

Specification

Edexcel competence-based
qualifications

**Edexcel Level 1 Award, Level 2 Certificate and
Level 3 Diploma in Commercial Moving (QCF)**

First registration September 2009

Edexcel, a Pearson company, is the UK's largest awarding organisation offering vocational and academic qualifications and testing, to employers, training providers, colleges, schools, and other places of learning in the UK, and in over 85 countries worldwide.

Our specialist suite of qualifications include NVQs and other competency based qualifications Apprenticeships, WorkSkills, Functional Skills, Foundation Learning, as well as our exclusive range of BTECs, from entry level right through to Higher National Diplomas.

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Publications Code N027013

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Qualification titles covered by this specification

This specification gives you the information you need to offer the Edexcel Level 1 Award, Level 2 Certificate and Level 3 Diploma in Commercial Moving (QCF).

Qualification title	Qualification Number (QN)	Operational Start date
Edexcel Level 1 Award in Commercial Moving (QCF)	500/7149/X	01/09/2009
Edexcel Level 2 Certificate in Commercial Moving (QCF)	500/7428/3	01/09/2009
Edexcel Level 3 Diploma in Commercial Moving (QCF)	500/8741/1	01/04/2010

These qualifications have been approved within the Qualifications and Credit Framework (QCF) and are eligible for public funding as determined by the Department for Education (DfE) under Section 96 of the Learning and Skills Act 2000.

The qualification titles listed above feature in the funding lists published annually by the DfE and the regularly updated website. They will also appear on the Learning Aims Database (LAD), where relevant.

You should use the QCF Qualification Number (QN), when you wish to seek public funding for your learners. Each unit within a qualification will also have a unique QCF unit reference number, which are listed in this specification.

The QCF qualification title and unit reference numbers will appear on learners' final certification document. Learners need to be made aware of this when they are recruited by the centre and registered with Edexcel.

- For further information on the funding of 14-19 qualifications offered in England, please refer to the DfE Section 96 website.
- For further information on the funding of 19+ qualifications offered in England, please refer to the SFA website.
- For further information on funding in Wales, visit the DAQW website.
- For further information on funding in Northern Ireland, visit the DELNI and DENI website.

Key features of the Edexcel Level 1 Award, Level 2 Certificate and Level 3 Diploma in Commercial Moving (QCF)

These qualifications:

- are nationally recognised
- are derived from the Logistics National Occupational Standards (NOS). The NOS, assessment guidance and qualification structures are owned by Skills for Logistics.

The Edexcel Level 2 Certificate in Commercial Moving (QCF) has been approved as a component of the SASE/W Commercial Moving Intermediate Apprenticeship framework.

What is the purpose of these qualifications?

The commercial moving qualifications provide employees involved in the commercial moving industry with a qualification that demonstrates they have the skills and knowledge needed to carry out their role to a professional standard.

Who are these qualifications for?

These qualifications are for all learners aged 16 and above who are capable of reaching the required standards*.

Edexcel's policy is that its qualifications should:

- be free from any barriers that restrict access and progression
- ensure equality of opportunity for all wishing to access the qualifications.

*Work towards units of this qualification can be started whilst an individual is developing the knowledge and skills required for the relevant statutory driving test and licence. This means that it is not necessary to hold an appropriate full licence above a Category B (car and light van), to start working towards a qualification.

What are the benefits of these qualifications to the learner and employer?

These commercial moving qualifications demonstrate to an employer that the employee is capable and competent to carry out their job and confirms for the employee that they have a range of flexible skills backed up by a nationally recognised vocational qualification.

What are the potential job roles for those working towards these qualification(s)?

- porter/packer
- specialist/fine art packer
- estimator/surveyor
- driver/packer and unpacker
- office remover

What progression opportunities are available to learners who achieve these qualifications?

Learners may progress between the Award, Certificate and Diploma in Commercial Moving (QCF). There are also many opportunities within the commercial moving industry to progress to jobs and training in other parts of logistics such as international trade and logistics operations, purchasing and supply chain management. Edexcel qualifications include the Edexcel Level 3 Certificate in Logistics Operations (QCF), Edexcel Level 2 Certificate in Driving Goods Vehicles (QCF), Edexcel Level 2 Certificate in Warehousing and Storage (QCF), Edexcel NVQs in supply chain management and Edexcel qualifications in team leading and management.

Further information is available in *Annexe A*.

What is the qualification structure for the Edexcel Level 1 Award in Commercial Moving (QCF)?

Individual units can be found in the *Units* section.

To achieve this award the learner must complete all 6 units to gain a total of 12 credits.

Edexcel Level 1 Award in Commercial Moving (QCF)			
Learners must achieve 12 credits			
Unit		Credit	Level
1	H/501/6338 – Speaking Confidently at Work	1	Entry 3
6	K/502/1072 – Health, Safety and Security at Work	3	2
2	M/600/4137 – Introduction to Manual Handling and Vehicle Loading for Commercial Moving	5	1
3	A/600/4139 – Introduction to Warehouse Operations for Commercial Moving	1	1
4	M/600/4140 – Introduction to Site Protection for Commercial Moving	1	1
5	T/600/4141 – Wrap and Pack Goods in a Logistics Environment	1	1

What is the qualification structure for the Edexcel Level 2 Certificate in Commercial Moving (QCF)?

Individual units can be found in the *Units* section.

To achieve this certificate the learner must complete all 10 units to gain a total of 22 credits.

Edexcel Level 2 Certificate in Commercial Moving (QCF)			
Learners must achieve 22 credits			
Unit		Credit	Level
6	K/502/1072 – Health, Safety and Security at Work	3	2
7	L/600/4145 – Manual Handling and Vehicle Loading for Commercial Moving	5	2
4	M/600/4140 – Introduction to Site Protection for Commercial Moving	1	1
8	R/600/4146 – Drive the Vehicle on Public Roads in a Safe and Efficient Manner	1	2
5	T/600/4141 – Wrap and pack goods in a Logistics Environment	1	1
9	Y/600/4147 – Warehouse Operations for Commercial Moving	2	2
10	D/600/4148 – Regulations in Commercial Moving	2	2
11	T/501/4416 – Communication in Teamwork	1	2
12	T/600/3720 – Customer Care	3	2
13	Y/500/5224 – Problem Solving in the Workplace	3	2

What is the qualification structure for the Edexcel Level 3 Diploma in Commercial Moving (QCF)?

Individual units can be found in the *Units* section.

To achieve this diploma the learner must complete all 11 units to gain a total of 39 credits.

Edexcel Level 3 Diploma in Commercial Moving (QCF)			
Learners must achieve 39 credits			
Unit		Credit	Level
20	K/601/4875 – Take Responsibility for Health, Safety and Security in your Team	3	3
21	F/601/4879 – Supervising Manual Handling and Vehicle Loading in Commercial Moving	6	3
22	T/601/4880 – Planning and Monitoring Site Protection in Commercial Moving	2	3
14	F/501/6413 – Building Working Relationships with Customers	2	2
15	H/600/0182 – Leadership and Teamwork	5	2
23	A/601/4881 – Managing Warehouse Operations in Commercial Moving	8	3
16	L/601/4884 – Manage the Wrapping and Packing of Goods in Commercial Moving	3	2
24	Y/601/4886 – Operational Administration in Commercial Moving	4	3
17	D/601/4887 – Driver Essentials for Commercial Moving	1	2
18	K/601/4892 – Maintain the Safety and Quality of Goods in Commercial Moving	3	2
19	M/601/4893 – The Structure of the Commercial Moving Industry	2	2

How are the qualifications graded and assessed?

The overall grade for each qualification is a 'pass'. The learner must achieve all the required units within the specified qualification structure.

To pass a unit the learner must:

- achieve **all** the specified learning outcomes
- satisfy **all** the assessment criteria by providing sufficient and valid evidence for each criterion
- show that the evidence is their own.

The qualifications are designed to be assessed:

- in the workplace or
- in conditions resembling the workplace, as specified in the Skills for Logistics Assessment Guidance for the sector, or
- as part of a training programme.

Skills for Logistics assessment guidance for qualifications in the QCF

The assessment guidance for qualifications in the QCF can be found in *Annexe D*. It is also available from the Skills for Logistics website, www.skillsforlogistics.org

The assessment guidance includes details on:

- criteria for defining realistic working environments
- roles and occupational competence of assessors, expert witnesses, internal verifiers and standards verifiers
- quality control of assessment

Evidence of competence may come from:

- **current practice** where evidence is generated from a current job role
- a **programme of development** where evidence comes from assessment opportunities built into a learning/training programme whether at or away from the workplace
- the **Recognition of Prior Learning (RPL)** where a learner can demonstrate that they can meet the assessment criteria within a unit through knowledge, understanding or skills they already possess without undertaking a course of learning. They must submit sufficient, reliable and valid evidence for internal and standards verification purposes. RPL is acceptable for achieving a unit, several units or a whole qualification
- a **combination** of these.

It is important that the evidence is:

Valid	relevant to the standards for which competence is claimed
Authentic	produced by the learner
Current	sufficiently recent to create confidence that the same skill, understanding or knowledge persist at the time of the claim
Reliable	indicates that the learner can consistently perform at this level
Sufficient	fully meets the requirements of the standards.

Types of evidence

To successfully achieve a unit the learner must gather evidence which shows that they have met the required standard in the assessment criteria. Evidence can take a variety of different forms which could include the examples below:

- direct observation of the learner's performance by their assessor (O)
- outcomes from oral or written questioning (Q&A)
- products of the learner's work (P)
- personal statements and/or reflective accounts (RA)
- outcomes from simulation, where permitted by the assessment strategy (S)
- professional discussion (PD)
- assignment, project/case studies (A)
- authentic statements/witness testimony (WT)
- expert witness testimony (EWT)
- evidence of Recognition of Prior Learning (RPL).

The abbreviations may be used for cross-referencing purposes.

Learners can use one piece of evidence to prove their knowledge, skills and understanding across different assessment criteria and/or across different units. It is, therefore, not necessary for learners to have each assessment criterion assessed separately. Learners should be encouraged to reference the assessment criteria to which the evidence relates.

Evidence must be made available to the assessor, internal verifier and Edexcel standards verifier. A range of recording documents is available on the Edexcel website www.edexcel.com. Alternatively, centres may develop their own.

Centre recognition and approval

Centre recognition

Centres that have not previously offered Edexcel qualifications need to apply for and be granted centre recognition as part of the process for approval to offer individual qualifications. New centres must complete both a centre recognition approval application and a qualification approval application.

Existing centres will be given 'automatic approval' for a new qualification if they are already approved for a qualification that is being replaced by the new qualification and the conditions for automatic approval are met. Centres already holding Edexcel approval are able to gain qualification approval for a different level or different sector via Edexcel online.

Approvals agreement

All centres are required to enter into an approvals agreement which is a formal commitment by the head or principal of a centre to meet all the requirements of the specification and any linked codes or regulations. Edexcel will act to protect the integrity of the awarding of qualifications, if centres do not comply with the agreement. This could result in the suspension of certification or withdrawal of approval.

Quality assurance

Detailed information on Edexcel's quality assurance processes is given in *Annexe B*.

What resources are required?

These qualifications are designed to support learners working in the commercial moving sector. Physical resources need to support the delivery of these qualifications and the assessment of the learning outcomes and must be of industry standard. Centres must meet any specific resource requirements outlined in *Annexe D: Skills for Logistics Assessment Guidance for Qualifications in the QCF*.

Unit format

Each unit in this specification contains the following sections.

Unit title:				
The unit title is approved on the QCF and this form of words will appear on the learner's Notification of Performance (NOP).				
Unit code:				
This is the unit owner's reference number for the specified unit.				
QCF unit reference number:				
This code is a unique reference number for the unit.				
QCF level:				
All units and qualifications within the QCF have a level assigned to them, which represents the level of achievement. There are nine levels of achievement, from Entry level to level 8. The level of the unit has been informed by the QCF level descriptors and, where appropriate, the NOS and/or other sector/professional.				
Credit value:				
All units have a credit value. The minimum credit value is one, and credits can only be awarded in whole numbers. Learners will be awarded credits when they achieve the unit.				
Guided learning hours:				
A notional measure of the substance of a qualification. It includes an estimate of the time that might be allocated to direct teaching or instruction, together with other structured learning time, such as directed assignments, assessments on the job or supported individual study and practice. It excludes learner-initiated private study.				
Unit summary:				
This provides a summary of the purpose of the unit.				
Assessment methodology:				
This provides a summary of the assessment methodology to be used for the unit.				
Learning outcomes:	Assessment criteria:	Evidence type:	Portfolio reference:	Date:
			The learner should use this box to indicate where the evidence can be obtained eg portfolio page number.	The learner should give the date when the evidence has been provided.
Learning outcomes state exactly what a learner should know, understand or be able to do as a result of completing a unit.		The assessment criteria of a unit specify the standard a learner is expected to meet to demonstrate that a learning outcome, or a set of learning outcomes, has been achieved.		Learners must reference the type of evidence they have and where it is available for quality assurance purposes. The learner can enter the relevant key and a reference. Alternatively, the learner and/or centre can devise their own referencing system.

Units

Unit 1: Speaking Confidently at Work

QCF unit reference number: H/501/6338

QCF level: Entry 3

Credit value: 1

Guided learning hours: 10

Unit summary

This unit will help learners develop the communication skills needed to build their confidence with the different people they encounter in the workplace, understanding the difference between formal and informal situations and the language appropriate to each situation.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Be able to contribute to workplace discussions and conversations	1.1 make relevant comments and suggestions 1.2 ask and answer straightforward questions 1.3 volunteer constructive ideas and opinions			
2 Be able to use language which is appropriate for the work situation	2.1 describe the difference between formal and informal language 2.2 speak formally or informally as appropriate to the situation 2.3 identify ways to show politeness when speaking to others in the workplace			
3 Know why it is important to speak confidently at work	3.1 describe why it is important to speak confidently at work			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____
(if sampled)

Unit 2: **Introduction to Manual Handling and Vehicle Loading for Commercial Moving**

QCF unit reference number: M/600/4137

QCF level: 1

Credit value: 5

Guided learning hours: 50

Unit summary

This unit is aimed at people working within the commercial moving industry and it covers:

- manual handling
- vehicle loading.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Know manual handling of goods processes and procedures</p>	<p>1.1 identify the appropriate people to confirm the goods which require handling with a supervisor</p> <p>1.2 identify and confirm with a supervisor sources of information relating to the goods to be handled including:</p> <ul style="list-style-type: none"> - health and safety - environmental factors - special requirements <p>1.3 identify any specific hazards in relation to manually handling the goods</p> <p>1.4 identify methods for manual handling</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Know vehicle loading procedures	2.1 identify the appropriate people to confirm the goods which require loading with a supervisor 2.2 identify and confirm with a supervisor sources of information relating to vehicle loading including: <ul style="list-style-type: none"> - health and safety - environmental factors - special requirements 2.3 identify any specific hazards in relation to vehicle loading 2.4 identify the weight distribution requirements for the vehicle that is to be loaded			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>3 Be able to manually handle the goods safely with supervision</p>	<p>3.1 confirm the goods to be handled with a supervisor</p> <p>3.2 select suitable containers to use with supervision</p> <p>3.3 use suitable handling methods to move the goods safely and correctly with supervision</p> <p>3.4 position and set down the goods in the required location with supervision</p> <p>3.5 place the goods so that they can be easily identified and accessed by others</p> <p>3.6 recognise when assistance is required to handle the goods and seek help from appropriate people</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>4 Be able to load the vehicle with supervision</p>	<p>4.1 confirm the goods to be loaded on to the vehicle with a supervisor</p> <p>4.2 select suitable containers to use with supervision</p> <p>4.3 use suitable handling methods to load the vehicle with supervision</p> <p>4.4 check that weight distribution requirements are met with supervision</p> <p>4.5 stow the load correctly on the vehicle with supervision</p> <p>4.6 protect the load with supervision</p> <p>4.7 secure the load with the correct restraints with supervision</p> <p>4.8 secure any loose materials and restraints with supervision</p> <p>4.9 recognise when assistance is required to load the vehicle and seek help from appropriate people</p>			

Learner name: _____
Learner signature: _____
Assessor signature: _____
Internal verifier signature: _____
(if sampled)

Date: _____
Date: _____
Date: _____
Date: _____

Unit 3: **Introduction to Warehouse Operations for Commercial Moving**

QCF unit reference number: A/600/4139

QCF level: 1

Credit value: 1

Guided learning hours: 10

Unit summary

This unit is aimed at people working within warehousing and storage in the commercial moving industry it covers:

- health, safety and security
- materials used
- methods for handling
- care and use of containers.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Know the principles of warehouse operations	<p>1.1 identify the relevant information required for warehouse operations including:</p> <ul style="list-style-type: none"> - health, safety and security - environmental factors - special requirements <p>1.2 identify the packing boxes that can be used</p> <p>1.3 identify equipment that can be used to secure contents and seal the boxes</p> <p>1.4 identify methods for handling the goods taking into account safety requirements</p> <p>1.5 identify the procedures for care and use of containers</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>2 Be able to undertake basic warehouse operations with supervision</p>	<p>2.1 follow all health, safety and security procedures in relation to warehouse operations with supervision</p> <p>2.2 follow instructions in relation to organisational policies and procedures</p> <p>2.3 demonstrate how the packing boxes are used with supervision</p> <p>2.4 demonstrate how to secure the contents and seal the boxes with supervision</p> <p>2.5 use the appropriate tools and equipment safely in accordance with organisational procedures with supervision</p> <p>2.6 demonstrate how to handle the goods safely with supervision</p> <p>2.7 outline the procedures for the correct care and use of containers</p>			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____
(if sampled)

Unit 4: Introduction to Site Protection for Commercial Moving

QCF unit reference number: M/600/4140

QCF level: 1

Credit value: 1

Guided learning hours: 10

Unit summary

This unit is aimed at people working in commercial moving industry and it covers the identification of methods and materials used to protect a site.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Know the correct methods and materials to ensure site protection</p>	<p>1.1 identify the relevant information required for site protection including:</p> <ul style="list-style-type: none"> - health, safety and security - environmental factors - special requirements <p>1.2 identify the factors to be considered when moving materials safely from site to site</p> <p>1.3 identify the correct methods to protect the site</p> <p>1.4 identify the correct materials to protect the site</p>			
<p>2 Be able to use the correct methods and materials to ensure site protection in a safe manner</p>	<p>2.1 demonstrate the correct use and installation of the protective materials in a safe manner</p> <p>2.2 explain the consequences of not correctly installing and using protective materials</p> <p>2.3 demonstrate the correct methods to protect the site in a safe manner</p> <p>2.4 explain the consequences of not practising the correct methods to protect the site</p>			

Learner name: _____
Learner signature: _____
Assessor signature: _____
Internal verifier signature: _____
(if sampled)

Date: _____
Date: _____
Date: _____
Date: _____

Unit 5: Wrap and Pack Goods in a Logistics Environment

QCF unit reference number: T/600/4141

QCF level: 1

Credit value: 1

Guided learning hours: 10

Unit summary

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

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Be able to prepare the goods for packing</p>	<p>1.1 identify the relevant information required for packing the goods including:</p> <ul style="list-style-type: none"> - health, safety and security - environmental factors - special requirements <p>1.2 check that the goods being packed match the specifications provided in the information</p> <p>1.3 select the types of wrapping and packing materials to be used for packing the goods</p> <p>1.4 select the tools and equipment to be used for packing the goods</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>2 Be able to pack the goods safely</p>	<p>2.1 follow instructions to schedule the packing of goods according to agreed work instructions</p> <p>2.2 show how the goods are protected from damage while they are being packed</p> <p>2.3 use the appropriate tools and equipment safely in accordance with organisational procedures</p> <p>2.4 demonstrate how the goods are packed, wrapped and sealed using the correct type and quantity of packing materials</p> <p>2.5 demonstrate how waste can be minimised</p> <p>2.6 label the packages with the correct information for further use</p> <p>2.7 dispose of waste materials correctly and promptly</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Be able to identify problems with packing the goods at any stage	3.1 identify problems that can occur when wrapping and packing goods 3.2 show how to take appropriate action to deal with identified problems			

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 6: Health, Safety and Security at Work

QCF unit reference number: K/502/1072

QCF level: 2

Credit value: 3

Guided learning hours: 20

Unit summary

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 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.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Be able to work safely</p>	<p>1.1 take appropriate action in the event of fire, emergencies or accidents</p> <p>1.2 identify where alarms, emergency exits, escape routes, emergency equipment and assembly points are located</p> <p>1.3 demonstrate safe and appropriate use of emergency equipment</p> <p>1.4 distinguish between different alarm sounds</p> <p>1.5 comply with equipment operating procedures and manufacturers' instructions</p> <p>1.6 demonstrate safe handling and lifting techniques</p> <p>1.7 demonstrate correct use and maintenance of any protective clothing and/or equipment</p> <p>1.8 comply with personal responsibilities under the Health and Safety at Work Act/COSHH</p> <p>1.9 identify who the nominated first aiders are</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>2 Be able to monitor the workplace for hazards</p>	<p>2.1 identify hazardous substances that are used in the workplace and demonstrate methods of making them safe or reducing their danger in the event of an accident</p> <p>2.2 identify hazards posed by machinery that is used in the workplace and demonstrate methods of making safe or reducing their danger in the event of an accident</p> <p>2.3 demonstrate how to handle and store hazardous substances including debris</p> <p>2.4 demonstrate how to store materials and equipment</p> <p>2.5 explain what the most likely accidents and emergencies in the workplace are and how to deal with them</p> <p>2.6 comply with personal responsibilities under the COSHH (Control of Substances Hazardous to Health)</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Be able to contribute to workplace security	3.1 outline and comply with the organisation's rules, codes, guidelines and standards relating to security 3.2 explain how to deal with loss of property			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____
(if sampled)

Unit 7: Manual Handling and Vehicle Loading for Commercial Moving

QCF unit reference number: L/600/4145

QCF level: 2

Credit value: 5

Guided learning hours: 40

Unit summary

This unit is aimed at people working within commercial moving it covers:

- manual handling
- vehicle loading.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Know manual handling of goods processes and procedures</p>	<p>1.1 identify the appropriate people to confirm the goods which require handling</p> <p>1.2 identify and use sources of information relating to the goods to be handled including:</p> <ul style="list-style-type: none"> - health and safety - environmental factors - special requirements <p>1.3 assess the hazards in relation to manually handling the goods</p> <p>1.4 describe different methods for manual handling</p>			
<p>2 Know the vehicle loading procedures</p>	<p>2.1 identify the appropriate people to confirm vehicle loading procedures</p> <p>2.2 identify and use sources of information relating to vehicle loading including:</p> <ul style="list-style-type: none"> - health and safety - environmental factors - special requirements <p>2.3 assess the hazards in relation to vehicle loading</p> <p>2.4 clarify the weight distribution requirements for the vehicle that is to be loaded</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Be able to manually handle the goods safely	3.1 identify the goods to be handled 3.2 select suitable containers to use 3.3 use suitable handling methods to move the goods safely and correctly 3.4 position and set down the goods in the required location 3.5 place the goods so that they can be easily identified and accessed 3.6 identify when assistance is required to handle the goods and seek help from appropriate people			
4 Be able to load the vehicle	4.1 identify the goods to be loaded on to the vehicle 4.2 select suitable containers to use 4.3 use suitable handling methods to load the vehicle 4.4 check that weight distribution requirements are met 4.5 stow the load correctly on the vehicle 4.6 protect the load 4.7 secure the load with the correct restraints 4.8 secure any loose materials and restraints 4.9 identify when assistance is required to load the vehicle and seek help from appropriate people			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
5 Be able to identify any problems with handling the goods and loading the vehicle and take appropriate action to deal with them	5.1 identify problems that can occur when manually handling the goods 5.2 identify problems that can occur when loading the vehicle 5.3 demonstrate how to take appropriate action to deal with identified problems			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____

(if sampled)

Unit 8: Drive the Vehicle on Public Roads in a Safe and Efficient Manner

QCF unit reference number: R/600/4146

QCF level: 2

Credit value: 1

Guided learning hours: 8

Unit summary

This standard is about the safe and fuel efficient driving of a goods vehicle on the public road. It covers the principles and appropriate use of vehicle controls to maximise safety and fuel efficiency.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Be able to confirm with appropriate people changes to driving conditions	1.1 identify changes to driving conditions that may result in re-scheduling 1.2 inform appropriate people of any changes to driving conditions that may result in re-scheduling 1.3 describe how changing driving conditions could affect other road users			
2 Understand the principles of safe driving	2.1 explain the principles of safe driving 2.2 describe different types of road hazard			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>3 Be able to drive safely and efficiently</p>	<p>3.1 position the vehicle and apply lane discipline to maintain the safety of yourself and other road users, according to the prevailing driving conditions, the vehicle and its load</p> <p>3.2 ensure other road users know your intentions by giving clear signals in good time</p> <p>3.3 drive at the correct speed for the driving conditions, vehicle and its load</p> <p>3.4 control the speed of the vehicle in a way that minimises fuel consumption and wear and tear on the vehicle</p> <p>3.5 overtake other vehicles at a suitable point, taking account of potential hazards and the driving conditions</p> <p>3.6 control the speed and position of the vehicle during overtaking manoeuvres</p> <p>3.7 apply the brakes to slow or bring the vehicle to a complete stop in a controlled manner</p> <p>3.8 apply the braking systems in such a way that it does not cause unnecessary wear and tear on the vehicle</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
4 Be able to comply with the organisation's procedures, all relevant legal and safety requirements in relation to driving the vehicle on public roads	4.1 follow all organisational procedures, legal and safety requirements, at all times, in relation to driving the vehicle on public roads			

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____
(if sampled)

Date: _____

Unit 9: Warehouse Operations for Commercial Moving

QCF unit reference number: Y/600/4147

QCF level: 2

Credit value: 2

Guided learning hours: 16

Unit summary

This unit is aimed at people working within warehousing and storage in commercial moving. It covers:

- health, safety and security
- materials used
- methods for handling
- care and use of containers.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Understand the principles of warehouse operations</p>	<p>1.1 explain the importance of having the relevant information required for warehouse operations including:</p> <ul style="list-style-type: none"> - health, safety and security - environmental factors - special requirements <p>1.2 give examples of the materials that can be used for protecting goods in storage considering health, security and safety, environmental factors and special requirements</p> <p>1.3 describe equipment and correct methods that can be used to handle goods in storage safely</p>			
<p>2 Be able to undertake basic warehouse operations</p>	<p>2.1 follow instructions for all health, safety and security procedures in relation to warehouse operations</p> <p>2.2 use the appropriate tools and equipment safely in accordance with organisational procedures</p> <p>2.3 demonstrate the procedures for responding to an unsafe situation when packing goods or materials</p> <p>2.4 explain the procedures of the correct care and use of containers</p>			

Learner name: _____
Learner signature: _____
Assessor signature: _____
Internal verifier signature: _____
(if sampled)

Date: _____
Date: _____
Date: _____
Date: _____

Unit 10: Regulations in Commercial Moving

QCF unit reference number: D/600/4148

QCF level: 2

Credit value: 2

Guided learning hours: 16

Unit summary

This unit is aimed at people working commercial moving and covers two main areas:

- main areas of regulation
- administration of regulation.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Know the main areas of regulation for commercial moving	<p>1.1 identify general insurance requirements for commercial moving</p> <p>1.2 identify environmental legislation including that dealing with:</p> <ul style="list-style-type: none"> - waste disposal - minimising waste <p>1.3 identify the main quality standards that are used in commercial moving</p>			
2 Know the basic administration requirements for commercial moving	2.1 identify the required documentation for administration for commercial moving			
3 Be able to demonstrate the correct implementation of regulatory procedures	<p>3.1 identify the organisational and regulatory procedures and practices required</p> <p>3.2 follow the organisational and regulatory procedures and practices required</p> <p>3.3 describe why the organisational standards are required</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
4 Be able to complete required documentation	4.1 demonstrate the completion of required documentation			
5 Understand problems with implementing regulations in commercial moving	5.1 describe problems that can occur when implementing regulations			
	5.2 explain how to take appropriate action to deal with identified problems			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____
(if sampled)

Unit 11: Communication in Teamwork

QCF unit reference number: T/501/4416

QCF level: 2

Credit value: 1

Guided learning hours: 10

Unit summary

This unit enables the learner to develop effective communication within teams.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Understand how communication can affect teams	1.1 identify barriers to communication in teamwork 1.2 explain the importance of values in overcoming barriers to communication in teamwork 1.3 explain how diverse skills and experience can contribute to teamwork			
2 Know about communication skills that promote positive teamwork	2.1 identify techniques to overcome barriers to communication in teamwork 2.2 describe skills required to build positive team relationships 2.3 identify appropriate techniques for giving feedback 2.4 identify different types of communication needed to promote positive teamwork			

Learner name: _____ Date: _____
 Learner signature: _____ Date: _____
 Assessor signature: _____ Date: _____
 Internal verifier signature: _____ Date: _____
 (if sampled)

Unit 12: Customer Care

QCF unit reference number: T/600/3720

QCF level: 2

Credit value: 3

Guided learning hours: 24

Unit summary

This unit provides an understanding of the importance of good customer care and what constitutes good practice. Effective communication skills are covered along with methods of dealing with customer problems and complaints.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Understand the importance of good practice in customer care	<p>1.1 describe the key principles of good practice in customer care</p> <p>1.2 describe the benefits to an organisation of good customer care</p> <p>1.3 describe the possible consequences to an organisation of poor customer care</p> <p>1.4 identify methods used to measure level of customer care in an organisation</p>			
2 Know how to communicate effectively with customers	<p>2.1 describe appropriate methods and systems to communicate effectively with customers</p> <p>2.2 demonstrate appropriate ways of communicating with customers verbally and non-verbally, face-to-face, by telephone and in written correspondence</p>			
3 Understand the measures required to solve customer problems	<p>3.1 describe common customer problems</p> <p>3.2 describe measures designed to deal with customer problems</p> <p>3.3 describe best practice in dealing with complaints from customers</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
4 Understand the need to obtain and respond to customer comments	4.1 identify the key reasons for obtaining customer comments 4.2 describe how customer comments on service may be obtained 4.3 describe procedures for instigating change as a result of customer comments 4.4 outline methods of evaluating changes made			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____
(if sampled)

Unit 13: Problem Solving in the Workplace

QCF unit reference number: Y/500/5224

QCF level: 2

Credit value: 3

Guided learning hours: 24

Unit summary

This unit develops the skills and understanding needed to solve problems in the workplace.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Understand how different factors might influence problem solving in the workplace	<p>1.1 state the factors which might influence solutions to the problems, for example, cost, time, skill, knowledge</p> <p>1.2 identify and explore the implications of at least two potential solutions to the problems</p> <p>1.3 prioritise various solutions within the context of identified constraints</p> <p>1.4 select a preferred solution in response to identified constraints</p>			
2 Demonstrate the ability to solve problems	<p>2.1 describe the nature of the problems</p> <p>2.2 identify and explain an appropriate sequence of action to be taken and possible effect of this action</p> <p>2.3 describe the sequence of action to the problems</p>			
3 Demonstrate the ability to apply solutions to the problems	<p>3.1 describe preferred solution to identified problem explaining rationale</p> <p>3.2 apply preferred solution using evidence gathered</p> <p>3.3 review the effectiveness of the solution describing what worked well and what could have been different</p> <p>3.4 revise plans and solution selected</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
4 Demonstrate the ability to make appropriate decisions in the workplace	4.1 explain rationale for the decisions made in solving the problem 4.2 state who made various decisions and why they were the appropriate person to make those decisions			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____
(if sampled)

Unit 14: Building Working Relationships with Customers

QCF unit reference number: F/501/6413

QCF level: 2

Credit value: 2

Guided learning hours: 20

Unit summary

The focus of this unit is on helping learners to develop the skills needed to provide good customer service, and to build their understanding of the importance of the customer to any organisation. Learners will be introduced to the concept of customer service standards and the way in which organisations ensure their delivery through the use of protocols. They will also have the opportunity to demonstrate effective communication with customers and gain an understanding of procedures for dealing with customer problems and complaints.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1	Understand how a customer's or client's interactions with employees influence their opinion of the organisation as a whole	<p>1.1 explain how an employee's self-presentation can affect a customer's opinion of the individual and their organisation</p> <p>1.2 explain why keeping customers satisfied is important to organisations</p>		
2	Understand why organisations normally have protocols for dealing with customers	<p>2.1 describe the key areas likely to be contained in a customer service protocol</p> <p>2.2 explain why it is important for employees to follow customer service protocols</p>		

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Interact positively with customers in line with given protocols	3.1 follow an organisation's protocols to provide answers to commonly-occurring customer queries or meet commonly-occurring customer requests 3.2 communicate appropriately with customers 3.3 explain the procedures within an organisation for dealing with customer problems and complaints 3.4 describe when it would be necessary to involve colleagues in assisting the customer			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____
(if sampled)

Unit 15: Leadership and Teamwork

QCF unit reference number: H/600/0182

QCF level: 2

Credit value: 5

Guided learning hours: 30

Unit summary

The aim of this unit is to enable learners to develop the attributes that a successful entrepreneur needs when working in or leading a team.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Understand the factors that contribute to effective team working	1.1 explain the benefits of team working for a business 1.2 discuss ways in which conflict in a team can be managed			
2 Be able to work in, and lead, a team activity	2.1 contribute to a team activity as a member, assessing own performance and effectiveness of the team 2.2 lead a team activity assessing own performance and effectiveness of the team			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____
(if sampled)

Unit 16: Manage the Wrapping and Packing of Goods in Commercial Moving

QCF unit reference number: L/601/4884

QCF level: 2

Credit value: 3

Guided learning hours: 18

Unit summary

This unit is aimed at those managing others within warehousing and storage, in relation to wrapping and packing in commercial moving, and it covers:

- the wrapping and packing of goods
- the completion of required documentation
- explanation of procedures and practices to others
- the management of waste materials.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Understand the managing of wrapping and packing of goods in commercial moving</p>	<p>1.1 explain the relevant information required for packing goods including:</p> <ul style="list-style-type: none"> - health, safety and security - environmental factors - special requirements - waste management systems <p>1.2 check that goods being packed match the specifications provided in the information</p> <p>1.3 discuss the types of wrapping and packing materials that can be used for packing goods</p> <p>1.4 explain how the tools and equipment are to be used for packing goods</p> <p>1.5 explain the requirements of documentation in relation to packing goods</p> <p>1.6 explain problems that can occur when managing the wrapping and packing of goods and the correct actions to be taken</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Manage the packing of goods in commercial moving	2.1 schedule the packing of goods according to agreed work instructions 2.2 demonstrate how goods are protected from damage while they are being packed to others 2.3 manage the appropriate use of tools and equipment in accordance with organisational procedures 2.4 demonstrate how goods are packed, wrapped and sealed using the correct type and quantity of packing materials to others 2.5 manage the minimisation of waste 2.6 manage the labelling of the packages with the correct information to enable further use by others 2.7 manage the environmental management system for waste materials 2.8 complete required documentation correctly in relation to packing goods			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____
(if sampled)

Unit 17: Driver Essentials for Commercial Moving

QCF unit reference number: D/601/4887

QCF level: 2

Credit value: 1

Guided learning hours: 9

Unit summary

This unit is aimed at people working as drivers of commercial moving vehicles. It covers legislative requirements.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Know the essential daily checks and defect reporting procedures for drivers	1.1 describe the essential driver daily checks to be carried out 1.2 describe the common defects that can be found when carrying out driver daily checks 1.3 describe the procedures for reporting defects			
2 Know the use correct use of a tachograph	2.1 describe the most common types of tachograph 2.2 describe the information that is required to be entered into the tachograph at the start of each duty 2.3 specify the tachograph records that must be kept with the driver			
3 Understand the legislation and regulation regarding EU Drivers' hours	3.1 describe the regulations regarding driver breaks 3.2 describe the regulations regarding daily, weekly and fortnightly driving limits 3.3 describe the regulations regarding rest periods for drivers working daily and weekly			

Learner name: _____
Learner signature: _____
Assessor signature: _____
Internal verifier signature: _____
(if sampled)

Date: _____
Date: _____
Date: _____
Date: _____

Unit 18: Maintain the Safety and Quality of Goods in Commercial Moving

QCF unit reference number: K/601/4892

QCF level: 2

Credit value: 3

Guided learning hours: 18

Unit summary

This unit is about maintaining the safety and quality of goods in commercial moving. It deals with health and safety, using the correct handling methods and any special requirements that need to be taken into account to ensure the maintenance of the quality of goods.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Know how to maintain the safety and quality of goods in storage in commercial moving</p>	<p>1.1 explain the relevant organisational policies and procedures for maintaining the safety and quality of goods, that relate to:</p> <ul style="list-style-type: none"> - health, safety and security - environmental factors - special requirements - storage conditions - stock rotation - quality standards and systems <p>1.2 describe the relevant storage requirements for goods in storage including:</p> <ul style="list-style-type: none"> - health, safety and security - environmental factors - special requirements <p>1.3 identify problems that can occur when maintaining the safety and quality of goods in storage</p> <p>1.4 explain appropriate action when dealing with identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>2 Be able to handle goods using the correct handling methods and moving equipment in commercial moving</p>	<p>2.1 use the correct method for handling, lifting, moving and setting down goods</p> <p>2.2 demonstrate the correct use of manual handling techniques</p> <p>2.3 demonstrate the correct use of handling equipment for lifting, moving and setting down goods in accordance with safety, operational and organisational procedures and practices</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>3 Be able to monitor and maintain the safety and quality of goods in storage in commercial moving</p>	<p>3.1 check that any special requirements needed to monitor and maintain the safety and quality of goods in storage are met</p> <p>3.2 check that the health, safety and security, and environmental issues relating to goods in storage are met</p> <p>3.3 demonstrate how to maintain the quality of goods in storage in accordance with the organisations procedures and practices</p> <p>3.4 use methods of monitoring and adjusting the storage environment for goods in storage</p> <p>3.5 take appropriate action to rectify any variations in the condition of goods or the storage conditions</p> <p>3.6 follow good working practices, quality standards and specific instructions relating to the storage conditions for goods</p>			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____
(if sampled)

Unit 19: The Structure of the Commercial Moving Industry

QCF unit reference number: M/601/4893

QCF level: 2

Credit value: 2

Guided learning hours: 15

Unit summary

This unit is about the structure of the Commercial moving Industry. It covers the moves that are undertaken in Commercial Moving, the main roles of those that work in the industry and the policies and procedures that specifically relate to the Commercial Moving Industry.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
1 Know the structure of the Commercial Moving Industry	<p>1.1 explain the relevant organisational policies and procedures, in relation to the moving of goods in the Commercial Moving Industry</p> <p>1.2 describe the main features of the structure of the Commercial Moving Industry</p> <p>1.3 describe the types of moves that can be undertaken in the Commercial Moving Industry</p> <p>1.4 explain the main roles of those that work within the Commercial Moving Industry</p> <p>1.5 describe the main roles of those in own organisation</p>			
2 Be able to work according to agreed practices within the Commercial Moving Industry	<p>2.1 follow all organisational policies and procedures, in relation to the moving of goods in the Commercial Moving Industry</p> <p>2.2 carry out allocated tasks according to the type of move that is undertaken in own organisation</p> <p>2.3 record all work according to organisational policies and procedures</p>			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____
(if sampled)

Unit 20: Take Responsibility for Health, Safety and Security in your Team

QCF unit reference number: K/601/4875

QCF level: 3

Credit value: 3

Guided learning hours: 18

Unit summary

This unit is aimed at people working within the logistics environment.

It covers two main areas:

- health safety and security
- the correct use of personal protective equipment.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Understand health safety and security requirements</p>	<p>1.1 describe organisational policies and procedures that relate to health, safety and security</p> <p>1.2 identify people and items that are vulnerable to safety and security risks in the workplace</p> <p>1.3 explain the approved precautions that can be used to minimise safety and security risks</p> <p>1.4 identify appropriate personal protective equipment</p> <p>1.5 explain action that can be taken to prevent harm to individuals</p> <p>1.6 explain action that can be taken in response to accidents and emergencies</p> <p>1.7 identify the approved process for undertaking risk assessments according to organisational policies</p> <p>1.8 explain the required site protection for a particular job</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>2 Be able to work safely</p>	<p>2.1 evaluate the safety and own security risks and those that effect the team</p> <p>2.2 report any safety and security risks using organisational procedures</p> <p>2.3 wear the correct personal protective equipment according to organisational requirements</p> <p>2.4 demonstrate to visitors to work areas what the correct safety and security procedures are</p> <p>2.5 demonstrate how to prevent unauthorised access to hazardous areas</p> <p>2.6 demonstrate the organisation of site protection to own team</p> <p>2.7 undertake risk assessments according to the site and organisational procedures</p> <p>2.8 evaluate safety and security issues that have occurred in the recent past</p> <p>2.9 make recommendations to improve site health, safety and security</p>			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____
(if sampled)

Unit 21: Supervising Manual Handling and Vehicle Loading in Commercial Moving

QCF unit reference number: F/601/4879

QCF level: 3

Credit value: 6

Guided learning hours: 36

Unit summary

This unit is aimed at people working in commercial moving. It covers:

- supervising manual handling and loading of vehicles for team leaders
- use of required documentation.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Understand the requirements for supervising manual handling and the loading of vehicles</p>	<p>1.1 identify sources of information relating to goods to be handled including:</p> <ul style="list-style-type: none"> - health and safety - environmental factors - special requirements <p>1.2 evaluate any specific hazards in relation to manually handling goods</p> <p>1.3 explain methods for manual handling to the team</p> <p>1.4 explain methods for vehicle loading to the team</p> <p>1.5 explain the correct documentation associated with the handling and loading of goods</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>2 Supervise team members using the correct methods of manual handling and vehicle loading, and use of documentation</p>	<p>2.1 check that team members comply with health and safety requirements and those that relate to specific hazards</p> <p>2.2 plan which goods to be handled and consider the following:</p> <ul style="list-style-type: none"> - health and safety - environmental factors - special requirements <p>2.3 supervise the correct handling methods to be used when goods are moved</p> <p>2.4 supervise the correct methods for loading the vehicle</p> <p>2.5 provide the correct documentation for the manual handling of goods and vehicle loading</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Be able to provide feedback to team members	3.1 demonstrate how to provide feedback to team members who undertake unsuitable practices 3.2 demonstrate how to provide feedback to team members who undertake unsafe practices			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____

(if sampled)

Unit 22: Planning and Monitoring Site Protection in Commercial Moving

QCF unit reference number: T/601/4880

QCF level: 3

Credit value: 2

Guided learning hours: 10

Unit summary

This unit is aimed at people working in commercial moving and covers:

- identifying methods and materials used to protect a site
- completion of the correct documentation
- demonstrating the correct techniques to others.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Understand how to use the correct methods and materials to plan site protection</p>	<p>1.1 explain any health, safety and security in relation to planning site protection in commercial moving</p> <p>1.2 summarise organisational policies and procedures in relation to planning site protection</p> <p>1.3 explain the correct methods to protect a site</p> <p>1.4 explain the correct materials to be used to protect a site</p> <p>1.5 identify the correct documentation to be completed for a site</p> <p>1.6 anticipate problems that may occur when planning site protection and the correct actions to be taken</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to plan, monitor and use the correct procedures and materials to protect the site	2.1 explain to others any health, safety and security procedures to be taken to protect a site 2.2 create a plan to monitor that all organisational procedures are followed 2.3 plan the effective protection of a site 2.4 demonstrate the correct use and installation of the protective materials to others 2.5 monitor the protection of the site 2.6 complete required documentation correctly			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____
(if sampled)

Unit 23: Managing Warehouse Operations in Commercial Moving

QCF unit reference number: A/601/4881

QCF level: 3

Credit value: 8

Guided learning hours: 50

Unit summary

This unit is aimed at people working in commercial moving and covers three main areas:

- taking responsibility for warehouse documentation
- organising the management of the warehouse
- supervision of maintenance of containers and documentation.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Understand the purpose of using the correct procedures for managing warehouse operations</p>	<p>1.1 explain the importance of using the correct documentation for warehousing and storage</p> <p>1.2 identify the correct procedures for the effective running of the operation for the following:</p> <ul style="list-style-type: none"> - health, safety and security - materials - equipment - handling goods - handling and loading containers - loading containers on to vehicles <p>1.3 explain the procedures for the correct maintenance of containers</p> <p>1.4 anticipate problems that may occur when managing warehouse operations and the correct actions to be taken</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>2 Be able to demonstrate the correct procedures for managing warehouse operations</p>	<p>2.1 demonstrate to others the management of warehouse documentation</p> <p>2.2 manage the procedures for the effective running of the operation for the following:</p> <ul style="list-style-type: none"> - health, safety and security - materials - equipment - handling goods - handling and loading containers - loading containers on to vehicles <p>2.3 manage the procedures for the correct maintenance of containers to others</p> <p>2.4 explain the impact of not using the correct procedures for the effective running of the operation</p> <p>2.5 review the procedures used for the effective running of the warehouse</p> <p>2.6 make recommendations to the procedures used for the effective running of the warehouse</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Know problems with managing warehouse operations and take appropriate action to deal with them	3.1 describe problems that may occur when managing warehouse operations and the correct actions to be taken			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____
(if sampled)

Unit 24: Operational Administration in Commercial Moving

QCF unit reference number: Y/601/4886

QCF level: 3

Credit value: 4

Guided learning hours: 18

Unit summary

This unit is aimed at people working in commercial moving. it covers:

- safe working procedures
- organisational policies and procedures
- current legislative requirements
- completion of required documentation.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate.

The types of evidence that are presented for assessment and the submission date can be entered against each assessment criterion. Alternatively, centre documentation should be used to record this information.

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Understand the required documentation for operational purposes</p>	<p>1.1 explain the relevant information required for the correct completion of the following documentation:</p> <ul style="list-style-type: none"> - safe working procedures and practices - vehicle operational procedures <p>1.2 interpret organisational policies and procedures to ensure operational administrative purposes in commercial moving meet current legislation</p> <p>1.3 select current legislation in relation to the commercial moving industry for operational use</p> <p>1.4 explain current requirements for insurance and contracts for commercial moving for operational use</p> <p>1.5 anticipate problems that may occur when completing documentation and the actions to be taken</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>2 Be able to complete the required documentation for operational purposes</p>	<p>2.1 select the information required for the correct completion of documentation including:</p> <ul style="list-style-type: none"> - safe working procedures and practices - vehicle operational procedures <p>2.2 select the required organisational policies and procedures for the correct completion of documentation</p> <p>2.3 check that all current requirements for insurance and contracts are completed</p> <p>2.4 complete all required documentation accurately</p>			

Learner name: _____ Date: _____

Learner signature: _____ Date: _____

Assessor signature: _____ Date: _____

Internal verifier signature: _____ Date: _____
(if sampled)

Further information

Our customer service numbers are:

BTEC and NVQ	0844 576 0026
GCSE	0844 576 0027
GCE	0844 576 0025
The Diploma	0844 576 0028
DiDA and other qualifications	0844 576 0031

Calls may be recorded for training purposes.

Useful publications

Related information and publications include:

- *Centre Handbook for Edexcel QCF NVQs and Competence-based Qualifications* published annually
- functional skills publications – specifications, tutor support materials and question papers
- *Regulatory Arrangements for the Qualification and Credit Framework* (published by Ofqual, August 2008)
- the current Edexcel publications catalogue and update catalogue.

Edexcel publications concerning the Quality Assurance System and the internal and standards verification of vocationally-related programmes can be found on the Edexcel website.

NB: Some of our publications are priced. There is also a charge for postage and packing. Please check the cost when you order.

How to obtain National Occupational Standards

To obtain the National Occupational Standards go to www.ukstandards.org.uk.

Professional development and training

Edexcel supports UK and international customers with training related to NVQ and BTEC qualifications. This support is available through a choice of training options offered in our published training directory or through customised training at your centre.

The support we offer focuses on a range of issues including:

- planning for the delivery of a new programme
- planning for assessment and grading
- developing effective assignments
- building your team and teamwork skills
- developing student-centred learning and teaching approaches
- building functional skills into your programme
- building effective and efficient quality assurance systems.

The national programme of training we offer can be viewed on our website (www.edexcel.com/training). You can request customised training through the website or by contacting one of our advisers in the Training from Edexcel team via Customer Services to discuss your training needs.

The training we provide:

- is active
- is designed to be supportive and thought provoking
- builds on best practice
- may be suitable for those seeking evidence for their continuing professional development.

Annexe A: Progression pathways

The Edexcel qualification framework for the commercial moving sector

Level	General qualifications	Diplomas	BTEC vocationally-related qualifications	BTEC specialist qualification/professional	NVQ/competence
8					
7					
6					
5					Level 5 NVQ in Supply Chain Management
4					Level 4 NVQ in Supply Chain Management
3				BTEC Level 3 Award, Certificate in Management (QCF)	Level 3 Certificate in Logistics Operations (QCF) Level 3 Certificate in Traffic Office (QCF) Level 3 NVQ in Supply Chain Management Level 3 NVQ Certificate in Management (QCF)

Level	General qualifications	Diplomas	BTEC vocationally-related qualifications	BTEC specialist qualification/professional	NVQ/competence
2				<p>BTEC Level 2 Certificate in Warehousing and Storage Principles (QCF)</p> <p>BTEC Level 2 Award, Certificate in Team Leading (QCF)</p>	<p>Level 2 Certificate in Driving Goods Vehicles (QCF)</p> <p>Level 2 Certificate in Traffic Office (QCF)</p> <p>Level 2 Certificate in Warehousing and Storage (QCF)</p> <p>Level 2 NVQ Certificate in Team Leading (QCF)</p> <p>Level 2 NVQ in Supply Chain Management</p>
1				<p>Edexcel Level 1 Award and Certificate in Safe Road Skills and Attitudes (QCF)</p>	
Entry					

Annexe B: Quality assurance

Key principles of quality assurance

- A centre delivering Edexcel qualifications must be an Edexcel recognised centre and must have approval for qualifications that it is offering.
- The centre agrees, as part of gaining recognition, to abide by specific terms and conditions relating to the effective delivery and quality assurance of assessment. The centre must abide by these conditions throughout the period of delivery.
- Edexcel makes available to approved centres a range of materials and opportunities to exemplify the processes required for effective assessment and provide examples of effective standards. Approved centres must use the guidance on assessment to ensure that staff who are delivering Edexcel qualifications are applying consistent standards.
- An approved centre must follow agreed protocols for: standardisation of assessors; planning, monitoring and recording of assessment processes; internal verification and recording of internal verification processes and dealing with special circumstances, appeals and malpractice.

Quality assurance processes

The approach to quality assured assessment is made through a partnership between a recognised centre and Edexcel. Edexcel is committed to ensuring that it follows best practice and employs appropriate technology to support quality assurance processes where practicable. The specific arrangements for working with centres will vary. Edexcel seeks to ensure that the quality-assurance processes it uses do not inflict undue bureaucratic processes on centres, and works to support them in providing robust quality-assurance processes.

The learning outcomes and assessment criteria in each unit within this specification set out the standard to be achieved by each learner in order to gain each qualification. Edexcel operates a quality-assurance process, designed to ensure that these standards are maintained by all assessors and verifiers.

For the purposes of quality assurance, all individual qualifications and units are considered as a whole. Centres offering these qualifications must be committed to ensuring the quality of the units and qualifications they offer, through effective standardisation of assessors and internal verification of assessor decisions. Centre quality assurance and assessment processes are monitored by Edexcel.

The Edexcel quality-assurance processes will involve:

- gaining centre recognition and qualification approval if a centre is not currently approved to offer Edexcel qualifications
- annual visits to centres by Edexcel for quality review and development of overarching processes and quality standards. Quality review and development visits will be conducted by an Edexcel quality development reviewer
- annual visits by occupationally competent and qualified Edexcel Standards Verifiers for sampling of internal verification and assessor decisions for the occupational sector
- the provision of support, advice and guidance towards the achievement of National Occupational Standards.

Centres are required to declare their commitment to ensuring quality and appropriate opportunities for learners that lead to valid and accurate assessment outcomes. In addition, centres will commit to undertaking defined training and online standardisation activities.

Annexe C: Centre certification and registration

Edexcel Standards Verifiers will provide support, advice and guidance to centres to achieve Direct Claims Status (DCS). Edexcel will maintain the integrity of Edexcel QCF NVQs/competence qualifications through ensuring that their awarding is secure. Where there are quality issues identified in the delivery of programmes, Edexcel will exercise the right to:

- direct centres to take action
- limit or suspend certification
- suspend registration.

The approach of Edexcel in such circumstances is to work with the centre to overcome the problems identified. If additional training is required, Edexcel will aim to secure the appropriate expertise to provide this.

What are the access arrangements and special considerations for the qualifications in this specification?

Centres are required to recruit learners to Edexcel qualifications with integrity.

Appropriate steps should be taken to assess each applicant's potential and a professional judgement should be made about their ability to successfully complete the programme of study and achieve the qualifications. This assessment will need to take account of the support available to the learner within the centre during their programme of study and any specific support that might be necessary to allow the learner to access the assessment for the qualifications. Centres should consult Edexcel's policy on learners with particular requirements.

Edexcel's policy on access arrangements and special considerations for Edexcel qualifications aims to enhance access to the qualifications for learners with disabilities and other difficulties (as defined by the 1995 Disability Discrimination Act and the amendments to the Act) without compromising the assessment of skills, knowledge, understanding or competence. Please refer to *Access Arrangements and Special Considerations for BTEC and Edexcel NVQ Qualifications* for further details. www.edexcel.com.

Annexe D: Skills for Logistics Assessment Guidance for Qualifications in the QCF

Skills for Logistics

Assessment Guidance for the Qualifications and Credit Framework

March 2011

Assessment Guidance for the Qualifications and Credit Framework

1. Introduction

This document is for those Awarding Organisations that intend to offer QCF qualifications based on Skills for Logistics National Occupational Standards. It is a tool that can be used in conjunction with any unit whose purpose is to confirm occupational competence. Such units are designed and informed by the views of logistics employers to meet the needs of the UK economy. They are designed to prepare candidates for further learning or training, or update their existing knowledge and skills, or their continuing professional development. Skills for Logistics aim to develop and implement combined units of assessment, based on relevant National Occupational Standards (NOS), which are fit for purpose and maintain quality assured approaches to assessment and verification

This guidance for assessment should be used by Awarding Organisations to ensure that 'competence' units are assessed in accordance with the needs of employers and stakeholders in the sector. The intention of this guidance is to minimise bureaucracy whilst maintaining integrity and quality assurance of assessment and verification of achievement.

This document applies to all qualifications in the Qualifications Credit Framework (QCF) from the 1st October 2010 and that fall within the Skills for Logistics sector. It replaces any other assessment strategies and guidance currently in use.

QCF qualifications are not currently used as a 'Licence to Practice' in the Logistics Sector, they are however recognised and supported by employers and stakeholders in the sector.

2. Definitions

Certain terms used in this document have particular meanings and that should be taken in context within the assessment guidance:

- to assess: to evaluate in a detailed and analytical way.*
- to verify: to demonstrate that something is true, accurate or justified*
- competence: the proven/demonstrated and individual – capacity to use know-how, skills, knowledge in order to meet usual and – changing occupational requirements.*

*reference Oxford English Dictionary

Skills for Logistics consider the combination of skills and knowledge to be fundamental to the furthering of the skills agenda as outlined in the White Paper; '*Skills for Growth – the national skills strategy*' BIS November 2009.

Competence for a particular job role is likely to include the generic skills required for that occupation, specialised skills for a particular supply chain and employability skills such as team working, creative thinking, communication and customer care. The inclusion of such skills in a qualification creates a more holistic approach to developing the skills required for the needs of the UK economy.

3. External Quality Control

External quality control is achieved through rigorous monitoring and standardisation of assessment decisions; Awarding Organisations achieve this by operating within their existing systems for quality monitoring, risk assessment, and management of their approved centres following guidance issued by the Regulatory Authorities.

4. Additional Assessment Needs

QCF units that are used to assess competence within the QCF need to be assessed and quality assured in accordance with the following additional requirements:

- 1 When QCF units are used to assess competence, Awarding Organisations (AO's) are required to make sure their recognised assessment centres assess learners according to the NOS issued by the SSC for learning and development.
- 2 Learners should be enabled to complete, wherever possible, real work activities that provide both evidence of underpinning knowledge and evidence of competence to demonstrate they have met the learning outcomes and assessment criteria of the QCF unit and that they are competent in relation to the NOS
- 3 When a Learner is unable to complete real work activities simulation is permitted, circumstances in which simulation may take place are:
 - a learner is required to complete a work activity that does not occur on a regular basis and therefore opportunities to complete a particular work activity do not easily arise,
 - a 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
- 4 When simulation is used, those who assess the learner should be confident that the simulation replicates the workplace to such an extent that learner's will be able to fully transfer their occupational competence to the workplace and real situations.
- 5 Assessors must be occupationally competent in the occupational area they are assessing where they have sufficient and relevant technical/occupational competence in the unit, at or above the level of the unit being assessed
- 6 Assessors and Internal Verifiers must hold or be working towards the appropriate regulatory body approved qualifications for assessment and internal verification, such as those developed by Lifelong Learning UK.
- 7 Assessors must be fully conversant with the units against which the assessments and verifications are to be undertaken
- 8 Assessors must carry out assessment according to the relevant Learning and Development National Occupational Standards (*approved January 2010*)*

- 9 All assessment decisions made by those working towards a relevant assessor qualification must be verified by a qualified Teacher/Trainer, Assessor or an Assessor recognised by the Awarding Organisation as appropriate
- 10 Trainee Assessors should have a plan, which is overseen by the relevant assessment centre, to achieve the relevant assessor qualification within an agreed timescale

*these can be found on the National Occupational Standards Directory:
www.ukstandards.org.uk

5. Quality Assurance Requirements

This section summarises the quality assurance requirements that apply to QCF units and qualifications used to demonstrate competence. Awarding Organisations should ensure that recognised assessment centres are familiar with these requirements.

- 1 QCF units that are used to assess competence must be verified:
 - internally by an Internal Verifier who is accountable to the assessment centre
 - externally by an External Verifier who is accountable to the Awarding Organisation
- 2 Internal Verifiers must:
 - hold or be working towards a suitable Internal Verifier qualification such as one based on LLUK standards
 - 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 the Awarding Organisation's quality assurance systems and requirements for this qualification
- 3 Trainee Internal Verifiers must have:
 - a plan that is overseen by the recognised assessment centre, to achieve an appropriate Internal Verifier qualification within an agreed timescale
- 4 External Verifiers must:
 - hold or be working towards a suitable External Verifier qualification such as one based on LLUK standards
 - 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 the Awarding Organisation's quality assurance systems and requirements for this qualification

- 5 Trainee External Verifiers should have:
 - a plan that is overseen by the recognised assessment centre, to achieve an appropriate External Verifier qualification within an agreed timescale
- 6 Skills for Logistics recognise that employers in the sector provide in-house training, development and assessment processes that can meet the standards set for Assessors and Verifiers. Where an employer maps its in-house training, development and assessment processes against the Assessor and Verifier National Occupational Standards and shows that all are met; subject to agreement with the Awarding Organisation and Skills for Logistics, an employer is permitted to carry out Assessment and Verification using staff members who do not hold Assessor and Verifier qualifications. Such individuals must however, meet all other requirements for Assessors and Verifiers.

6. External Monitoring/Risk Management

Awarding Organisations should decide the frequency of external monitoring activities, which should be based on the risks associated with a qualification of this type and an assessment of the centre's performance and past record.

Awarding Organisations should develop suitable auditing processes, where naturally occurring quality assurance already exist in the workplace assessment environments.

7. Equality and Diversity

Awarding Organisations and their assessment centre staff must ensure no learner is discriminated against, either directly or indirectly on the grounds of: race, colour, ethnicity, nationality, ethnicity, sex, marital status, gender reassignment, sexual orientation, disability, social status, belief or non-belief, language with the exception of the Welsh language and the legal requirements of the Welsh Language Act.

Annex A

Specific Criteria for the Assessment and Verification of Driving Goods Vehicles

Assessors

- In the case of qualifications titled ***Driving Goods Vehicles***, assessors must hold a Driving Licence i.e., Cat A or Cat B or Cat C1 or Cat C or Cat C+E, with the entitlement needed to drive the vehicle on which the assessment is being undertaken.
- Assessors must satisfy the external verifier that they are occupationally competent in the employment context in which assessment is undertaken.
- When assessment takes place in the context of the movement or handling of dangerous goods the assessor must hold a current ADR certificate.

Internal Verifiers

- In the case of the qualification ***Driving Goods Vehicles*** at Level 2 and Level 3 internal verifiers must have a working knowledge of the DVLA Driving Licence regulations relating to the candidate and the vehicle on which the assessment is being undertaken.
- When assessment takes place in the context of the management, movement or handling of dangerous goods the internal verifier must have a working knowledge of ADR certification and the risks associated with the transport of dangerous goods.

External Verifiers

- When assessment takes place in the context of the handling of dangerous goods the external verifier must have a working knowledge of ADR certification and the risks associated with the transport of dangerous goods.

Annex B

Specific criteria for the Assessment and Verification of Warehousing and Storage

Assessors

In the case of qualifications titled **Warehousing and Storage**, where the candidate uses equipment that requires specific training, or a 'licence' (certificate), for example lift trucks, assessors must have undertaken the specific training, or hold the 'licence' for the type of equipment on which the assessment is to take place.

Expert witness

Where the assessor has not undertaken the specific training, or does not hold the 'licence' for the type of equipment on which the assessment is to take place, the testimony of an expert witness should be sought.

An expert witness **must** be someone who is both competent on the type of equipment and is working sufficiently closely with the candidate to be able to comment on their operating ability. Competence may be demonstrated by the achievement of a 'licence' or evidence of specific training.

The expert witness is not consulted as a professional assessor, but as someone who is expert in the use of the type of equipment being used.

Annex C

Specific Criteria for the Assessment, Verification and Certification of Mail Services/Package Distribution

In the case of qualifications titled **Mail Services or Package Distribution** it is recognised that there are situations where the workplace may not be appropriate, or waiting for naturally occurring evidence is impractical in relation to units based on the National Occupational Standard SFL140 '**Contribute to safety and security in mail services**'. Skills for Logistics therefore allow centres to set up or devise assessment situations for this unit, with the prior agreement of the external verifier that the simulation is valid before assessment is undertaken.

Ofqual
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Llywodraeth Cynulliad Cymru
Welsh Assembly Government

Publications Code N027013 June 2011

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