

Pearson Edexcel Level 1 Award and Certificate in Warehousing and Storage

First registration June 2011

Pearson Edexcel Level 2 Certificate in Warehousing and Storage

First registration September 2010

Specification

Competence-based qualifications

Issue 4

Edexcel, BTEC and LCCI qualifications

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This specification is Issue 4. Key changes are listed in the summary table on the next page. We will inform centres of any changes to this issue. The latest issue can be found on the Pearson website: qualifications.pearson.com

These qualifications were previously known as:

Edexcel level 1 award and certificate in warehousing and storage (QCF)

Edexcel Level 2 certificate in warehousing and storage (QCF)

The QNs remain the same.

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Summary of Pearson Edexcel Level 1 Award and Certificate in Warehousing and Storage and Pearson Edexcel Level 2 Certificate in Warehousing and Storage specification Issue 4 changes

Summary of changes made between previous issue and this current issue	Page(s)
All references to QCF have been removed throughout the specification	Throughout
Definition of TQT added	2
Definition of sizes of qualifications aligned to TQT	3
Credit value range removed and replaced with lowest credit value for the shortest route through the qualification	5-10
TQT value added	5-10
GLH range removed and replaced with lowest GLH value for the shortest route through the qualification	5-10
QCF references removed from unit titles and unit levels in all units	17-179
Guided learning definition updated	14

Earlier issue(s) show(s) previous changes.

If you need further information on these changes or what they mean, contact us via our website at: qualifications.pearson.com/en/support/contact-us.html.

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Qualification titles covered by this specification

This specification gives you the information you need to offer the Pearson Edexcel Level 1 Award and Certificate and the Pearson Edexcel Level 2 Certificate in Warehousing and Storage:

Qualification title	Qualification Number (QN)	Accreditation start date
Pearson Edexcel Level 1 Award in Warehousing and Storage	600/2089/1	01/06/2011
Pearson Edexcel Level 1 Certificate in Warehousing and Storage	600/1946/3	01/06/2011
Pearson Edexcel Level 2 Certificate in Warehousing and Storage	501/1061/5	01/09/2010

Qualifications eligible and funded for post-16-year-olds can be found on the funding Hub. The Skills Funding Agency also publishes a funding catalogue that lists the qualifications available for 19+ funding. You should use the Qualification Number (QN), when you wish to seek public funding for your learners. Each unit within a qualification will also have a unique reference number, which is listed in this specification.

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

Key features of the Pearson Edexcel Level 1 Award and Certificate and the Pearson Edexcel Level 2 Certificate in Warehousing and Storage

These qualifications:

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

The Pearson Edexcel Level 2 Certificate in Warehousing and Storage forms part of the Specification of Apprenticeship Standards for England (SASE) Warehousing and Storage Intermediate Apprenticeship Framework.

What is the purpose of these qualifications?

The Pearson Edexcel Level 1 Award and Certificate in Warehousing and Storage are for people working or wishing to work in a warehousing and storage facility within the logistics sector. They will provide a pre-employment route as well as a foundation for those already working in this sector to progress to the Pearson Edexcel Level 2 Certificate in Warehousing and Storage

The Pearson Edexcel Level 2 Certificate in Warehousing and Storage aims to provide a suitable qualification that enables individuals to demonstrate their competence and understanding against a set of units based on the needs of the industry. The qualification has been designed to support those involved with distributive operations such as dealing with the handling and storing of goods within a commercial, industrial or remover's warehouse, or freight facility.

Sizes of NVQ/Competence-based qualifications

For all regulated qualifications, we specify a total number of hours that learners are expected to undertake in order to complete and show achievement for the qualification – this is the Total Qualification Time (TQT). The TQT value indicates the size of a qualification.

Within the TQT, we identify the number of Guided Learning Hours (GLH) that a centre delivering the qualification needs to provide. Guided learning means activities that directly or immediately involve tutors and assessors in teaching, supervising, and invigilating learners, for example lectures, tutorials, online instruction and supervised study.

As well as guided learning, there may be other required learning that is directed by tutors or assessors. This includes, for example, private study, preparation for assessment and undertaking assessment when not under supervision, such as preparatory reading, revision and independent research

As well as TQT and GLH, qualifications can also have a credit value – equal to one tenth of TQT, rounded to the nearest whole number.

TQT and credit values are assigned after consultation with users of the qualifications.

NVQ/Competence-based qualifications are available in the following sizes:

- Award – a qualification with a TQT value of 120 or less (equivalent to a range of 1–12 credits)
- Certificate – a qualification with a TQT value in the range of 121–369 (equivalent to a range of 13–36 credits)
- Diploma – a qualification with a TQT value of 370 or more (equivalent to 37 credits and above).

Qualification Objectives - Who are these qualifications for?

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

Pearson's policy is that the qualifications should:

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

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

The Level 1 Award and Certificate in Warehousing and Storage give learners the skills and knowledge they need to move into employment, e.g. through an apprenticeship, or other work-based programme of study.

These qualifications require individuals to demonstrate competence against National Occupational Standards (NOS) which are based on the needs of the warehousing and storage industry as defined by Skills for Logistics, the Sector Skills Council. As such they contribute to the development of skilled labour in the sector.

The Pearson Edexcel Level 2 Certificate in Warehousing and Storage will contribute towards the Warehousing and Storage Apprenticeship Framework.

What are the potential job roles for those working towards these qualifications?

- Stock control/replenishment assistant
- Stores assistant
- Warehouse worker/manager

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

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Learners completing the Pearson Edexcel Level 1 Award in Warehousing and Storage can progress onto the Level 1 Certificate or the Level 2 Certificate in Warehousing and Storage. The Level 2 Certificate is part of the Intermediate Apprenticeship Framework for Warehousing and Storage. Learners completing the Level 2 Certificate can progress onto level 3 qualifications in Management and Logistics Operations. Skills for Logistics are also planning to develop a Level 3 qualification in Warehousing and Storage.

What is the qualification structure for the Pearson Edexcel Level 1 Award in Warehousing and Storage?

Individual units can be found in the *Units* section. The level and credit value are given on the first page of each unit.

Pearson Edexcel Level 1 Award in Warehousing and Storage TQT = 120;
GLH (guided learning hours) = 87.

To achieve the Pearson Edexcel Level 1 Award in Warehousing and Storage learners must achieve 12 credits. They must achieve two credits from the mandatory unit, plus 10 credits from the optional units, of which a minimum of 5 credits must be taken from the Level 1 units in Group B1.

A – Mandatory unit

Credit value required: 2 credits

Unit 27: A/501/4966 – Health and Safety in the Workplace

B – Optional units

Credit value required: 10 credits

B1 – Level 1 units

Credit value required: minimum 5 credits, maximum 10 credits

Unit 28: A/601/3729 – Pick Goods in a Logistics Environment

Unit 29: M/601/3730 – Wrap and Pack Goods in a Logistics Environment

Unit 30: A/601/3763 – Assemble Orders for Dispatch in a Logistics Environment

Unit 31: H/601/3708 – Maintain the Cleanliness of Equipment in Logistics Operations

Unit 32: Y/601/3723 – Keep Work Areas Clean in a Logistics Environment

Unit 33: T/601/3762 – Maintain Hygiene Standards in Handling and Storing Goods in a Logistics Environment

Unit 34: M/601/3727 – Moving or Handling Goods Manually in Logistics Facilities

Unit 35: M/601/3758 – Use Equipment to Move Goods in Logistics Facilities

Unit 36: M/601/3713 – Keep Stock at Required Levels in a Logistics Environment

Unit 37: Y/601/3754 – Operate Equipment to Perform Work Requirements in a Logistics Environment

Unit 38: M/601/3761 – Receive Goods in a Logistics Environment

Unit 39: J/601/3765 – Sort Goods and Materials for Recycling or Disposal in a Logistics Environment

B2 – Level 2 units

Credit required: learners do not have to take credits from this group

Unit 2: H/601/7919 – Develop Effective Working Relationships with Colleagues in Logistics Operations

Unit 5: T/601/7925 – Place Goods in Storage in Logistics Operations

Unit 6: F/601/7930 – Process Orders for Customers in Logistics Operations

Unit 22: L/601/7932 – Process Returned Goods in Logistics Operations

Unit 25: Y/601/7920 – Contribute to the Provision of Customer Service in Logistics Operations

Unit 40: Y/601/9456 – Make an Effective Contribution to a Business in the Logistics Sector

What is the qualification structure for the Pearson Edexcel Level 1 Certificate in Warehousing and Storage?

Individual units can be found in the *Units* section. The level and credit value are given on the first page of each unit.

Pearson Edexcel Level 1 Certificate in Warehousing and Storage TQT = 140; GLH (guided learning hours) = 107.

To achieve the Pearson Edexcel Level 1 Certificate in Warehousing and Storage learners must achieve a total of 14 credits, two credits from the Mandatory unit, plus 12 credits from the optional units of which a minimum of 7 credits must be taken from the Level 1 units in Group B1.

A – Mandatory unit:

Credit value required: 2 credits

Unit 27: A/501/4966 - Health and Safety in the Workplace

B – Optional units

Credit value required: 12 credits

B1 – Level 1 units

Credit value required: minimum 7 credits, maximum 12 credits

Unit 28: A/601/3729 – Pick Goods in a Logistics Environment

Unit 29: M/601/3730 – Wrap and Pack Goods in a Logistics Environment

Unit 30: A/601/3763 – Assemble Orders for Dispatch in a Logistics Environment

Unit 31: H/601/3708 – Maintain the Cleanliness of Equipment in Logistics Operations

Unit 32: Y/601/3723 – Keep Work Areas Clean in a Logistics Environment

Unit 33: T/601/3762 – Maintain Hygiene Standards in Handling and Storing Goods in a Logistics Environment

Unit 34: M/601/3727 – Moving or Handling Goods Manually in Logistics Facilities

Unit 35: M/601/3758 – Use Equipment to Move Goods in Logistics Facilities

Unit 36: M/601/3713 – Keep Stock at Required Levels in a Logistics Environment

Unit 37: Y/601/3754 – Operate Equipment to Perform Work Requirements in a Logistics Environment

Unit 38: M/601/3761 – Receive Goods in a Logistics Environment

Unit 39: J/601/3765 – Sort Goods and Materials for Recycling or Disposal in a Logistics Environment

B2 – Level 2 units

Credit required: learners do not have to take credits from this group

Unit 2: H/601/7919 – Develop Effective Working Relationships with Colleagues in Logistics Operations

Unit 5: T/601/7925 – Place Goods in Storage in Logistics Operations

Unit 6: F/601/7930 – Process Orders for Customers in Logistics Operations

Unit 22: L/601/7932 – Process Returned Goods in Logistics Operations

Unit 25: Y/601/7920 – Contribute to the Provision of Customer Service in Logistics Operations

Unit 40: Y/601/9456 – Make an Effective Contribution to a Business in the Logistics Sector

What is the qualification structure for the Pearson Edexcel Level 2 Certificate in Warehousing and Storage?

Individual units can be found in the *Units* section. The level and credit value are given on the first page of each unit.

Pearson Edexcel Level 2 Certificate in Warehousing and Storage TQT = 260; GLH (guided learning hours) = 99.

To achieve this qualification learners must achieve 26 credits. Learners must complete both units from mandatory group A, two units from optional group B, one unit each from optional groups C, D and E and any combination from optional group F to a minimum of 6 credits.

Mandatory group A

Credit value required: minimum 7, maximum 7.

Unit 1: K/502/1072 – Health, Safety and Security at Work

Unit 2: H/601/7919 – Develop Effective Working Relationships with Colleagues in Logistics Operations

Optional group B

Credit value required: minimum 6, maximum 7.

Unit 3: R/601/7916 – Pick Goods in Logistics Operations

Unit 4: Y/601/7917 – Wrap and Pack Goods in Logistics Operations

Unit 5: T/601/7925 – Place Goods in Storage in Logistics Operations

Unit 6: F/601/7930 – Process Orders for Customers in Logistics Operations

Unit 7: J/601/7931 – Assemble Orders for Dispatch in Logistics Operations

Optional group C

Credit value required: minimum 3, maximum 3.

Unit 8: M/601/7910 – Maintain the Cleanliness of Equipment in Logistics Operations

Unit 9: F/601/7913 – Keep Work Areas Clean in Logistics Operations

Unit 10: L/601/7929 – Maintain Hygiene Standards in Handling and Storing Goods in Logistics Operations

Optional group D

Credit value required: minimum 1, maximum 4.

Unit 11: J/601/7914 – Moving and/or Handling Goods in Logistics Operations

Unit 12: H/601/7922 – Use Equipment to Move Goods in Logistics Operations

Unit 13: A/601/8994 – Use a Forklift Side-Loader in Logistics Operations

Unit 14: M/601/8992 – Use an Industrial Forklift Truck in Logistics Operations

Unit 15: T/601/8993 – Use a Hoist in Logistics Operations

Unit 16: F/601/8995 – Use a Compact Crane in Logistics Operations

Optional group E

Credit value required: minimum 3, maximum 3.

Unit 17: T/601/7911 – Keep Stock at Required Levels in Logistics Operations

Unit 18: D/601/7935 – Check Stock Levels and Stock Records

Optional group F

Credit value required: minimum 6.

Unit 19: D/601/7921 – Operate Equipment to Perform Work Requirements in Logistics Operations

Unit 20: K/601/7923 – Receive Goods in Logistics Operations

Unit 21: J/601/7928 – Maintain the Safety and Security of Hazardous Goods and Materials in Logistics Operations

Unit 22: L/601/7932 – Process Returned Goods in Logistics Operations

Unit 23: R/601/7933 – Sort Goods and Materials for Recycling or Disposal in Logistics Operations

Unit 24: Y/601/7934 – Supervise the Receipt, Storage or Dispatch of Goods

Unit 25: Y/601/7920 – Contribute to the Provision of Customer Service in Logistics Operations

Unit 26: H/600/6578 – Principles of Food Safety in Logistics

How are these qualifications graded and assessed?

The overall grade for these qualifications is a 'pass'. Learners 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.

These 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 qualifications in the, or
- as part of a training programme.

Skills for Logistics assessment guidance for qualifications in the

The assessment guidance for qualifications in the can be found in *Annexe C*.

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 accrediting 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 including the following examples:

- direct observation of the learner's performance by their assessor
- outcomes from oral or written questioning
- products of the learner's work
- personal statements and/or reflective accounts
- outcomes from simulation, where permitted by the Skills for Logistics assessment guidance for qualifications in the
- professional discussion
- assignment, project/case studies
- authentic statements/witness testimony
- expert witness testimony
- reflective accounts
- evidence of Recognition of Prior Learning.

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 Pearson standards verifier. A range of recording documents is available on the Pearson website qualifications.pearson.com. Alternatively, centres may develop their own.

Centre recognition and approvals

Centre recognition

Centres that have not previously offered Pearson 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 Pearson 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. Pearson 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 Pearson's quality assurance processes is given in *Annexe A*.

What resources are required to deliver these qualifications?

These qualifications are designed to support learners working in the warehousing and storage sector. Physical resources need to support the delivery of the qualifications and the assessment of the learning outcomes and must be of industry standard. Centres must meet any specific resource requirements outlined in *Annexe C: Assessment guidance*.

Unit format

Each unit in this specification contains the following sections.

Unit title:					This is the formal title of the unit that will appear on the learner's certificate	
Unit reference number:					This code is a unique reference number for the unit.	
Level:					All units and qualifications have a level assigned to them. The level assigned is informed by the level descriptors by Ofqual, the qualifications regulator.	
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:					Guided Learning Hours (GLH) is the number of hours that a centre delivering the qualification needs to provide. Guided learning means activities that directly or immediately involve tutors and assessors in teaching, supervising, and invigilating learners, for example lectures, tutorials, online instruction and supervised study.	
Unit summary:					This provides a summary of the purpose of the unit.	
Assessment requirements/evidence requirements:					The assessment/evidence requirements are determined by the SSC. Learners must provide evidence for each of the requirements stated in this section.	
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: Health, Safety and Security at Work

Unit reference number: K/502/1072

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 shutdown and evacuation, using emergency equipment correctly and safely, and monitoring the workplace for hazards.

Assessment requirements/evidence requirements

Assessment should be in the work place as much as possible.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 work safely	1.1 take appropriate action in the event of fire, emergencies or accidents 1.2 identify where alarms, emergency exits, escape routes, emergency equipment and assembly points are located 1.3 demonstrate safe and appropriate use of emergency equipment 1.4 distinguish between different alarm sounds 1.5 comply with equipment operating procedures and manufacturers instructions 1.6 demonstrate safe handling and lifting techniques 1.7 demonstrate correct use and maintenance of any protective clothing and/or equipment 1.8 comply with personal responsibilities under the health & safety at work act / COSHH 1.9 identify who the nominated firstaiders are			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to monitor the workplace for hazards	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 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 2.3 demonstrate how to handle and store hazardous substances including debris 2.4 demonstrate how to store materials and equipment 2.5 explain what the most likely accidents and emergencies in the workplace are and how to deal with them 2.6 comply with personal responsibilities under the COSHH (Control of Substances Hazardous to Health)			
3 Be able to contribute to workplace security	3.1 outline and comply with the organisation's rules, codes, guidelines and standards relating to security 3.2 explain how to deal with loss of property			

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 2: **Develop Effective Working Relationships with Colleagues in Logistics Operations**

Unit reference number: H/601/7919

Level: 2

Credit value: 4

Guided learning hours: 15

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 develop effective working relationships with colleagues in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures for developing effective working relationships in logistics operations that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • quality standards • confidentiality • equality and diversity <p>1.2 describe own roles and responsibilities and those of a colleague</p> <p>1.3 explain the importance of good communication methods</p> <p>1.4 explain the importance of feedback to improve work performance</p> <p>1.5 explain how to identify learning needs and the opportunities for learning that are available</p> <p>1.6 explain how to deal constructively with misunderstandings and difficulties that can arise in working relationships</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to develop effective working relationships with colleagues in logistics operations	2.1 communicate with colleagues effectively 2.2 confirm tasks, priorities and responsibilities clearly and accurately with colleagues 2.3 respond to requests from colleagues that fall within your responsibility 2.4 report any circumstances that prevent the achievement of quality standards 2.5 obtain information and assistance from colleagues 2.6 seek relevant feedback on work achievements and performance from relevant people 2.7 determine own learning needs based on feedback and observation of own performance 2.8 agree a learning plan that outlines realistic development opportunities and timescales			

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 3: Pick Goods in Logistics Operations

Unit reference number: R/601/7916

Level: 2

Credit value: 3

Guided learning hours: 15

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 how to pick goods in logistics operations	1.1 explain the relevant organisational policies and procedures picking goods in logistics operations that relate to: <ul style="list-style-type: none"> – health, safety and security requirements – environmental factors – special requirements – personal protective equipment – picking methods 1.2 identify any specific hazards in relation to moving and handling the goods 1.3 describe the types of equipment that can be used to pick the goods 1.4 describe the correct handling methods for the goods 1.5 describe the roles and responsibilities of colleagues in relation to picking goods 1.6 identify problems that can occur when picking and handling the goods 1.7 explain appropriate action when dealing with identified problems			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to pick the goods in logistics operations	2.1 locate the goods to be picked 2.2 apply correct picking methods/equipment for the type of goods and size of order 2.3 use the correct handling methods and/or picking equipment to pick the goods			
3 Be able to prepare the goods for assembling orders in logistics operations	3.1 place the goods into the appropriate location, receptacle or onto pallets 3.2 position the picked goods ready for assembling orders 3.3 use the correct handling methods and/or equipment to place the goods correctly for assembling orders			

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 4: Wrap and Pack Goods in Logistics Operations

Unit reference number: Y/601/7917

Level: 2

Credit value: 3

Guided learning hours: 12

Unit summary

What this unit is about

This unit is about wrapping and packing goods as part of the logistics operation. It deals with identifying the goods and the correct method and materials for wrapping and 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 and packing activities.

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 prepare the goods for wrapping and packing in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures for packing the goods in logistics operations that relate to:</p> <ul style="list-style-type: none"> – health, safety and security requirements – environmental factors – special requirements – personal protective equipment – waste minimisation and disposal <p>1.2 describe the types of wrapping and packing materials to be used for packing the goods</p> <p>1.3 describe the tools and equipment to be used for packing the goods</p> <p>1.4 describe the roles and responsibilities of colleagues in relation to packing the goods</p> <p>1.5 identify problems that can occur when wrapping and packing the goods</p> <p>1.6 explain appropriate action when dealing with identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to wrap and pack the goods in logistics operations	2.1 check that the goods being packed match the specifications provided in the information 2.2 comply with all health, safety and security issues relating to wrapping and packing the goods 2.3 schedule the packing of the goods according to agreed work instructions 2.4 protect goods from damage while they are being packed 2.5 use the appropriate tools and equipment safely in accordance with organisational procedures 2.6 pack, wrap and seal goods using the correct type and quantity of packing materials 2.7 minimise waste 2.8 label the packages with the correct information for further use 2.9 dispose of waste materials correctly and promptly			

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 5: Place Goods in Storage in Logistics Operations

Unit reference number: T/601/7925

Level: 2

Credit value: 4

Guided learning hours: 16

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 place goods in storage logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures for placing the goods into storage in logistics operations, that relate to:</p> <ul style="list-style-type: none"> – health, safety and security – environmental factors – special requirements – storage conditions – stock rotation <p>1.2 describe the different sources and types of information required for placing the goods</p> <p>1.3 describe the areas for storing different types of goods</p> <p>1.4 explain the importance of preparing storage areas before placing goods</p> <p>1.5 describe the equipment and facilities required in the area receiving goods</p> <p>1.6 explain the correct handling methods for different types of goods</p> <p>1.7 identify problems that can occur when placing goods in storage</p> <p>1.8 explain appropriate action when dealing with identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to place goods in storage in logistics operations	2.1 ensure that the area is clean, tidy and clear of obstructions 2.2 use the correct handling methods and/or equipment to place the goods into storage 2.3 place the goods in the correct location for space utilisation, to prevent damage and meet distribution requirements 2.4 update stock-control records accurately 2.5 communicate clearly and accurately, with appropriate people, the monitoring and storage arrangements for the goods			

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 6: Process Orders for Customers in Logistics Operations

Unit reference number: F/601/7930

Level: 2

Credit value: 3

Guided learning hours: 10

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 prepare for the processing of orders for customers in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures for processing orders for customers in logistics operations, that relate to:</p> <ul style="list-style-type: none"> – health, safety and security – personal protective equipment – environmental factors – special requirements – stock control and ordering systems – the importance of confidentiality <p>1.2 describe different types of customer</p> <p>1.3 explain the information required for processing customer orders</p> <p>1.4 identify problems that can occur when processing orders for customers</p> <p>1.5 explain appropriate action when dealing with identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to process orders for customers in logistics operations	2.1 obtain information to process orders for customers 2.2 provide customers with the correct delivery information 2.3 pass on orders and invoicing information to the appropriate people 2.4 demonstrate how to deal with enquiries relating to the processing of orders 2.5 communicate effectively with different types of customers 2.6 store customers' details securely and in accordance with organisational policies and procedures			

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 7: Assemble Orders for Dispatch in Logistics Operations

Unit reference number: J/601/7931

Level: 2

Credit value: 3

Guided learning hours: 12

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 assemble orders for dispatch in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures for assembling orders for dispatch in logistics operations, that relate to:</p> <ul style="list-style-type: none"> – health, safety and security – personal protective equipment – environmental factors – special requirements – stock recording systems – scheduling <p>1.2 describe the characteristics of the order to be assembled</p> <p>1.3 explain the handling methods and equipment to be used when assembling the orders</p> <p>1.4 identify problems that can occur when assembling orders for dispatch</p> <p>1.5 explain appropriate action when dealing with identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to assemble the orders for dispatch in logistics operations	2.1 obtain information to assemble the orders for dispatch 2.2 check that the area used to dispatch goods is clean and clear of obstructions and hazards 2.3 check that the goods are in stock and accessible for assembly 2.4 assemble the order with the correct type and quantity of goods ready for dispatch, in accordance with the information obtained 2.5 demonstrate how to maintain the condition of the goods whilst the order is being assembled			

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 8: **Maintain the Cleanliness of Equipment in Logistics Operations**

Unit reference number: M/601/7910

Level: 2

Credit value: 3

Guided learning hours: 10

Unit summary

What this unit is about

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

Who this unit is for

This unit is relevant to operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 prepare self and equipment for inspection and cleaning in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures, in relation to inspecting and maintaining the cleanliness of equipment in logistics operations, that relate to:</p> <ul style="list-style-type: none"> – health, safety and security – legal requirements – operating requirements – personal protective equipment – waste disposal – replenishment <p>1.2 describe how to ensure the equipment is safe before routine inspection and cleaning</p> <p>1.3 explain the following, in relation to the equipment that is to be inspected and cleaned:</p> <ul style="list-style-type: none"> – cleaning routines – methods – materials <p>1.4 identify problems that can occur with the inspecting and maintaining the cleanliness of the equipment</p> <p>1.5 explain appropriate action when dealing with the identified problems</p>			

Learning outcomes		Assessment criteria	Evidence type	Portfolio reference	Date
2	Be able to inspect and maintain the cleanliness of equipment in logistics operations	2.1 use the correct use of personal protective clothing when inspecting and cleaning the equipment 2.2 use the correct cleaning routines according to organisational procedures and the required timescales 2.3 use the approved cleaning methods and materials as specified in the manufacturers' instructions			
3	Be able to undertake post cleaning procedures for keeping the equipment in good working order in logistics operations	3.1 dispose of waste in accordance with health and safety, and operational procedures 3.2 check that the equipment can be safely returned to operating conditions after cleaning 3.3 store any unused cleaning materials correctly according to manufacturers' instructions 3.4 replenish used materials			

Learner name: _____

Date: _____

Learner signature: _____

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Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 9: Keep Work Areas Clean in Logistics Operations

Unit reference number: F/601/7913

Level: 2

Credit value: 3

Guided learning hours: 10

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 requirements relating to the cleaning of work areas in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures for cleaning work areas in logistics operations, that relate to:</p> <ul style="list-style-type: none"> – health, safety and security – environmental factors – legal requirements – operating requirements – personal protective equipment – personal health and hygiene standards – replenishment – waste disposal <p>1.2 describe different procedures to maintain cleanliness in different work areas</p> <p>1.3 explain the importance of keeping the workplace clean and tidy for health and safety purposes</p> <p>1.4 identify problems that can occur when maintaining the cleanliness of work areas</p> <p>1.5 explain appropriate action when dealing with the identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to carry out correct cleaning procedures in logistics operations	2.1 use Personal Protective Equipment correctly 2.2 clean the work area thoroughly using the correct cleaning materials 2.3 protect people in the work area from cleaning hazards during the cleaning process 2.4 use the correct signage during the cleaning process 2.5 follow operational procedures to ensure that other people are not inconvenienced during the cleaning process			
3 Be able to follow post cleaning procedures in logistics operations	3.1 dispose of any waste in accordance with organisational procedures 3.2 ensure any unused cleaning materials are stored correctly according to manufacturers' instructions 3.3 replenish used materials			

Learner name: _____

Date: _____

Learner signature: _____

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Assessor signature: _____

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Internal verifier signature: _____

Date: _____

(if sampled)

Unit 10: **Maintain Hygiene Standards in Handling and Storing Goods in Logistics Operations**

Unit reference number: L/601/7929

Level: 2

Credit value: 3

Guided learning hours: 16

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 hygiene standards when handling and storing goods in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures for maintaining hygiene standards in handling and storing goods in logistics operations, that relate to:</p> <ul style="list-style-type: none"> – health, safety and security – protective clothing – personal hygiene – environmental factors – special requirements – waste disposal <p>1.2 identify problems that can occur when maintaining hygiene standards when handling and storing goods</p> <p>1.3 explain appropriate action when dealing with identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to maintain standards of hygiene when handling and storing goods in logistics operations	2.1 maintain standards of personal hygiene required for the handling and storage of goods in specific storage environments 2.2 use the correct protective clothing in relation to the goods and the storage environment 2.3 apply the hygiene standards required to maintain the quality and condition of the goods and the storage environment 2.4 handle the goods using the correct handling methods and equipment 2.5 dispose of waste in accordance with organisational policies and procedures			

Learner name: _____

Date: _____

Learner signature: _____

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(if sampled)

Unit 11: Moving and/or Handling Goods in Logistics Operations

Unit reference number: J/601/7914

Level: 2

Credit value: 4

Guided learning hours: 15

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 move and/or handle goods in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures for moving and/or handling goods in logistics operations that relate to:</p> <ul style="list-style-type: none"> – health, safety and security – environmental factors – special requirements – legal requirements – operating requirements – personal protective equipment <p>1.2 identify any specific hazards in relation to moving and/or handling the goods</p> <p>1.3 describe methods for moving and/or handling the goods safely</p> <p>1.4 explain circumstances when assistance is required to move and/or handle the goods and how this assistance is applied</p> <p>1.5 identify problems that can occur when moving and/or handling the goods</p> <p>1.6 explain appropriate action when dealing with identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to move and/or handle the goods in logistics operations	2.1 identify the goods to be moved and/or handled 2.2 use suitable handling methods to move the goods safely and correctly 2.3 position and set down the goods in the required location 2.4 place the goods so that they can be easily identified and accessed			

Learner name: _____

Date: _____

Learner signature: _____

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Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 12: Use Equipment to Move Goods in Logistics Operations

Unit reference number: H/601/7922

Level: 2

Credit value: 3

Guided learning hours: 18

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 use equipment to move goods in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures for using equipment in a logistics operation that relate to:</p> <ul style="list-style-type: none"> – health, safety and security requirements – environmental factors – special requirements – personal protective equipment – operating requirements – hazards – loss or damage to goods <p>1.2 describe the characteristics of the different types of goods to be moved</p> <p>1.3 describe different types of equipment that can be used for moving and transferring goods</p> <p>1.4 describe methods for lifting, moving and setting down different types of goods</p> <p>1.5 explain how the equipment is used</p> <p>1.6 explain the importance of positioning goods in a suitable way for future use</p> <p>1.7 identify problems that can occur when using the equipment</p> <p>1.8 explain appropriate action when dealing with identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to use equipment to move goods in logistics operations	2.1 check the goods are suitable for lifting 2.2 identify the correct equipment for lifting the goods 2.3 check that the area of work is safe and secure for the movement and transfer of the goods 2.4 undertake the pre-checks required for the equipment 2.5 confirm the location for the goods to be positioned and set down 2.6 undertake the operation in a safe and controlled manner with due regard to the surrounding environment			

Learner name: _____

Date: _____

Learner signature: _____

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Assessor signature: _____

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(if sampled)

Unit 13: Use a Forklift Side-loader in Logistics Operations

Unit reference number: A/601/8994

Level: 2

Credit value: 1

Guided learning hours: 2

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 how to prepare a forklift side-loader in logistics operations	1.1 explain the relevant organisational policies and procedures in relation to using a forklift side-loader, that relate to: <ul style="list-style-type: none"> – health, safety and security – legal requirements – operating requirements – personal protective equipment – reporting defects 1.2 describe how to carry out all manufacturers’ pre-start checks 1.3 explain the operation of the vehicle instruments and controls 1.4 describe how to prepare the forklift side-loader for each lift 1.5 explain the observations required to ensure the safety of self and others 1.6 identify problems that can occur when preparing the forklift side-loader for work 1.7 explain appropriate action when dealing with the identified problems			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Use a forklift side-loader in logistics operations	2.1 use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations 2.2 carry out all manufacturers' pre-start checks 2.3 manoeuvre the forklift side-loader safely and include: <ul style="list-style-type: none"> – the appropriate use of signals – using the appropriate speed for the forklift side-loader and manoeuvre – monitoring the actions of others – ensuring there is no damage to the forklift side-loader and surrounding environment – ensuring the vehicle is in a suitable position for the required activities 2.4 stack goods using the forklift side-loader 2.5 de-stack goods using the forklift side-loader 2.6 carry out shut down, isolation and securing procedures 2.7 carry out all manufacturers' post operational checks			

Learner name: _____

Date: _____

Learner signature: _____

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Assessor signature: _____

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Date: _____

(if sampled)

Unit 14: Use an Industrial Forklift Truck in Logistics Operations

Unit reference number: M/601/8992

Level: 2

Credit value: 1

Guided learning hours: 2

Unit summary

What this unit is about

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

Who this unit is for

This unit is relevant to operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 prepare the forklift for work in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures, in relation to using a forklift truck in logistics operations, that relate to:</p> <ul style="list-style-type: none"> – health, safety and security – legal requirements – operating requirements – personal protective equipment – reporting defects <p>1.2 describe how to carry out all manufacturers' pre-start checks</p> <p>1.3 explain the operation of the vehicle instruments and controls</p> <p>1.4 describe how to prepare the forklift truck for each lift</p> <p>1.5 explain the observations required to ensure the safety of self and others</p> <p>1.6 identify problems that can occur when preparing the forklift truck for work</p> <p>1.7 explain appropriate action when dealing with the identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Use a forklift truck in logistics operations	2.1 use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations 2.2 carry out all manufacturers' pre-start checks 2.3 manoeuvre the forklift truck safely and include: <ul style="list-style-type: none"> – the appropriate use of signals – using the appropriate speed for the forklift truck and manoeuvre – monitoring the actions of others – ensuring there is no damage to the forklift truck and surrounding environment – ensuring the vehicle is in a suitable position for the required activities 2.4 stack goods using the forklift truck 2.5 de-stack goods using the forklift truck 2.6 carry out shut down, isolation and securing procedures 2.7 carry out all manufacturers' post operational checks			

Learner name: _____

Date: _____

Learner signature: _____

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Assessor signature: _____

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Internal verifier signature: _____

Date: _____

(if sampled)

Unit 15: Use a Hoist in Logistics Operations

Unit reference number: T/601/8993

Level: 2

Credit value: 1

Guided learning hours: 2

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 prepare the hoist for work in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures, in relation to preparing the hoist for work in logistics operations, that relate to:</p> <ul style="list-style-type: none"> – health, safety and security – legal requirements – operating requirements – personal protective equipment – reporting defects <p>1.2 describe how to carry out all manufacturers’ pre-start checks</p> <p>1.3 describe how to check that all related equipment is positioned in relation to manufacturers’ instructions</p> <p>1.4 describe how to carry out the emergency lowering procedure</p> <p>1.5 identify problems that can occur when using a hoist in logistics operations</p> <p>1.6 explain appropriate action when dealing with the identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Use a hoist in logistics operations	2.1 use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations 2.2 carry out all manufacturers' pre-start checks 2.3 prepare an exclusion zone in the relevant area 2.4 agree signal codes with the signaller 2.5 use the hoist safely and correctly 2.6 carry out shut down, isolation and securing procedures 2.7 carry out all manufacturers' post operational checks			

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 16: Use a Compact Crane in Logistics Operations

Unit reference number: F/601/8995

Level: 2

Credit value: 1

Guided learning hours: 2

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 prepare a crane for work in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures in relation to using a compact crane in logistics operations that relate to:</p> <ul style="list-style-type: none"> – health, safety and security – legal requirements – operating requirements – personal protective equipment – reporting defects <p>1.2 describe how to carry out all manufacturers' pre-start checks</p> <p>1.3 explain the operation of the instruments and controls</p> <p>1.4 identify problems that can occur when using a compact crane</p> <p>1.5 explain appropriate action when dealing with identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Use a compact crane in logistics operations	2.1 use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations 2.2 carry out all manufacturers' pre-start checks 2.3 use the compact crane safely and correctly 2.4 carry out shut down, isolation and securing procedures 2.5 carry out all manufacturers' post operational checks			

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 17: Keep Stock at Required Levels in Logistics Operations

Unit reference number: T/601/7911

Level: 2

Credit value: 3

Guided learning hours: 12

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 required stock levels in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures, in relation to keeping stock at required levels in logistics operations, that relate to:</p> <ul style="list-style-type: none"> – health, safety and security – legal requirements – operating requirements – rotation methods <p>1.2 describe when to replenish stock</p> <p>1.3 describe how the regular or routine checks on stock levels are carried out</p> <p>1.4 explain the process for dealing with any damaged, faulty or out-of-date items</p> <p>1.5 describe the correct handling methods and/or equipment to move stock</p> <p>1.6 describe correct labelling procedures</p> <p>1.7 identify problems that can occur when maintaining stock levels</p> <p>1.8 explain appropriate action when dealing with the identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to maintain stock at required levels in logistics operations	2.1 check the required stock level and the actual level of stock 2.2 identify any damaged, faulty or out-of-date items and move them to the appropriate location 2.3 use stock rotation methods to ensure the stock is utilised effectively 2.4 replenish the stock 2.5 handle the goods using safe and correct handling methods 2.6 label stock accurately according to organisational requirements 2.7 position the stock in the correct locations for further use 2.8 update the stock records after replenishing stock levels according to organisational requirements			

Learner name: _____

Date: _____

Learner signature: _____

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Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 18: Check Stock Levels and Stock Records

Unit reference number: D/601/7935

Level: 2

Credit value: 3

Guided learning hours: 10

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 check stock levels and stock records in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures for checking stock levels and stock records in logistics operations, that relate to:</p> <ul style="list-style-type: none"> – health, safety and security – environmental factors – special requirements – stock control systems – reporting and recording systems <p>1.2 explain the purpose of a stock check</p> <p>1.3 explain the roles and responsibilities of colleagues involved with checking stock levels and stock records</p> <p>1.4 describe the format, structure and content of stock check reporting required by the organisation</p> <p>1.5 explain how to identify discrepancies in stock figures and records</p> <p>1.6 identify problems that can occur when checking stock levels and stock records</p> <p>1.7 explain appropriate action when dealing with identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to check stock levels and stock records in logistics operations	2.1 carry out the checking of the stock levels according to organisational procedures 2.2 record the results of the stock check accurately 2.3 check the findings against the records to identify any discrepancies 2.4 check for any discrepancies 2.5 disseminate the information to relevant people			

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 19: **Operate Equipment to Perform Work Requirements in Logistics Operations**

Unit reference number: D/601/7921

Level: 2

Credit value: 8

Guided learning hours: 30

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 operate equipment to perform work requirements in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures for operating equipment in logistics operations that relates to:</p> <ul style="list-style-type: none"> – health, safety and security requirements – environmental factors – special requirements – personal protective equipment – operating requirements <p>1.2 describe the different types of equipment that can be used for the work activities</p> <p>1.3 explain:</p> <ul style="list-style-type: none"> – the characteristics and capabilities – how to set up and adjust – common types of defect <p>of the equipment that can be used to perform the work activities</p> <p>1.4 explain how to set up and adjust the equipment to be used to perform the work activities</p> <p>1.5 identify problems that can occur when operating the equipment</p> <p>1.6 explain appropriate action when dealing with identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to check that the appropriate equipment is available, safe to use and operational in logistics operations	2.1 check that the equipment is suitable, safe and available for use 2.2 check that the equipment is set up in accordance with work instructions and organisational procedures 2.3 carry out routine checks before and after using the equipment 2.4 adjust the equipment in accordance with manufacturers' instructions, safety and work requirements			
3 Be able to operate and monitor the equipment to maintain safe operation throughout the work activity in logistics operations	3.1 select the equipment for the work activity 3.2 use the equipment safely in accordance with work requirements, operational and organisational procedures and practices 3.3 use the correct personal protective equipment when operating the equipment 3.4 monitor the equipment and report and/or record any defects and damage to the equipment immediately, according to manufacturers' instructions, operational and organisational procedures and practices			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
4 Be able to shut down the equipment and complete post operational maintenance procedures	4.1 shut down the equipment safely and in accordance with manufactures' instructions, operational and organisational procedures and practices 4.2 complete post-operation maintenance procedures for the equipment in accordance with manufacturers' instructions, operational and organisational procedures and practices			

Learner name: _____

Date: _____

Learner signature: _____

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Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 20: Receive Goods in Logistics Operations

Unit reference number: K/601/7923

Level: 2

Credit value: 3

Guided learning hours: 15

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 how to receive goods in logistics operations	1.1 explain the relevant organisational policies and procedures for the goods being received in logistics operations, that relate to: <ul style="list-style-type: none"> – health, safety and security – environmental factors – special requirements – operational requirements – stock control 1.2 describe the different sources and types of information required for receiving the goods 1.3 describe the equipment and facilities required in the area receiving goods 1.4 explain the correct handling methods for different types of goods 1.5 explain the correct procedures for unloading vehicles 1.6 identify problems that can occur when receiving goods 1.7 explain appropriate action when dealing with identified problems			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to receive goods in logistics operations	2.1 check the goods received match the specifications provided in the information 2.2 check that any equipment to be used has been prepared correctly in accordance with manufacturers' instructions, work requirements, operational and organisational procedures and practices 2.3 check that the area to be used for receiving the goods is clean and free from obstructions and hazards 2.4 demonstrate the correct method for handling, moving and setting down the goods 2.5 use the correct handling equipment for lifting, moving and setting down the goods in accordance with organisational procedures and practices 2.6 check the goods have been unloaded safely in accordance with storage requirements 2.7 complete all required documentation accurately			

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 21: **Maintain the Safety and Security of Hazardous Goods and Materials in Logistics Operations**

Unit reference number: J/601/7928

Level: 3

Credit value: 6

Guided learning hours: 30

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 security of hazardous goods and materials in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures for maintaining the safety and security of hazardous goods and materials in logistics operations, that relate to:</p> <ul style="list-style-type: none"> – health, safety and security – personal protective equipment – environmental factors – special requirements – storage conditions – monitoring systems <p>1.2 explain the appropriate action to take in an emergency</p> <p>1.3 explain the meaning of different hazardous markings and areas</p> <p>1.4 describe storage and distribution requirements for the hazardous goods and materials including any precautions that must be taken</p> <p>1.5 explain the use of equipment that can be used when maintaining the safety and security of hazardous goods and materials</p> <p>1.6 identify problems that can occur when maintaining the safety and security of hazardous goods and materials</p> <p>1.7 explain appropriate action when dealing with identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to maintain the safety and security of hazardous goods and materials in logistics operations	2.1 obtain all relevant information on the hazardous goods and materials 2.2 demonstrate that the correct precautions have been undertaken in accordance with health and safety and organisational policies and procedures 2.3 monitor the condition of the hazardous goods and materials in accordance with manufacturers' instructions and organisational policies and procedures 2.4 manoeuvre the hazardous goods and materials safely with the appropriate equipment according to agreed procedures			

Learner name: _____

Date: _____

Learner signature: _____

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Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 22: Process Returned Goods in Logistics Operations

Unit reference number: L/601/7932

Level: 2

Credit value: 3

Guided learning hours: 15

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 process returned goods in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures for processing returned goods in logistics operations, that relate to:</p> <ul style="list-style-type: none"> – health, safety and security – personal protective equipment – environmental factors – special requirements – customer rights – stock recording systems – scheduling – waste management <p>1.2 describe the main reasons for goods being returned</p> <p>1.3 explain the process for goods being returned</p> <p>1.4 identify problems that can occur when processing returned goods</p> <p>1.5 explain appropriate action when dealing with identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to process returned goods in logistics operations	2.1 obtain all relevant information on the goods being returned 2.2 return the goods to the appropriate locations 2.3 update stock control records accurately 2.4 label any goods that are to be returned to the supplier or manufacturer 2.5 dispose of any waste correctly and promptly in accordance with work instructions, requirements, organisational procedures and practices			

Learner name: _____

Date: _____

Learner signature: _____

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Assessor signature: _____

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Internal verifier signature: _____

Date: _____

(if sampled)

Unit 23: **Sort Goods and Materials for Recycling or Disposal in Logistics Operations**

Unit reference number: R/601/7933

Level: 2

Credit value: 3

Guided learning hours: 10

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 sort goods and materials for recycling or disposal in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures for sorting goods and materials for recycling and disposal in logistics operations, that relate to:</p> <ul style="list-style-type: none"> – health, safety and security – personal protective equipment – environmental factors – special requirements – waste management – roles and responsibilities of colleagues <p>1.2 Explain the types of goods and materials that are suitable for recycling and those that are not</p> <p>1.3 Identify problems that can occur when sorting goods for recycling or disposal</p> <p>1.4 Explain appropriate action when dealing with identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to sort the goods and materials for recycling or disposal in logistics operations	2.1 Undertake initial checks to determine the suitability of the goods and materials for recycling or disposal 2.2 Sort the goods and materials correctly 2.3 Remove any parts of the goods and materials that are not suitable for recycling and dispose of them correctly 2.4 Handle the goods and materials using the correct handling methods and equipment 2.5 Position the goods or materials suitable for recycling or disposal into the correct locations 2.6 Prepare the goods or materials for further processing according to the organisation's specifications for recycling or disposal			

Learner name: _____

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Learner signature: _____

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Assessor signature: _____

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Date: _____

(if sampled)

Unit 24: Supervise the Receipt, Storage or Dispatch of Goods

Unit reference number: Y/601/7934

Level: 3

Credit value: 6

Guided learning hours: 20

Unit summary

What this unit is about

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

Who this unit is for

This unit is aimed at operatives in logistics operations who could, for example, be working in warehousing and storage, transport or freight forwarding.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 supervise the receipt, storage or dispatch of goods in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures for supervising the receipt, storage or dispatch of goods in logistics operations, that relate to:</p> <ul style="list-style-type: none"> – health, safety and security – environmental factors – special requirements – stock rotation – monitoring and testing <p>1.2 explain sources of information required to determine the capacity and limitations of the storage facility</p> <p>1.3 describe the equipment that can be used for the receipt, storage or dispatch of the goods</p> <p>1.4 identify problems that can occur when monitoring the receipt, storage or dispatch of goods</p> <p>1.5 explain appropriate action when dealing with identified problems</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to supervise the receipt, storage or dispatch of goods in logistics operations	2.1 inspect the type, condition, quantity of the goods being received, stored or dispatched 2.2 check the storage conditions and equipment required to receive, store or dispatch the goods 2.3 organise the movement or rotation of goods to assist receiving, storing or dispatching goods 2.4 demonstrate how to use the organisation's resources effectively 2.5 communicate effectively with others 2.6 complete records for supervising the receipt, storage or dispatch of goods accurately			

Learner name: _____

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Internal verifier signature: _____

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(if sampled)

Unit 25: **Contribute to the Provision of Customer Service in Logistics Operations**

Unit reference number: Y/601/7920

Level: 2

Credit value: 3

Guided learning hours: 18

Unit summary

What this unit is about

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

Who this unit is for

This unit is relevant to those who work in the logistics sector who work both individually and as part of 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. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 contribute to the provision of customer services in logistics operations</p>	<p>1.1 explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to:</p> <ul style="list-style-type: none"> – health, safety and security – personal protective equipment – maintaining effective customer relations – personal appearance and hygiene – reporting procedures and systems – recording information – confidentiality – complaints <p>1.2 describe different types of customers in relation to own organisation</p> <p>1.3 describe the importance of:</p> <ul style="list-style-type: none"> – promoting the organisation’s image positively – effective communication – good customer service <p>1.4 identify the services available to customers in own organisation</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
	<p>1.5 describe the implications of:</p> <ul style="list-style-type: none"> - a negative image on your organisation - poor communication - poor customer service <p>1.6 describe:</p> <ul style="list-style-type: none"> - own role in dealing with customer complaints and - the limits of your responsibility <p>1.7 identify who to report to when you are unable to deal with a customer enquiry or request</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to contribute to the provision of customer services in logistics operations	2.1 follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations, that relate to: <ul style="list-style-type: none"> – health, safety and security – personal protective equipment – maintaining effective customer relations – personal appearance and hygiene – reporting procedures and systems – recording information – confidentiality – complaints 2.2 develop positive relationships with customers 2.3 ensure that own personal appearance and hygiene meet organisational policies and standards 2.4 communicate effectively with customers 2.5 ensure that all information available is up-to-date and accurate 2.6 identify customer needs 2.7 deal effectively with customer enquiries			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
	2.8 ensure the customer is promptly informed of any action that is taken 2.9 maintain customer confidentiality 2.10 update customer records accurately 2.11 record customer enquiries and outcomes accurately using the organisation's procedures and systems 2.12 deal with customer complaints effectively			

Learner name: _____

Date: _____

Learner signature: _____

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Assessor signature: _____

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Internal verifier signature: _____

Date: _____

(if sampled)

Unit 26: Principles of Food Safety in Logistics

Unit reference number: H/600/6578

Level: 2

Credit value: 1

Guided learning hours: 9

Unit summary

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

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 individuals must take responsibility for food safety	1.1 outline the roles and responsibilities in an organisation's food safety procedures 1.2 describe how to report and record food safety hazards and illnesses 1.3 outline the legal responsibilities of drivers and warehouse staff with regard to keeping food safe			
2 Understand how to keep him/herself clean and hygienic	2.1 explain the importance of personal hygiene in contributing to overall food safety 2.2 describe effective personal hygiene practices, for example, protective clothing, hand washing, personal illnesses, cuts and wounds and avoiding unsafe behaviour			
3 Understand how to keep storage areas and vehicles clean	3.1 explain how to keep storage areas and vehicles clean and tidy through the effective use of cleaning methods and equipment 3.2 state how to use and store chemicals safely to avoid contamination 3.3 outline the importance of pest control			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
4 Understand how to keep food safe	4.1 state the risks to food and food packaging in transit, storage and at delivery from microbial, chemical, physical and allergenic hazards 4.2 describe food safety procedures for delivery, storage, date marking and stock rotation 4.3 explain the importance of food and environmental temperature controls 4.4 state why accurate records should be kept of food that is delivered or returned 4.5 state the reasons why food may be returned 4.6 state the controls needed to maintain food safety in the event of controls not being met 4.7 state the corrective actions that are required to reduce the risk of food contamination when controls are not met			

Learner name: _____

Date: _____

Learner signature: _____

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Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 27: Health and Safety in the Workplace

Unit reference number: A/501/4966

Level: 1

Credit value: 2

Guided learning hours: 20

Unit summary

This unit aims to develop and demonstrate a learner's understanding of health and safety issues and practices 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. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 health and safety rights and responsibilities	1.1 identify the key aspects of health and safety legislation relevant to own situation 1.2 state the main health and safety responsibilities of employers 1.3 state the health and safety responsibilities of employees 1.4 explain why it is always important to follow health and safety rules			
2 Understand the health and safety requirements of employers	2.1 describe how the tasks he/she has to do can be done safely 2.2 state how to report a hazard in the workplace 2.3 follow the instructions during a fire drill 2.4 identify the location of: <ul style="list-style-type: none"> – fire/emergency alarm – firefighting equipment – fire exits – assembly points – first aid box – first aid assistance – accident book 			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Understand how to prevent and deal with accidents	3.1 identify common causes of accidents in a particular work context 3.2 list ways such accidents can be prevented 3.3 state how an accident should be reported 3.4 list, in order, the steps to follow in the event of personal injury 3.5 describe when and how to call for emergency assistance			
4 Understand how to perform workplace tasks safely	4.1 carry out tasks safely 4.2 use and store equipment safely 4.3 maintain a clean and tidy work area			

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 28: Pick Goods in a Logistics Environment

Unit reference number: A/601/3729

Level: 1

Credit value: 2

Guided learning hours: 20

Unit summary

This unit is aimed at people working within warehousing and storage in the logistics sector and covers picking goods for dispatch.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 prepare for picking the goods	1.1 identify the relevant information required for picking the goods this may include: <ul style="list-style-type: none"> – health, safety and security requirements – environmental factors – special requirements 1.2 identify where the required goods are stored			
2 Be able to follow instructions to pick the goods	2.1 identify the goods to be picked 2.2 follow instructions to apply picking methods for the type of goods and size of order 2.3 use the correct handling methods and/or picking equipment to pick the goods			
3 Be able to follow instructions to prepare the goods for assembling orders	3.1 place the goods into the appropriate containers or onto pallets 3.2 position the picked goods ready for assembling orders 3.3 use the correct handling methods and/or equipment to place the goods correctly for assembling orders			
4 Be able to identify problems with picking goods at any stage	4.1 identify problems that can occur when picking goods 4.2 show how to take appropriate action to deal with identified problems			

Learner name: _____

Date: _____

Learner signature: _____

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Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 29: Wrap and Pack Goods in a Logistics Environment

Unit reference number: M/601/3730

Level: 1

Credit value: 2

Guided learning hours: 20

Unit summary

This unit is aimed at people working within warehousing and storage in the logistics sector and covers the wrapping and packing 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. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 prepare the goods for packing	1.1 identify the relevant information required for packing the goods, this may include: <ul style="list-style-type: none"> – health, safety and security – environmental factors – special requirements 1.2 check that the goods being packed match the specifications provided in the information 1.3 identify the types of wrapping and packing materials to be used for packing the goods 1.4 identify the tools and equipment to be used for packing the goods			

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

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Be able to identify problems with the packing of 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 30: Assemble Orders for Dispatch in a Logistics Environment

Unit reference number: A/601/3763

Level: 1

Credit value: 3

Guided learning hours: 20

Unit summary

This unit is aimed at people working within warehousing and storage in the logistics sector and covers the assembling orders for dispatch to customers.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 prepare for the assembly of orders	1.1 identify the relevant information for the assembly of orders including: <ul style="list-style-type: none"> – health, safety and security – environmental factors – special requirements or restrictions 1.2 identify the position of the required goods 1.3 show that the goods are in stock and accessible for assembly			
2 Be able to handle goods using the correct handling methods and equipment during the assembly of the order	2.1 identify and use the correct handling methods and/or equipment for different types of goods 2.2 identify any special loading or transportation requirements relating to the assembly of the order			
3 Be able to assemble the orders	3.1 check any requirements to maintain the condition of the goods while the order is being assembled 3.2 assemble the order with the correct type and quantity of goods			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
4 Be able to prepare goods for dispatch	4.1 identify the relevant information on the goods to be dispatched including: <ul style="list-style-type: none"> – health, safety and security – environmental factors – special requirements or restrictions 4.2 confirm the goods being dispatched match the information provided			
5 Be able to dispatch the goods	5.1 check that the area used to dispatch the goods is clean and clear of obstructions and hazards 5.2 check that any equipment to be used with the goods is available and safe to use 5.3 operate any equipment safely and in accordance with organisational procedures and practices 5.4 follow agreed work instructions to schedule the dispatch of the goods			
6 Be able to identify problems with assembling or dispatching orders	6.1 identify problems that can occur when assembling or dispatching orders 6.2 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 31: Maintain the Cleanliness of Equipment in Logistics Operations

Unit reference number: H/601/3708

Level: 1

Credit value: 2

Guided learning hours: 20

Unit summary

This unit is aimed at people who either work in or who wish to work in a warehousing and storage environment in the logistics sector. It covers two main areas:

- checking that the equipment is made safe before routine inspection and cleaning, and
- safely cleaning equipment.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 prepare self and equipment for inspection and cleaning in a logistics environment	1.1 show how the equipment is safe before routine inspection and cleaning 1.2 follow instructions and wear suitable Personal Protective Equipment to clean the equipment			
2	Be able to follow instructions and clean equipment	2.1 demonstrate the correct cleaning routines according to organisational procedures and the required timescales 2.2 follow instructions and demonstrate the use of approved cleaning methods and materials as specified in the manufacturers instructions			
3	Be able to follow post cleaning procedures for keeping the equipment in good working order	3.1 dispose of waste in accordance with health, safety and operational procedures 3.2 check that the equipment can be safely returned to operation conditions after cleaning 3.3 return any unused cleaning materials to the correct storage area 3.4 follow procedures to re-stock used materials			
4	Understand problems that can occur with keeping the equipment in good working order	4.1 identify problems that can occur with the equipment 4.2 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 32: Keep Work Areas Clean in a Logistics Environment

Unit reference number: Y/601/3723

Level: 1

Credit value: 2

Guided learning hours: 17

Unit summary

This unit is aimed at people working within warehousing and storage in the logistics sector and covers keeping work areas clean and tidy.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 identify requirements relating to the cleaning of work areas in a warehousing and storage facility</p>	<p>1.1 identify the following issues for cleaning work areas in a warehousing and storage facility:</p> <ul style="list-style-type: none"> – health, safety and security requirements – environmental factors – special requirements <p>1.2 identify suitable personal protective equipment and cleaning materials to keep work area clean and tidy</p> <p>1.3 maintain personal health and hygiene standards at work</p>			
<p>2 Be able to follow instructions to carry out correct cleaning procedures</p>	<p>2.1 follow instructions and use the correct personal protective equipment</p> <p>2.2 use identified materials to thoroughly clean the work area</p> <p>2.3 follow instructions to protect people in the work area from cleaning hazards during the cleaning process</p> <p>2.4 follow instructions to ensure that other people are not inconvenienced during the cleaning process</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Be able to follow post cleaning procedures	3.1 dispose of any waste in accordance with organisational procedures 3.2 return any unused cleaning materials to the correct storage area 3.3 follow procedures to re-stock used materials			
4 Be able to identify problems with the cleaning of work areas	4.1 identify problems that can occur when cleaning work areas 4.2 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 33: **Maintain Hygiene Standards in Handling and Storing Goods in a Logistics Environment**

Unit reference number: T/601/3762

Level: 1

Credit value: 2

Guided learning hours: 20

Unit summary

This unit is aimed at people working within warehousing and storage in the logistics sector and covers health, safety and security, environmental factors and special requirements in relation to handling and storing goods.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 health, safety and security issues relating to the goods and the storage environment	1.1 confirm with appropriate people the following: <ul style="list-style-type: none"> – health safety and security – environmental factors – special requirements in relation to the goods and the storage environment			
2 Be able to apply high standards of personal hygiene and the correct use of appropriate clothing	2.1 conform to the standards of personal hygiene required for the handling and storage of goods in specific storage environments 2.2 follow instructions and wear appropriate clothing in the correct manner			
3 Be able to maintain the quality and condition of the goods in a warehousing and storage environment	3.1 identify any special requirements needed to maintain the safety and quality of the goods in storage 3.2 show how to maintain the quality of the goods in storage according to the organisational procedures and practises			
4 Be able to handle goods using the correct handling methods and equipment	4.1 identify and use the correct handling methods for different types of goods 4.2 identify and use the correct handling equipment for the goods 4.3 dispose of waste in accordance with operational procedures			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
5 Be able to identify problems with the maintenance of hygiene standards	5.1 identify problems that can occur when maintaining hygiene standards 5.2 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 34: Moving or Handling Goods
Manually in Logistics Facilities**

Unit reference number: M/601/3727

Level: 1

Credit value: 2

Guided learning hours: 20

Unit summary

This unit is aimed at people working within the logistics sector. It covers two main areas:

- identifying hazards and
- safely handling goods manually.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 confirm with appropriate people the goods that require moving or handling</p>	<p>1.1 identify and use sources of information relating to the goods to be moved or handled this may include:</p> <ul style="list-style-type: none"> – health and safety – environmental factors – special requirements <p>1.2 identify any specific hazards in relation to manually handling the goods</p> <p>1.3 identify methods for manual handling</p>			
<p>2 Be able to manually move or handle the goods</p>	<p>2.1 identify the goods to be moved or handled</p> <p>2.2 use suitable handling methods to move the goods safely and correctly</p> <p>2.3 position and set down the goods in the required location</p> <p>2.4 place the goods so that they can be easily identified and accessed</p> <p>2.5 recognise when assistance is required to move or handle the goods and seek help from appropriate people</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Be able to identify any problems with moving or handling the goods manually and take appropriate action to deal with them	3.1 identify problems that can occur when moving or handling the goods manually 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 35: Use Equipment to Move Goods in Logistics Facilities

Unit reference number: M/601/3758

Level: 1

Credit value: 2

Guided learning hours: 20

Unit summary

This unit is aimed at people working within warehousing and storage in the logistics sector and covers the movement of good in a logistics facility.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 confirm with appropriate people the goods to be moved and that they are suitable for lifting</p>	<p>1.1 confirm with appropriate people the goods to be moved</p> <p>1.2 confirm with appropriate people how the goods are to be moved</p> <p>1.3 identify with appropriate people any equipment to be used in moving the goods</p> <p>1.4 identify with appropriate people any relevant health and safety regulations that apply to the movement of goods within the facility</p>			
<p>2 Be able to follow instructions to check that the area of work is safe and secure for the movement and transfer of the goods</p>	<p>2.1 show how to check that the work area is safe and secure for the movement of goods</p> <p>2.2 identify any hazards or difficulties in carrying out the movement of goods within the facility and report them to the appropriate people</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Be able to move the goods correctly and safely	3.1 check that the equipment to be used has been prepared correctly in accordance with instructions, work requirements, operational and organisational procedures and practices 3.2 use the correct method for handling, lifting, moving and setting down the goods safely and securely 3.3 confirm with appropriate people the location for the positioning of the goods in accordance with work instructions 3.4 show how to set down and position the goods in a suitable way for future use 3.5 undertake the operation in a safe and controlled manner with due regard to the surrounding environment 3.6 use organisational procedures for dealing with loss or damage to the goods			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
4 Be able to identify problems with moving the goods	4.1 identify problems that can occur when moving the goods 4.2 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 36: Keep Stock at Required Levels in a Logistics Environment

Unit reference number: M/601/3713

Level: 1

Credit value: 2

Guided learning hours: 20

Unit summary

This unit is aimed at people working within warehousing and storage in the logistics sector and covers checking that stock levels are maintained at required levels.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 follow instructions to maintain required stock levels	1.1 identify required stock levels 1.2 make regular or routine checks on stock levels 1.3 follow instructions to identify any damaged, faulty or out of date items 1.4 use the correct handling methods and/or equipment to move stock 1.5 label stock accurately for further use 1.6 ensure effective stock rotation methods			
2 Be able to follow instructions to maintain stock control records	2.1 follow instructions to update stock control records promptly and accurately			
3 Be able to identify problems with keeping stock at the required levels	3.1 identify problems that can occur with stock levels 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 37: Operate Equipment to Perform Work Requirements in a Logistics Environment

Unit reference number: Y/601/3754

Level: 1

Credit value: 3

Guided learning hours: 30

Unit summary

This unit is aimed at people working within warehousing and storage in the logistics sector and covers operating equipment to perform work requirements.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 confirm the work required and the appropriate equipment to undertake it</p>	<p>1.1 confirm with appropriate people the work activities that require the operation of equipment</p> <p>1.2 identify with appropriate people the equipment to be used</p> <p>1.3 confirm with appropriate people that you have completed the appropriate level of training to operate the equipment</p> <p>1.4 identify any personal protective equipment to be used when operating the equipment</p>			
<p>2 Be able to follow instructions to check that the appropriate equipment is available, safe to use and operational</p>	<p>2.1 check that the equipment is available for use</p> <p>2.2 check that the equipment is set up in accordance with instructions</p> <p>2.3 carry out routine checks before and after using the equipment</p> <p>2.4 follow instructions to adjust the equipment in accordance with safety and work requirements</p> <p>2.5 identify common types of defect in relation to the equipment that is to be used</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Be able to operate and monitor the equipment to maintain safe operation throughout the work activity	3.1 use the equipment safely in accordance with work requirements, operational and organisational procedures and practises 3.2 use the correct personal protective equipment when operating the equipment 3.3 monitor the equipment and report and/or record any defects and damage to the equipment immediately, according to instructions, operational and organisational procedures and practises			
4 Be able to shut down the equipment and complete post operational maintenance procedures	4.1 shut down the equipment safely and in accordance with instructions, operational and organisational procedures and practises 4.2 complete post operation maintenance procedures for the equipment in accordance with instructions, operational and organisational procedures and practises			
5 Be able to identify problems with the operation of the equipment	5.1 identify problems that can occur when operating the equipment 5.2 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)

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Be able to obtain information and confirm with appropriate people the goods to be received</p>	<p>1.1 identify relevant information on the goods being received, this may include the following:</p> <ul style="list-style-type: none"> – health, safety and security – environmental factors – special requirements <p>1.2 confirm the goods to be received with the appropriate people</p> <p>1.3 identify any hazards or difficulties in carrying out the movement of goods and report them to the appropriate people</p>			
<p>2 Be able to follow instructions to check the goods being received</p>	<p>2.1 receive the goods in line with organisational procedures</p> <p>2.2 check the goods received match the specifications provided in the information</p>			

Learning outcomes		Assessment criteria	Evidence type	Portfolio reference	Date
3	Be able to receive the goods correctly and safely	<p>3.1 check that the equipment to be used has been prepared correctly in accordance with instructions, work requirements, operational and organisational procedures and practises</p> <p>3.2 check that the area to be used for receiving the goods is clean and free from obstructions and hazards</p> <p>3.3 use the correct method for handling, lifting, moving and setting down the goods</p> <p>3.4 use the correct handling equipment for lifting, moving and setting down the goods in accordance with safety and organisational procedures and practises</p> <p>3.5 check that the goods have been unloaded safely in accordance with storage requirements</p>			
4	Be able to identify problems when receiving goods	<p>4.1 identify problems that can occur when receiving goods</p> <p>4.2 show how to take appropriate action to deal with identified problems</p>			

Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Unit 39: Sort Goods and Materials for Recycling or Disposal in a Logistics Environment

Unit reference number: J/601/3765

Level: 1

Credit value: 3

Guided learning hours: 30

Unit summary

This unit is aimed at people working within warehousing and storage in the logistics sector and covers the sorting of goods for recycling or disposal.

Assessment methodology

This unit is assessed in the workplace, in conditions resembling the workplace and/or in a formal learning environment as appropriate. Learners can enter the types of evidence they are presenting for assessment and the submission date 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 goods or materials for recycling or disposal</p>	<p>1.1 identify types of goods and materials that are suitable for recycling or disposal</p> <p>1.2 identify any relevant information relating to the goods and materials to be sorted or disposed of, this may include:</p> <ul style="list-style-type: none"> – health, safety and security – environmental factors – special requirements <p>1.3 show how to obtain information from appropriate people when there is a difficulty in identifying if the goods or materials are suitable for recycling or disposal</p>			
<p>2 Be able to sort the goods or materials for recycling or disposal</p>	<p>2.1 sort the goods or materials correctly</p> <p>2.2 correctly remove any parts of the goods or materials that are not suitable for recycling</p> <p>2.3 handle the goods or materials using the correct handling methods and equipment</p> <p>2.4 position the goods or materials suitable for recycling or disposal into the correct locations</p> <p>2.5 prepare the goods or materials for further processing according to the recycling or disposal specifications</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
3 Be able to identify problems with the recycling or disposal of goods and materials	3.1 identify problems that can with the recycling or disposal of goods and materials 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)

Learning outcomes and assessment criteria

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
<p>1 Know how to make an effective contribution to a business in the logistics sector</p>	<p>1.1 explain the relevant organisational policies and procedures, in relation to making an effective contribution to a business in logistics operations that relate to:</p> <ul style="list-style-type: none"> – health, safety and security – personal protective equipment – own work role – quality standards <p>1.2 identify own reporting line and the work roles of colleagues</p> <p>1.3 describe methods for improving personal work performance</p> <p>1.4 describe methods for identifying learning needs</p> <p>1.5 explain the importance of supporting colleagues and the difference it makes to productivity</p> <p>1.6 describe how misunderstandings and conflict in working relationships may be resolved constructively</p>			

Learning outcomes	Assessment criteria	Evidence type	Portfolio reference	Date
2 Be able to make an effective contribution to a business in the logistics sector	2.1 follow all organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to: <ul style="list-style-type: none"> – health, safety and security – personal protective equipment – own work role – quality standards 2.2 communicate effectively with others 2.3 confirm tasks, priorities and responsibilities with an appropriate person 2.4 perform work tasks in ways that are consistent with good practice in the organisation 2.5 ensure that: <ul style="list-style-type: none"> – personal appearance and hygiene – equipment – work area are maintained in accordance with organisational requirements 2.6 identify own learning needs from feedback obtained from appropriate people 2.7 agree a learning plan that is realistic, with an appropriate person 2.8 promptly action requests form others that fall			

	within own responsibility			
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Learner name: _____

Date: _____

Learner signature: _____

Date: _____

Assessor signature: _____

Date: _____

Internal verifier signature: _____

Date: _____

(if sampled)

Further information and useful publications

To get in touch with us visit our 'Contact us' pages:

- Edexcel, BTEC and Pearson Work Based Learning contact details: qualifications.pearson.com/en/support/contact-us.html
- books, software and online resources for UK schools and colleges: www.pearsonschoolsandfecolleges.co.uk

Key publications

- Adjustments for candidates with disabilities and learning difficulties, Access and Arrangements and Reasonable Adjustments, General and Vocational qualifications (Joint Council for Qualifications (JCQ))
- Supplementary guidance for reasonable adjustments and special consideration in vocational internally assessed units (Pearson)
- General and Vocational qualifications, Suspected Malpractice in Examination and Assessments: Policies and Procedures (JCQ)
- Equality Policy (Pearson)
- Recognition of Prior Learning Policy and Process (Pearson)
- UK Information Manual (Pearson)
- Pearson Edexcel NVQs, SVQs and competence-based qualifications – Delivery Requirements and Quality Assurance Guidance (Pearson)

All of these publications are available on our website:
qualifications.pearson.com

Further information and publications on the delivery and quality assurance of NVQ/Competence-based qualifications are available at our website on the Delivering BTEC pages. Our publications catalogue lists all the material available to support our qualifications. To access the catalogue and order publications, please go to the resources page of our website.

How to obtain National Occupational Standards

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

Professional development and training

Pearson 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 (<http://qualifications.pearson.com/en/support/training-from-pearson-uk.html#step1>). You can request customised training through the website or by contacting one of our advisers in the Training from Pearson 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.

Contact us

We have a dedicated Account Support team, across the UK, to give you more personalised support and advice.

To contact your Account Specialist:

Email: wblcustomerservices@pearson.com

Telephone: 0844 576 0045

If you are new to Pearson and would like to become an approved centre, please contact us by:

Email: wbl@pearson.com

Telephone: 0844 576 0045

Annexe A: Quality assurance

Key principles of quality assurance

- A centre delivering Pearson qualifications must be a Pearson-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 around the effective delivery and quality assurance of assessment; the centre must abide by these conditions throughout the period of delivery.
- Pearson 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 Pearson 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 for 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 Pearson. Pearson is committed to ensuring that it follows best practice and employs appropriate technology to support quality assurance process where practicable. Therefore, the specific arrangements for working with centres will vary. Pearson seeks to ensure that the quality assurance processes that it uses do not place undue bureaucratic processes on centres and works to support centres 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. Pearson operates a quality assurance process, which is 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 Pearson.

The Pearson quality assurance processes will involve:

- gaining centre recognition and qualification approval if a centre is not currently approved to offer Pearson qualifications
- annual visits to centres by Pearson for quality review and development of overarching processes and quality standards. Quality review and development visits will be conducted by a Pearson quality development reviewer
- annual visits by occupationally competent and qualified Pearson 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 B: Centre certification and registration

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

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

The approach of Pearson in such circumstances is to work with the centre to overcome the problems identified. If additional training is required, Pearson 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 Pearson qualifications with integrity.

Appropriate steps should be taken to assess each applicant's potential and a professional judgement made about their ability to successfully complete the programme of study and achieve the qualification. 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 qualification. Centres should consult Pearson's policy on learners with particular requirements.

Pearson's policy on access arrangements and special considerations for Pearson qualifications aims to enhance access to the qualifications for learners with disabilities and other difficulties (as defined by the 2010 Equality 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. qualifications.pearson.com.

Annexe C: 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.

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