



## **Level 2 Certificate in Warehousing and Storage**

### **Qualification Specification**

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## Introduction

The Level 2 Certificate in Warehousing and Storage recognises the skills and competencies required of staff in the warehouse and storage workplace. The qualification is aimed at candidates currently working in the sector as, for example, a warehouse or storage operative, and also those who do not currently work in the industry but would like to gain some of the skills needed.

The qualification provides recognition of the skills and knowledge, such as operating equipment and safety at work, processing orders, team leading and managing the receipt and despatch of goods, which are needed to work in or develop a career in warehousing.

On completion of this qualification candidates could progress to a variety of roles, for example, stock control assistant, removals operative, warehouse supervisor, fork lift truck supervisor and undertake further qualifications including ProQual Level 3 Diploma in Warehousing and Storage, ProQual Level 2 Diploma in Team Leading or ProQual Level 3 Diploma in Management.

The awarding organisation for the qualification is ProQual Awarding Body and the regulatory body is the Office of Qualifications and Examinations Regulation (Ofqual). The specification for this qualification has been approved by the Welsh Government for use by centres in Wales and by the Council for the Curriculum Examinations and Assessment (CCEA) for use by centres in Northern Ireland. The qualification has been accredited onto the Regulated Qualifications Framework (RQF).

## Qualification Profile Level 2 Certificate in Warehousing and Storage

Qualification title	<b>ProQual Level 2 Certificate in Warehousing and Storage</b>
Ofqual qualification number	601/3032/5
Level	Level 2
Total qualification time	260 hours
Guided learning hours	99
Assessment	Pass or fail Internally assessed and verified by centre staff External quality assurance by ProQual verifiers
Qualification start date	1/04/14
Qualification end date	
Age Ranges	16-18, 19+

## Entry Requirements

There are no formal entry requirements for this qualification, but centres should ensure that candidates have the potential to achieve the qualification.

## Qualification Structure

Candidates must complete:

- all of the **Mandatory units in Group A**, plus
- a minimum of **TWO units** from **Group 1**
- a minimum of **ONE unit** from **Group 2**
- a minimum of **ONE unit** from **Group 3**
- a minimum of **ONE unit** from **Group 4**
- a minimum of **ONE unit** from **Group 5**

Mandatory Units – complete all units		
Unit Reference Number	Unit Title	Unit Level
K/502/1072	Health, Safety and Security at work	2
H/601/7919	Develop effective working relationships with colleagues in logistics operations	2
Group 1 Optional Units – a minimum of TWO units		
Unit Reference Number	Unit Title	Unit Level
R/601/7916	Pick goods in logistics operations	2
Y/601/7917	Wrap and pack goods in logistics operations	2
T/601/7925	Place goods in storage in logistics operations	2
F/601/7930	Process orders for customers in logistics operations	2
J/601/7931	Assemble orders for dispatch in logistics operations	2
Group 2 Optional Units – a minimum of ONE unit		
Unit Reference Number	Unit Title	Unit Level
M/601/7910	Maintain the cleanliness of equipment in logistics operations	2
F/601/7913	Keep work areas clean in logistics operations	2
L/601/7929	Maintain hygiene standards in handling and storing goods in logistics operations	2
Group 3 Optional Units – a minimum of ONE unit		
Unit Reference Number	Unit Title	Unit Level
J/601/7914	Moving and/or handling goods in logistics operations	2
H/601/7922	Use equipment to move goods in logistics operations	2
A/601/8994	Use a forklift side-loader in logistics operations	2
M/601/8992	Use an industrial forklift truck in logistics operations	2
T/601/8993	Use a hoist in logistics operations	2
F/601/8995	Use a compact crane in logistics operations	2

<b>Group 4 Optional Units – a minimum of ONE unit</b>		
<b>Unit Reference Number</b>	<b>Unit Title</b>	<b>Unit Level</b>
T/601/7911	Keep stock at required levels in logistics operations	2
D/601/7935	Check stock levels and stock records	2
<b>Group 5 Optional Units – a minimum of ONE unit</b>		
<b>Unit Reference Number</b>	<b>Unit Title</b>	<b>Unit Level</b>
D/601/7921	Operate equipment to perform work requirements in logistics operations	2
K/601/7923	Receive goods in logistics operations	2
J/601/7928	Maintain the safety and security of hazardous goods and materials in logistics operations	3
L/601/7932	Process returned goods in logistics operations	2
R/601/7933	Sort goods and materials for recycling or disposal in logistics operations	2
Y/601/7934	Supervise the receipt, storage or dispatch of goods	3
Y/601/7920	Contribute to the provision of customer service in logistics operations	2
H/600/6578	Principles of food safety in logistics	2

## Centre Requirements

Centres must be approved to offer this qualification. If your centre is not approved please complete and submit form **ProQual Additional Qualification Approval Application**.

### Staff

Staff delivering this qualification must be appropriately qualified and occupationally competent.

### Assessors/Internal Quality Assurance

For each competence-based unit centres must be able to provide at least one assessor and one internal quality assurance verifier who are suitably qualified for the specific occupational area. Assessors and internal quality assurance verifiers for competence-based units or qualifications will normally need to hold appropriate assessor or verifier qualifications, such as:

- Award in Assessing Competence in the Work Environment
- Award in Assessing Vocationally Related Achievement
- Certificate in Assessing Vocational Achievement
- Award in the Internal Quality Assurance of Assessment Processes and Practices
- Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practices

## Support for Candidates

Materials produced by centres to support candidates should:

- enable them to track their achievements as they progress through the learning outcomes and assessment criteria;
- provide information on where ProQual's policies and procedures can be viewed;
- provide a means of enabling Internal and External Quality Assurance staff to authenticate evidence

## Assessment

Candidates must demonstrate the level of knowledge and skill described in the units. Assessment is the process of measuring a candidate's knowledge, understanding and performance against the standards set in the qualification.

Each candidate is required to produce evidence which demonstrates their achievement of all of the learning outcomes and assessment criteria for each unit.

Evidence can include:

- assignments/projects/reports
- worksheets
- portfolio of evidence
- record of oral and/or written questioning
- candidate test papers

**Learning outcomes** set out what a candidate is expected to know, understand or be able to do.

**Assessment criteria** specify the standard a candidate must meet to show the learning outcome has been achieved.

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

*Learning outcomes and assessment criteria for this qualification can be found from page 9.*

## Internal Quality Assurance

An internal quality assurance verifier confirms that assessment decisions made in centres are made by competent and qualified assessors, that they are the result of sound and fair assessment practice and that they are recorded accurately and appropriately.

## Adjustments to Assessment

Adjustments to standard assessment arrangements are made on the individual needs of candidates. ProQual's Reasonable Adjustments Policy and Special Consideration Policy sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that ProQual provides for some of these arrangements.

Centres should contact ProQual for further information or queries about the contents of the policy.

## Results Enquiries and Appeals

All enquiries relating to assessment or other decisions should be dealt with by centres, with reference to ProQual's Enquiries and Appeals Procedures.

## Certification

Candidates who achieve the requirements for this qualification will be awarded:

- A certificate listing the units achieved, and
- A certificate giving the full qualification title -

### **ProQual Level 2 Certificate in Warehousing and Storage**

#### **Claiming certificates**

Centres may claim certificates for candidates who have been registered with ProQual and who have successfully achieved the requirements for a qualification. All certificates will be issued to the centre for successful candidates.

#### **Replacement certificates**

If a replacement certificate is required a request must be made to ProQual in writing. Replacement certificates are labelled as such and are only provided when the claim has been authenticated. Refer to the Fee Schedule for details of charges for replacement certificates.



**Learning Outcomes and Assessment Criteria**  
**Unit K/502/1072**  
**Health, Safety and Security at work**

<b>Learning Outcome - The learner will:</b>	<b>Assessment Criterion - The learner can:</b>
<p>1 Be able to work safely</p>	<p>1.1 Take appropriate action in the event of fire, emergencies or accidents</p> <p>1.2 Identify where alarms, emergency exits, escape routes, emergency equipment and assembly points are located</p> <p>1.3 Demonstrate safe and appropriate use of emergency equipment</p> <p>1.4 Distinguish between different alarm sounds</p> <p>1.5 Comply with equipment operating procedures and manufacturer’s instructions</p> <p>1.6 Demonstrate safe handling and lifting techniques</p> <p>1.7 Demonstrate correct use and maintenance of any protective clothing and/or equipment</p> <p>1.8 Comply with personal responsibilities under the Health &amp; Safety at Work Act / COSHH</p> <p>1.9 Identify who the nominated first aiders are</p>
<p>2 Be able to monitor the workplace for hazards</p>	<p>2.1 Identify hazardous substances that are used in the workplace and demonstrate methods of making them safe or reducing their danger in the event of an accident</p> <p>2.2 Identify hazards posed by machinery that is used in the workplace and demonstrate methods of making safe or reducing their danger in the event of an accident</p> <p>2.3 Demonstrate how to handle and store hazardous substances including debris</p> <p>2.4 Demonstrate how to store materials and equipment</p> <p>2.5 Explain what the most likely accidents and emergencies in the workplace are and how to deal with them</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

		2.6	Comply with personal responsibilities under the COSHH (Control of Substances Hazardous to Health)
3	Be able to contribute to workplace security	3.1	Outline and comply with the organisation's rules, codes, guidelines and standards relating to security
		3.2	Explain how to deal with loss of property

## Unit H/601/7919

# Develop effective working relationships with colleagues in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to develop effective working relationships with colleagues in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures for developing effective working relationships in logistics operations that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• quality standards</li><li>• confidentiality</li><li>• equality and diversity</li></ul> <p>1.2 Describe own roles and responsibilities and those of colleague</p> <p>1.3 Explain the importance of good communication methods</p> <p>1.4 Explain the importance of feedback to improve work performance</p> <p>1.5 Explain how to identify learning needs and the opportunities for learning that are available</p> <p>1.6 Explain how to deal constructively with misunderstandings and difficulties that can arise in working relationships</p>
2 be able to develop effective working relationships with colleagues in logistics operations	<p>2.1 Communicate with colleagues effectively</p> <p>2.2 Confirm tasks, priorities and responsibilities clearly and accurately with colleagues</p> <p>2.3 Respond to requests from colleagues that fall within your responsibility</p> <p>2.4 Report any circumstances that prevent the achievement of quality standards</p> <p>2.5 Obtain information and assistance from colleagues</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 2.6 Seek relevant feedback on work achievements and performance from relevant people
- 2.7 Determine own learning needs based on feedback and observation of own performance
- 2.8 Agree a learning plan that outlines realistic development opportunities and timescales

## Unit R/601/7916

### Pick goods in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1 know how to pick goods in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures picking goods in logistics operations that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security requirements</li> <li>• environmental factors</li> <li>• special requirements</li> <li>• personal protective equipment</li> <li>• picking methods</li> </ul> <p>1.2 Identify any specific hazards in relation to moving and handling the goods</p> <p>1.3 Describe the types of equipment that can be used to pick the goods</p> <p>1.4 Describe the correct handling methods for the goods</p> <p>1.5 Describe the roles and responsibilities of colleagues in relation to picking goods</p> <p>1.6 Identify problems that can occur when picking and handling the goods</p> <p>1.7 Explain appropriate action when dealing with identified problems</p>
<p>2 be able to pick the goods in logistics operations</p>	<p>2.1 Locate the goods to be picked</p> <p>2.2 Apply correct picking methods/equipment for the type of goods and size of order</p> <p>2.3 Use the correct handling methods and/or picking equipment to pick the goods</p>
<p>3 be able to prepare the goods for assembling orders in logistics operations</p>	<p>3.1 Place the goods into the appropriate location, receptacle or onto pallets</p> <p>3.2 Position the picked goods ready for assembling orders</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 3.3 Use the correct handling methods and/or equipment to place the goods correctly for assembling orders

## Unit Y/601/7917

### Wrap and pack goods in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to prepare the goods for wrapping and packing in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures for packing the goods in logistics operations that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security requirements</li> <li>• environmental factors</li> <li>• special requirements</li> <li>• personal protective equipment</li> <li>• waste minimisation and disposal</li> </ul> <p>1.2 Describe the types of wrapping and packing materials to be used for packing the goods</p> <p>1.3 Describe the tools and equipment to be used for packing the goods</p> <p>1.4 Describe the roles and responsibilities of colleagues in relation to packing the goods</p> <p>1.5 Identify problems that can occur when wrapping and packing the goods</p> <p>1.6 Explain appropriate action when dealing with identified problems</p>
2 be able to wrap and pack the goods in logistics operations	<p>2.1 Check that the goods being packed match the specifications provided in the information</p> <p>2.2 Comply with all health, safety and security issues relating to wrapping and packing the goods</p> <p>2.3 Schedule the packing of the goods according to agreed work instructions</p> <p>2.4 Protect goods from damage while they are being packed</p> <p>2.5 Use the appropriate tools and equipment safely in accordance with organisational procedures</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 2.6 Pack, wrap and seal goods using the correct type and quantity of packing materials
- 2.7 Minimise waste
- 2.8 Label the packages with the correct information for further use
- 2.9 Dispose of waste materials correctly and promptly



## Unit T/601/7925

### Place goods in storage in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to place goods in storage logistics operations	<p>1.1 Explain the relevant organisational policies and procedures for placing the goods into storage in logistics operations, that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• environmental factors</li><li>• special requirements</li><li>• storage conditions</li><li>• stock rotation</li></ul> <p>1.2 Describe the different sources and types of information required for placing the goods</p> <p>1.3 Describe the areas for storing different types of goods</p> <p>1.4 Explain the importance of preparing storage areas before placing goods</p> <p>1.5 Describe the equipment and facilities required in the area receiving goods</p> <p>1.6 Explain the correct handling methods for different types of goods</p> <p>1.7 Identify problems that can occur when placing goods in storage</p> <p>1.8 Explain appropriate action when dealing with identified problems</p>
2 be able to place goods in storage in logistics operations	<p>2.1 Ensure that the area is clean, tidy and clear of obstructions</p> <p>2.2 Use the correct handling methods and/or equipment to place the goods into storage</p> <p>2.3 Place the goods in the correct location for space utilisation, to prevent damage and meet distribution requirements</p> <p>2.4 Update stock control records accurately</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 2.5 Communicate clearly and accurately, with appropriate people, the monitoring and storage arrangements for the goods

## Unit F/601/7930

### Process orders for customers in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how prepare for the processing of orders to customers in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures for processing orders for customers in logistics operations, that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• personal protective equipment</li><li>• environmental factors</li><li>• special requirements</li><li>• stock control and ordering systems</li><li>• the importance of confidentiality</li></ul> <p>1.2 Describe different types of customer</p> <p>1.3 Explain the information required for processing customer orders</p> <p>1.4 Identify problems that can occur when processing orders for customers</p> <p>1.5 Explain appropriate action when dealing with identified problems</p>
2 be able to process orders for customers in logistics operations	<p>2.1 Obtain information to process orders for customers</p> <p>2.2 Provide customers with the correct delivery information</p> <p>2.3 Pass on orders and invoicing information to the appropriate people</p> <p>2.4 Demonstrate how to deal with enquires relating to the processing of orders</p> <p>2.5 Communicate effectively with different types customers</p> <p>2.6 Store customers' details securely and in accordance with organisational policies and procedures</p>

## Unit J/601/7931

### Assemble orders for dispatch in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to assemble orders for dispatch in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures for assembling orders for dispatch in logistics operations, that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• personal protective equipment</li><li>• environmental factors</li><li>• special requirements</li><li>• stock recording systems</li><li>• scheduling</li></ul> <p>1.2 Describe the characteristics of the order to be assembled</p> <p>1.3 Explain the handling methods and equipment to be used when assembling the orders</p> <p>1.4 Identify problems that can occur when assembling orders for dispatch</p> <p>1.5 Explain appropriate action when dealing with identified problems</p>
2 be able to assemble the orders for dispatch in logistics operations	<p>2.1 Obtain information to assemble the orders for dispatch</p> <p>2.2 Check that the area used to dispatch to goods is clean and clear of obstructions and hazards</p> <p>2.3 Check that the goods are in stock and accessible for assembly</p> <p>2.4 Assemble the order with the correct type and quantity of goods ready for dispatch, in accordance with the information obtained</p> <p>2.5 Demonstrate how to maintain the condition of the goods whilst the order is being assembled</p>

## Unit M/601/7910

### Maintain the cleanliness of equipment in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to prepare self and equipment for inspection and cleaning in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures, in relation to inspecting and maintaining the cleanliness of equipment in logistics operations, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• personal protective equipment</li> <li>• waste disposal</li> <li>• replenishment</li> </ul> <p>1.2 Describe how to ensure the equipment is safe before routine inspection and cleaning</p> <p>1.3 Explain the following, in relation to the equipment that is to be inspected and cleaned:</p> <ul style="list-style-type: none"> <li>• cleaning routines</li> <li>• methods</li> <li>• materials</li> </ul> <p>1.4 Identify problems that can occur with the inspecting and maintaining the cleanliness of the equipment</p> <p>1.5 Explain appropriate action when dealing with the identified problems</p>
2 be able to inspect and maintain the cleanliness of equipment in logistics operations	<p>2.1 Use the correct use of Personal Protective Clothing when inspecting and cleaning the equipment</p> <p>2.2 Use the correct cleaning routines according to organisational procedures and the required timescales</p> <p>2.3 Use the use of approved cleaning methods and materials as specified in the manufacturer's instructions</p>
3 be able to undertake post cleaning procedures for keeping	<p>3.1 Dispose of waste in accordance with health and safety, and operational procedures</p>

**Learning Outcome - The learner will:****Assessment Criterion - The learner can:**

the equipment in good working order in logistics operations

- 3.2 Check that the equipment can be safely returned to operating conditions after cleaning
- 3.3 Store any unused cleaning materials correctly according to manufacturer's instructions
- 3.4 Replenish used materials

## Unit F/601/7913

### Keep work areas clean in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know the requirements relating to the cleaning of work areas in logistics operations	1.1 Explain the relevant organisational policies and procedures for cleaning work areas in logistics operations, that relate to: <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• environmental factors</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• personal protective equipment</li> <li>• personal health and hygiene standards</li> <li>• replenishment</li> <li>• waste disposal</li> </ul> 1.2 Describe different procedures to maintain cleanliness in different work areas 1.3 Explain the importance of keeping the workplace clean and tidy for health and safety purposes 1.4 Identify problems that can occur when maintaining the cleanliness of work areas 1.5 Explain appropriate action when dealing with the identified problems
2 be able to carry out correct cleaning procedures in logistics operations	2.1 Use Personal Protective Equipment correctly 2.2 Clean the work area thoroughly using the correct cleaning materials 2.3 Protect people in the work area from cleaning hazards during the cleaning process 2.4 Use the correct signage during the cleaning process 2.5 Follow operational procedures to ensure that other people are not inconvenienced during the cleaning process

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
3 be able to follow post cleaning procedures in logistics operations	3.1 Dispose of any waste in accordance with organisational procedures  3.2 Ensure any unused cleaning materials are stored correctly according to manufacturer's instructions  3.3 Replenish used materials



## Unit L/601/7929

# Maintain hygiene standards in handling and storing goods in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to maintain hygiene standards when handling and storing goods in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures for maintaining hygiene standards in handling and storing goods in logistics operations, that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• protective clothing</li><li>• personal hygiene</li><li>• environmental factors</li><li>• special requirements</li><li>• waste disposal</li></ul> <p>1.2 Identify problems that can occur when maintaining hygiene standards when handling and storing goods</p> <p>1.3 Explain appropriate action when dealing with identified problems</p>
2 be able to maintain standards of hygiene when handling and storing goods in logistics operations	<p>2.1 Maintain standards of personal hygiene required for the handling and storage of goods in specific storage environments</p> <p>2.2 Use the correct protective clothing in relation to the goods and the storage environment</p> <p>2.3 Apply the hygiene standards required to maintain the quality and condition of the goods and the storage environment</p> <p>2.4 Handle the goods using the correct handling methods and equipment</p> <p>2.5 Dispose of waste in accordance with organisational policies and procedures</p>

## Unit J/601/7914

### Moving and/or handling goods in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to move and/or handle goods in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures for moving and/or handling goods in logistics operations that relate to:</p> <ul style="list-style-type: none"> <li>• health safety and security</li> <li>• environmental factors</li> <li>• special requirements</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• personal protective equipment</li> </ul> <p>1.2 Identify any specific hazards in relation to moving and/or handling the goods</p> <p>1.3 Describe methods for moving and/or handling the goods safely</p> <p>1.4 Explain circumstances when assistance is required to move and/or handle the goods and how this assistance is applied</p> <p>1.5 Identify problems that can occur when moving and/or handling the goods</p> <p>1.6 Explain appropriate action when dealing with identified problems</p>
2 be able to move and/or handle the goods in logistics operations	<p>2.1 Identify the goods to be moved and/or handled</p> <p>2.2 Use suitable handling methods to move the goods safely and correctly</p> <p>2.3 Position and set down the goods in the required location</p> <p>2.4 Place the goods so that they can be easily identified and accessed</p>

## Unit H/601/7922

### Use equipment to move goods in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to use equipment to move goods in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures for using equipment in a logistics operation that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security requirements</li><li>• environmental factors</li><li>• special requirements</li><li>• personal protective equipment</li><li>• operating requirements</li><li>• hazards</li><li>• loss or damage to goods</li></ul> <p>1.2 Describe the characteristics of the different types of goods to be moved</p> <p>1.3 Describe different types of equipment that can be used for moving and transferring goods</p> <p>1.4 Describe methods for lifting, moving and setting down different types of goods</p> <p>1.5 Explain how the equipment is used</p> <p>1.6 Explain the importance of positioning goods in a suitable way for future use</p> <p>1.7 Identify problems that can occur when using the equipment</p> <p>1.8 Explain appropriate action when dealing with identified problems</p>
2 be able to use equipment to move goods in logistics operations	<p>2.1 Check the goods are suitable for lifting</p> <p>2.2 Identify the correct equipment for lifting the goods</p> <p>2.3 Check that the area of work is safe and secure for the movement and transfer of the goods</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 2.4 Undertake the pre-checks required for the equipment
- 2.5 Confirm the location for the goods to be positioned and set down
- 2.6 Undertake the operation in a safe and controlled manner with due regard to the surrounding environment

## Unit A/601/8994

### Use a forklift side-loader in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1 Know how to prepare a forklift side-loader in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures in relation to using a forklift side-loader, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• personal protective equipment</li> <li>• reporting defects</li> </ul> <p>1.2 Describe how to carry out all manufacturers' pre-start, checks</p> <p>1.3 Explain the operation of the vehicle instruments and controls</p> <p>1.4 Describe how to prepare the forklift side-loader for each lift</p> <p>1.5 Explain the observations required to ensure the safety of self and others</p> <p>1.6 Identify problems that can occur when preparing the forklift side-loader for work</p> <p>1.7 Explain appropriate action when dealing with the identified problems</p>
<p>2 Use a forklift side-loader in logistics operations</p>	<p>2.1 Use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations</p> <p>2.2 Carry out all manufacturers' pre-start, checks</p> <p>2.3 Manoeuvre the forklift side-loader safely and include:</p> <ul style="list-style-type: none"> <li>• the appropriate use of signals</li> <li>• using the appropriate speed for the forklift side-loader and manoeuvre</li> <li>• monitoring the actions of others</li> <li>• ensuring there is no damage to the forklift side-loader and surrounding environment</li> </ul>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- ensuring the vehicle is in a suitable position for the required activities
- 2.4 Stack goods using the forklift side-loader
  - 2.5 De-stack goods using the forklift side-loader
  - 2.6 Carry out shut down, isolation and securing procedures
  - 2.7 Carry out all manufacturers' post operational checks

## Unit M/601/8992

### Use an industrial forklift truck in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1 Know how to prepare the forklift for work in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures, in relation to using a forklift truck in logistics operations, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• personal protective equipment</li> <li>• reporting defects</li> </ul> <p>1.2 Describe how to carry out all manufacturers' pre-start, checks</p> <p>1.3 Explain the operation of the vehicle instruments and controls</p> <p>1.4 Describe how to prepare the forklift truck for each lift</p> <p>1.5 Explain the observations required to ensure the safety of self and others</p> <p>1.6 Identify problems that can occur when preparing the forklift truck for work</p> <p>1.7 Explain appropriate action when dealing with the identified problems</p>
<p>2 Use a forklift truck in logistics operations</p>	<p>2.1 Use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations</p> <p>2.2 Carry out all manufacturers' pre-start, checks</p> <p>2.3 Manoeuvre the forklift truck safely and include:</p> <ul style="list-style-type: none"> <li>• the appropriate use of signals</li> <li>• using the appropriate speed for the forklift truck and manoeuvre</li> <li>• monitoring the actions of others</li> <li>• ensuring there is no damage to the forklift truck and surrounding environment</li> </ul>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- ensuring the vehicle is in a suitable position for the required activities
- 2.4 Stack goods using the forklift truck
  - 2.5 De-stack goods using the forklift truck
  - 2.6 Carry out shut down, isolation and securing procedures
  - 2.7 Carry out all manufacturers' post operational checks



## Unit T/601/8993

### Use a hoist in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1 Know how to prepare the hoist for work in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures, in relation to preparing the hoist for work in logistics operations, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• personal protective equipment</li> <li>• reporting defects</li> </ul> <p>1.2 Describe how to carry out all manufacturers' pre-start, checks</p> <p>1.3 Describe how to check that all related equipment is positioned in relation to manufacturers' instructions</p> <p>1.4 Describe how to carry out the emergency lowering procedure</p> <p>1.5 Identify problems that can occur when using a hoist in logistics operations</p> <p>1.6 Explain appropriate action when dealing with the identified problems</p>
<p>2 Use a hoist in logistics operations</p>	<p>2.1 Use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations</p> <p>2.2 Carry out all manufacturers' pre-start, checks</p> <p>2.3 Prepare an exclusion zone in the relevant area</p> <p>2.4 Agree signal codes with the signaller</p> <p>2.5 Use the hoist safely and correctly</p> <p>2.6 Carry out shut down, isolation and securing procedures</p> <p>2.7 Carry out all manufacturers' post operational checks</p>

## Unit F/601/8995

### Use a compact crane in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1 Know how to prepare a crane for work in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures in relation to using a compact crane in logistics operations that relate to:</p> <ul style="list-style-type: none"> <li>• health safety and security</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• personal protective equipment</li> <li>• reporting defects</li> </ul> <p>1.2 Describe how to carry out all manufacturers' pre-start, checks</p> <p>1.3 Explain the operation of the instruments and controls</p> <p>1.4 Identify problems that can occur when using a compact crane</p> <p>1.5 Explain appropriate action when dealing with identified problems</p>
<p>2 Use a compact crane in logistics operations</p>	<p>2.1 Use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations</p> <p>2.2 Carry out all manufacturers' pre-start, checks</p> <p>2.3 Use the compact crane safely and correctly</p> <p>2.4 Carry out shut down, isolation and securing procedures</p> <p>2.5 Carry out all manufacturers' post operational checks</p>

## Unit T/601/7911

### Keep stock at required levels in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to maintain required stock levels in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures, in relation to keeping stock at required levels in logistics operations, that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• legal requirements</li><li>• operating requirements</li><li>• rotation methods</li></ul> <p>1.2 Describe when to replenish stock</p> <p>1.3 Describe how the regular or routine checks on stock levels are carried out</p> <p>1.4 Explain the process for dealing with any damaged, faulty or out of date items</p> <p>1.5 Describe the correct handling methods and/or equipment to move stock</p> <p>1.6 Describe correct labelling procedures</p> <p>1.7 Identify problems that can occur when maintaining stock levels</p> <p>1.8 Explain appropriate action when dealing with the identified problems</p>
2 be able to maintain stock at required levels in logistics operations	<p>2.1 Check the required stock level and the actual level of stock</p> <p>2.2 Identify any damaged, faulty or out of date items and move them to the appropriate location</p> <p>2.3 Use stock rotation methods to ensure the stock is utilised effectively</p> <p>2.4 Replenish the stock</p> <p>2.5 Handle the goods using safe and correct handling methods</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 2.6 Label stock accurately according to organisational requirements
- 2.7 Position the stock in the correct locations for further use
- 2.8 Update the stock records after replenishing stock levels according to organisational requirements

## Unit D/601/7935

### Check stock levels and stock records

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to check stock levels and stock records in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures for checking stock levels and stock records in logistics operations, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• environmental factors</li> <li>• special requirements</li> <li>• stock control systems</li> <li>• reporting and recording systems</li> </ul> <p>1.2 Explain the purpose of a stock check</p> <p>1.3 Explain the roles and responsibilities of colleagues involved with checking stock levels and stock records</p> <p>1.4 Describe the format, structure and content of stock check reporting required by the organisation</p> <p>1.5 Explain how to identify discrepancies in stock figures and records</p> <p>1.6 Identify problems that can occur when checking stock levels and stock records</p> <p>1.7 Explain appropriate action when dealing with identified problems</p>
2 be able to check stock levels and stock records in logistics operations	<p>2.1 Carry out the checking of the stock levels according to organisational procedures</p> <p>2.2 Record the results of the stock check accurately</p> <p>2.3 Check the findings against the records to identify any discrepancies</p> <p>2.4 Check for any discrepancies</p> <p>2.5 Disseminate the information to relevant people</p>

## Unit D/601/7921

# Operate equipment to perform work requirements in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to operate equipment to perform work requirements in logistics operations	1.1 Explain the relevant organisational policies and procedures for operating equipment in a logistics operation that relate to: <ul style="list-style-type: none"><li>• health, safety and security requirements</li><li>• environmental factors</li><li>• special requirements</li><li>• personal protective equipment</li><li>• operating requirements</li></ul>
	1.2 Describe the different types of equipment that can be used for the work activities
	1.3 Explain: <ul style="list-style-type: none"><li>• the characteristics and capabilities</li><li>• how to set up and adjust</li><li>• common types of defect</li></ul> of the equipment that can be used to perform the work activities
	1.4 Explain how to set up and adjust the equipment to be used to perform the work activities
	1.5 Identify problems that can occur when operating the equipment
	1.6 Explain appropriate action when dealing with identified problems
2 be able to check that the appropriate equipment is available, safe to use and operational in logistics operations	2.1 Check that the equipment is suitable, safe and available for use
	2.2 Check that the equipment is set up in accordance with work instructions and organisational procedures
	2.3 Carry out routine checks before and after using the equipment

**Learning Outcome - The learner will:****Assessment Criterion - The learner can:**

		2.4	Adjust the equipment in accordance with manufacturer's instructions, safety and work requirements
3	be able to operate and monitor the equipment to maintain safe operation throughout the work activity in logistics operations	3.1	Select the equipment for the work activity
		3.2	Use the equipment safely in accordance with work requirements, operational and organisational procedures and practises
		3.3	Use the correct Personal Protective Equipment when operating the equipment
		3.4	Monitor the equipment and report and/or record any defects and damage to the equipment immediately, according to manufacturer's instructions, operational and organisational procedures and practises
4	be able to shut down the equipment and complete post operational maintenance procedures	4.1	Shut down the equipment safely and in accordance with manufacturer's instructions, operational and organisational procedures and practices
		4.2	Complete post operation maintenance procedures for the equipment in accordance with manufacturer's instructions, operational and organisational procedures and practises

## Unit K/601/7923

### Receive goods in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to receive goods in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures on the goods being received in logistics operations, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• environmental factors</li> <li>• special requirements</li> <li>• operational requirements</li> <li>• stock control</li> </ul> <p>1.2 Describe the different sources and types of information required for receiving the goods</p> <p>1.3 Describe the equipment and facilities required in the area receiving goods</p> <p>1.4 Explain the correct handling methods for different types of goods</p> <p>1.5 Explain the correct procedures for unloading vehicles</p> <p>1.6 Identify problems that can occur when receiving goods</p> <p>1.7 Explain appropriate action when dealing with identified problems</p>
2 be able to receive goods in logistics operations	<p>2.1 Check the goods received match the specifications provided in the information</p> <p>2.2 Check that any equipment to be used has been prepared correctly in accordance with manufacturer's instructions, work requirements, operational and organisational procedures and practises</p> <p>2.3 Check that the area to be used for receiving the goods is clean and free from obstructions and hazards</p> <p>2.4 Demonstrate the correct method for handling, moving and setting down the goods</p>



**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 2.5 Use the correct handling equipment for lifting, moving and setting down the goods in accordance with organisational procedures and practices
- 2.6 Check the goods have been unloaded safely in accordance with storage requirements
- 2.7 Complete all required documentation accurately

## Unit J/601/7928

# Maintain the safety and security of hazardous goods and materials in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to maintain the safety and security of hazardous goods and materials in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures for maintaining the safety and security of hazardous goods and materials in logistics operations, that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• personal protective equipment</li><li>• environmental factors</li><li>• special requirements</li><li>• storage conditions</li><li>• monitoring systems</li></ul> <p>1.2 Explain the appropriate action to take in an emergency</p> <p>1.3 Explain the meaning of different hazardous markings and areas</p> <p>1.4 Describe storage and distribution requirements for the hazardous goods and materials including any precautions that must be taken</p> <p>1.5 Explain the use of equipment that can be used when maintaining the safety and security of hazardous goods and materials</p> <p>1.6 Identify problems that can occur when maintaining the safety and security of hazardous goods and materials</p> <p>1.7 Explain appropriate action when dealing with identified problems</p>
2 be able to maintain the safety and security of hazardous goods and materials in logistics operations	<p>2.1 Obtain all relevant information on the hazardous goods and materials</p> <p>2.2 Demonstrate that the correct precautions have been undertaken in accordance with health and safety and organisational policies and procedures</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 2.3 Monitor the condition of the hazardous goods and materials in accordance with manufacturer's instructions and organisational policies and procedures
- 2.4 Manoeuvre the hazardous goods and materials safely with the appropriate equipment according to agreed procedures

## Unit L/601/7932

### Process returned goods in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to process returned goods in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures for processing returned goods in logistics operations, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• personal protective equipment</li> <li>• environmental factors</li> <li>• special requirements</li> <li>• customer rights</li> <li>• stock recording systems</li> <li>• scheduling</li> <li>• waste management</li> </ul> <p>1.2 Describe the main reasons for goods being returned</p> <p>1.3 Explain the process for goods being returned</p> <p>1.4 Identify problems that can occur when processing returned goods</p> <p>1.5 Explain appropriate action when dealing with identified problems</p>
2 be able process returned goods in logistics operations	<p>2.1 Obtain all relevant information on the goods being returned</p> <p>2.2 Return the goods to the appropriate locations</p> <p>2.3 Update stock control records accurately</p> <p>2.4 Label any goods that are to be returned to the supplier or manufacturer</p> <p>2.5 Dispose of any waste correctly and promptly in accordance with work instructions, requirements, organisational procedures and practices</p>

## Unit R/601/7933

# Sort goods and materials for recycling or disposal in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to sort goods and materials for recycling or disposal in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures for sorting goods and materials for recycling and disposal in logistics operations, that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• personal protective equipment</li><li>• environmental factors</li><li>• special requirements</li><li>• waste management</li><li>• roles and responsibilities of colleagues</li></ul> <p>1.2 Explain the types of goods and materials that are suitable for recycling and those that are not</p> <p>1.3 Identify problems that can occur when sorting goods for recycling or disposal</p> <p>1.4 Explain appropriate action when dealing with identified problems</p>
2 be able to sort the goods and materials for recycling or disposal in logistics operations	<p>2.1 Undertake initial checks to determine the suitability of the goods and materials for recycling or disposal</p> <p>2.2 Sort the goods and materials correctly</p> <p>2.3 Remove any parts of the goods and materials that are not suitable for recycling and dispose of them correctly</p> <p>2.4 Handle the goods and materials using the correct handling methods and equipment</p> <p>2.5 Position the goods or materials suitable for recycling or disposal into the correct locations</p> <p>2.6 Prepare the goods or materials for further processing according to the organisation's specifications for recycling or disposal</p>

## Unit Y/601/7934

### Supervise the receipt, storage or dispatch of goods

#### Learning Outcome - The learner will:

#### Assessment Criterion - The learner can:

- |   |   |     |   |
|---|---|-----|---|
| 1 | know how to supervise the receipt, storage or dispatch of goods in logistics operations | 1.1 | Explain the relevant organisational policies and procedures for supervising the receipt, storage or dispatch of goods in logistics operations, that relate to: <ul style="list-style-type: none"><li>• health, safety and security</li><li>• environmental factors</li><li>• special requirements</li><li>• stock rotation</li><li>• monitoring and testing</li></ul> |
|   |   | 1.2 | Explain sources of information required to determine the capacity and limitations of the storage facility   |
|   |   | 1.3 | Describe the equipment that can be used for the receipt, storage or dispatch of the goods   |
|   |   | 1.4 | Identify problems that can occur when monitoring the receipt, storage or dispatch of goods  |
|   |   | 1.5 | Explain appropriate action when dealing with identified problems  |
| 2 | be able to supervise the receipt, storage or dispatch of goods in logistics operations  | 2.1 | Inspect the type, condition, quantity of the goods being received, stored or dispatched   |
|   |   | 2.2 | Check the storage conditions and equipment required to receive, store or dispatch the goods   |
|   |   | 2.3 | Organise the movement or rotation of goods to assist receiving, storing or dispatching goods  |
|   |   | 2.4 | Demonstrate how to use the organisations resources effectively  |
|   |   | 2.5 | Communicate effectively with others   |
|   |   | 2.6 | Complete records for supervising the receipt, storage or dispatch of goods accurately   |

## Unit Y/601/7920

# Contribute to the provision of customer service in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to contribute to the provision of customer services in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• personal protective equipment</li><li>• maintaining effective customer relations</li><li>• personal appearance and hygiene</li><li>• reporting procedures and systems</li><li>• recording information</li><li>• confidentiality</li><li>• complaints</li></ul> <p>1.2 Describe different types of customers in relation to own organisation</p> <p>1.3 Describe the importance of</p> <ul style="list-style-type: none"><li>• promoting the organisation's image positively</li><li>• effective communication</li><li>• good customer service</li></ul> <p>1.4 Identify the services available to customers in own organisation</p> <p>1.5 Describe the implications of:</p> <ul style="list-style-type: none"><li>• a negative image on your organisation</li><li>• poor communication</li><li>• poor customer service</li></ul> <p>1.6 Describe:</p> <ul style="list-style-type: none"><li>• own role in dealing with customer complaints and</li><li>• the limits of your responsibility</li></ul> <p>1.7 Identify who to report to when you are unable to deal with a customer enquiry or request</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- |   |   |      |   |
|---|---|------|---|
| 2 | be able to contribute to the provision of customer services in logistics operations | 2.1  | Follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations, that relate to: <ul style="list-style-type: none"><li>• health, safety and security</li><li>• personal protective equipment</li><li>• maintaining effective customer relations</li><li>• personal appearance and hygiene</li><li>• reporting procedures and systems</li><li>• recording information</li><li>• confidentiality</li><li>• complaints</li></ul> |
|   |   | 2.2  | Develop positive relationships with customers   |
|   |   | 2.3  | Ensure that own personal appearance and hygiene meet organisational policies and standards  |
|   |   | 2.4  | Communicate effectively with customers  |
|   |   | 2.5  | Ensure that all information available is up-to-date and accurate  |
|   |   | 2.6  | Identify customer needs   |
|   |   | 2.7  | Deal effectively with customer enquiries  |
|   |   | 2.8  | Ensure the customer is promptly informed of any action that is taken  |
|   |   | 2.9  | Maintain customer confidentiality   |
|   |   | 2.10 | Update customer records accurately  |
|   |   | 2.11 | Record customer enquiries and outcomes accurately using the organisation's procedures and systems   |
|   |   | 2.12 | Deal with customer complaints effectively   |



## Unit H/600/6578

### Principles of food safety in logistics

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1 Understand how individuals must take responsibility for food safety</p>	<p>1.1 Outline the roles and responsibilities in an organisation's food safety procedures.</p> <p>1.2 Describe how to report and record food safety hazards and illnesses.</p> <p>1.3 Outline the legal responsibilities of drivers and warehouse staff with regard to keeping food safe.</p>
<p>2 Understand how to keep him/herself clean and hygienic</p>	<p>2.1 Explain the importance of personal hygiene in contributing to overall food safety.</p> <p>2.2 Describe effective personal hygiene practices, for example, protective clothing, hand washing, personal illnesses, cuts and wounds and avoiding unsafe behaviour.</p>
<p>3 Understand how to keep storage areas and vehicles clean.</p>	<p>3.1 Explain how to keep storage areas and vehicles clean and tidy through the effective use of cleaning methods and equipment.</p> <p>3.2 State how to use and store chemicals safely to avoid contamination.</p> <p>3.3 Outline the importance of pest control</p>
<p>4 Understand how to keep food safe</p>	<p>4.1 State the risks to food and food packaging in transit, storage and at delivery from microbial, chemical, physical and allergenic hazards.</p> <p>4.2 Describe food safety procedures for delivery, storage, date marking and stock rotation</p> <p>4.3 Explain the importance of food and environmental temperature controls</p> <p>4.4 State why accurate records should be kept of food that is delivered or returned,</p> <p>4.5 State the reasons why food may be returned</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 4.6 State the controls to needed to maintain food safety in the event of controls not being met
- 4.7 State the corrective actions that are required to reduce the risk of food contamination when controls are not met



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