

Level 1 Award/Certificate in Warehousing and Storage (1016-01)

Candidate logbook

Level 1 Award 1016-01

QAN – 501/1690/3

Level 1 Certificate 1016-01

QAN – 501/1691/5

About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Land Based Services (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* (see the City & Guilds website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Published by City & Guilds, a registered charity established to promote education and training

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0033

F +44 (0)20 7294 2413

www.cityandguilds.com

learnersupport@cityandguilds.com

Level 1 Award/Certificate in Warehousing and Storage (1016-01)

Qualification title	Number	QAN
Level 1 Award in Warehousing and Storage	1016-01	501/1690/3
Level 1 Certificate in Warehousing and Storage	1016-01	501/1082/2

City & Guilds
Believe you can



www.cityandguilds.com

Contents

1	About your candidate logbook	7
1.1	Contact details	7
1.2	Introduction to the logbook	8
2	Units	9
3	The assessment process	11
4	Using your logbook	12
5	Candidate progress record	13
Unit 101	Health and safety in the workplace	14
Unit 102	Maintain the cleanliness of equipment in logistics operations	17
Unit 103	Keep stock at required levels in a logistics environment	20
Unit 104	Keep work areas clean in a logistics environment	23
Unit 105	Moving or handling goods manually in logistics facilities	26
Unit 106	Pick goods in a logistics environment	29
Unit 107	Wrap and pack goods in a logistics environment	32
Unit 108	Operate equipment to perform work requirements in a logistics environment	35
Unit 109	Use equipment to move goods in logistics facilities	39
Unit 110	Receive goods in a logistics environment	42
Unit 111	Maintain hygiene standards in handling and storing goods in a logistics environment	45
Unit 112	Assemble orders for dispatch in a logistics environment	49
Unit 113	Sort goods and materials for recycling or disposal in a logistics environment	53
Unit 202	Develop effective working relationships with colleagues in logistics operations	56
Appendix 1	Summary of City & Guilds assessment policies	59

City & Guilds
Believe you can

City
Guilds

www.cityandguilds.com

1 About your candidate logbook

1.1 Contact details

Candidate name	
Candidate enrolment no	
Centre name	
Centre number	
Programme start date	
Date of registration with City & Guilds	

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

Your Assessor(s)	
Your Internal Verifier	
Quality Assurance Contact	

1 About your candidate logbook

1.2 Introduction to the logbook

This logbook will help you complete the units in City & Guilds' **Level 1 Award/Certificate in Warehousing and Storage (1016-01)**. It contains forms you can use to record your evidence of what you have done.

There are 14 units in total available in this qualification. You should discuss and agree with your assessor/tutor which of these units you are going to work towards. The units in this logbook are for the Level 3 qualification.

About City & Guilds

City & Guilds is your awarding body for this qualification. City & Guilds is the UK's leading awarding body for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website **www.cityandguilds.com**.

2 Units

To achieve the **Level 1 Award/Certificate in Warehousing and Storage (1016-01)**, learners must achieve **12** credits. They must complete **2** credits from the mandatory unit and **10** credits from the optional units available.

City & Guilds unit	Unit title	GLH	Credit value
	Mandatory		
101	Health and safety in the workplace	20	2
	Optional Units		
102	Maintain the cleanliness of equipment in logistics operations	20	2
103	Keep stock at required levels in a logistics environment	20	2
104	Keep work areas clean in a logistics environment	20	2
105	Moving or handling goods manually in logistics facilities	20	2
106	Pick goods in a logistics environment	20	2
107	Wrap and pack goods in a logistics environment	20	2
108	Operate equipment to perform work requirements in a logistics environment	30	3
109	Use equipment to move goods in logistics facilities	20	2
110	Receive goods in a logistics environment	30	3
111	Maintain hygiene standards in handling and storing goods in a logistics environment	20	2
112	Assemble orders for dispatch in a logistics environment	20	2
113	Sort goods and materials for recycling or disposal in a logistics environment	30	3
202	Develop effective working relationships with colleagues in logistics operations	15	4

To achieve the **Level 1 Award/Certificate in Warehousing and Storage (1016-01)**, learners must achieve **16** credits. They must complete **2** credits from the mandatory unit and **14** credits from the optional units available.

City & Guilds unit	Unit title	GLH	Credit value
Mandatory			
101	Health and safety in the workplace	20	2
Optional Units			
102	Maintain the cleanliness of equipment in logistics operations	20	2
103	Keep stock at required levels in a logistics environment	20	2
104	Keep work areas clean in a logistics environment	20	2
105	Moving or handling goods manually in logistics facilities	20	2
106	Pick goods in a logistics environment	20	2
107	Wrap and pack goods in a logistics environment	20	2
108	Operate equipment to perform work requirements in a logistics environment	30	3
109	Use equipment to move goods in logistics facilities	20	2
110	Receive goods in a logistics environment	30	3
111	Maintain hygiene standards in handling and storing goods in a logistics environment	20	2
112	Assemble orders for dispatch in a logistics environment	20	2
113	Sort goods and materials for recycling or disposal in a logistics environment	30	3
202	Develop effective working relationships with colleagues in logistics operations	15	4

3 The assessment process

All units can be assessed in the workplace, in a realistic working environment or a learning/training environment that replicates real work conditions; subject to approval by the EV.

The following people at your centre will explain the assessment process and help you achieve your unit(s).

The assessor/tutor

The assessor/tutor is the person you will have the most contact with as you work towards your unit(s). You may have more than one assessor/tutor depending on which unit(s) you take or you may be assessed by a person who is not your tutor.

The internal verifier

The internal verifier maintains the quality of assessment within the centre.

The external verifier

The external verifier works for City & Guilds and helps to ensure that your centre meets the required standards for quality and assessment.

4 Using your logbook

Recording forms

This logbook contains all of the forms you and your assessor will need to plan, review and organise your evidence. Your assessor will be able to help you decide which forms you need to complete and help you fill them in.

Please photocopy these forms as required.

5 Candidate progress record

Level 1 Award/Certificate in Warehousing and Storage (1016-01)

Units	101												
Credits	2												
Total Credits Achieved:													

Minimum 12 credits

I confirm that the evidence supplied for the above listed units is authentic and a true representation of my own work. The work logged in the following pages is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this qualification with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 101

Health and safety in the workplace

2 credits

Outcome 1 Understand health and safety rights and responsibilities

Assessment criteria (Knowledge) The learner can:		Portfolio reference	
1	identify the key aspects of health and safety legislation relevant to own situation		
2	state the main health and safety responsibilities of employers		
3	state the health and safety responsibilities of employees		
4	explain why it is always important to follow health and safety rules		
Type of evidence →			
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report			

Outcome 2 Understand the health and safety requirements of employers

Assessment criteria (Knowledge) The learner can:		Portfolio reference	
1	describe how the tasks he/she has to do can be done safely		
2	state how to report a hazard in the workplace		
3	follow the instructions during a fire drill		
4	identify the location of:		
	• fire/emergency alarm		
	• fire fighting equipment		
	• fire exits		
	• assembly points		
	• first aid box		
	• first aid assistance		
	• accident book		
Type of evidence →			
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report			

Outcome 3 Understand how to prevent and deal with accidents

Assessment criteria (Knowledge) The learner can:		Portfolio reference	
1	identify common causes of accidents in a particular work context		
2	list ways such accidents can be prevented		
3	state how an accident should be reported		
4	list, in order, the steps to follow in the event of personal injury		
5	describe when and how to call for emergency assistance		
		Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report			

Outcome 4 Understand health and safety rights and responsibilities

Assessment criteria (Knowledge) The learner can:		Portfolio reference	
1	carry out tasks safely		
2	use and store equipment safely		
3	maintain a clean and tidy work area		
		Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report			

This unit can be assessed in the workplace, in a realistic working environment or a learning/training environment that replicates real work conditions; subject to approval by the EV.

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 102

Maintain the cleanliness of equipment in logistics operations

2 credits

Outcome 1 Be able to prepare self and equipment for inspection and cleaning in a logistics environment

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	show how the equipment is safe before routine inspection and cleaning						
2	follow instructions and wear suitable personal protective equipment to clean the equipment						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 2 Be able to follow instructions and clean equipment

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	demonstrate the correct cleaning routines according to organisational procedures and the required timescales						
2	follow instructions and demonstrate the use of approved cleaning methods and materials as specified in the manufacturer's instructions						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 3 Be able to follow post cleaning procedures for keeping the equipment in good working order

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	dispose of waste in accordance with health and safety, and operational procedures						
2	check that the equipment can be safely returned to operating conditions after cleaning						
3	return any unused cleaning materials to the correct storage area,						
4	follow procedures to re-stock used materials						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 4 Understand problems that can occur with keeping the equipment in good working order

Assessment criteria (Knowledge)		Portfolio reference	
The learner can:			
1	carry out tasks safely		
2	use and store equipment safely		
3	maintain a clean and tidy work area		
Type of evidence →			
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report			

This unit can be assessed in the workplace, in a realistic working environment or a learning/training environment that replicates real work conditions; subject to approval by the EV.

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 103

Keep stock at required levels in a logistics environment

2 credits

Outcome 1 Be able to follow instructions to maintain required stock levels

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify required stock levels						
2	make regular or routine checks on stock levels						
3	follow instructions to identify any damaged, faulty or out of date items						
4	use the correct handling methods and/or equipment to move stock						
5	label stock accurately for further use						
6	ensure effective stock rotation methods						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 2 Be able to follow instructions to maintain stock control records

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	follow instructions to update stock control records promptly and accurately						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 3 Be able to identify problems with keeping stock at the required levels

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify problems that can occur with stock levels						
2	show how to take appropriate action to deal with identified problems						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report							

This unit can be assessed in the workplace, in a realistic working environment or a learning/training environment that replicates real work conditions; subject to approval by the EV.

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 104

Keep work areas clean in a logistics environment

2 credits

Outcome 1 Be able to identify requirements relating to the cleaning of work areas in a warehousing and storage facility

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify the following issues for cleaning work areas in a warehousing and storage facility:						
	• health, safety and security requirements						
	• environmental factors						
	• special requirements						
2	identify suitable personal protective equipment and cleaning materials to keep work area clean and tidy						
3	maintain personal health and hygiene standards at work						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 2 Be able to follow instructions to carry out correct cleaning procedures

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	follow instructions and use the correct personal protective equipment						
2	use identified materials to thoroughly clean the work						
3	follow instructions to protect people in the work area from cleaning hazards during the cleaning process						
4	follow instructions to ensure that other people are not inconvenienced during the cleaning process						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 3 Be able to follow post cleaning procedures

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	dispose of any waste in accordance with organisational procedures						
2	return any unused cleaning materials to the correct storage area						
3	follow procedures to re-stock used materials						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 4 Be able to identify problems with the cleaning of work areas

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify problems that can occur when cleaning work areas						
2	show how to take appropriate action to deal with identified problems						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

This unit can be assessed in the workplace, in a realistic working environment or a learning/training environment that replicates real work conditions; subject to approval by the EV.

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 105

Moving or handling goods manually in logistics facilities

2 credits

Outcome 1 Be able to confirm with appropriate people the goods that require moving or handling

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify and use sources of information relating to the goods to be moved or handled this may include:						
	• health and safety						
	• environmental factors						
	• special requirements						
2	identify any specific hazards in relation to manually handling the goods						
3	identify methods for manual handling						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 2 Be able to manually move or handle the goods

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify the goods to be moved or handled						
2	use suitable handling methods to move the goods safely and correctly						
3	position and set down the goods in the required location						
4	place the goods so that they can be easily identified and accessed						
5	recognise when assistance is required to move or handle the goods and seek help from appropriate people						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 3 Be able to identify any problems with moving or handling the goods manually and take appropriate action to deal with them

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify problems that can occur when moving or handling the goods manually						
2	show how to take appropriate action to deal with identified problems						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

This unit can be assessed in the workplace, in a realistic working environment or a learning/training environment that replicates real work conditions; subject to approval by the EV.

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 106

Pick goods in a logistics environment

2 credits

Outcome 1 Be able to prepare for picking the goods

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify the relevant information required for picking the goods this may include:						
	• health, safety and security requirements						
	• environmental factors						
	• special requirements						
2	identify where the required goods are stored						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 2 Be able to follow instructions to pick the goods

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify the goods to be picked						
2	follow instructions to apply picking methods for the type of goods and size of order						
3	use the correct handling methods and/or picking equipment to pick the goods						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 3 Be able to follow instructions to prepare the goods for assembling orders

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	place the goods into the appropriate containers or onto pallets						
2	position the picked goods ready for assembling orders						
3	use the correct handling methods and/or equipment to place the goods correctly for assembling orders						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 4 Be able to identify problems with picking goods at any stage

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify problems that can occur when picking goods						
2	show how to take appropriate action to deal with identified problems						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

This unit can be assessed in the workplace, in a realistic working environment or a learning/training environment that replicates real work conditions; subject to approval by the EV.

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 107

Wrap and pack goods in a logistics environment

2 credits

Outcome 1 Be able to prepare the goods for packing

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify the relevant information required for packing the goods, this may include:						
	<ul style="list-style-type: none"> health, safety and security requirements 						
	<ul style="list-style-type: none"> environmental factors 						
	<ul style="list-style-type: none"> special requirements 						
2	check that the goods being packed match the specifications provided in the information						
3	identify the types of wrapping and packing materials to be used for packing the goods						
4	identify the tools and equipment to be used for packing the goods						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report							

Outcome 2 Be able to pack the goods

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	follow instructions to schedule the packing of goods according to agreed work instructions						
2	show how the goods are protected from damage while they are being packed						
3	use the appropriate tools and equipment safely in accordance with organisational procedures						
4	demonstrate how the goods are packed, wrapped and sealed using the correct type and quantity of packing materials						
5	show how waste can be minimised						
6	label the packages with the correct information for further use						
7	dispose of waste materials correctly and promptly						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report							

Outcome 3 Be able to identify problems with the packing of the goods at any stage

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify problems that can occur when wrapping and packing goods						
2	show how to take appropriate action to deal with identified problems						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

This unit can be assessed in the workplace, in a realistic working environment or a learning/training environment that replicates real work conditions; subject to approval by the EV.

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 108

Operate equipment to perform work requirements in a logistics environment

3 credits

Outcome 1 Be able to confirm the work required and the appropriate equipment to undertake it

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	confirm with appropriate people the work activities that require the operation of equipment						
2	identify with appropriate people the equipment to be used						
3	confirm with appropriate people that you have completed the appropriate level of training to operate the equipment						
4	identify any personal protective equipment to be used when operating the equipment						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 2 Be able to follow instructions to check that the appropriate equipment is available, safe to use and operational

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	check that the equipment is available for use						
2	check that the equipment is set up in accordance with instructions						
3	carry out routine checks before and after using the equipment						
4	follow instructions to adjust the equipment in accordance with safety and work requirements						
5	identify common types of defect in relation to the equipment that is to be used						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 3 Be able to operate and monitor the equipment to maintain safe operation throughout the work activity

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	use the equipment safely in accordance with work requirements, operational and organisational procedures and practises						
2	use the correct personal protective equipment when operating the equipment						
3	monitor the equipment and report and/or record any defects and damage to the equipment immediately, according to instructions, operational and organisational procedures and practises						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 4 Be able to shut down the equipment and complete post operational maintenance procedures

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify problems that can occur when picking goods						
2	show how to take appropriate action to deal with identified problems						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 5 Be able to identify problems with the operation of the equipment

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify problems that can occur when operating the equipment						
2	show how to take appropriate action to deal with identified problems						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

This unit can be assessed in the workplace, in a realistic working environment or a learning/training environment that replicates real work conditions; subject to approval by the EV.

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 109

Use equipment to move goods in logistics facilities

2 credits

Outcome 1 Be able to confirm with appropriate people the goods to be moved and that they are suitable for lifting

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	confirm with appropriate people the goods to be moved						
2	confirm with appropriate people how the goods are to be moved						
3	identify with appropriate people any equipment to be used in moving the goods						
4	identify with appropriate people any relevant health and safety regulations that apply to the movement of goods within the facility						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 2 Be able to follow instructions to pick the goods

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	show how to check that the work area is safe and secure for the movement of goods						
2	identify any hazards or difficulties in carrying out the movement of goods within the facility and report them to the appropriate people						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 3 Be able to move the goods correctly and safely

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	check that the equipment to be used has been prepared correctly in accordance with instructions, work requirements, operational and organisational procedures and practises						
2	use the correct method for handling, lifting, moving and setting down the goods safely and securely						
3	confirm with appropriate people the location for the positioning of the goods in accordance with work instructions						
4	show how to set down and position the goods in a suitable way for future use						
5	undertake the operation in a safe and controlled manner with due regard to the surrounding environment						
6	use organisational procedures for dealing with loss or damage to the goods						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 4 Be able to identify problems with moving the goods

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify problems that can occur when moving the goods						
2	show how to take appropriate action to deal with identified problems						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

This unit can be assessed in the workplace, in a realistic working environment or a learning/training environment that replicates real work conditions; subject to approval by the EV.

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 110

Receive goods in a logistics environment

3 credits

Outcome 1 Be able to obtain information and confirm with appropriate people the goods to be received

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify relevant information on the goods being received, this may include the following:						
	• health, safety and security						
	• environmental factors						
	• special requirements						
2	confirm the goods to be received with the appropriate people						
3	identify any hazards or difficulties in carrying out the movement of goods and report them to the appropriate people						
4	identify relevant information on the goods being received, this may include the following:						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 2 Be able to follow instructions to check the goods being received

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	receive the goods in line with organisational procedures						
2	check the goods received match the specifications provided in the information						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 3 Be able to receive the goods correctly and safely

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	check that the equipment to be used has been prepared correctly in accordance with instructions, work requirements, operational and organisational procedures and practises						
2	check that the area to be used for receiving the goods is clean and free from obstructions and hazards						
3	use the correct method for handling, lifting, moving and setting down the goods						
4	use the correct handling equipment for lifting, moving and setting down the goods in accordance with safety and organisational procedures and practises						
5	check that the goods have been unloaded safely in accordance with storage requirements						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 4 Be able to identify problems when receiving goods

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify problems that can occur when receiving goods						
2	show how to take appropriate action to deal with identified problems						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

This unit can be assessed in the workplace, in a realistic working environment or a learning/training environment that replicates real work conditions; subject to approval by the EV.

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 111

Maintain hygiene standards in handling and storing goods in a logistics environment

2 credits

Outcome 1 Be able to confirm health, safety and security issues relating to the goods and the storage environment

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	confirm with appropriate people the following:						
	• health safety and security						
	• environmental factors						
	• special requirements						
2	in relation to the goods and the storage environment						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 2 Be able to apply high standards of personal hygiene and the correct use of appropriate clothing

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	conform to the standards of personal hygiene required for the handling and storage of goods in specific storage environments						
2	follow instructions and wear appropriate clothing in the correct manner						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 3 Be able to maintain the quality and condition of the goods in a warehousing and storage environment

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify any special requirements needed to maintain the safety and quality of the goods in storage						
2	show how to maintain the quality of the goods in storage according to the organisational procedures and practises						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 4 Be able to handle goods using the correct handling methods and equipment

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify and use the correct handling methods for different types of goods						
2	identify and use the correct handling equipment for the goods						
3	dispose of waste in accordance with operational procedures						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 5 Be able to identify problems with the maintenance of hygiene standards

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify problems that can occur when maintaining hygiene standards						
2	show how to take appropriate action to deal with identified problems						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report							

This unit can be assessed in the workplace, in a realistic working environment or a learning/training environment that replicates real work conditions; subject to approval by the EV.

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 112

Assemble orders for dispatch in a logistics environment

3 credits

Outcome 1 Be able to prepare for the assembly of orders

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify the relevant information for the assembly of orders including:						
	• health, safety and security						
	• environmental factors						
	• special requirements or restrictions						
2	identify the position of the required goods						
3	show that the goods are in stock and accessible for assembly						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 2 Be able to handle goods using the correct handling methods and equipment during the assembly of the order

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify and use the correct handling methods and/or equipment for different types of goods						
2	identify any special loading or transportation requirements relating to the assembly of the order						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 3 Be able to assemble the orders

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	check any requirements to maintain the condition of the goods while the order is being assembled						
2	assemble the order with the correct type and quantity of goods						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 4 Be able to prepare goods for dispatch

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify the relevant information on the goods to be dispatched including:						
	• health, safety and security						
	• environmental factors						
	• special requirements or restrictions						
2	confirm the goods being dispatched match the information provided						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 5 Be able to dispatch the goods

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	check that the area used to dispatch the goods is clean and clear of obstructions and hazards						
2	check that any equipment to be used with the goods is available and safe to use						
3	operate any equipment safely and in accordance with organisational procedures and practices						
4	follow agreed work instructions to schedule the dispatch of the goods						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

Outcome 6 Be able to identify problems with assembling or dispatching orders

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify problems that can occur when assembling or dispatching orders						
2	show how to take appropriate action to deal with identified problems						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

This unit can be assessed in the workplace, in a realistic working environment or a learning/training environment that replicates real work conditions; subject to approval by the EV.

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 113

Sort goods and materials for recycling or disposal in a logistics environment

3 credits

Outcome 1 Be able to prepare goods or materials for recycling or disposal

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify types of goods and materials that are suitable for recycling or disposal						
2	identify any relevant information relating to the goods and materials to be sorted or disposed of, this may include:						
	• health, safety and security						
	• environmental factors						
	• special requirements						
3	show how to obtain information from appropriate people when there is a difficulty in identifying if the goods or materials are suitable for recycling or disposal						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report							

Outcome 2 Be able to sort the goods or materials for recycling or disposal

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	sort the goods or materials correctly						
2	correctly remove any parts of the goods or materials that are not suitable for recycling						
3	handle the goods or materials using the correct handling methods and equipment						
4	position the goods or materials suitable for recycling or disposal into the correct locations						
5	prepare the goods or materials for further processing according to the recycling or disposal specifications						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report							

Outcome 3 Be able to identify problems with the recycling of disposal of goods and materials

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	identify problems that can with the recycling or disposal of goods and materials						
2	show how to take appropriate action to deal with identified problems						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

This unit can be assessed in the workplace, in a realistic working environment or a learning/training environment that replicates real work conditions; subject to approval by the EV.

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 202

Develop effective working relationships with colleagues in logistics operations

4 credits

Outcome 1 Know how to develop effective working relationships with colleagues in logistics operations

Assessment criteria (Knowledge) The learner can:		Portfolio reference	
1	explain the relevant organisational policies and procedures for developing effective working relationships in logistics operations that relate to:		
	• health, safety and security		
	• quality standards		
	• confidentiality		
	• equality and diversity		
2	describe own roles and responsibilities and those of colleague		
3	explain the importance of good communication methods		
4	explain the importance of feedback to improve work performance		
5	explain how to identify learning needs and the opportunities for learning that are available		
6	explain how to deal constructively with misunderstandings and difficulties that can arise in working relationships		
		Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report			

Outcome 2 Be able to develop effective working relationships with colleagues in logistics operations

Assessment criteria (Performance)		Evidence date					
The learner can:		Portfolio reference					
1	communicate with colleagues effectively						
2	confirm tasks, priorities and responsibilities clearly and accurately with colleagues						
3	respond to requests from colleagues that fall within your responsibility						
4	report any circumstances that prevent the achievement of quality standards						
5	obtain information and assistance from colleagues						
6	seek relevant feedback on work achievements and performance from relevant people						
7	determine own learning needs based on feedback and observation of own performance						
8	agree a learning plan that outlines realistic development opportunities and timescales						
Type of evidence →							
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report							

This unit can be assessed in the workplace, in a realistic working environment or a learning/training environment that replicates real work conditions; subject to approval by the EV.

Declaration

I confirm that the evidence supplied for the above listed unit is authentic and a true representation of my own work. The work logged is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this unit with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Appendix 1 Summary of City & Guilds assessment policies

Health and Safety

All centres have to make sure that they provide a safe and healthy environment for learning, including induction and assessment. City & Guilds external verifiers check this when they visit assessment centres.

Equal Opportunities

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website www.cityandguilds.com, City & Guilds Customer Relations Team or your centre.

Access to assessment

City & Guilds qualifications are open to all candidates, whatever their gender, race, creed, age or special needs. Some candidates may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

If you think you will need alternative assessment arrangements because you have special needs, you should discuss this with your centre during your induction, and record this on your assessment plan. City & Guilds will allow centres to make alternative arrangements for you if you are eligible and if the qualification allows for this. This must be agreed before you start your qualification.

City & Guilds guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website www.cityandguilds.com, from the City & Guilds Customer Relations Team or your centre.

Complaints and appeals

Centres must have a policy and procedure to deal with any complaints you may have. You may feel you have not been assessed fairly, or may want to appeal against an assessment decision if you do not agree with your assessor.

These procedures will be explained during induction and you will be provided with information about the Quality Assurance Co-ordinator within your centre who is responsible for this.

Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Our complaints policy is on our website www.cityandguilds.com or is available from the City & Guilds Customer Relations Team or your centre.

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: business@cityandguilds.com

Publications

Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: feedbackandcomplaints@cityandguilds.com

Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)844 543 0033
F +44 (0)20 7294 2413
www.cityandguilds.com

City & Guilds is a registered charity
established to promote education
and training

LB-03-1016