of logistics roles.

The Warehousing Industry, however, attracts more women as there are opportunities for part time work and flexible shift working.

Awareness of Logistics as a profession is being raised through the Welsh Baccalaureate Principal Learning Qualification in Retail Business, which has logistics content and through promotional leaflets aimed at 14 – 19 year olds in schools. Amongst these leaflets is "Getting more girls into Logistics and Retail" which will help to promote the range of jobs in logistics. Other initiatives which aim to attract applicants from a diverse population developed by Skills for Logistics are:

- Delivering Your Future careers website illustrating non stereotypical roles  
[www.deliveringyourfuture.co.uk](http://www.deliveringyourfuture.co.uk)
- Made in China a free teaching resource to support Maths and Enterprise in schools using the journey of an MP3 player from China to the UK. <http://www.madeinchinaresources.co.uk/>

Foundation Apprenticeships are seen as a vital route to encourage, and facilitate, a greater diversity of individuals into the industry and action plans are in place to increase the number of apprenticeships by a minimum of 10% each year. Actions to widen participation and increase diversity in the Logistics workforce include:

- flexible entry conditions to attract a wide range of applicants;
- Incorporating guidance on initial assessment to ensure it does not discriminate against applicants to this framework;
- Links with Jobcentre Plus, promoting logistics as a career path;
- Promoting logistics content in the curriculum through the
- Chartered Institute for Logistics and Transport (CILTUK);
- Developing an entry to employment programme aimed at difficult to reach groups; Raising the profile of Logistics at careers events.

Skills for Logistics expects providers and employers to abide by the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and promotion within the sector using the 9 protected characteristics of :

... Warehousing and Storage - non statutory (Wales)

1. Age
2. Disability
3. Gender
4. Gender reassignment
5. Marriage and civil partnership
6. Pregnancy and maternity
7. Race
8. Religion or Belief
9. Sex or sexual orientation

Skills for Logistics will monitor take up and achievement of all Apprenticeships and take steps to address any barriers to take up and achievement as part of our Sector Qualifications Strategy.]

# On and off the job training

## Summary of on- and off-the-job training

Total on and off the job training hours for this Framework:

For the Level 2 Foundation Apprenticeship

The Total On and Off the job training hours are 321

For the Level 3 Apprenticeship

The Total On and Off the job training hours are 421

## Off-the-job training

For the Level 2 Foundation Apprenticeship the amount of Off the Job training is 223 hours for the 12 month programme.

For the Level 3 Apprenticeship the amount of Off the Job training is 257 hours for the 12 month programme

How this requirement will be met

Training hours delivered under an Apprenticeship agreement may vary depending on the previous experience and attainment of the Apprentice. The amount of off-the-job training required to complete the Apprenticeship under the Apprenticeship agreement may then be reduced accordingly, provided the total number of off-the-job hours for this framework can be verified for Apprenticeship certification. Off the job hours are made up as follows:

For the Level 2 Foundation Apprenticeship:

- 33 hours for the knowledge element of the Level 2 Certificate in Warehousing and Storage
- 55 hours for the Level 1 Essential Skills Wales in Application of Number
- 55 hours for the Level 1 Essential Skills Wales in Communication
- 40 hours for ERR and Induction (to reflect the % of time for induction and ERR delivered/completed off the job)
- 40 hours minimum for mentoring (or at least one hour a week for the duration of the programme)

For the Level 3 Apprenticeship:

- 67 hours for the knowledge element of the Level 3 Diploma in Warehousing and Storage
- 55 hours for the Level 2 Essential Skills Wales in Application of Number
- 55 hours for the Level 2 Essential Skills Wales in Communication
- 40 hours for ERR and Induction (to reflect the % of time for induction and ERR delivered/completed off the job)
- 40 hours minimum for mentoring (or at least one hour a week for the duration of the programme)

Previous attainment

Where a learner enters an Apprenticeship agreement having previously attained parts or all of the relevant qualifications, this prior learning needs to be recognised using either QCF credit transfer for achievements within the QCF; or through recording of exemptions for certificated learning outside of the QCF, for example Principal Learning qualifications. For Apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years of applying for the Foundation Apprenticeship Certificate.

### Previous experience

Where a learner enters an Apprenticeship agreement with previous work-related experience, this prior learning needs to be recognised [see QCF Guidance on Claiming Credit for further details]. To count towards Apprenticeship certification, previous experience must be recorded using the appropriate Awarding Organisation's QCF 'Recognition of Prior Learning' procedures and the hours recorded may then count towards the off-the-job hours required to complete the Apprenticeship.

For Apprentices with prior uncertificated learning experience, the off-the-job learning must have been acquired within 3 years of application for the Foundation Apprenticeship Certificate or have been continuously employed in the relevant job role in the industry for 12 months duration.

Off-the-job training needs to:

- be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager;
- allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;
- be delivered during contracted working hours;
- be delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching; mentoring, feedback and assessment; collaborative/networked learning with peers, guided study and induction.

Off-the-job training must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the assessor and employer. |

## On-the-job training

On-the-job training is defined as skills, knowledge and competence gained within normal work duties. For this framework the amount of on-the-job training is as follows:

For the Level 2 Foundation Apprenticeship 98 hours

For the Level 3 Apprenticeship 164 hours

### How this requirement will be met

On the job training hours may vary depending on previous experience and attainment of the Apprentice. Where a learner enters an Apprenticeship agreement having previously attained or acquired the appropriate competencies or knowledge, this prior learning needs to be recognised and documented using the relevant QCF credit transfer, QCF exemption or RPL procedures (as off-the-job above). The amount of on-the-job training required to complete the Apprenticeship under the Apprenticeship agreement may then be reduced accordingly,

provided the total number of on-the-job hours for this framework can be verified for Apprenticeship certification.

On the job training for this frameworks is made up as follows:

**For the Level 2 Foundation Apprenticeship:**

- 68 hours on-the-job for the 12 month programme as part of the competence element of the Level 2 Certificate in Warehousing and Storage
- 20 hours related to the on the job elements of induction and ERR
- 10 hours on the job to practice the two Essential Skills Wales.

**For the Level 3 Apprenticeship:**

- 134 hours on-the-job for the 12 month programme as part of the competence element of the Level 3 Diploma in Warehousing and Storage
- 20 hours related to the on the job elements of induction and ERR
- 10 hours on the job to practice the two Essential Skills Wales

Apprentices who commence training under a new Apprenticeship agreement with a new employer may bring a range of prior experience with them. When an Apprentice can claim (e.g. 45% or more hours) towards the on-the-job framework total through prior learning acquired from previous full-time education, employment or other vocational programmes, then the Apprentice's learning programme should include 'customisation'. Training providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace. Customisation programmes may include selecting appropriate additional Unit(s) from QCF qualifications, or relevant units recognised as Quality Assured Lifelong Learning [QALL] through a CQFW recognised body, or follow Essential Skills at a level higher than that specified in the framework, include one or more Wider Key Skills or other competency-based qualifications/units relevant to the workplace.

For Apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years from the date of application for the Foundation Apprenticeship Certificate or have been continuously employed in the industry for 1 year. Job roles within the warehousing and storage require a thorough level of technical competence and knowledge, which will be undertaken through work-based training, practice and experience.

On-the-job learning must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by either the assessor, employer, mentor, training provider . These records of hours may need to be submitted to the Certifying Authority when applying for an Apprenticeship completion certificate.

**Evidence for BOTH ON AND OFF THE JOB LEARNING which must be submitted to Skills for Logistics when applying for the Foundation Apprenticeship completion certificate is :**

- Level 2 Certificate in Warehousing and Storage
- Certificate showing achievement of the ERR Award
- Essential Skills Wales for Communication and Application of Number at level 1

**Evidence for BOTH ON AND OFF THE JOB LEARNING which must be submitted to Skills for Logistics when applying for the Apprenticeship completion certificate is:**

- Level 3 Diploma in Warehousing and Storage
- Certificate showing achievement of the ERR Award
- Essential Skills Wales for Communication and Application of Number at level 2

# Wider key skills assessment and recognition

While Wider Key Skills are not a **mandatory** part of the framework, training providers are encouraged to provide apprentices the opportunity to achieve them.

For this framework, there are natural opportunities for Wider Key Skills to be embedded within the mandatory units of the following qualifications:

Enter Qualification Names
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## Improving own learning and performance

Consultation with employers has shown that this Wider Key Skill is not separately required at this time.

However, providers and Apprentices are encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow Apprentices to claim APL these skills in the future.

Skills for Logistics recognises improving own learning and performance is an individual process and although no specific unit has been identified as a source of evidence guidance material has been developed Please visit:

<http://www.skillsforlogistics.org/home/qualifications/apprenticeships/wales/ws>

## Working with others

Consultation with employers has shown that this Wider Key Skill is not separately required at this time.

However, providers and Apprentices are encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow Apprentices to claim APL these skills in the future.

Skills for Logistics has identified the following mandatory unit as a source of evidence to support this wider key skill and has developed materials to record evidence.

### For the Foundation Apprenticeship

H/601/7917 - Develop effective working relationships with colleagues in logistics operations

### For the Apprenticeship

T/601/7934 - Supervise the receipt, storage or dispatch of goods. Please visit: <http://www.skillsforlogistics.org/home/qualifications/apprenticeships/wales/ws>

## Problem solving

Consultation with employers has shown that this Wider Key Skill is not separately required at this time.

However, providers and Apprentices are encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow Apprentices to claim APL these skills in the future.

Skills for Logistics has identified the following mandatory unit as a source of evidence to support this wider key skill and has developed materials to record evidence.

### For the Foundation Apprenticeship

K/502/1072 - Health, Safety and Security at work

**For the Apprenticeship**

K/601/4875 - Take responsibility for Health, Safety and Security in your team

Please visit:

<http://www.skillsforlogistics.org/home/qualifications/apprenticeships/wales/ws>

# apprenticeship FRAMEWORK

For more information visit-  
[www.acwcerts.co.uk/framework\\_library](http://www.acwcerts.co.uk/framework_library)