



DEVELOP TALENT.  
REACT TO CHANGE.  
STAY COMPETITIVE.  
EMBRACE NEW TECH.

Apprenticeships are versatile, serving as pathways for current employees to upskill or as a means to recruit new talent into apprentice roles. We offer top-tier, cost-effective solutions aimed at cultivating a skilled and sustainable workforce tailored to the long-term success of your company



[WWW.BPIF.TRAINING](http://WWW.BPIF.TRAINING)



TRAINING

# SUPPLY CHAIN PRACTITIONER

Our Supply Chain Practitioner apprenticeship standard covers a range of roles including forecasting customer demand as a Junior Demand Planner, liaising with the factories schedule production as a Junior Supply Planner, processing orders as a Customer Service Operative and working with hauliers and Distribution Centres as an Assistant Transport Planner. Upon completion of the apprenticeship, the apprentice will have a comprehensive understanding of the entire supply chain, are responsible for their impact on each function and strive to deliver the best value for their business and customer.

---

**Level:** 3 (Equivalent to A-Level)

**Typical Duration:** 12 months

**Maximum Funding:** £15,000

---

## KEY THEMES INCLUDE:

The course has been designed to cover 32 key areas of knowledge, skills and behaviours required to be an effective Supply Chain FMCG Practitioner.

- Customer Service
- Costings
- Procurement
- Legislation
- Policies & procedures
- Planning and Organisation
- Communication
- Interpersonal skills
- Continuous improvement
- Problem solving
- Project management
- Key Performance Indicators

## TYPICAL JOB TITLES INCLUDE:

Production Planner | Print Estimator | Print Administrator  
Supply Planner | Demand Planner

BPIF  
TRAINING



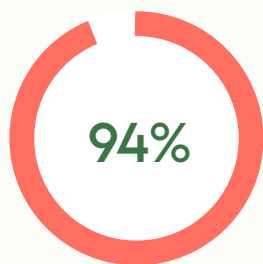
# BENEFITS

## BENEFITS FOR EMPLOYERS INCLUDE:

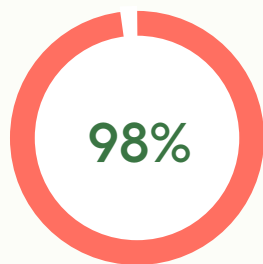
- Develop greater strategic thinking
- Improved business performance
- Increased motivation for delegates
- Helps with career progression planning
- Helps with succession planning
- Develop improved communication and interpersonal skills
- Visible commitment and investment for delegates and their teams
- Delivered digitally by an experienced team of trainers using government funding

## BENEFITS FOR EMPLOYEES INCLUDE:

- Improved knowledge, skills and behaviours to improve performance
- Help with career progression
- Increased job satisfaction
- Increased confidence
- Raised profile within your organisation
- Platform for further learning and progression
- Recorded workshops that fit in around your working pattern
- Connected learning tracked digitally by an online portfolio



of Employers felt that BPIF Training delivers training that is up-to-date, relevant and meets industry standards.



of Apprentices would recommend BPIF Training to a friend.



of Employers would recommend BPIF Training to another employer.

## WHAT ARE THE KEY SKILLS YOU HAVE ACQUIRED DURING YOUR APPRENTICESHIPS?



I have gained a deep understanding of procurement processes, inventory management, logistics and transportation, and supply chain optimization. Additionally, I have enhanced my analytical and problem-solving skills, allowing me to effectively identify and address supply chain challenges.



# KNOWLEDGE, SKILLS & BEHAVIOURS

Each Supply Chain Operative will be competent in the following KSB's:

## KNOWLEDGE - UNDERSTAND OF THE FOLLOWING:

- How to communicate effectively with customers/colleagues (including those working remotely, third party carriers, agencies and other organisations) appropriately in line with situation and organisational style/culture
- Structure of the industry, the methods and modes of transport, the roles available within the sector in general and in relation to their own career aspirations
- Importance of delivering excellent customer service to customers and colleagues, including identifying customer colleague needs and responding appropriately in line with situation and organisational style/culture
- Vision, objectives and brand of the organisation; the importance of organisation reputation and what can affect it; how their own performance can contribute to organisational success and support or impact on others
- Proposed and actual changes to systems, processes and technology used in the industry, particularly relating to own role; how to keep up to date with any changes in the systems, processes and technology that affect their role
- How their role can affect their health and the need to maintain a level of fitness appropriate to the needs of their role

## SKILLS - COMPETENT TO DO THE FOLLOWING:

- Establish a good rapport with customers/colleagues; promote the values of the organisation in all of their work; identify and respond to or report threats to their organisation's reputation where relevant
- Communicate effectively (using a variety of appropriate methods such as face to face, telephone, email etc) with customers and colleagues in line with organisational standards; identify and match customer needs through provision of excellent customer service; work closely with suppliers and customers to ensure any problems, damages or anomalies are corrected
- Demonstrate safe moving and handling of different objects, both manually and using relevant equipment; work individually and as part of a team to safely move and handle objects
- Work well in a team; support colleagues and contribute to achieving objectives or goals
- Seek to review, update and implement improvements to own method of

working; positively take on board, and act on, feedback where relevant

- Adapt to new technology and accept the need for change
- Work under pressure and to agreed deadlines

## BEHAVIOURS - LEARN TO DO THE FOLLOWING:

- Demonstrate integrity, credibility, honesty and personal drive in every aspect of their role; consistently embody the organisation's values to promote and enhance brand reputation; strive to meet organisational objectives at all times and demonstrate a belief in the services that the organisation offers
- Take ownership and responsibility for their own safety and that of others at all times; do the right thing and report any issues or concerns to a relevant person
- Pay attention to the safe and effective use of equipment and machinery when carrying out activities
- Take ownership for own performance and training, including demonstrating a keen interest in the industry; proactively drive their ongoing learning and development, and make recommendations for improvement where relevant
- Strive to achieve the best results in all they do; maintain a positive attitude and approach to their work even when priorities and working patterns change
- Demonstrate a commitment to achieving all personal and organisational objectives e.g. completing work, timekeeping, personal appearance and dress code
- Show personal commitment to minimising the effect of work activities on the environment; make recommendations for improvement where relevant
- Embrace the use of relevant technology, systems and equipment – use it responsibly and take an interest in new developments that could support the organisation
- Take a positive interest in others and show a genuine interest in meeting the needs of others
- Demonstrate an approachable and friendly manner; use own initiative when needed to ensure that customer needs and expectations are met.
- Demonstrate pride in their own role through a consistently positive, professional approach with customers and members of wider team; constructively manage difficult situations with colleagues, always striving to achieve the best outcome for the organisation and wider team.

## DELIVERY PLAN MAP

An example of an individualised learning plan by BPIF Training, Supply Chain Practitioner Level 3

|                                  | MONTHS<br>1 - 3                       | MONTHS<br>4-6                                                         | MONTHS<br>7-9 | MONTHS<br>10-12    | MONTHS<br>13-15                | MONTHS<br>16-18      | MONTHS<br>19-20 |
|----------------------------------|---------------------------------------|-----------------------------------------------------------------------|---------------|--------------------|--------------------------------|----------------------|-----------------|
| UNIT(S) ASSIGNMENT<br>& CRITERIA | 1<br>Customer Service<br>and Costings | 2<br>Procurement,<br>legislation, policies,<br>procedures<br>and KPIs | 3<br>Planning | 4<br>Communication | 5<br>Continuous<br>Improvement | 6<br>Problem-solving | 7<br>Projects   |
| PLANNED OFF<br>THE JOB HOURS     | 78                                    | 78                                                                    | 78            | 78                 | 78                             | 78                   | 54              |
| TOTAL                            | 522                                   |                                                                       |               |                    |                                |                      |                 |

## COURSE SUPPORT

The course consists of the following support:

- ♦ Planned online workshops and regular formal reviews
- ♦ Bespoke programme to cater for slower and faster achieving learners
- ♦ One-to-one sessions to meet the needs of individual learners
- ♦ Helps with career progression planning
- ♦ Telephone, email and video support - 5 days a week
- ♦ Access to the Virtual Learning Environment (VLE) - 7 days a week
- ♦ An assigned personal tutor
- ♦ Access to the E-Portfolio System - 7 days a week
- ♦ Access to the Maths and English E-Learning System - 7 days a week
- ♦ Access to the BPIF Skills Hub E-Learning System - 7 days a week
- ♦ Specialist support for learners with special educational needs and/or disabilities

# TRAINING PROGRAMMES AT BPIF TRAINING

BPIF Training specialises in delivering practical training tailored to the specific needs of the modern printing industry. Our training programmes, designed specifically for the printing sector, have been rated as 'Good' by Ofsted. With our work-based apprenticeships, there's no need for apprentices to attend college on a day-release basis.

A dedicated training coordinator provides support to both employers and apprentices throughout their learning journey, ensuring personalised assistance for various learner requirements and guaranteeing the development of skills crucial for your business. Continuous access to progress updates via online portfolios is available around the clock for both employers and apprentices. Moreover, our Virtual Learning Environment and Online Classrooms offer access to top-quality learning resources.

Mathematics and English skills are indispensable in the workplace, and these qualifications remain mandatory for all apprenticeships. BPIF Training offers support to apprentices lacking these qualifications, assisting them in reaching the required standard based on their individual starting points.

Employers remain actively involved in monitoring their apprentice's progress throughout the training period. At the programme's conclusion, a formal end-point assessment is conducted as per the standard requirements. Prior to this assessment, a review involving the employer, apprentice, and training coordinator ensures unanimous agreement on the apprentice's readiness to successfully complete it.

BPIF Training is dedicated to supporting both employers and apprentices through this new standard, enabling the development of a highly skilled workforce.

BPIF  
TRAINING

**HIGH QUALITY TAILORED TRAINING  
PROGRAMMES THAT WILL MEET  
YOUR INDIVIDUAL NEEDS WHILST  
ENSURING THAT IT MEETS ALL THE  
REQUIREMENTS OF THE STANDARD.**

## FOR MORE INFORMATION

To find out more on the Supply Chain Practitioner Apprenticeship, please contact our team at [training@bpif.org.uk](mailto:training@bpif.org.uk) or call us on 01676 526 060.



[WWW.BPIF.TRAINING](http://WWW.BPIF.TRAINING)