

Scheme of Work

Employability Skills & Warehousing Operations

Premier Solutions Ltd Employer Partnership

Duration: 10 Days
Total Programme Learning Hours: 55
Classroom / guided delivery: 45 hours
Remote learning: 10 hours
Delivery pattern: 4.5 guided hours per day
Week 2: supported work experience and employer engagement
Days 9–10: guaranteed employer interviews

Document Control

Version 1.1

Provider: SME Outsourcing Ltd

Employer Partner: Premier Solutions Ltd

Purpose: Formal 55-hour Scheme of Work integrating employability, warehousing preparation, work experience, remote learning and employer interviews.

Course Overview

This practical programme prepares unemployed adults for entry-level roles in warehousing, logistics, stock handling and related customer-service environments. Employability skills are taught through realistic warehouse contexts and reinforced through work experience with Premier Solutions Ltd. The programme provides 55 total learning hours: 45 guided learning hours across ten days plus 10 hours of remote learning. Week 2 includes supported work experience, with guaranteed employer interviews on Days 9 and 10.

Target Learners

Adults seeking entry-level employment or progression in warehousing, logistics, retail distribution, stock control or customer-service roles.

Entry Requirements

No prior warehousing experience is required. Learners should be eligible for the programme and able to participate safely in classroom and agreed work-experience activities. Reasonable adjustments will be considered.

Course Aim

Develop the personal, employability and introductory warehousing skills required to secure and sustain employment, perform workplace tasks safely and accurately, and present effectively to employers.

Learning Outcomes

- Identify strengths, barriers and realistic warehousing career goals
- Communicate professionally with colleagues, drivers, supervisors and customers
- Work effectively, inclusively and safely as part of a warehouse team
- Produce a targeted CV and application for warehouse or logistics vacancies
- Demonstrate reliability, accuracy, organisation and problem-solving
- Apply employability behaviours during supported work experience
- Use evidence from work experience in interview answers
- Complete a guaranteed employer interview and agree progression actions

Teaching Methods

Tutor demonstrations, workshops, discussions, role-play, case studies, warehouse simulations, employer briefings, supervised work experience, one-to-one coaching and ExamBinary AI-supported interview practice.

Resources

PCs, projector, learner workbook, CV and application templates, warehouse role profiles, stock and delivery documents, scenario cards, placement logs, employer feedback forms, ExamBinary and suitable workplace or simulation resources.

Assessment Strategy

Initial and diagnostic assessment; ILP; questioning; observation; peer and self-assessment; practical simulations; employability portfolio; CV and application evidence; work-experience logs; supervisor feedback; mock interview; employer interview record; final review and progression plan.

Quality and Cross-Cutting Requirements

Equality, diversity and inclusion, safeguarding, Prevent, British Values, health and wellbeing, English, maths and digital skills are embedded throughout delivery. Tutors must make reasonable adjustments, record guided learning and attendance, and retain assessment and progression evidence.

55-Hour Delivery and Embedded Employability Plan

The programme comprises the 45 guided hours shown below plus 10 hours of remote learning. The remote allocation does not require a separate daily breakdown. Tutors must record actual guided hours, attendance, remote-learning completion, assessment evidence, work-experience activity and employer-interview outcomes for every learner.

Total Learning		Guided Delivery	Remote Learning	Delivery Days
55 hours		45 hours	10 hours	10 days
Day	Theme	Employability	Warehousing / Employer	Total
1	Induction, baseline assessment and warehousing career goals	3 hrs	1.5 hrs	4.5 hrs
2	Communication and customer service in warehousing	3 hrs	1.5 hrs	4.5 hrs
3	Teamwork, equality and safe working relationships	3 hrs	1.5 hrs	4.5 hrs
4	Personal strengths and warehouse role matching	3 hrs	1.5 hrs	4.5 hrs
5	Job search, CVs and applications for warehouse roles	3 hrs	1.5 hrs	4.5 hrs
6	Work-experience induction and employer expectations	2 hrs	2.5 hrs	4.5 hrs
7	Work experience: stock handling, accuracy and problem solving	2 hrs	2.5 hrs	4.5 hrs
8	Work experience: productivity, organisation and interview preparation	2 hrs	2.5 hrs	4.5 hrs
9	Employer interview day 1 and work-experience review	4 hrs	0.5 hrs	4.5 hrs
10	Employer interview day 2, consolidation and progression	4 hrs	0.5 hrs	4.5 hrs

Total Learning		Guided Delivery		Remote Learning		Delivery Days	
55 hours		45 hours		10 hours		10 days	
Day	Theme		Employability		Warehousing / Employer		Total
TOTAL	10 days × 4.5 hours		29 hrs		16 hrs		45 hrs
DAY 1				Induction, baseline assessment and warehousing career goals Employability: 3 hrs Warehousing/Employer: 1.5 hrs Total: 4.5 hrs			
Learning objectives				Complete induction and baseline assessment; identify personal goals and understand the warehousing and logistics employment pathway.			
Content and embedded skills				Programme expectations, learner responsibilities, health and wellbeing support, initial assessment, ILP targets, warehouse roles and local progression opportunities.			
Learning activities				Induction activities; skills audit; warehouse-role matching exercise; individual goal-setting discussion; create initial action plan.			
Resources				Induction pack, initial assessment, ILP, warehouse role profiles, PCs and ExamBinary.			
Assessment and evidence				Completed baseline assessment, skills audit, ILP and SMART action plan.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 2				Communication and customer service in warehousing Employability: 3 hrs Warehousing/Employer: 1.5 hrs Total: 4.5 hrs			
Learning objectives				Use clear verbal, non-verbal and written communication with colleagues, drivers, supervisors and customers.			
Content and embedded skills				Active listening, questioning, professional language, shift handovers, delivery enquiries, customer expectations and service standards.			
Learning activities				Communication scenarios; listening task; write a handover note; role-play a delivery or stock enquiry; peer feedback.			
Resources				Scenario cards, handover template, customer-service checklist, projector and workbook.			
Assessment and evidence				Observed role-play, completed handover note, questioning and peer/tutor feedback.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 3				Teamwork, equality and safe working relationships Employability: 3 hrs Warehousing/Employer: 1.5 hrs Total: 4.5 hrs			
Learning objectives				Contribute positively to a warehouse team and explain how equality, respect, cooperation and safety support performance.			
Content and embedded skills				Team roles, inclusive behaviour, conflict awareness, shared targets, reporting lines, situational awareness and safe cooperation.			
Learning activities				Team challenge; warehouse workflow mapping; case-study discussion; equality scenario; reflective teamwork review.			
Resources				Team challenge materials, warehouse process map, EDI case studies, workbook and flipchart.			
Assessment and evidence				Tutor observation, team output, case-study responses and learner reflection.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			

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DAY 4				Personal strengths and warehouse role matching Employability: 3 hrs Warehousing/Employer: 1.5 hrs Total: 4.5 hrs			
Learning objectives				Identify transferable strengths and match skills and qualities to suitable warehouse, logistics and customer-service roles.			
Content and embedded skills				Reliability, accuracy, timekeeping, resilience, physical demands, stock awareness, attention to detail and role requirements.			
Learning activities				Strengths inventory; analyse job descriptions; match evidence to role criteria; give a short personal pitch.			
Resources				Skills inventory, current job descriptions, role cards, PCs and ExamBinary.			
Assessment and evidence				Completed role-matching activity, personal pitch, updated ILP target and tutor feedback.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 5				Job search, CVs and applications for warehouse roles Employability: 3 hrs Warehousing/Employer: 1.5 hrs Total: 4.5 hrs			
Learning objectives				Search for suitable vacancies and produce a targeted CV or application statement for a warehouse or logistics role.			
Content and embedded skills				Vacancy sources, job criteria, CV structure, achievement statements, transferable experience, application accuracy and online professionalism.			
Learning activities				Search live-style vacancy examples; compare person specifications; draft or improve CV; complete an application statement; peer review.			
Resources				PCs, CV template, example vacancies, application checklist, spellcheck tools and ExamBinary.			
Assessment and evidence				Targeted CV, vacancy shortlist, supporting statement and completed quality checklist.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 6				Work experience induction and employer expectations Employability: 2 hrs Warehousing/Employer: 2.5 hrs Total: 4.5 hrs			
Learning objectives				Prepare for work experience and demonstrate understanding of employer expectations, workplace rules and professional conduct.			
Content and embedded skills				Premier Solutions Ltd placement expectations, attendance, PPE, security, confidentiality, health and safety, quality, productivity and escalation routes.			
Learning activities				Employer briefing; placement plan; risk and conduct discussion; workplace-readiness checklist; begin supervised work-experience activity where scheduled.			
Resources				Employer briefing materials, placement plan, PPE guidance, workplace-readiness checklist and learner log.			
Assessment and evidence				Signed placement/readiness checklist, questioning, tutor observation and first work-experience log entry.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			

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Day	Theme		Employability		Warehousing / Employer		Total
DAY 7				Work experience: stock handling, accuracy and problem solving Employability: 2 hrs Warehousing/Employer: 2.5 hrs Total: 4.5 hrs			
Learning objectives				Apply employability behaviours during work experience and use a structured approach to common stock and service problems.			
Content and embedded skills				Following instructions, stock identification, checking quantities, accuracy, damaged goods, delivery delays, problem escalation and customer impact.			
Learning activities				Supervised work experience; stock-checking simulation or task; problem-solving scenarios; daily reflection and one-to-one review.			
Resources				Workplace/simulation area, stock documents, scenario cards, learner log and supervisor feedback form.			
Assessment and evidence				Work-experience log, observed task, completed problem-solving record and supervisor/tutor feedback.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 8				Work experience: productivity, organisation and interview preparation Employability: 2 hrs Warehousing/Employer: 2.5 hrs Total: 4.5 hrs			
Learning objectives				Organise work effectively, reflect on placement performance and prepare evidence-based answers for employer interviews.			
Content and embedded skills				Prioritising tasks, timekeeping, productivity, quality checks, safe working, STAR responses and examples drawn from work experience.			
Learning activities				Supervised placement activity; plan and prioritise a shift task; quality check; build STAR examples; practise interview questions using ExamBinary.			
Resources				Task-planning sheet, quality checklist, STAR template, PCs, ExamBinary and learner log.			
Assessment and evidence				Completed work plan, quality evidence, STAR examples, work-experience log and mock-interview feedback.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			
DAY 9				Employer interview day 1 and work-experience review Employability: 4 hrs Warehousing/Employer: 0.5 hrs Total: 4.5 hrs			
Learning objectives				Present professionally at a guaranteed employer interview and evaluate strengths and development points from work experience.			
Content and embedded skills				Interview etiquette, concise answers, evidence from placement, reasonable questions for the employer, feedback and progression planning.			
Learning activities				Final interview rehearsal; guaranteed employer interview; record employer feedback; complete placement review; update action plan.			
Resources				Interview room, CV, job description, interview checklist, placement log and employer feedback form.			
Assessment and evidence				Employer interview record, feedback form, completed placement review and updated progression action plan.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			

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Day	Theme		Employability		Warehousing / Employer		Total
DAY 10				Employer interview day 2, consolidation and progression Employability: 4 hrs Warehousing/Employer: 0.5 hrs Total: 4.5 hrs			
Learning objectives				Complete the guaranteed interview process, consolidate learning and agree realistic employment or further-training next steps.			
Content and embedded skills				Interview follow-up, professional communication, programme review, evidence portfolio, job-start readiness, further applications and sustained progression.			
Learning activities				Guaranteed employer interview where scheduled; interview follow-up activity; final knowledge review; portfolio sign-off; one-to-one progression meeting.			
Resources				Interview materials, portfolio checklist, final review quiz, ILP, progression resources and employer contact information.			
Assessment and evidence				Employer interview record, final review, signed portfolio checklist, destination plan and final ILP review.			
Cross-cutting themes				English: speaking, listening, reading and written evidence. Maths: time, quantity, accuracy and workplace calculations as applicable. Digital: safe use of PCs, online vacancy sources and ExamBinary. EDI, safeguarding, Prevent, British Values, wellbeing and health and safety are embedded throughout.			

Progression

Learners may progress to employment with Premier Solutions Ltd or another warehousing, logistics, retail-distribution or customer-service employer; further sector training; a traineeship; or an apprenticeship. Each learner leaves with an updated CV, completed employability evidence, work-experience record, employer-interview evidence, updated ILP and individual progression action plan. A guaranteed interview provides a genuine employer opportunity but does not guarantee a job offer.