

# **Level 2 Certificate in Warehousing and Storage Skills (1016-02)**

**Candidate logbook**  
501/1082/2



---

[www.cityandguilds.com](http://www.cityandguilds.com)  
August 2011  
Version 1.1 (Sep 2011)  
Version 2.0 (March 2012)

## 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](http://www.cityandguilds.com)**

**[learnersupport@cityandguilds.com](mailto:learnersupport@cityandguilds.com)**

# Level 2 Certificate in Warehousing and Storage Skills (1016-02)



## Candidate logbook

---

www.cityandguilds.com  
August 2011  
Version 1.1 (Sep 2011)  
Version 2.0 (March 2012)

---

**Version and date**

2.0 March 2012

---

**Change detail**

Unit sign off pages added

---

**Section**

Each unit

City & Guilds  
**Believe you can**



[www.cityandguilds.com](http://www.cityandguilds.com)

# Contents

<b>1</b>	<b>About your candidate logbook</b>	<b>5</b>
<b>2</b>	<b>Units</b>	<b>7</b>
<b>3</b>	<b>The assessment process</b>	<b>8</b>
<b>4</b>	<b>Using your logbook</b>	<b>9</b>
<b>5</b>	<b>Candidate progress record</b>	<b>10</b>
<b>Unit 201</b>	<b>Health, safety and security at work</b>	<b>11</b>
<b>Unit 202</b>	<b>Develop effective working relationships with colleagues in logistics operations</b>	<b>14</b>
<b>Unit 203</b>	<b>Pick goods in logistics operations</b>	<b>17</b>
<b>Unit 204</b>	<b>Wrap and pack goods in logistics operations</b>	<b>20</b>
<b>Unit 205</b>	<b>Place goods in storage in logistics operations</b>	<b>23</b>
<b>Unit 206</b>	<b>Process orders for customers in logistics operations</b>	<b>26</b>
<b>Unit 207</b>	<b>Assemble orders for dispatch in logistics operations</b>	<b>29</b>
<b>Unit 208</b>	<b>Maintain the cleanliness of equipment in logistics operations</b>	<b>32</b>
<b>Unit 209</b>	<b>Keep work areas clean in logistics operations</b>	<b>35</b>
<b>Unit 210</b>	<b>Maintain hygiene standards in handling and storing goods in logistics operations</b>	<b>38</b>
<b>Unit 211</b>	<b>Moving and/or handling goods in logistics operations</b>	<b>41</b>
<b>Unit 212</b>	<b>Use equipment to move goods in logistics operations</b>	<b>44</b>
<b>Unit 213</b>	<b>Use a compact crane in logistics operations</b>	<b>47</b>
<b>Unit 214</b>	<b>Use a forklift side-loader in logistics operations</b>	<b>49</b>
<b>Unit 215</b>	<b>Use a hoist in logistics operations</b>	<b>52</b>
<b>Unit 216</b>	<b>Use an industrial forklift truck in logistics operations</b>	<b>55</b>
<b>Unit 217</b>	<b>Keep stock at required levels in logistics operations</b>	<b>58</b>
<b>Unit 218</b>	<b>Check stock levels and stock records</b>	<b>61</b>
<b>Unit 219</b>	<b>Operate equipment to perform work requirements in logistics operations</b>	<b>64</b>
<b>Unit 220</b>	<b>Receive goods in logistics operations</b>	<b>68</b>
<b>Unit 221</b>	<b>Process returned goods in logistics operations</b>	<b>71</b>
<b>Unit 222</b>	<b>Sort goods and materials for recycling or disposal in logistic operations</b>	<b>74</b>
<b>Unit 223</b>	<b>Contribute to the provision of customer care in logistics operations</b>	<b>77</b>
<b>Unit 224</b>	<b>Principles of food safety in logistics</b>	<b>80</b>
<b>Unit 301</b>	<b>Maintain the safety and security of hazardous goods and materials in logistics operations</b>	<b>83</b>
<b>Unit 302</b>	<b>Supervise the receipt, storage or dispatch of goods</b>	<b>86</b>
<b>Appendix 1</b>	<b>Summary of City &amp; Guilds assessment policies</b>	<b>89</b>

City & Guilds  
**Believe you can**



[www.cityandguilds.com](http://www.cityandguilds.com)

# 1 About your candidate logbook

## 1.1 Contact details

<b>Candidate name</b>	
<b>Candidate enrolment no</b>	
<b>Centre name</b>	
<b>Centre number</b>	
<b>Programme start date</b>	
<b>Date of registration with City &amp; Guilds</b>	

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.

<b>Your Assessor(s)</b>	
<b>Your Internal Verifier</b>	
<b>Quality Assurance Contact</b>	

# 1 About your candidate logbook

## 1.2 Introduction to the logbook

This logbook will help you complete the units in City & Guilds' **Level 2 Certificate in Warehousing and Storage Skills (1016-02)**. It contains forms you can use to record your evidence of what you have done.

There are **26 units** in total available in this suite of qualifications. 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 **Level 2** and two units at **Level 3**.

### 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](http://www.cityandguilds.com)**.



## 2 Units

To achieve the Level 2 Certificate in Warehousing and Storage Skills, learners must achieve **7 credits** from the mandatory units and a minimum of **19 credits** from the optional units available.

City & Guilds unit	Unit title	Credit value	GLH
<b>Mandatory group</b>			
201	Health, safety and security at work	3	20
202	Develop effective working relationships with colleagues in logistics operations	4	15
<b>Group 1 (a minimum of 6 credits to be achieved from this group)</b>			
203	Pick goods in logistics operations	3	15
204	Wrap and pack goods in logistics operations	3	12
205	Place goods in storage in logistics operations	4	16
206	Process orders for customers in logistics operations	3	10
207	Assemble orders for dispatch in logistics operations	3	12
<b>Group 2 (a minimum of 3 credits to be achieved from this group)</b>			
208	Maintain the cleanliness of equipment in logistics operations	3	10
209	Keep work areas clean in logistics operations	3	10
210	Maintain hygiene standards in handling and storing goods in logistics operations	3	16
<b>Group 3 (a minimum of 1 credit to be achieved from this group)</b>			
211	Moving and/or handling goods in logistics operations	4	15
212	Use equipment to move goods in logistics operations	3	18
213	Use a compact crane in logistics operations	1	2
214	Use a forklift side-loader in logistics operations	1	2
215	Use a hoist in logistics operations	1	2
216	Use an industrial forklift truck in logistics operations	1	2
<b>Group 4 (a minimum of 3 credits to be achieved from this group)</b>			
217	Keep stock at required levels in logistics operations	3	12
218	Check stock levels and stock records	3	10
<b>Group 5 (a minimum of 6 credits to be achieved from this group)</b>			
219	Operate equipment to perform work requirements in logistics operations	8	30
220	Receive goods in logistics operations	3	15
221	Process returned goods in logistics operations	3	15
222	Sort goods and materials for recycling or disposal in logistic operations	3	10
223	Contribute to the provision of customer care in logistics operations	3	18
224	Principles of food safety in logistics	1	9
301	Maintain the safety and security of hazardous goods and materials in logistics operations	6	30
302	Supervise the receipt, storage or dispatch of goods	6	20

**Minimum number of credits to achieve this qualification: 26**

### 3 The assessment process

Simulation is allowed in some of the units in this qualification. Where simulation is needed this must be agreed with your external verifier in advance to ensure validity. Candidates should be assessed under normal workplace conditions. However, there are situations where the actual workplace may not be appropriate, or where waiting for naturally occurring evidence is impractical. Therefore, the setting up or devising of assessment situations will be allowed, when it can be demonstrated that the following circumstances require it in areas related to.

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 2 Certificate in Warehousing and Storage Skills (1016-02)

<b>Units</b>	<b>201</b>	<b>202</b>											
<b>Credits</b>	3	4											
Total Credits Achieved:													

#### Minimum 26 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

# Unit 201

# Health, safety and security at work

3 credits

## Outcome 1 Be able to work safely

<b>Assessment criteria (Performance)</b> <b>Simulation is not acceptable for performance evidence in this unit.</b>	<b>Evidence date</b>					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. take appropriate action in the event of fire, emergencies or accidents						
2. identify where alarms, emergency exits, escape routes, emergency equipment and assembly points are located						
3. demonstrate safe and appropriate use of emergency equipment						
4. distinguish between different alarm sounds						
5. comply with equipment operating procedures and manufacturers instructions						
6. demonstrate safe handling and lifting techniques						
7. demonstrate correct use and maintenance of any protective clothing and/or equipment						
8. comply with personal responsibilities under the Health & Safety at Work Act/COSHH						
9. identify the nominated first-aiders.						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to monitor the workplace for hazards

<b>Assessment criteria (Performance)</b> <b>Simulation is not acceptable for performance evidence in this unit.</b>	Evidence date					
<b>You must be able to:</b>	Portfolio reference					
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						
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						
3. demonstrate how to handle and store hazardous substances including debris						
4. demonstrate how to store materials and equipment						
5. explain what the most likely accidents and emergencies in the workplace are and how to deal with them						
6. comply with personal responsibilities under the COSHH (Control of Substances Hazardous to Health).						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 3 Be able to contribute to workplace security

<b>Assessment criteria (Performance)</b> <b>Simulation is not acceptable for performance evidence in this unit.</b>	Evidence date					
<b>You must be able to:</b>	Portfolio reference					
1. outline and comply with the organisation's rules, codes, guidelines and standards relating to security						
2. explain how to deal with loss of property.						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## 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

<b>Assessment criteria (Knowledge)</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
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		
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 →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony



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

<b>Assessment criteria (Performance)</b> <b>Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.</b>	<b>Evidence date</b>					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
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 →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 203

## Pick goods in logistics operations

3 credits

### Outcome 1 Know how to pick goods in logistics operations

<b>Assessment criteria (Knowledge)</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1. explain the relevant organisational policies and procedures picking goods in logistics operations that relate to:		
2. health, safety and security requirements:		
• environmental factors		
• special requirements		
• personal protective equipment		
• picking methods		
3. identify any specific hazards in relation to moving and handling the goods		
4. describe the types of equipment that can be used to pick the goods		
5. describe the correct handling methods for the goods		
6. describe the roles and responsibilities of colleagues in relation to picking goods		
7. identify problems that can occur when picking and handling the goods		
8. explain appropriate action when dealing with identified problems.		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to pick the goods in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. locate the goods to be picked						
2. apply correct picking methods/equipment 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 →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 3 Be able to prepare the goods for assembling orders in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. place the goods into the appropriate location, receptacle 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 →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

# Unit 204

# Wrap and pack goods in logistics operations

4 credits

## Outcome 1 Know how to prepare the goods for wrapping and packing in logistic operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures for packing the goods in logistics operations that relate to:		
• health, safety and security requirements		
• environmental factors		
• special requirements		
• personal protective equipment		
• waste minimisation and disposal		
2. describe the types of wrapping and packing materials to be used for packing the goods		
3. describe the tools and equipment to be used for packing the goods		
4. describe the roles and responsibilities of colleagues in relation to packing the goods		
5. identify problems that can occur when wrapping and packing the goods		
6. explain appropriate action when dealing with identified problems.		
	Type of evidence →	

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to wrap and pack the goods in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
You must be able to:	Portfolio reference					
1. check that the goods being packed match the specifications provided in the information						
2. comply with all health, safety and security issues relating to wrapping and packing the goods						
3. schedule the packing of the goods according to agreed work instructions						
4. protect goods from damage while they are being packed						
5. use the appropriate tools and equipment safely in accordance with organisational procedures						
6. pack, wrap and seal goods using the correct type and quantity of packing materials						
7. minimise waste						
8. label the packages with the correct information for further use						
9. dispose of waste materials correctly and promptly.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	



## Unit 205

## Place goods in storage in logistics operations

4 credits

### Outcome 1 Know how to place goods in storage logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures for placing the goods into storage in logistics operations, that relate to:		
<ul style="list-style-type: none"> <li>• health, safety and security</li> </ul>		
<ul style="list-style-type: none"> <li>• environmental factors</li> </ul>		
<ul style="list-style-type: none"> <li>• special requirements</li> </ul>		
<ul style="list-style-type: none"> <li>• storage conditions</li> </ul>		
<ul style="list-style-type: none"> <li>• stock rotation</li> </ul>		
2. describe the different sources and types of information required for placing the goods		
3. describe the areas for storing different types of goods		
4. explain the importance of preparing storage areas before placing goods		
5. describe the equipment and facilities required in the area receiving goods		
6. explain the correct handling methods for different types of goods		
7. identify problems that can occur when placing goods in storage		
8. explain appropriate action when dealing with identified problems.		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to place goods in storage logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
You must be able to:	Portfolio reference					
1. ensure that the area is clean, tidy and clear of obstructions						
2. use the correct handling methods and/or equipment to place the goods into storage						
3. place the goods in the correct location for space utilisation, to prevent damage and meet distribution requirements						
4. update stock control records accurately						
5. communicate clearly and accurately, with appropriate people, the monitoring and storage arrangements for the goods.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 206

## Process orders for customers in logistics operations

3 credits

### Outcome 1 Know how to prepare for the processing of orders to customers in logistics operations

<b>Assessment criteria (Knowledge)</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1. explain the relevant organisational policies and procedures for processing orders for customers in logistics operations, that relate to:		
• health, safety and security		
• personal protective equipment		
• environmental factors		
• special requirements		
• stock control and ordering systems		
• the importance of confidentiality		
2. describe different types of customer		
3. explain the information required for processing customer orders		
4. identify problems that can occur when processing orders for customers		
5. explain appropriate action when dealing with identified problems.		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to process orders for customers in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
You must be able to:	Portfolio reference					
1. obtain information to process orders for customers						
2. provide customers with the correct delivery information						
3. pass on orders and invoicing information to the appropriate people						
4. demonstrate how to deal with enquires relating to the processing of orders						
5. communicate effectively with different types customers						
6. store customers' details securely and in accordance with organisational policies and procedures.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 207

# Assemble orders for dispatch in logistics operations

3 credits

### Outcome 1 Know how to assemble the orders for dispatch in logistics operations

<b>Assessment criteria (Knowledge)</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1. explain the relevant organisational policies and procedures for assembling orders for dispatch in logistics operations, that relate to:		
• health, safety and security		
• personal protective equipment		
• environmental factors		
• special requirements		
• stock recording systems		
• scheduling		
• describe the characteristics of the order to be assembled		
2. explain the handling methods and equipment to be used when assembling the orders		
3. identify problems that can occur when assembling orders for dispatch		
4. explain appropriate action when dealing with identified problems.		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to assemble the orders for dispatch in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
You must be able to:	Portfolio reference					
1. obtain information to assemble the orders for dispatch						
2. check that the area used to dispatch to goods is clean and clear of obstructions and hazards						
3. check that the goods are in stock and accessible for assembly						
4. assemble the order with the correct type and quantity of goods ready for dispatch, in accordance with the information obtained						
5. demonstrate how to maintain the condition of the goods whilst the order is being assembled						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony



## Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 208

# Maintain the cleanliness of equipment in logistics operations

3 credits

### Outcome 1 Know how to prepare self and equipment for inspection and cleaning in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to inspecting and maintaining the cleanliness of equipment in logistics operations, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
• personal protective equipment		
• waste disposal		
• replenishment		
2. describe how to ensure the equipment is safe before routine inspection and cleaning		
3. explain the following, in relation to the equipment that is to be inspected and cleaned:		
• cleaning routines		
• methods		
• materials		
4. identify problems that can occur with the inspecting and maintaining the cleanliness of the equipment		
5. explain appropriate action when dealing with the identified problems.		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to inspect and maintain the cleanliness of equipment in logistics operations

<b>Assessment criteria (Performance)</b> <b>Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.</b>	<b>Evidence date</b>					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. use the correct use of Personal Protective Clothing when inspecting and cleaning the equipment						
2. use the correct cleaning routines according to organisational procedures and the required timescales						
3. use the use of approved cleaning methods and materials as specified in the manufacturers instructions						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 3 Be able to undertake post cleaning procedures for keeping the equipment in good working order in logistics operations

<b>Assessment criteria (Performance)</b> <b>Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.</b>	<b>Evidence date</b>					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
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. store any unused cleaning materials correctly according to manufacturers instructions						
4. replenish used materials.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 209

## Keep work areas clean in logistics operations

3 credits

### Outcome 1 Know the requirements relating to the cleaning of work areas in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures for cleaning work areas in logistics operations, that relate to:		
• health, safety and security		
• environmental factors		
• legal requirements		
• operating requirements		
• personal protective equipment		
• personal health and hygiene standards		
• replenishment		
• waste disposal		
2. describe different procedures to maintain cleanliness in different work areas		
3. explain the importance of keeping the workplace clean and tidy for health and safety purposes		
4. identify problems that can occur when maintaining the cleanliness of work areas		
5. explain appropriate action when dealing with the identified problems.		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to carry out correct cleaning procedures in logistics operations

<b>Assessment criteria (Performance)</b> <b>Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.</b>	Evidence date					
<b>You must be able to:</b>	Portfolio reference					
1. use Personal Protective Equipment correctly						
2. clean the work area thoroughly using the correct cleaning materials						
3. protect people in the work area from cleaning hazards during the cleaning process						
4. use the correct signage during the cleaning process						
5. follow operational procedures to ensure that other people are not inconvenienced during the cleaning process.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 3 Be able to follow post cleaning procedures in logistics operations

<b>Assessment criteria (Performance)</b> <b>Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.</b>	Evidence date					
<b>You must be able to:</b>	Portfolio reference					
1. dispose of any waste in accordance with organisational procedures						
2. ensure any unused cleaning materials are stored correctly according to manufacturer's instructions						
3. replenish used materials.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 210

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

3 credits

### Outcome 1 Know how to maintain hygiene standards when handling and storing goods in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures for maintaining hygiene standards in handling and storing goods in logistics operations that relate to:		
• health, safety and security		
• protective clothing		
• personal hygiene		
• environmental factors		
• special requirements		
• waste disposal		
2. identify problems that can occur when maintaining hygiene standards when handling and storing goods		
3. explain appropriate action when dealing with identified problems.		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony



## Outcome 2 Be able to maintain standards of hygiene when handling and storing goods in logistics operations

<b>Assessment criteria (Performance)</b> <b>Simulation is not acceptable for performance evidence in this unit.</b>	<b>Evidence date</b>					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. maintain standards of personal hygiene required for the handling and storage of goods in specific storage environments						
2. use the correct protective clothing in relation to the goods and the storage environment						
3. apply the hygiene standards required to maintain the quality and condition of the goods and the storage environment						
4. handle the goods using the correct handling methods and equipment						
5. dispose of waste in accordance with organisational policies and procedures.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 211

# Moving and/or handling goods in logistics operations

4 credits

### Outcome 1 Know how to move and/or handle goods in logistics operations

<b>Assessment criteria (Knowledge)</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1. explain the relevant organisational policies and procedures for moving and/or handling goods in logistics operations that relate to:		
• health safety and security		
• environmental factors		
• special requirements		
• legal requirements		
2. identify any specific hazards in relation to moving and/or handling the goods		
3. describe methods for moving and/or handling the goods safely		
4. explain circumstances when assistance is required to move and/or handle the goods and how this assistance is applied		
5. identify problems that can occur when moving and/or handling the goods		
6. explain appropriate action when dealing with identified problems.		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to move and/or handle the goods in logistics operations

<b>Assessment criteria (Performance)</b> <b>Simulation is not acceptable for performance evidence in this unit.</b>	<b>Evidence date</b>					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. identify the goods to be moved and/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.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 212

## Use equipment to move goods in logistics operations

3 credits

### Outcome 1 Know how to use equipment to move goods in logistics operations

<b>Assessment criteria (Knowledge)</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1. explain the relevant organisational policies and procedures for using equipment in a logistics operation that relate to:		
• health, safety and security requirements		
• environmental factors		
• special requirements		
• personal protective equipment		
• operating requirements		
• hazards		
• loss or damage to goods		
2. describe the characteristics of the different types of goods to be moved		
3. describe different types of equipment that can be used for moving and transferring goods		
4. describe methods for lifting, moving and setting down different types of goods		
5. explain how the equipment is used		
6. explain the importance of positioning goods in a suitable way for future use		
7. identify problems that can occur when using the equipment		
8. explain appropriate action when dealing with identified problems.		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to use equipment to move goods in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
You must be able to:	Portfolio reference					
1. check the goods are suitable for lifting						
2. identify that the correct equipment to for lifting the goods						
3. check that the area of work is safe and secure for the movement and transfer of the goods						
4. undertake the pre-checks required for the equipment						
5. confirm the location for the goods to be positioned and set down						
6. undertake the operation in a safe and controlled manner with due regard to the surrounding environment.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	



## Unit 213

## Use a compact crane in logistics operations

2 credits

### Outcome 1 Know how to prepare a crane for work in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures in relation to using a compact crane in logistics operations that relate to:		
• health safety and security		
• legal requirements		
• operating requirements		
• personal protective equipment		
• reporting defects		
2. describe how to carry out all manufacturers' pre-start, checks		
3. explain the operation of the instruments and controls		
4. identify problems that can occur when using a compact crane		
5. explain appropriate action when dealing with identified problems.		
Type of evidence →		

Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony

### Outcome 2 Use a compact crane in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
You must be able to:	Portfolio reference					
1. use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations						
2. carry out all manufacturers' pre-start, checks						
3. use the compact crane safely and correctly						
4. carry out shut down, isolation and securing procedures						
5. carry out all manufacturers' post operational checks.						
Type of evidence →						

Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony

## 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 214

## Use a forklift side-loader in logistics operations

1 credit

### Outcome 1 Know how to prepare a forklift side-loader in logistics operations

<b>Assessment criteria (Knowledge)</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1. explain the relevant organisational policies and procedures in relation to using a forklift side-loader, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
• personal protective equipment		
• reporting defects		
2. describe how to carry out all manufacturers' pre-start checks		
3. explain the operation of the vehicle instruments and controls		
4. describe how to prepare the forklift side-loader for each lift		
5. explain the observations required to ensure the safety of self and others		
6. identify problems that can occur when preparing the forklift side-loader for work		
7. explain appropriate action when dealing with the identified problems.		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Use a forklift side-loader in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
You must be able to:	Portfolio reference					
1. use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations						
2. carry out all manufacturers' pre-start checks						
3. manoeuvre the forklift side-loader safely and include:						
• the appropriate use of signals						
• using the appropriate speed for the forklift side-loader and manoeuvre						
• monitoring the actions of others						
• ensuring there is no damage to the forklift side-loader and surrounding environment						
4. stack goods using the forklift side-loader						
5. de-stack goods using the forklift side-loader						
6. carry out shut down, isolation and securing procedures						
7. carry out all manufacturers' post operational checks.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 215

## Use a hoist in logistics operations

1 credit

### Outcome 1 Know how to prepare the hoist in logistics operations

<b>Assessment criteria (Knowledge)</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1. explain the relevant organisational policies and procedures, in relation to preparing the hoist for work in logistics operations, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
• personal protective equipment		
2. describe how to carry out all manufacturers' pre-start, checks		
3. describe how to check that all related equipment is positioned in relation to manufacturers' instructions		
4. describe how to carry out the emergency lowering procedure		
5. identify problems that can occur when using a hoist in logistics operations		
6. explain appropriate action when dealing with the identified problems.		
	Type of evidence →	

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Use a hoist in logistics operations

<b>Assessment criteria (Performance)</b> <b>Simulation is not acceptable for performance evidence in this unit.</b>	Evidence date					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations						
2. carry out manufacturers' pre-start checks						
3. prepare an exclusion zone in the relevant area						
4. agree signal codes with the signaller						
5. use the hoist safely and correctly						
6. carry out shut down, isolation and securing procedures						
7. carry out all manufacturers' post operational checks.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	



## Unit 216

## Use an industrial forklift truck in logistics operations

1 credit

### Outcome 1 Know how to prepare the forklift for work in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to using a forklift truck, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
• personal protective equipment		
• reporting defects		
2. describe how to carry out all manufacturers' pre-start checks		
3. explain the operation of the vehicle instruments and controls		
4. describe how to prepare the forklift truck for each lift		
5. explain the observations required to ensure the safety of self and others		
6. identify problems that can occur when preparing the forklift truck for work		
7. explain appropriate action when dealing with the identified problems.		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Use a forklift truck in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
You must be able to:	Portfolio reference					
1. use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations						
2. carry out all manufacturers' pre-start checks						
3. manoeuvre the forklift truck safely and include:						
• the appropriate use of signals						
• using the appropriate speed for the forklift truck and manoeuvre						
• monitoring the actions of others						
• ensuring there is no damage to the forklift truck and surrounding environment						
• ensuring the vehicle is in a suitable position for the required activities						
4. stack goods using the forklift truck						
5. de-stack goods using the forklift truck						
6. carry out shut down, isolation and securing procedures						
7. carry out all manufacturers' post operational checks.						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 217

# Keep stock at required levels in logistics operations

3 credits

### Outcome 1 Know how to maintain required stock levels in logistics operations

<b>Assessment criteria (Knowledge)</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1. explain the relevant organisational policies and procedures, in relation to keeping stock at required levels in logistics operations, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
• rotation methods		
2. describe when to replenish stock		
3. describe how the regular or routine checks on stock levels are carried out		
4. explain the process for dealing with any damaged, faulty or out of date items		
5. describe the correct handling methods and/or equipment to move stock		
6. describe correct labelling procedures		
7. identify problems that can occur when maintaining stock levels		
8. explain appropriate action when dealing with the identified problems		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to maintain stock at required levels in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
You must be able to:	Portfolio reference					
1. check the required stock level and the actual level of stock						
2. Identify any damaged, faulty or out of date items and move them to the appropriate location						
3. use stock rotation methods to ensure the stock is utilised effectively						
4. replenish the stock						
5. handle the goods using safe and correct handling methods						
6. label stock accurately according to organisational requirements						
7. position the stock in the correct locations for further use						
8. update the stock records after replenishing stock levels according to organisational requirements						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 218

## Check stock levels and stock records

3 credits

### Outcome 1 Know how to check stock levels and stock records in logistics operations

<b>Assessment criteria (Knowledge)</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1. explain the relevant organisational policies and procedures for checking stock levels and stock records in logistics operations, that relate to:		
• health, safety and security		
• environmental factors		
• special requirements		
• stock control systems		
• reporting and recording systems		
2. explain the purpose of a stock check		
3. explain the roles and responsibilities of colleagues involved with checking stock levels and stock records		
4. describe the format, structure and content of stock check reporting required by the organisation		
5. explain how to identify discrepancies in stock figures and records		
6. identify problems that can occur when checking stock levels and stock records		
7. explain appropriate action when dealing with identified problems		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to check stock levels and stock records in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
You must be able to:	Portfolio reference					
1. carry out the checking of the stock levels according to organisational procedures						
2. record the results of the stock check accurately						
3. check the findings against the records to identify any discrepancies						
4. check for any discrepancies						
5. disseminate the information to relevant people						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony



I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

# Unit 219

# Operate equipment to perform work requirements in logistics operations

8 credits

## Outcome 1 Know how to operate equipment to perform work requirements in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures for operating equipment in a logistics operations that relate to:		
• health, safety and security requirements		
• environmental factors		
• special requirements		
• personal protective equipment		
• operating requirements		
2. describe the different types of equipment that can be used for the work activities		
3. for the equipment that can be used to perform the work activities, explain:		
• the characteristics and capabilities		
• how to set up and adjust		
• common types of defect		
4. explain how to set up and adjust the equipment to be used to perform the work activities		
5. identify problems that can occur when operating the equipment		
6. explain appropriate action when dealing with identified problems		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

**Outcome 2 Be able to check that the appropriate equipment is available, safe to use and operational in logistics operations**

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
<b>You must be able to:</b>	Portfolio reference					
1. check that the equipment is suitable, safe and available for use						
2. check that the equipment is set up in accordance with work instructions and organisational procedures						
3. carry out routine checks before and after using the equipment						
4. adjust the equipment in accordance with manufacturers instructions, safety and work requirements						
Type of evidence →						

Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony

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

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
<b>You must be able to:</b>	Portfolio reference					
1. select the equipment for the work activity						
2. use the equipment safely in accordance with work requirements, operational and organisational procedures and practises						
3. use the correct personal protective equipment when operating the equipment						
4. monitor the equipment and report and/or record any defects and damage to the equipment immediately, according to manufacturers instructions, operational and organisational procedures and practises						
Type of evidence →						

Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony

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

<b>Assessment criteria (Performance)</b> <b>Simulation is not acceptable for performance evidence in this unit.</b>	<b>Evidence date</b>					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. shut down the equipment safely and in accordance with manufactures instructions						
2. complete post operation maintenance procedures for the equipment in accordance with manufacturer's instructions						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 220

## Receive goods in logistics operations

3 credits

### Outcome 1 Know how to receive goods in logistics operations

<b>Assessment criteria (Knowledge)</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1. explain the relevant organisational policies and procedures on the goods being received in logistics operations, that relate to:		
• health, safety and security		
• environmental factors		
• special requirements		
• operational requirements		
• stock control		
2. describe the different sources and types of information required for receiving the goods		
3. describe the equipment and facilities required in the area receiving goods		
4. explain the correct handling methods for different types of goods		
5. explain the correct procedures for unloading vehicles		
6. identify problems that can occur when receiving goods		
7. explain appropriate action when dealing with identified problems		
	Type of evidence →	

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to receive goods in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
You must be able to:	Portfolio reference					
1. check the goods received match the specifications provided in the information						
2. check that any equipment to be used has been prepared correctly in accordance with manufacturers instructions, work requirements, operational and organisational procedures and practises						
3. check that the area to be used for receiving the goods is clean and free from obstructions and hazards						
4. demonstrate the correct method for handling, moving and setting down the goods						
5. use the correct handling equipment for lifting, moving and setting down the goods in accordance with organisational procedures and practices						
6. check the goods have been unloaded safely in accordance with storage requirements						
7. complete all required documentation accurately						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	



## Unit 221

## Process returned goods in logistics operations

3 credits

### Outcome 1 Know how to process returned goods in logistics operations

<b>Assessment criteria (Knowledge)</b> <b>You must be able to:</b>	<b>Portfolio reference</b>	
1. explain the relevant organisational policies and procedures for processing returned goods in logistics operations, that relate to:		
• health, safety and security		
• personal protective equipment		
• environmental factors		
• special requirements		
• customer rights		
• stock recording systems		
• scheduling		
• waste management		
2. describe the main reasons for goods being returned		
3. explain the process for goods being returned		
4. identify problems that can occur when processing returned goods		
5. explain appropriate action when dealing with identified problems		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able process returned goods in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
You must be able to:	Portfolio reference					
1. obtain all relevant information on the goods being returned						
2. return the goods to the appropriate locations						
3. update stock control records accurately						
4. label any goods that are to be returned to the supplier or manufacturer						
5. dispose of any waste correctly and promptly in accordance with work instructions, requirements, organisational procedures and practices						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 222

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

3 credits

### Outcome 1 Know how to sort goods and materials for recycling or disposal in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures for sorting goods and materials for recycling and disposal in logistics operations, that relate to:		
• health, safety and security		
• personal protective equipment		
• environmental factors		
• special requirements		
• waste management		
• roles and responsibilities of colleagues		
2. explain the types of goods and materials that are suitable for recycling and those that are not		
3. identify problems that can occur when sorting goods for recycling or disposal		
4. explain appropriate action when dealing with identified problems		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to sort the goods and materials for recycling or disposal in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
You must be able to:	Portfolio reference					
1. undertake initial checks to determine the suitability of the goods and materials for recycling or disposal						
2. sort the goods and materials correctly						
3. remove any parts of the goods and materials that are not suitable for recycling and dispose of them correctly						
4. handle the goods and materials using the correct handling methods and equipment						
5. position the goods or materials suitable for recycling or disposal into the correct locations						
6. prepare the goods or materials for further processing according to the organisation's specifications for recycling or disposal						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 223

# Contribute to the provision of customer care in logistics operations

3 credits

### Outcome 1 Know how to contribute to the provision of customer services in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to:		
• health, safety and security		
• personal protective equipment		
• maintaining effective customer relations		
• personal appearance and hygiene		
• reporting procedures and systems		
• recording information		
• confidentiality		
• complaints		
2. describe different types of customers in relation to own organisation		
3. describe the importance of		
• promoting the organisation's image positively		
• effective communication		
• good customer service		
4. identify the services available to customers in own organisation		
5. describe the implications of:		
• a negative image on your organisation		
• poor communication		
• poor customer service		
6. describe:		
• own role in dealing with customer complaints and		
• the limits of your responsibility		
7. identify who to report to when you are unable to deal with a customer enquiry or request		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to contribute to the provision of customer services in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
You must be able to:	Portfolio reference					
1. follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations, that relate to:						
• health, safety and security						
• personal protective equipment						
• maintaining effective customer relations						
• personal appearance and hygiene						
• reporting procedures and systems						
• recording information						
• confidentiality						
• complaints						
2. develop positive relationships with customers						
3. ensure that own personal appearance and hygiene meet organisational policies and standards						
4. communicate effectively with customers						
5. ensure that all information available is up-to-date and accurate						
6. identify customer needs						
7. deal effectively with customer enquiries						
8. ensure the customer is promptly informed of any action that is taken						
9. maintain customer confidentiality						
10. update customer records accurately						
11. record customer enquiries and outcomes accurately using the organisation's procedures and systems						
12. deal with customer complaints effectively						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony



Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 224

## Principles of food safety in logistics

1 credit

### Outcome 1 Understand how individuals must take responsibility for food safety

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. outline the roles and responsibilities in an organisation's food safety procedures		
2. describe how to report and record food safety hazards and illnesses		
3. outline the legal responsibilities of drivers and warehouse staff with regard to keeping food safe		
Type of evidence →		

Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony

### Outcome 2 Understand how to keep him/herself clean and hygienic

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
You must be able to:	Portfolio reference					
1. explain the importance of personal hygiene in contributing to overall food safety						
2. describe effective personal hygiene practices, for example, protective clothing, hand washing, personal illnesses, cuts and wounds and avoiding unsafe behaviour						
Type of evidence →						

Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony

### Outcome 3 Understand how to keep storage areas and vehicles clean

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
<b>You must be able to:</b>	Portfolio reference					
1. explain how to keep storage areas and vehicles clean and tidy through the effective use of cleaning methods and equipment						
2. state how to use and store chemicals safely to avoid contamination						
3. outline the importance of pest control						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

### Outcome 4 Understand how to keep food safe

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
<b>You must be able to:</b>	Portfolio reference					
1. state the risks to food and food packaging in transit, storage and at delivery from microbial, chemical, physical and allergenic hazards						
2. describe food safety procedures for delivery, storage, date marking and stock rotation						
3. explain the importance of food and environmental temperature controls						
4. state why accurate records should be kept of food that is delivered or returned						
5. state the reasons why food may be returned						
6. state the controls to needed to maintain food safety in the event of controls not being met						
7. state the corrective actions that are required to reduce the risk of food contamination when controls are not met						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 301

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

6 credits

### Outcome 1 Know how to maintain the safety and security of hazardous goods and materials in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
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:		
• health, safety and security		
• personal protective equipment		
• environmental factors		
• special requirements		
• storage conditions		
• monitoring systems		
2. explain the appropriate action to take in an emergency		
3. explain the meaning of different hazardous markings and areas		
4. describe storage and distribution requirements for the hazardous goods and materials including any precautions that must be taken		
5. explain the use of equipment that can be used when maintaining the safety and security of hazardous goods and materials		
6. identify problems that can occur when maintaining the safety and security of hazardous goods and materials		
7. explain appropriate action when dealing with identified problems		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Outcome 2 Be able to maintain the safety and security of hazardous goods and materials in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
You must be able to:	Portfolio reference					
1. obtain all relevant information on the hazardous goods and materials						
2. demonstrate that the correct precautions have been undertaken in accordance with health and safety and organisational policies and procedures						
3. monitor the condition of the hazardous goods and materials in accordance with manufacturers instructions and organisational policies and procedures						
4. manoeuvre the hazardous goods and materials safely with the appropriate equipment according to agreed procedures						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

## Declaration

I confirm that the evidence supplied for the above 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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## Unit 302

# Supervise the receipt, storage or dispatch of goods

6 credits

### Outcome 1 Know how to supervise the receipt, storage or dispatch of goods in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures for supervising the receipt, storage or dispatch of goods in logistics operations, that relate to:		
• health, safety and security		
• environmental factors		
• special requirements		
• stock rotation		
• monitoring and testing		
2. explain sources of information required to determine the capacity and limitations of the storage facility		
3. describe the equipment that can be used for the receipt, storage or dispatch of the goods		
4. identify problems that can occur when monitoring the receipt, storage or dispatch of goods		
5. explain appropriate action when dealing with identified problems		
Type of evidence →		

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony



## Outcome 2 Be able to supervise the receipt, storage or dispatch of goods in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit.	Evidence date					
You must be able to:	Portfolio reference					
1. inspect the type, condition, quantity of the goods being received, stored or dispatched						
2. check the storage conditions and equipment required to receive, store or dispatch the goods						
3. organise the movement or rotation of goods to assist receiving, storing or dispatching goods						
4. demonstrate how to use the organisations resources effectively						
5. communicate effectively with others						
6. complete records for supervising the receipt, storage or dispatch of goods accurately						
Type of evidence →						

Evidence key: **(O)** observation; **(P)** product; **(PD)** professional discussion; **(Q)** questioning; **(R)** report; **(WT)** witness testimony

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.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

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.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

## 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](http://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](http://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](http://www.cityandguilds.com) or is available from the City & Guilds Customer Relations Team or your centre.

City & Guilds  
**Believe you can**



[www.cityandguilds.com](http://www.cityandguilds.com)

## Useful contacts

### UK learners

#### General qualification information

---

**T: +44 (0)844 543 0033**

**E: [learnersupport@cityandguilds.com](mailto:learnersupport@cityandguilds.com)**

---

### International learners

General qualification information

---

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: **[intcg@cityandguilds.com](mailto: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](mailto: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](mailto: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](mailto: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](mailto:walledgarden@cityandguilds.com)**

---

### Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

---

T: +44 (0)121 503 8993

E: **[business@cityandguilds.com](mailto: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](mailto: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](http://www.cityandguilds.com)**

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

**WL-02-1016**