



# Supply Chain Practitioner Apprenticeship Standard – Level 3



Supply Chain is at the heart of every business – it is a system of organisations, people, activities, information and resources involved in moving products or services from supplier to customer.

It may include the transformation of natural resources, raw materials and components into a finished product.

## How will Apprentices learn?

Our Personal Training Advisors will deliver high-quality face-to-face teaching and learning at the employer's premises. They will provide all the resources your Apprentices will need to progress.

Our intuitive learner management system, OneFile will really bring the subject to life through our online resources. We provide real-time learner information so that you will always know what is being taught and how learners are progressing.

## What will Apprentices learn?

This Apprenticeship has been designed to develop existing and new skills and to equip Apprentices with the knowledge, skills and behaviours required to support them in their role.

Our Apprenticeships provide highly effective teaching and learning tailored to meet individual business needs and to provide job-specific skills vital for peak business performance.

The Supply Chain Practitioner apprenticeship requires the development of following professional behaviours, knowledge and skills. Some are detailed below;

- **End-to-end characteristics and processes of the FMCG supply chain**
- **Logistics**
- **The principles of capacity planning**
- **Prioritise the flow of FMCG products**
- **Forecasting**

## Duration

The minimum timeframe for this qualification is 24 months. End Point Assessment will follow teaching and learning period and is estimated to take 3 months.

## Maths and English functional skills

Apprentices will be required to have or achieve level two English and Maths.

## Progression opportunities

Progression from this apprenticeship could be into a higher-level position

## Off the job (OJT)

The apprentice must receive off-the-job training for a minimum of 20% of the time that they are paid to work.

There are many activities that can be calculated towards the OJT hours such as;

- **Shadowing a colleague**
- **Online learning**
- **Internal training**
- **Team Meetings**
- **Appraisal/1-2-1 visits**

The full criteria can be found by visiting Institute for Apprenticeships website below;

[instituteforapprenticeships.org/apprenticeship-standards/supply-chain-practitioner/](https://instituteforapprenticeships.org/apprenticeship-standards/supply-chain-practitioner/)



# Supply Chain Practitioner Knowledge, Skills & Behaviours - Level 3



## Core knowledge – The Knowledge, Skills and Behaviours

- End-to-end characteristics and processes of the FMCG supply chain in different contexts
- Critical supply chain key performance indicators: inventory, forecast accuracy, plan attainment, customer service, vehicle utilisation, on shelf availability and waste, quality and value in line with business requirements and expectations, commerciality; and their impact on other parts of the business
- Key legislation, policies and procedures that influence the supply chain: health and safety, environmental, sustainability and others relevant to the business context such as large goods vehicle (LGV) driver hours and food safety/safe manufacturing practices
- The characteristics and specific needs of different customer groups: retailers, business-to-business, ecommerce and export
- Information technology (IT) systems for the supply chain: Excel, material requirements planning (MRP) systems and business planning systems
- The key principles of Continuous Improvement (CI) Management and Problem Solving
- The importance of new products and how a product is costed
- The principles of capacity planning
- Procurement: the principles of buying – strategic and operational decision making (influences, risk, cost); and legal and customer requirements (anti-bribery policies, ethical approaches and frameworks)
- Forecasting: the levers and influences on customer and consumer demand (market trends, weather, competitor activity and seasonality); the impact of merchandising on supply chain decisions; and others relevant to the business context
- Plan manufacture: the principles of developing and implementing a supply plan taking account of capacity, product life and the key drivers of success
- Customer service: the principles of order capture and management, from order receipt to delivery through to customers, the importance of customer fulfilment
- Logistics: the importance of logistics cost, the impact of short-lead time and high demand volatility logistics on network planning



# Supply Chain Practitioner Knowledge, Skills & Behaviours - Level 3



## Core skills – Supply Chain Practitioners demonstrate the following skills, and are able to:

- Prioritise the flow of FMCG products or services based on evolving and changing information; meeting critical deadlines to ensure the efficient running of the FMCG supply chain, including managing unexpected demand
- Lead and participate in everyday problem-solving activities required for the FMCG industry where small process improvements can have a significant improvement on the rest of the supply chain, using recognised techniques: 5 Whys and fishbone analysis
- Use continuous improvement techniques to improve performance in the FMCG supply chain, such as forecast accuracy
- Lead the creation/development of Standard Operating Procedures to ensure improvements are documented and shared around the business
- Manipulate and interpret constantly changing data sets to inform decision making in the supply chain function(s)
- Analyse large amounts of data to identify key trends and themes that affect the FMCG supply chain; make recommendations to internal and external customers, the world of increasing data availability sources may include customer electronic point of sale (EPOS) data, historic forecast vs. dispatch data, historic customer shipping/delivery data
- Use IT systems for the supply chain; Excel and company and customer systems
- Complete supply chain documentation for audit requirements
- Develop and manage a small project plan within a supply chain function(s) to improve operational performance
- Identify, manage and escalate risks to the business, such as customers significantly exceeding their forecast, factory breakdowns, supplier failures, delivery failures and customer relationship issues through to not fulfilling an order in full, to ensure that products produced and delivered against very short lead times are available whenever and wherever consumers choose to purchase, at the lowest possible cost
- Communicate using appropriate methods and FMCG terminology; verbal, email, face to face

## Behaviours

- Safe working: ensures safety of self and others, challenges safety issues
- Responsiveness to change: demonstrates and encourages curiosity to foster new ways of thinking and working to ensure economic benefits are maximised
- Pride in work: aims for excellence, time management, adherence to deadlines
- Have courage/conviction in their decisions and demonstrates ownership of work
- Acts in alignment with the business vision and values, desire to learn about the FMCG industry, acts as an ambassador
- Builds good relationships with others, works collaboratively, contributes ideas and challenges appropriately, leads by example
- Tenacious approach to problem-solving by working to identify and ensure root causes are resolved to ensure supply chains remain flexible and agile
- Highly effective communicator at all levels and with a variety of stakeholders: always acting with integrity and respect



# Supply Chain Practitioner End Point Assessment – Level 3



The end point assessment will only commence once the Employer, Apprentice and Smart Training Advisor are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and that these are clearly evidenced through the progress review meetings and records. The independent end point assessment ensures that all Apprentices consistently achieve the industry set professional standard. The EPA can commence at any point once the apprentice is competent and after the twelve-month minimum period of learning and development. Prior to independent end point assessment the functional skills English and maths components of the apprenticeship must be successfully completed.

### What does the EPA comprise for this apprenticeship?

Knowledge Test	Workplace Project and Presentation	Professional Dialogue and Interview
<p>30 multiple choice questions with 4 options per question, worth 1 mark each, and 6 extended answer questions, worth 5 marks each.</p> <p>Total marks for the knowledge test = 60. Independent assessment organisations must develop a question bank.</p>	<p>The workplace project is a substantial piece of work that will allow the apprentice to plan, implement and present an individual work-based project.</p> <p>The workplace project assesses the apprentice’s ability to effectively use the techniques described within the standard. It should be conducted as part of an apprentice’s normal work during the EPA period.</p>	<p>The professional dialogue and interview is a structured discussion between the apprentice and their independent assessor.</p> <p>It is recommended that the independent assessor conducting the professional discussion is not the same person who carried out the assessment of the workplace project and presentation</p>

### Completion

The Independent end assessor confirms that each assessment element has been completed. The apprenticeship includes Pass and Distinction grades with the final grade based on the apprentice’s combined performance in each assessment activity.

In order to pass the apprentice is required to pass each of the assessments. Should an apprentice fail one assessment activity this should be retaken as soon as the apprentice is ready and when practicable for the business.

Should they fail two or more activities a period of further training and development lasting between one and three months must take place before a resit. For more information on grading criteria please refer to the apprenticeship standard assessment plan by searching via <https://findapprenticeshiptraining.sfa.bis.gov.uk/>