

The Swarm Training Programme

Supply Chain Practitioner

Level 3

(FAST MOVING CONSUMER GOODS)



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.

The Programme

Effective and dynamic supply chains are particularly important in fast moving consumer goods (FMCG) sectors, for example food & drink, retail or consumables, where products have one or more of the following characteristics: high volume, fast turnover and frequently purchased. FMCG have a short shelf life, either as a result of high consumer demand or because the product deteriorates rapidly. In contrast, durable goods or major appliances such as kitchen appliances are generally replaced over a period of several years. Supply chain functions include procurement, forecasting, planning manufacture, customer service and logistics.

FMCG Supply Chain Practitioners will work in one or more supply chain functions. Typical duties could include 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.

They 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. Due to the high number of interactions both within and outside of the business, they need strong relationship building, influencing, stakeholder management and communication skills alongside sound analytical, information technology and numeracy skills, with an ability to work in a fast paced environment with frequently changing requirements.

Level: Level 3.

Duration: 16– 18 months of learning plus up to 12 weeks of End Point Assessment Process.

Apprentices without level 2 English and Maths will need to achieve this level prior to taking the end-point assessment.

Delivery Model:

- Hybrid of classroom workshops/remote webinars (depending on number of learners).
- Monthly individual mentoring and tutoring sessions to support in application of knowledge, skills and behaviours.

The Standard

Apprenticeship standards are based on occupational standards. An occupational standard is a short and concise document that describes what someone who is competent in the occupation normally does – ‘duties’, and the ‘knowledge, skills and behaviours’ (KSBs) required to carry out these duties competently; along with any qualifications that must be taken and alignment with professional recognition if applicable.

Knowledge

- 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.

Skills

- 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.
- Safe working: ensures safety of self and others, challenges safety issues.

Behaviours

- 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.

Delivery Timeline

Developing the Knowledge

The knowledge training is primarily delivered via monthly virtual classroom workshops & webinars (where multiple people in an organisation are enrolled) or 121 via tuition.

The content of this is based on the main knowledge outcomes above that provide a depth of understanding for the skills.

Employer collaboration/involvement is key to supporting some of the workshops/content as many will need to be bespoke to meet the employer specifics.

Resources and learning materials are provided.

Skills development and Portfolio Building

Evidence to demonstrate the performance of knowledge, skills and behaviours will be supported via 121 tuition and mentoring with evidence collected via our E portfolio system.

The development of the skills aims will be done throughout the programme and evidence of performance will be gathered to create a showcase portfolio required by the End Point Assessment.

Reviews

Every twelve weeks the tutor will conduct a progress review with the learner and line manager to support in keeping the progress on track, identify any issues and plan the next phase of collaborative learning.

English & Maths

Apprentices without level 2 English and maths will need to achieve this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

Phase 2: Gateway and End-Point Assessment

Gateway

When all learning has been completed and evidence in the portfolio has been gathered, the next process is to conduct the Gateway review. The gateway review is when the learner, employer and provider agree the learners readiness to progress to End point Assessment.

EPA Gateway requirements:

- The apprentice must have completed training ensuring they can consistently demonstrate competence against all elements of the apprenticeship standard.
- apprentices without English and maths at level 2 must achieve this level.
- an appropriate workplace project for the end-point assessment must be agreed for the apprentice, based on their current job role.
- apprentices must have examples of work that they can use for reference in the professional dialogue and interview covering the knowledge, skills and behaviours being assessed by this assessment method.

The End-Point Assessment Process

Written Knowledge Test

All knowledge will be assessed in the written knowledge test. The knowledge test will be drawn from all of the knowledge statements within the Standard.

The knowledge test will be administered and marked by an independent assessor from an AAO.

This written test should be taken as early as possible in the 12 week period of the endpoint assessment and must be passed prior to the apprentice undertaking the professional dialogue and interview.

The knowledge test assesses the underpinning knowledge and understanding of the apprentice through 30 multiple choice questions (MCQs) with 4 options per question, worth 1 mark each, and 6 extended answer questions, worth 5 marks each. Total marks for the knowledge test = 60. Independent assessment organisations must develop a question bank.

Workplace Project and Presentation

The workplace project and presentation is a substantial piece of work that will allow the apprentice to plan, implement and present an individual work based project.

The apprentice will be assessed against a range of knowledge, skills and behaviours.

The workplace project is a substantial piece of work that will allow the apprentice to plan, implement and present an individual work-based project. 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.

Projects must be comparable in terms of content and complexity; it is the context within which the knowledge, skills and behaviours must be demonstrated that will vary. Employers will agree the most appropriate project with each apprentice, based on their current job role.

The AAO will be responsible for developing a bank of business-based projects which will be available for end-point assessment. There should be an opportunity for employers to propose project opportunities in line with their operations, which will lead to development of agreed project briefs and criteria.

Employer Support:

- Dedicated Senior Account Manager
- Quarterly Cohort Reviews with Senior Account Manager
- Employer Showcase in Swarm media and news
- Access to view Learners progress via our E-portfolio

Professional Dialogue and Interview

The professional dialogue and interview is a structured discussion between the apprentice and an independent assessor covering a range of knowledge, skills and behaviours.

A set of standardised competency based questions will be used for the assessment.

The professional dialogue and interview is a structured discussion between the apprentice and their independent assessor. 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.

Apprentices can only undertake the professional dialogue and interview component once a pass as a minimum has been achieved in each of the other two end-point assessment components.

The apprentice can bring examples of their work from the entire programme to refer to in providing their answers and showcase their demonstration of the apprenticeship standard—this work will not be directly assessed.

The full details of the end assessment plan can be found on institute of apprenticeships website.

Costs:

Full Apprenticeship Cost Per Learner: £15,000 (Maximum Funding Band)

For more information please don't hesitate to contact us.

Email: enquires@swarmgroup.org.uk

Phone: 0800 0868199