Storage and Warehousing



Youth Apprenticeship

STORAGE AND WAREHOUSING

Youth apprentices unload, store, and issue goods and services to meet internal and external customer needs.

Length of Apprenticeship: One year. Youth apprentices must have completed Supply Chain Assistant prior to beginning this youth apprenticeship.

REQUIRED COMPETENCIES

Youth apprentices must become proficient in both general employability and occupation-specific competencies. All of these, and examples of how each can be demonstrated, are found in the following pages. A total of 15 occupational competencies must be learned for this occupation. Employers may substitute out one of these and should write in the competency they are adding. Youth apprentices must be evaluated on these competencies at least two times each year of their apprenticeship.

Competencies

- 1. Operate tools and equipment safely
- 2. Plan customer order
- 3. Unload materials
- 4. Check order accuracy
- 5. Deliver materials to staging or storage location
- 6. Process packaging materials
- 7. Pull items from warehouse storage location
- 8. Store orders for transporting
- 9. Check container for labeling
- 10. Verify contents match order and description
- 11. Isolate defective contents prior to packing
- 12. Load orders
- 13. Perform cycle counts
- 14. Check stock for outdated or damaged supplies
- 15. Respond to recall notices

POST-SECONDARY PATHWAY OPPORTUNITIES

There are several post-secondary pathway opportunities in this area. The following is a partial list.

- Supply Chain Management
- Supply Management
- Transportation Logistics

WISCONSIN—YOUTH APPRENTICESHIP

Storage and Warehousing

Youth Apprenticeship

ON-THE-JOB LEARNING PERFORMANCE STANDARDS GUIDE

YOUTH APPRENTICE INFORMATION

TOUTH APPRENTICE INFORMATION	<u> </u>
Youth Apprentice Name	
YA Coordinator	
YA Consortium	
School District	
SIGNATURES	
The On-the-Job Learning Performance Standard	ds Guide includes a list of competencies youth
apprentices learn through mentoring and train	·
should be reviewed with the employer/mentor the youth apprentice to record progress and pl competencies. Mentors, school-based/YA coor	· · · · · · · · · · · · · · · · · · ·
	oloyer/Mentor
1st Evaluation (Required) Employer/Mentor Signature	2 nd Evaluation (Required) Employer/Mentor Signature
Employer/Mentor	Employer/Mentor
Business/Company	Business/Company
Date Signed	Date Signed
3 rd Evaluation (Optional)	4th Evaluation (Optional)
Employer/Mentor Signature	Employer/Mentor Signature
Employer/Mentor	Employer/Mentor
Business/Company	Business/Company
Date Signed	Date Signed

School-Based and/or YA Coordinator

1st Evaluation (Required)

2nd Evaluation (Required)

School-Based and/or YA Coordinator Signature	School-Based and/or YA Coordinator Signature
School-Based and/or YA Coordinator	School-Based and/or YA Coordinator
School District or Organization	School District or Organization
Date Signed	Date Signed

3rd Evaluation (Optional)

4th Evaluation (Optional)

School-Based and/or YA Coordinator Signature	School-Based and/or YA Coordinator Signature
School-Based and/or YA Coordinator	School-Based and/or YA Coordinator
School District or Organization	School District or Organization
Date Signed	Date Signed

Youth Apprentice

1st Evaluation (Required)

2nd Evaluation (Required)

Youth Apprentice Signature	Youth Apprentice Signature
Youth Apprentice	Youth Apprentice
School District / High School	School District / High School
Date Signed	Date Signed

3rd Evaluation (Optional)

4th Evaluation (Optional)

Youth Apprentice Signature	Youth Apprentice Signature
Youth Apprentice	Youth Apprentice
School District / High School	School District / High School
Date Signed	Date Signed

EMPLOYABILITY SKILLS (TO BE COMPLETED BY YA EMPLOYER/MENTOR)

All youth apprentices must demonstrate the key employability skills listed below in order to complete the YA program. They do so by earning at least a "Meets Expectation" rating in each. **At least two evaluations are required each year of a youth apprenticeship**. More columns are included below for those who choose to conduct more frequent reviews.

1	Working to Meet Expectations: Needs improvement; requires much assistance and supervision;
	rarely displays this behavior
2	Meets Expectations: Meets entry-level criteria; requires some supervision; often displays this
	behavior
3	Exceeds Expectations: Exceeds entry-level criteria; requires minimal supervision; consistently
	displays this behavior

Employability Skills		Rat	ing	
	Year One Evaluation Rating			
Competency and Rating Criteria	Initial	Mid	Mid	Final
		Year 1	Year 2	
 Develops positive work relationships with others. Examples of qualities and habits that the employee might exhibit include Interacts with others with respect and in a non-judgmental manner Responds to others in an appropriate and non-offensive manner Helps co-workers and peers accomplish tasks or goals Applies problem-solving strategies to improve relations with others When managing others, shows traits such as compassion, listening, coaching, team development, and appreciation 	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3
 Communicates effectively with others Examples of qualities and habits that the employee might exhibit include Adjusts the communication approach for the target audience, purpose, and situation to maximize impact Organizes messages/information in a logical and helpful manner Speaks clearly and writes legibly Models behaviors to show active listening Applies what was read to actual practice Asks appropriate questions for clarity 	□ 1 □ 2 □ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	□1 □2 □3
 Collaborates with others Examples of qualities and habits that the employee might exhibit include Works effectively in teams with people of diverse backgrounds regardless of sex, race, ethnicity, nationality, sexuality, religion, political views, and abilities Shares responsibility for collaborative work and decision making Uses the problem-solving process to work through differences of opinion in a constructive manner to achieve a reasonable compromise Avoids contributing to an unproductive group conflict Shares information and carries out responsibilities in a timely manner 	□ 1 □ 2 □ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3

	Employability Skills		Rati	ing	
		Year	One Eval	uation Ra	iting
	Competency and Rating Criteria	Initial	Mid	Mid	Final
			Year 1	Year 2	
4. M	aintains composure under pressure	□ 1	□ 1	□ 1	□ 1
Ex	amples of qualities and habits that the employee might exhibit include		☐ 2		
•	Uses critical thinking to determine the best options or outcomes when	☐3		□ - □ 3	□ <u>²</u> □3
	faced with a challenging situation	L 3	🗆 🌣		3
•	Carries out assigned duties while under pressure				
•	Acts in a respectful, professional, and non-offensive manner while under				
	pressure				
•	Applies stress management techniques to cope under pressure				
5. De	emonstrates integrity	□1	□1	□1	
	amples of qualities and habits that the employee might exhibit include	☐ -	☐ _	☐ -	□ -
•	Carries out responsibilities in an ethical, legal and confidential manner				
•	Responds to situations in a timely manner	_	∐3	3	3
•	Takes personal responsibility to correct problems				
•	Models behaviors that demonstrate self-discipline, reliability, and				
	dependability				
	6 10				<u> </u>
	erforms quality work	∐ 1	□ □ 1	□ □ 1	∐ 1
Ex	ramples of qualities and habits that the employee might exhibit include	□ 2	□ 2	□ 2	☐ 2
•	Carries out written and verbal directions accurately	□ 3	□ 3	□3	Пз
•	Completes work efficiently and effectively				
	Performs calculations accurately Conserves resources, supplies, and materials to minimize costs and				
	environmental impact				
•	Uses equipment, technology, and work strategies to improve workflow				
•	Applies problem-solving strategies to improve productivity				
•	Adheres to worksite regulations and practices				
•	Maintains an organized work area				
	ovides quality goods or services (internal and external)	□ 1	∐ 1	□ 1	∐ 1
EX	camples of qualities and habits that the employee might exhibit include	□ 2	□ 2	☐ 2	□ 2
•	Shows support for the organizational goals and principles by own personal actions	□3	□ 3	□3	□ 3
	Displays a respectful and professional image to customers				
•	Displays an enthusiastic attitude and desire to take care of customer needs				
•	Seeks out ways to increase customer satisfaction				
•	Produces goods to workplace specifications				
	Secretary of the secret				
8. Sh	nows initiative and self-direction	□ 1	□ 1	□1	□ 1
Ex	amples of qualities and habits that the employee might exhibit include				
•	Prioritizes and carries out responsibilities without being told				□ ²
•	Responds with enthusiasm and flexibility to handle tasks that need		🗀 🍮	L 3	│□³│
	immediate attention				
•	Reflects on any unsatisfactory outcome as an opportunity to learn				
•	Improves personal performance by doing something different or differently				
•	Analyzes how own actions impact the overall organization				
•	Supports own action with sound reasoning and principles Balances personal activities to minimize interference with work				
	responsibilities				
	responsionates	l		l	

Employability Skills		Rati	ing	
	Year One Evaluation Rating		nting	
Competency and Rating Criteria	Initial	Mid	Mid	Final
		Year 1	Year 2	
9. Adapts to change	□ 1	□ 1	□ 1	□ 1
 Examples of qualities and habits that the employee might exhibit include Shows flexibility and willingness to learn new skills for various job roles 	□ 2	□ 2	□ 2	□ 2
Uses problem-solving and critical-thinking skills to cope with changing	☐ 3	☐ 3	□ 3	□ 3
circumstances				
 Modifies own work behavior based on feedback, unsatisfactory outcomes, 				
efficiency, and effectiveness				
Displays a "can do" attitude				
10. Demonstrates safety and security regulations and practices	□ 1	□ 1	□1	□1
Examples of qualities and habits that the employee might exhibit include			☐ -	□ - □ 2
Follows personal safety requirements	□ 3	□ ² □ 3	□ -	□ 3
Maintains a safe work environment				
 Demonstrates professional role in an emergency Follows security procedures 				
Maintains confidentiality				
11. Applies job-related technology, information, and media	□ 1	□ 1	□ 1	□ 1
Examples of qualities and habits that the employee might exhibit include	□ 2	□ 2	□ 2	□ 2
 Applies technology effectively in the workplace Assesses and evaluates information on the job 	□ 3	□ 3	□ 3	□ 3
Assesses training manuals, website, and other media related to the job				
,,				
12. Fulfills training or certification requirements for employment	□ 1	□ 1	□ 1	□ 1
Examples of this requirement may include	□ 2	□ 2	□ 2	□ 2
 Participation in required career-related training and/or educational programs 	☐ 3	□ 3	□ 3	□ 3
Passing certification tests to qualify for licensure and/or certification				
Participation in company training or orientation				
13. Sets personal goals for improvement				
Examples of this requirement may include				
Setting goals that are specific and measurable	<u> </u> 2			□2
Setting work-related goals that align with the organization's mission	3	∐3	3	
Identifying strategies to reach goals				
Reflecting on goal progress to regularly evaluate and modify goals				

OCCUPATIONAL COMPETENCIES (TO BE COMPLETED BY YA EMPLOYER/MENTOR)

Youth apprentices must earn a rating of at least "MEETS EXPECTATIONS" in each competency by the conclusion of the apprenticeship. A total of 15 competencies, 14 must be from the list below. If necessary, employers can substitute one competency with another occupationally appropriate skill. That skill should be added to the competency list for assessment. At least two evaluations are required each year of a youth apprenticeship. More columns are included below for those who choose to conduct more frequent reviews.

1	Working to Meet Expectations: Needs improvement; requires much assistance and supervision;
	rarely displays this behavior
2	Meets Expectations: Meets entry-level criteria; requires some supervision; often displays this
	behavior
3	Exceeds Expectations: Exceeds entry-level criteria; requires minimal supervision; consistently
	displays this behavior

Occupational Competencies		Rati	ing		
Competency and Rating Criteria		Evaluation Minimum Rating of 2 EACH Check Rating			
	Initial	Mid Year 1	Mid Year 2	Final	
1. Operate tools and equipment safely	1	□ 1	□ 1	□ 1	
 choose correct tool or equipment for the task verify equipment is available for use and in working order use safety equipment and personal protective equipment (PPE) 	☐ 2 ☐ 3	☐ 2 ☐ 3	☐ 2 ☐ 3	☐ 2 ☐ 3	
 operate safely with guarding devices follow facility procedures for clean-up and shut down perform required preventative maintenance procedures report abnormal equipment conditions follow lockout/tagout procedures document use and maintenance 					
2. Plan customer order	□1	□1	□1	□1	
 estimate the space, quantity to store, cost, and materials needed for storage map the production flow of the materials and inventory identify facility site constraints, production schedules, work orders, staffing tables, inventory levels, etc. identify solutions to meet customer request identify areas of waste set schedule for acquisition and deadline dates of inbound materials 	☐ 2 ☐ 3	2 3	☐ 2 ☐ 3	□ 2 □ 3	
 Unload materials follow safety and security procedures identify hazardous materials use loading equipment according to regulations record materials received stage materials received for inspection 	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	

	Occupational Competencies		Rati	ing		
	· · · · · · · · · · · · · · · · · · ·		Evalua			
	Competency and Rating Criteria		Minimum Rating of 2 EACH Check Rating			
	Competency and Nating Criteria		Mid	Mid		
		Initial	Year 1	Year 2	Final	
4.	Check order accuracy	□ 1	□ 1	□ 1	□ 1	
	obtain purchase order	□ 2	□ 2	□ 2	□ 2	
	locate packing slip	3	3	□ 3	_ 3	
	 compare accuracy of order received against packing slip and purchase order 					
	 verify quality of materials received against specifications 					
	report material and quality deviations					
5.	Deliver materials to staging or storage location	□ 1	□ 1	□ 1	□ 1	
	 follow safety and security procedures 	□ 2	□ 2	□ 2	□2	
	 determine location for item storage or staging 	_ 3	_ 	_ 3	_ 3	
	 move items received safely using equipment properly 	_				
	 use good body mechanics to lift and move materials 					
6.	Process packaging materials	□ 1	□ 1	□ 1	<u> </u>	
	 remove delivery packaging prior to final storage 	□ 2	□ 2	□ 2	□ 2	
	determine if packaging material can be stored or discarded	□ 3	□ 3	□ 3	□3	
	recycle materials					
	discard non-recyclable materials					
7.	Pull items from warehouse storage location	□ 1	□ 1	□ 1	□ 1	
	 determine location of item needed 	□ 2	□ 2	□ 2	□ 2	
	• pull items	□3	□3	□3	□3	
	verify item pulled matches description and location of item required					
	notify team of discrepancies					
8.	Store orders for transporting	□ 1	□ 1	□ 1	□ 1	
	 move items to staging area to ready for packaging and delivery 	□ 2	□ 2	□ 2	□ 2	
	store orders in appropriate locations	☐ 3	□ 3	□ 3	□ 3	
9.	Check container for labeling	□ 1	□ 1	□ 1	□ 1	
	prioritize orders to be filled based on management plan	□ 2	□ 2	□ 2	□ 2	
	use packaging methods keeping damage to a minimum verify the outgoing labels contain all relevant information.	☐ 3	☐ 3	☐ 3	□ 3	
	verify the outgoing labels contain all relevant information verify container and packaging materials most regulatory requirements.					
	 verify container and packaging materials meet regulatory requirements verify the packing has proper labeling and meets shipping and safety 					
	regulations					
	 handle orders according to regulations 					

Occupational Competencies	Rating				
	Evaluation				
Competency and Rating Criteria		Minimum Rating of 2 EACH Check Rating			
		Mid Mid		Final	
	Initial	Year 1	Year 2	Fillal	
10. Verify contents match order and description	<u></u> 1	<u></u> 1	<u></u> 1	1	
 prepare packing slip compare packing slip to order to materials to be shipped 	2	2	2	2	
resolve discrepancies	3	3	3	3	
11. Isolate defective contents prior to packing	□ 1	□ 1	□ 1	□ 1	
inspect packages prior to loading	□ 2	□ 2	□ 2	□ 2	
remove defective, leaking, damaged, or torn items	☐ 3	☐ 3	☐ 3	☐ 3	
isolate the contents obtain replacement items for chipment					
obtain replacement items for shipment					
12. Load orders	□ 1	□ 1	□ 1	□1	
 use loading equipment safely and according to regulations 					
 load transportation equipment according to loading plan 					
pack transportation vehicles					
verify the shipment is damage free					
13. Perform cycle counts	□ 1	□1	□ 1		
monitor transaction of materials and orders	□ - □ 2	☐ <u>-</u>	☐ <u>-</u>	☐ 2	
 check cycle counts for raw and finished goods meet established 	□ - □ 3	□ - □ 3	□ - □ 3	□ - □ 3	
standards					
monitor inventory accuracy					
14. Check stock for outdated or damaged supplies	□ 1	□ 1	□ 1	□1	
obtain listing of outdated supplies	☐ 2	☐ 2			
 check shelves for outdated or damaged supplies 					
isolate defective supplies					
 investigate possible causes of inventory damage 					
rotate older items to the front					
15. Respond to recall notices	□ 1	□ 1	□ 1	□1	
verify items still in house or shipped					
pull recalled items from main inventory					
dispose recalled or outdated items					
document inventory adjustments					

Occupational Competencies	Rating			
	Evaluation			
	Minimum Rating of 2 EACH			
Occupation and Butter Office to				
Competency and Rating Criteria	Check Rating			
	Initial	Mid	Mid	Final
	IIIICIAI	Year 1	Year 2	Tillai
Competency Substitute (if you replaced a competency above, note the competency and rating)	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3	☐ 1 ☐ 2 ☐ 3
Comments:				

No part of this document may be altered, duplicated, or extracted without written consent from the Wisconsin Department of Workforce Development (DWD).

DWD is an equal opportunity employer and service provider. If you have a disability and need assistance with this information, please dial 7-1-1 for Wisconsin Relay Service. Please contact the Division of Employment and Training at 888-258-9966 and press 6 to request information in an alternate format, including translated to another language.

