

Level 2 Certificate in Warehousing and Storage Skills

Qualification Handbook

Level 2 Certificate 1016-02
QAN – 501/1082/2



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Level 2 Certificate in Warehousing and Storage Skills

Qualification Handbook

Qualification title	Number	QAN	GLH	TQT
Level 2 Certificate in Warehousing and Storage Skills	1016-02	501/1082/2	99	260

Version and date	Change detail	Section
1.2 November 2017	Added TQT and GLH details	Qualification at a Glance, Structure
	Deleted QCF	Appendix
1.3 May 2018	Last registration and certification dates removed	Introduction to the qualifications

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1 Introduction to the qualifications

This document contains the information that centres need to offer the following qualifications:

Qualification title and level	City & Guilds qualification number	Qualification accreditation number	Last registration date	Last certification date
Level 2 Certificate in Warehousing and Storage Skills	1016-02	501/1082/2	Consult the Walled Garden/Online Catalogue for last dates	Consult the Walled Garden/Online Catalogue for last dates

Area	This qualification...
Is the qualification part of a framework or initiative?	... the level 2 Certificate in Warehousing and Storage Skills forms the competence element of the Skills for Logistics Warehousing and Storage Apprenticeship Framework
Why has the qualification been developed?	... replaces the following qualification: <ul style="list-style-type: none"> Level 2 NVQ in Warehousing and Storage (1009-02), QAN number 500/4022/4, which expires on 30/12/2010
Who did we develop the qualification with?	... was developed, for the industry, in association with Skills for Logistics, Sector Skills Council.

1.1 Qualification Units

City & Guilds unit ref	Unit accreditation number	SSC unit ref	Unit title	Credit value	Guided Learning Hours
201	K/502/1072	N/A	Health, safety and security at work	3	20
202	H/601/7919	2SFL22	Develop effective working relationships with colleagues in logistics operations	4	15
203	R/601/7916	2SFL20	Pick goods in logistics operations	3	15
204	Y/601/7917	2SFL21	Wrap and pack goods in logistics operations	3	12
205	T/601/7925	2SFL26	Place goods in storage in logistics operations	4	16
206	F/601/7930	2SFL29	Process orders for customers in logistics operations	3	10
207	J/601/7931	2SFL30	Assemble orders for dispatch in logistics operations	3	12
208	M/601/7910	2SFL16	Maintain the cleanliness of equipment in logistics operations	3	10
209	F/601/7913	2SFL18	Keep work areas clean in logistics operations	3	10
210	L/601/7929	2SFL28	Maintain hygiene standards in handling and storing goods in logistics operations	3	16
211	J/601/7914	2SFL19	Moving and/or handling goods in logistics operations	4	15
212	H/601/7922	2SFL24	Use equipment to move goods in logistics operations	3	18
213	F/601/8995	2SFL164	Use a compact crane in logistics operations	1	2
214	A/601/8994	N/A	Use a forklift side-loader in logistics operations	1	2

City & Guilds unit ref	Unit accreditation number	SSC unit ref	Unit title	Credit value	Guided Learning Hours
215	T/601/8993	2SFL162	Use a hoist in logistics operations	1	2
216	M/601/8992	2SFL161	Use an industrial forklift truck in logistics operations	1	2
217	T/601/7911	2SFL17	Keep stock at required levels in logistics operations	3	12
218	D/601/7935	2SFL34	Check stock levels and stock records	3	10
219	D/601/7921	2SFL23	Operate equipment to perform work requirements in logistics operations	8	30
220	K/601/7923	2SFL25	Receive goods in logistics operations	3	15
221	L/601/7932	2SFL31	Process returned goods in logistics operations	3	15
222	R/601/7933	2SFL32	Sort goods and materials for recycling or disposal in logistic operations	3	10
223	Y/601/7920	2SFL12	Contribute to the provision of customer care in logistics operations	3	18
224	H/600/6578	FSL2	Principles of Food Safety in Logistics	1	9
301	J/601/7928	3SFL27	Maintain the safety and security of hazardous goods in logistics operations	6	30
302	Y/601/7934	3SFL33	Supervise the receipt, storage or dispatch of goods	6	20

1.2 Rules of Combination

Level 2 Certificate in Warehousing and Storage Skills

City & Guilds number	Mandatory Group (7 credits to be achieved)	Level	Credit Value
201	Health, safety and security at work	2	3
202	Develop effective working relationships with colleagues in logistics operations	2	4
Group 1 (minimum of 6 credits to be achieved)			
203	Pick goods in logistics operations	2	3
204	Wrap and pack goods in logistics operations	2	3
205	Place goods in storage in logistics operations	2	4
206	Process orders for customers in logistics operations	2	3
207	Assemble orders for dispatch in logistics operations	2	3
Group 2 (minimum of 3 credits to be achieved)			
208	Maintain the cleanliness of equipment in logistics operations	2	3
209	Keep work areas clean in logistics operations	2	3
210	Maintain hygiene standards in handling and storing goods in logistics operations	2	3
Group 3 (minimum of 1 credit to be achieved)			
211	Moving and/or handling goods in logistics operations	2	4
212	Use equipment to move goods in logistics operations	2	3
213	Use a compact crane in logistics operations	2	1
214	Use a forklift side-loader in logistics operations	2	1
215	Use a hoist in logistics operations	2	1
216	Use an industrial forklift truck in logistics operations	2	1
Group 4 (minimum of 3 credits to be achieved)			
217	Keep stock at required levels in logistics operations	2	3
218	Check stock levels and stock records	2	3
Group 5 (minimum of 6 credits to be achieved)			
219	Operate equipment to perform work requirements in logistics operations	2	8
220	Receive goods in logistics operations	2	3
301	Maintain the safety and security of hazardous goods in logistics operations	3	6
221	Process returned goods in logistics operations	2	3
222	Sort goods and materials for recycling or disposal in logistics operations	2	3
302	Supervise the receipt, storage and dispatch of goods	3	6
223	Contribute to the provision of customer care in logistics operations	2	3
224	Principles of Food Safety in Logistics	2	1

Minimum number of credits to achieve this qualification - 26

Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Title and level	GLH	TQT
Level 2 Certificate in Warehousing and Storage Skills	99	260

1.3 Opportunities for progression

On completion of the Level 2 Certificate in Warehousing and Storage Skills learners may progress onto other City & Guilds qualifications:

- Level 3 NVQ in Logistics Operations Management
- Level 2 ILM Award and Certificate in Team Leading
- Level 2 ILM NVQ Certificate in Team Leading
- Level 3 Award in Effective Management
- Level 3 NVQ Certificate in Management

2 Centre requirements

This section outlines the approval processes for Centres to offer this qualification, and any resources that Centres will need in place, including qualification-specific requirements for Centre staff.

Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the qualification below may apply for fast track approval of the Level 2 Certificate in Warehousing and Storage Skills qualification:

- Level 2 NVQ in Warehousing and Storage (1009-02)

Centres can use the fast track approval route providing:

- there have been no changes to the way the qualifications are delivered
- they meet all of the approval criteria specified in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After this time, the qualification is subject to the **standard** Qualification Approval Process. Centres are responsible for checking that fast track approval is still current at the time of application.

The **Fast Track Approval Form** is available to download from the City & Guilds website.

2.1 Resource requirements

2.1.1 Assessors

- Assessors must be occupationally and technically competent in the area which they are assessing, at or above the level of the unit being assessed.
- Assessors must hold or be working towards a suitable assessor qualification - hold a D32 and/or D33, or an A1 and/or A2, qualification, or be working towards an A1 and/or A2.
- Trainee Assessors must have a plan, which is overseen by the relevant centre, to achieve the relevant assessor qualification within an agreed timescale.
- Assessors must be fully conversant with the units against which the assessments and verifications are to be undertaken.
- All assessment decisions made by those working towards a relevant assessor qualification must be verified by a qualified Assessor.
- Assessors must carry out assessment according to the relevant Learning and Development National Occupational Standards (NOS) (approved January 2010). The NOS can be found at www.ukstandards.org.uk

2.1.2 Internal Verifiers

Units must be verified by an Internal Verifier who is accountable to the centre.

Internal Verifiers must:

- hold a D34 or V1 Internal Verifier qualification or be working towards a V1 have sufficient and relevant technical/occupational familiarity with the units that are verified
- be fully conversant with the standards and assessment criteria in the units to be assessed
- understand City & Guild's quality assurance systems and requirements for this qualification

Trainee Internal Verifiers must have:

- a plan that is overseen by the recognised centre, to achieve an appropriate Internal Verifier qualification within an agreed timescale

All verification decisions made by those working towards a relevant IV qualification must be verified by a qualified Internal Verifier.

2.1.3 External Verifiers

The qualification must be verified externally by an External Verifier who is accountable to the assessment centre.

External Verifiers must:

- hold or be working towards a suitable External Verifier qualification
- have sufficient and relevant technical/occupational familiarity with the units that are externally verified
- be fully conversant with the standards and assessment criteria in the units to be assessed
- understand City & Guild's quality assurance systems and requirements for this qualification

Trainee External Verifiers must have:

- a plan that is overseen by the recognised assessment centre, to achieve an appropriate External Verifier qualification within an agreed timescale

2.1.4 Employer Direct Model

The Employer Direct Model permits employers to use staff members who do not hold assessor and verifier qualifications, to carry out assessment and verification. To use this Model, the employer **must** demonstrate that their in-house training, development and assessment processes map 100% against the National Occupational Standards, on which the Assessor and Verifier qualifications are based.

The mapping process **must** be agreed by City & Guilds as providing the equivalent level of rigour and robustness as achievement of the approved assessment/verification qualification.

Each application to use the Employer Direct Model will be considered on an individual organisation and qualification basis and will be subject to agreement with City & Guilds and the Sector Skills Council, Skills for Logistics. Prospective organisations must be able to confirm that their in-house practices conform to the requirements of the Standards in association with City & Guilds.

2.2 Candidate entry requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification which they already hold.

There are no formal entry requirements for candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

2.2.1 Age restrictions

Depending upon the equipment used for this qualification, age restrictions may apply.

2.2.2 Other legal considerations

The following legal considerations apply to this qualification.

- Some machinery must only be operated by those who have the appropriate licence.

3 Course design and delivery

3.1 Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:

- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.
- any units the candidate has already completed, or credit they have accumulated, which is relevant to the qualifications they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualifications they will be working towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

3.2 Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Centres may design course programmes of study in any way which:

- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualifications.

4 Assessment

4.1 Summary of assessment methods

For this qualification, candidates will be required to complete the following assessments:

- a portfolio of evidence for **each** unit.

4.2 Health and safety

Health and safety of customers and employees must be maintained throughout the assessment process. If any person carrying out assessment or verification activities feels that due regard to health and safety is not being taken, they should refuse to continue with the activity(ies) until satisfied that the situation has been resolved.

4.3 Evidence requirements

Evidence requirements for this qualification are endemic within each unit.

A holistic approach towards the collection of evidence is recommended. Assessing activities generated by the whole work experience, rather than focusing on specific tasks. The evidence should then be referenced across to all of the units it fits into.

Simulation / Realistic working environment

Should be used as a last resort where allowed.

- The main source of evidence must be by observation, in the candidate's workplace. Comparable working environments may only be used where it is not possible to assess across the range of standards at the candidate's workplace, and only with **agreement from the External Verifier**.
- Circumstances in which simulation may take place are where the:
 - learner is required to complete a work particular activity that does not occur on a regular basis and therefore opportunities to complete the activity do not easily arise
 - learner is required to respond to a situation that rarely occurs, such as responding to an emergency situation
 - the safety of the learner and/or resources would be put at risk
- When simulation is used, those who assess must be confident that the simulation replicates the workplace to such an extent that the learner will be able to fully transfer their occupational competence to the workplace and real situations

4.4 Recognition of prior learning and experience (RPL)

Recognition of Prior Learning (RPL) recognises the contribution a person's previous experience could contribute to a qualification.

- Evidence from past achievement may be included as permissible evidence within assessment methods.
- Evidence of prior knowledge and understanding can be offered as supplementary evidence, as long as it is a measurable assessed outcome of learning which links to the unit of assessment.
- Assessors should make best use of all the assessment methods available to them in ensuring the most reliable and effective use is made of claims of prior learning and experience which relate to the individual circumstances.
- All candidates must demonstrate current competence with respect to recognition of prior learning (RPL).

4.5 Recording forms

City & Guilds has developed generic recording forms for centres to use, which can be downloaded from the City & Guilds website.

Centres may devise or customise alternative documents, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre.

5 Units

Availability of units

The units for this qualification are as follows.

Structure of units

The units in this qualification are written in a standard format and comprise the following:

- City & Guilds reference number
- title
- level
- credit value
- unit aim
- learning outcomes which are comprised of a number of assessment criteria
- endorsement by a sector or other appropriate body

The unit accreditation numbers can be found in Section 1.1 of this document.

Level: 2

Credit value: 3

Unit aim

This unit is for those who take responsibility for their own health, safety and security in the workplace, and monitor the workplace for hazards. The job role involves contributing to the safety and security in the workplace, taking action in the event of an incident, raising the alarm, following correct procedures for shut down and evacuation, using emergency equipment correctly and safely, and monitoring the workplace for hazards.

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. be able to work safely
2. be able to monitor the workplace for hazards
3. be able to contribute to workplace security.

Guided learning hours

It is recommended that **20** guided learning hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 201 Health, safety and security at work

Learning Outcomes and Assessment Criteria

Outcome 1 Be able to work safely

The learner can:

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. discriminate 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.

Outcome 2 Be able to monitor the workplace for hazards

The learner can:

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).

Outcome 3 Be able to contribute to workplace security

The learner can:

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.

Unit 202

Develop effective working relationships with colleagues in logistics operations

Level: 2

Credit value: 4

Unit aim

This unit is about developing working relationships with those on various contracts of employment, working in logistics operations. The unit deals with supporting colleagues and when to seek support from others, and methods for reducing conflicts with others.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to develop effective working relationships with colleagues in logistics operations
2. be able to develop effective working relationships with colleagues in logistics operations.

Guided learning hours

It is recommended that **15** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 202 Develop effective working relationships with colleagues in logistics operations

Learning Outcomes and Assessment Criteria

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

The learner can:

1. explain the relevant organisational policies and procedures for developing effective working relationships in logistics operations that relate to:
 - health, safety and security
 - quality standards
 - confidentiality
 - equality and diversity
2. describe own roles and responsibilities and those of colleague
3. explain the importance of good communication methods
4. explain the importance of feedback to improve work performance
5. explain how to identify learning needs and the opportunities for learning that are available
6. explain how to deal constructively with misunderstandings and difficulties that can arise in working relationships.

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

The learner can:

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.

Unit 203

Pick goods in logistics operations

Level: 2

Credit value: 3

Unit aim

This unit is about picking goods ready for dispatch or to assemble orders. It deals with identifying the goods, being aware of potential problems and the use of appropriate picking equipment.

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. know how to pick goods in logistics operations
2. be able to pick the goods in logistics operations
3. be able to prepare the goods for assembling orders in logistics operations

Guided learning hours

It is recommended that **15** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 203 Pick goods in logistics operations

Learning Outcomes and Assessment Criteria

Outcome 1 Know how to pick goods in logistics operations

The learner can:

1. explain the relevant organisational policies and procedures picking goods in logistics operations that relate to:
 - health, safety and security requirements
 - environmental factors
 - special requirements
 - personal protective equipment
 - picking methods
2. identify any specific hazards in relation to moving and handling the goods
3. describe the types of equipment that can be used to pick the goods
4. describe the correct handling methods for the goods
5. describe the roles and responsibilities of colleagues in relation to picking goods
6. identify problems that can occur when picking and handling the goods
7. explain appropriate action when dealing with identified problems.

Outcome 2 Be able to pick the goods in logistics operations

The learner can:

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.

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

The learner can:

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.

Level: 2

Credit value: 3

Unit aim

This unit is about wrapping and packing goods as part of the logistics operation. It deals with identifying the goods, the correct method and materials for wrapping and packing to safeguard the goods during transportation or storage. It deals with labelling the goods and disposal of any waste materials generated during wrapping and packing activities

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to prepare the goods for wrapping and packing in logistics operations
2. be able to wrap and pack the goods in logistics operations.

Guided learning hours

It is recommended that **12** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 204 Wrap and pack goods in logistics operations

Learning Outcomes and Assessment Criteria

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

The learner can:

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

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

The learner can:

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.

Unit 205

Place goods in storage in logistics operations

Level: 2

Credit value: 4

Unit aim

This unit is about placing goods into storage in logistics operations in order to maximise space, improve distribution and reduce risks. It deals with identifying appropriate locations for the size, weight or type of goods including usage or turnover

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to place goods in storage logistics operations
2. be able to place goods in storage in logistics operations.

Guided learning hours

It is recommended that **16** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 205 Place goods in storage in logistics operations

Learning Outcomes and Assessment Criteria

Outcome 1 Know how to place goods in storage logistics operations

The learner can:

1. explain the relevant organisational policies and procedures for placing the goods into storage in logistics operations, that relate to:
 - health, safety and security
 - environmental factors
 - special requirements
 - storage conditions
 - stock rotation
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.

Outcome 2 Be able to place goods in storage logistics operations

The learner can:

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.

Unit 206

Process orders for customers in logistics operations

Level: 2

Credit value: 3

Unit aim

This unit is about identifying customers order requirements and any problems with the order. It deals with the information that should be passed on to customers and the recording of information

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how prepare for the processing of orders to customers in logistics operations
2. be able to process orders for customers in logistics operations.

Guided learning hours

It is recommended that **10** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 206 Process orders for customers in logistics operations

Learning Outcomes and Assessment Criteria

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

The learner can:

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.

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

The learner can:

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.

Unit 207

Assemble orders for dispatch in logistics operations

Level: 2

Credit value: 3

Unit aim

This unit is about assembling goods and making them ready for dispatch to customers. It deals with identifying the goods, any problems with the goods and special instructions affecting delivery.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to assemble orders for dispatch in logistics operations
2. be able to assemble the orders for dispatch in logistics operations.

Guided learning hours

It is recommended that **12** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 207 Assemble orders for dispatch in logistics operations

Learning Outcomes and Assessment Criteria

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

The learner can:

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
2. describe the characteristics of the order to be assembled
3. explain the handling methods and equipment to be used when assembling the orders
4. identify problems that can occur when assembling orders for dispatch
5. explain appropriate action when dealing with identified problems.

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

The learner can:

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

Unit 208

Maintain the cleanliness of equipment in logistics operations

Level: 2

Credit value: 3

Unit aim

This unit is about the importance of keeping equipment in a good, clean working order. This does not mean undertaking maintenance, which is usually the responsibility of maintenance engineers or contracted out. It covers the use of the appropriate tools and materials to clean equipment and then returning equipment to use in a safe and clean condition

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. know how to prepare self and equipment for inspection and cleaning in logistics operations
2. be able to inspect and maintain the cleanliness of equipment in logistics operations
3. be able to undertake post cleaning procedures for keeping the equipment in good working order in logistics operations.

Guided learning hours

It is recommended that **10** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 208 Maintain the cleanliness of equipment in logistics operations

Learning Outcomes and Assessment Criteria

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

The learner can:

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.

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

The learner can:

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

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

The learner can:

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.

Unit 209

Keep work areas clean in logistics operations

Level: 2

Credit value: 3

Unit aim

This unit is about keeping the workplace clean and tidy and maintaining appropriate or required hygiene standards.

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. know the requirements relating to the cleaning of work areas in logistics operations
2. be able to carry out correct cleaning procedures in logistics operations
3. be able to follow post cleaning procedures in logistics operations.

Guided learning hours

It is recommended that **10** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 209 Keep work areas clean in logistics operations

Learning Outcomes and Assessment Criteria

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

The learner can:

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.

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

The learner can:

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.

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

The learner can:

1. dispose of any waste in accordance with organisational procedures
2. ensure any unused cleaning materials are stored correctly according to manufacturers instructions
3. replenish used materials.

Unit 210

Maintain hygiene standards in handling and storing goods in logistics operations

Level: 2

Credit value: 3

Unit aim

This unit is about maintaining hygiene standards. It deals with personal hygiene standards and the use of appropriate clothing to protect the operative or the goods or both.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to maintain hygiene standards when handling and storing goods in logistics operations
2. be able to maintain standards of hygiene when handling and storing goods in logistics operations.

Guided learning hours

It is recommended that **16** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 210 Maintain hygiene standards in handling and storing goods in logistics operations

Learning Outcomes and Assessment Criteria

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

The learner can:

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.

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

The learner can:

4. maintain standards of personal hygiene required for the handling and storage of goods in specific storage environments
5. use the correct protective clothing in relation to the goods and the storage environment
6. apply the hygiene standards required to maintain the quality and condition of the goods and the storage environment
7. handle the goods using the correct handling methods and equipment
8. dispose of waste in accordance with organisational policies and procedures.

Unit 211

Moving and/or handling goods in logistics operations

Level: 2

Credit value: 4

Unit aim

This unit is about the movement and/or handling of goods within a single location or between different locations. It deals with identifying hazards that might occur in moving or handling goods safely

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to move and/or handle goods in logistics operations
2. be able to move and/or handle the goods in logistics operations.

Guided learning hours

It is recommended that **15** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 211 Moving and/or handling goods in logistics operations

Learning Outcomes and Assessment Criteria

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

The learner can:

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
 - operating requirements
 - Personal Protective Equipment
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.

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

The learner can:

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.

Unit 212

Use equipment to move goods in logistics operations

Level: 2

Credit value: 3

Unit aim

This unit is about the safe use of equipment to move goods. It deals with the selection of the correct equipment and checking that the working area is safe for the use of the equipment. This unit also includes the process of lifting, transferring and setting down goods.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to use equipment to move goods in logistics operations
2. be able to use equipment to move goods in logistics operations.

Guided learning hours

It is recommended that **18** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 212 Use equipment to move goods in logistics operations

Learning Outcomes and Assessment Criteria

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

The learner can:

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.

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

The learner can:

1. check the goods are suitable for lifting
2. identify that the correct equipment to use 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.

Unit 213

Use a compact crane in logistics operations

Level: 2

Credit value: 1

Unit aim

This unit is about using a compact crane in order to lift goods in logistics operations

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to prepare a crane for work in logistics operations
2. use a compact crane in logistics operations.

Guided learning hours

It is recommended that **2** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 213 Use a compact crane in logistics operations

Learning Outcomes and Assessment Criteria

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

The learner can:

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.

Outcome 2 Use a compact crane in logistics operations

The learner can:

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.

Unit 214

Use a forklift side-loader in logistics operations

Level: 2

Credit value: 1

Unit aim

This unit is about using a forklift side-loader in logistics operations. The unit covers the pre and post checks required, operation of the forklift side-loader in relation to stacking and de-stacking goods.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to prepare a forklift side-loader in logistics operations
2. use a forklift side-loader in logistics operations.

Guided learning hours

It is recommended that **2** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 214 Use a forklift side-loader in logistics operations

Learning Outcomes and Assessment Criteria

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

The learner can:

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.

Outcome 2 Use a forklift side-loader in logistics operations

The learner can:

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
 - ensuring the vehicle is in a suitable position for the required activities
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.

Unit 215

Use a hoist in logistics operations

Level: 2

Credit value: 1

Unit aim

This unit is about using a hoist in order to lift goods in logistics operations.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to prepare the hoist for work in logistics operations
2. use a hoist in logistics operations.

Guided learning hours

It is recommended that **2** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 215 Use a hoist in logistics operations

Learning Outcomes and Assessment Criteria

Outcome 1 Know how to prepare the hoist in logistics operations

The learner can:

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
 - reporting defects
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.

Outcome 2 Use a hoist in logistics operations

The learner can:

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.

Unit 216

Use an industrial forklift truck in logistics operations

Level: 2

Credit value: 1

Unit aim

This unit is about using an industrial forklift truck in logistics operations, it covers the pre and post checks required, operation of the forklift truck in relation to stacking and de-stacking goods.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to prepare the forklift for work in logistics operations
2. use a forklift truck in logistics operations.

Guided learning hours

It is recommended that **2** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 216 Use an industrial forklift truck in logistics operations

Learning Outcomes and Assessment Criteria

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

The learner can:

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.

Outcome 2 Use a forklift truck in logistics operations

The learner can:

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.

Unit 217

Keep stock at required levels in logistics operations

Level: 2

Credit value: 3

Unit aim

This unit is about checking stock levels to ensure that appropriate stock levels are maintained. It is also about stock rotation and the identification of stock

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to maintain required stock levels in logistics operations
2. be able to maintain stock at required levels in logistics operations.

Guided learning hours

It is recommended that **12** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 217 Keep stock at required levels in logistics operations

Learning Outcomes and Assessment Criteria

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

The learner can:

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.

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

The learner can:

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.

Unit 218

Check stock levels and stock records

Level: 2

Credit value: 3

Unit aim

This unit is about checking stock levels and stock records as part of a planned audit or as requested. It deals with identifying individual's roles and responsibilities and the organisation's reporting procedures when undertaking a stock check, the preparation and process of checking stock levels, and stock records

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to check stock levels and stock records in logistics operations
2. be able to check stock levels and stock records in logistics operations.

Guided learning hours

It is recommended that **10** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 218 Check stock levels and stock records

Learning Outcomes and Assessment Criteria

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

The learner can:

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.

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

The learner can:

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.

Unit 219

Operate equipment to perform work requirements in logistics operations

Level: 2

Credit value: 8

Unit aim

This unit is about the safe operation of both mobile and fixed equipment. It deals with identifying the correct equipment for the task, ensuring it is safe to use and returning the equipment to the correct place after use.

Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. know how to operate equipment to perform work requirements in logistics operations
2. be able to check that the appropriate equipment is available, safe to use and operational in logistics operations
3. be able to operate and monitor the equipment to maintain safe operation throughout the work activity in logistics operations
4. be able to shut down the equipment and complete post operational maintenance procedures.

Guided learning hours

It is recommended that **30** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 219 Operate equipment to perform work requirements in logistics operations

Learning Outcomes and Assessment Criteria

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

The learner can:

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. explain:
 - the characteristics and capabilities
 - how to set up and adjust
 - common types of defectof the equipment that can be used to perform the work activities
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.

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

The learner can:

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

Unit 219 Operate equipment to perform work requirements in logistics operations

Learning Outcomes and Assessment Criteria continued

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

The learner can:

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.

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

The learner can:

1. shut down the equipment safely and in accordance with manufactures instructions, operational and organisational procedures and practices
2. complete post operation maintenance procedures for the equipment in accordance with manufacturer's instructions, operational and organisational procedures and practises.

Unit 220

Receive goods in logistics operations

Level: 2

Credit value: 3

Unit aim

This unit is about receiving goods into logistics facilities. It deals with ensuring the correct goods are received and are handled safely ensuring any risks are identified, and that records are kept up-to-date.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to receive goods in logistics operations
2. be able to receive goods in logistics operations.

Guided learning hours

It is recommended that **15** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 220 Receive goods in logistics operations

Learning Outcomes and Assessment Criteria

Outcome 1 Know how to receive goods in logistics operations

The learner can:

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.

Outcome 2 Be able to receive goods in logistics operations

The learner can:

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.

Unit 221

Process returned goods in logistics operations

Level: 2

Credit value: 3

Unit aim

This unit is about dealing with returned goods whether from customers, clients or within own organisation. It deals with checking goods to identify condition and re-labelling if required

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to process returned goods in logistics operations
2. be able to process returned goods in logistics operations.

Guided learning hours

It is recommended that **15** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 221 Process returned goods in logistics operations

Learning Outcomes and Assessment Criteria

Outcome 1 Know how to process returned goods in logistics operations

The learner can:

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.

Outcome 2 Be able process returned goods in logistics operations

The learner can:

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.

Unit 222

Sort goods and materials for recycling or disposal in logistic operations

Level: 2

Credit value: 3

Unit aim

This unit is about the recycling or disposal of goods and materials. It deals with identifying which goods and materials are suitable for recycling or disposal, preparing the goods and materials for onward movement and with any problems that may occur when sorting goods and materials for recycling or disposal.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to sort goods and materials for recycling or disposal in logistics operations
2. be able to sort the goods and materials for recycling or disposal in logistics operations.

Guided learning hours

It is recommended that **10** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 222 Sort goods and materials for recycling or disposal in logistic operations

Learning Outcomes and Assessment Criteria

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

The learner can:

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.

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

The learner can:

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.

Unit 223

Contribute to the provision of customer care in logistics operations

Level: 2

Credit value: 3

Unit aim

This unit is about creating and maintaining customer satisfaction and developing relationships through effective communication. It includes understanding business and customer confidentiality, the organisation's image and the limits of own authority when dealing with customers.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to contribute to the provision of customer services in logistics operations
2. be able to contribute to the provision of customer services in logistics operations.

Guided learning hours

It is recommended that **18** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 223 Contribute to the provision of customer care in logistics operations

Learning Outcomes and Assessment Criteria

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

The learner can:

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.

Unit 223 Contribute to the provision of customer care in logistics operations

Learning Outcomes and Assessment Criteria continued

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

The learner can:

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.

Level: 2

Credit value: 1

Unit aim

This unit covers the basic principles of food hygiene for drivers and warehouse staff working in the logistics industry. It is valuable as a free-standing qualification or as an addition for people following other training programmes. Holders of qualifications including this unit will have a knowledge and understanding of; the importance of food hygiene, associated food hazards, good hygiene practice and controls based upon an awareness of food safety management systems.

Learning outcomes

There are **four** learning outcomes to this unit. The learner will:

1. understand how individuals must take responsibility for food safety
2. understand how to keep him/herself clean and hygienic
3. Understand how to keep storage areas and vehicles clean
4. understand how to keep food safe

Guided learning hours

It is recommended that **9** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 224 Principles of food safety in logistics

Learning Outcomes and Assessment Criteria

Outcome 1 Understand how individuals must take responsibility for food safety

The learner can:

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.

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

The learner can:

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.

Outcome 3 Understand how to keep storage areas and vehicles clean

The learner can:

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.

Outcome 4 Understand how to keep food safe

The learner can:

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 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.

Unit 301

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

Level: 3

Credit value: 6

Unit aim

This unit is about keeping hazardous goods safe and secure by regular monitoring of risks and taking prompt action when required.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to maintain the safety and security of hazardous goods and materials in logistics operations
2. be able to maintain the safety and security of hazardous goods and materials in logistics operations.

Guided learning hours

It is recommended that **30** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 301 Maintain the safety and security of hazardous goods and materials in logistics operations

Learning Outcomes and Assessment Criteria

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

The learner can:

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.

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

The learner can:

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.

Unit 302

Supervise the receipt, storage or dispatch of goods

Level: 3

Credit value: 6

Unit aim

This unit is about supervising the areas and processes for receipt, storage and dispatch of goods. It deals with ensuring the correct equipment is used, that areas are safe and appropriate for the receipt of goods, and that information in relation to monitoring the receipt, storage or dispatch of goods is communicated.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:

1. know how to supervise the receipt, storage or dispatch of goods in logistics operations
2. be able to supervise the receipt, storage or dispatch of goods in logistics operations.

Guided learning hours

It is recommended that **20** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by, the SSC, Skills for Logistics, in conjunction with Awarding Organisations.

Unit 302 Supervise the receipt, storage or dispatch of goods

Learning Outcomes and Assessment Criteria

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

The learner can:

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.

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

The learner can:

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.

Relationships to other qualifications

Links to other qualifications and frameworks

City & Guilds has identified the connections to previous qualifications. This mapping is provided as guidance and suggests areas of overlap and commonality between the qualifications. It does not imply that candidates completing units in one qualification are automatically covering all of the content of the qualifications listed in the mapping.

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications. For example, units within a qualification may be similar in content to units in the NQF qualification which the candidate may have already undertaken and this may present opportunities for APL.

This qualification has connections to the:

- Warehousing and Storage Apprenticeship Framework.

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

Providing City & Guilds qualifications – a guide to centre and qualification approval

contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

Ensuring quality contains updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document contains information on:

- Management systems
- Maintaining records
- Assessment
- Internal verification and quality assurance
- External verification.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- ***Walled Garden***
Find out how to register and certificate candidates on line
- ***Events***
Contains dates and information on the latest Centre events
- ***Online assessment***
Contains information on how to register for GOLLA assessments.

Useful contacts

Type	Contact	Query
UK learners	E: learnersupport@cityandguilds.com	<ul style="list-style-type: none"> • General qualification information
International learners	E: intcg@cityandguilds.com	<ul style="list-style-type: none"> • General qualification information
Centres	E: centresupport@cityandguilds.com	<ul style="list-style-type: none"> • Exam entries • Registrations/enrolment • Certificates • Invoices • Missing or late exam materials • Nominal roll reports • Results
Single subject qualifications	E: singlesubjects@cityandguilds.com	<ul style="list-style-type: none"> • Exam entries • Results • Certification • Missing or late exam materials • Incorrect exam papers • Forms request (BB, results entry) • Exam date and time change
International awards	E: intops@cityandguilds.com	<ul style="list-style-type: none"> • Results • Entries • Enrolments • Invoices • Missing or late exam materials • Nominal roll reports
Walled Garden	E: walledgarden@cityandguilds.com	<ul style="list-style-type: none"> • Re-issue of password or username • Technical problems • Entries • Results • GOLA • Navigation • User/menu option problems
Employer	E: business@cityandguilds.com	<ul style="list-style-type: none"> • Employer solutions • Mapping • Accreditation • Development Skills • Consultancy
Publications		<ul style="list-style-type: none"> • Logbooks • Centre documents • Forms • Free literature

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

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