



**Mapping Document for the
Warehouse Operative Apprenticeship Standard (Level 2) into the
Apprenti-kit and the Highfield Level 2 Certificate for Warehouse
Operatives (RQF)**

Module	Standard Learning outcome	Standard Assessment Criteria (EPA Standard Specification)	Apprenti-kit Textbook Page	Apprenti-kit Workbook Question	Qualification Unit	Qualification Learning Outcome & Assessment Criteria
M1. Using equipment	Understand the safe and controlled driving and/or operating techniques relating to materials handling equipment (MHE)	K1.1 Describe the safe operation of materials handling equipment to set standards	4	Q1	Unit 1 A/615/9225	LOC1 AC1.1, AC1.2, AC1.6, AC1.7
		K1.2 Explain safe health and safety practices when working at height	4, 5	Q2	Unit 1 A/615/9225	LOC1 AC1.3, AC1.6
	Understand the safe use of equipment and machinery	K1.3 Know where to find instructions and guidance	6	Q3	Unit 1 A/615/9225	LOC1 AC1.4
		K1.4 Explain the consequences of incorrect use of equipment and machinery	7	Q4	Unit 1 A/615/9225	LOC1 AC1.5, AC2.1
	Operate at least one vehicle safely and efficiently	S1.1 Operate a piece of materials handling equipment safely and efficiently to set standards	8	N/A	Unit 1 AC/615/9225	LOC2 AC2.2, 2.3
		S1.2 Manoeuvre a vehicle in restricted space	8	N/A	Unit 1 AC/615/9225	LOC2 AC2.4

	Use and position vehicle fitted equipment	S1.3 Use and position vehicle fitted equipment safely	9	N/A	Unit 1 AC/615/9225	LOC2 AC2.5
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M2 Environmental management	The environmental impact of the industry and how it can be minimised	K2.1 Explain the need to maintain a high level of housekeeping	3, 4	Q1	Unit 2 F/615/9226	LOC1 AC1.1
		K2.2 Identify the need to manage waste effectively	4	Q2	Unit 2 F/615/9226	LOC1 AC1.2
		K2.3 Understand how to use packing materials effectively	5	Q3	Unit 2 F/615/9226	LOC1 AC1.3, AC1.4
		K2.4 Identify the environmental consequences of disposing of waste correctly	5	Q4	Unit 2 F/615/9226	LOC1 AC1.5
		K2.5 Identify the steps to take to minimise the effect their work and their industry has on the environment	6	Q5	Unit 2 F/615/9226	LOC1 AC1.6
	Manage waste effectively	S2.1 Maintain a high level of housekeeping	7	N/A	Unit 2 F/615/9226	LOC2 AC2.4
		S2.2 Manage waste effectively	7	N/A	Unit 2 F/615/9226	LOC2 AC2.2, AC2.3

	Select, prepare and use the most appropriate packing materials	S2.3 Select, prepare and use packing materials efficiently to reduce waste, costs and environmental impact	8	N/A	Unit 2 F/615/9226	LOC2 AC2.1
		S2.4 Select the most suitable packing materials to ensure minimal waste, to reduce costs and environmental impact	8	N/A	Unit 2 F/615/9226	LOC2 AC2.1
		S2.5 Show a personal commitment in minimising the effect of work activities on the environment	7, 8	N/A	Unit 2 F/615/9226	LOC2 AC2.3

M3: Using IT systems within the warehouse environment	How to use relevant IT, technology and systems	K3.1 Identify IT application and systems used to ensure the safe and efficient processing of goods	3, 5	Q1	Unit 3 J/615/9227	LOC1 AC1.1, AC1.2
	Use IT systems and other relevant technology and systems	S3.1 Ensure the safe and efficient processing of goods using IT applications and systems	5	N/A	Unit 3 J/615/9227	LOC3 AC3.1
M4: Handling stock	How to use warehouse systems and processes relating to packing, moving and receiving stock	K4.1 Identify recording paperwork used to facilitate the safe handling of goods	5, 3	Q4, Q1	Unit 3 J/615/9227	LOC2 AC2.1, AC2.2
		K4.2 Explain the need for recording received and stowing stock	3	Q2	Unit 3 J/615/9227	LOC2 AC2.3

		K4.3 Explain the need to produce recording paperwork to ensure the safe handling of stock	4	Q3	Unit 3 J/615/9227	LOC2 AC2.4
		K4.4 Explain how to use warehouse systems and processes to provide efficient and effective service both internal and external customers	5, 3	Q4	Unit 3 J/615/9227	LOC2 AC2.1
Safely and efficiently, move, handle pack and unpack different items	S4.1 Move, handle, pack and unpack items in line with compliance rules, regulations and processes	9	N/A	Unit 3 J/615/9227	LOC4 AC4.1, AC4.2	
	S4.2 Work individually and in a team to safely move and handle objects	7	N/A	Unit 3 J/615/9227	LOC4 AC4.3	
	S4.3 Know where to find instructions/guidelines	10	N/A	Unit 3 J/615/9227	LOC4 AC4.4	
	S4.4 Check for damaged or missing items	11	N/A	Unit 3 J/615/9227	LOC4 AC4.5	

	Safely and efficiently load and unload items	S4.5 Use MHE to safely load and unload items	12	N/A	Unit 3 J/615/9227	LOC5 AC5.1
		S4.6 Ensure items are safely and efficiently packed	12	N/A	Unit 3 J/615/9227	LOC5 AC5.2
		S4.7 Ensure items are assembled and dissembled as appropriate	13	N/A	Unit 3 J/615/9227	LOC5 AC5.3.AC5.4
	Use correct equipment and procedures to record receiving or stowing goods	S4.8 Record receiving and stowing stock using suitable equipment	13	N/A	Unit 3 J/615/9227	LOC6 AC6.1, AC6.3
		S4.9 Produce recording paperwork	14	N/A	Unit 3 J/615/9227	LOC6 AC6.2

M5 Building relationships	The importance of delivering excellent customer service	K5.1 Explain the importance of delivering excellent customer service to everyone	3	Q1	Unit 4 L/615/9228	LOC1 AC1.1, LOC2 AC2.1, LOC3 AC3.1
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		K5.2 Describe how to identify and respond to customer needs	5	Q2	Unit 4 L/615/9228	LOC3 AC3.2
		K5.3 Describe effective communications with customers that store goods with the company/colleagues	7	Q3	Unit 4 L/615/9228	LOC1 AC1.2, AC1.3
	Communicate effectively with customers and colleagues	S5.1 Meet customer needs	9, 19	N/A	Unit 4 L/615/9228	LOC2 AC2.3,
		S5.2 Work effectively under pressure	9, 19	N/A	Unit 4 L/615/9228	LOC2 AC2.3
		S5.3 Work effectively to meet deadlines	9, 19	N/A	Unit 4 L/615/9228	LOC2 AC2.3, LOC3 AC3.3
		S5.4 Adapt to change in line with customer needs or circumstances	11	N/A	Unit 4 L/615/9228	LOC2 AC2.4
	Demonstrate integrity, credibility, positivity and honesty	B5.1 Acts responsibly and sensibly in every part of their role	12	N/A		
		B5.2 Show a belief in their organisation	12	N/A		
M6: Awareness of sector and own role	Relevant regulation and legislation governing the supply chain industry	K6.1 Identify how the industry is governed	3	Q1	Unit 5 R/615/9229	LOC1 AC1.1, AC1.2

		K6.2 Identify how governance effects your role	3	Q1	Unit 5 R/615/9229	LOC1 AC1.3
		K6.3 Explain the consequences of not following legal guidelines	6	Q3	Unit 5 R/615/9229	LOC1 AC1.4
	The structure of the industry	K6.4 Identify transport methods and modes	7	Q4	Unit 5 R/615/9229	LOC2 AC2.2
		K6.5 Describe the roles available in the sector	8	Q5	Unit 5 R/615/9229	LOC2 AC2.2, AC2.3 LOC5 AC5.1
	The vision, objectives and brand of the organisation	K6.6 Identify vision, brand and objectives of own organisation	9	Q5	Unit 5 R/615/9229	LOC3 AC3.1
		K6.7 Explain the importance of reputation and what can affect it	10	Q7	Unit 5 R/615/9229	LOC3 AC3.2, AC3.3
		K6.8 Explain how your own performance can impact others	10	Q8	Unit 5 R/615/9229	LOC4 AC4.1 LOC5 AC5.2
	Proposed and actual changes to systems, processes and technology	K6.9 Identify how proposed and actual changes can affect own role	11	Q9	Unit 5 R/615/9229	LOC6 AC6.1
		K6.10 Identify how to keep updated with changes affecting own role	11	Q10	Unit 5 R/615/9229	LOC6 AC6.2

	Maintain their own health in line with the needs of their role	K6.11 Explain how your role can affect your health	12	Q11	Unit 5 R/615/9229	LOC7 AC7.1
		K6.12 Identify the level of fitness required for your role	12	Q12	Unit 5 R/615/9229	LOC7 AC7.2
	Promote the values of the organisation	S6.1 Promote organisation values	11	N/A	Unit 5 R/615/9229	LOC4 AC4.2
	Work effectively in a warehousing team	B6.1 Adapt to and embrace the use of relevant technology, systems and equipment	12	N/A		
		B6.2 Use technology, systems and equipment responsibly	12	N/A		
		B6.3 Take an interest in new developments that could support the organisation	12	N/A		
		B6.4 Maintain the health, safety and security of yourself and others	12	N/A		
		B6.5 Take ownership of own performance and training	13	N/A	Unit 5 R/615/9229	LOC5 AC5.4
		B6.6 Demonstrate a keen interest in the industry	14	N/A		

		B6.7 Proactively drive own ongoing learning and development	14	N/A		
		B6.8 Make recommendations for improvement where relevant	14	N/A		

Gap analysis (standard to qualification)

The following mandatory criteria for the **Highfield Level 2 Certificate for Warehouse Operatives** do not map directly into the **Level 2 Apprenticeship Standard Warehouse Operative** therefore learners completing the qualification while on-programme will need to provide further evidence to ensure that the qualification is fully completed. This may be achieved by using resources provided by the training provider or employer and in conjunction with independent research via the internet.

Qualification Mandatory Unit	Unit Outcome	Unit Criteria
Unit 1 Using Equipment	2.Be able to operate material handling equipment (MHE) safely and efficiently	2.1 Select the most appropriate piece of materials handling equipment for the task
Unit 3 Handling stock	2.Understand how to use warehouse systems and processes relating to packaging, moving and receiving stock	2.5 Identify methods and modes of transport
Unit 4 Communication and customer service	1.Understand how to communicate effectively with customers and colleagues	1.4 Explain the benefits of using feedback to develop and improve communication skills
	2.Be able to communicate effectively with customers and colleagues	2.2 Maintain confidentiality when communicating with customers
	3.Understand the importance of delivering excellent customer service	3.4 Identify when and to whom to escalate problems
Unit 5 Awareness of sector and own role	2. Understand the structure of the industry	2.1 Describe methods and modes of transport
	5. Understand the impact of own role and performance on organisational success	5.3 Explain the importance of feedback to improve work performance