

Pearson BTEC Uzbekistan Level 4 Qualifications in

Warehouse Supervision

Unit 8: The Role of Agents in Warehouse Operations

Teacher Resources

Issue 1



Edexcel, BTEC and LCCI qualifications

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Introduction

This resource booklet is a companion to the BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision specification. The specification tells you what must be taught and what must be assessed. This resource booklet gives you suggestions and ideas as to how you can do this.

This booklet gives you ideas for teaching and learning, including practical activities, realistic scenarios, ways of involving employers in delivery and of managing independent learning, and how to approach assessments. The booklet also shows you how the specification content might work in practice and inspires you to start thinking about different ways of delivering your qualification.

This resource booklet gives you:

- guidance on how to deliver the unit
- recommended resources to support the delivery of the unit
- a scheme of work that show the topics, activities and assessments covered in the unit
- lesson plans with detailed guidance on how to deliver the lessons in the unit

The information in this resource booklet has been put together by teachers who have been close to the development of the qualification and so understand the challenges of finding new and engaging ways to deliver BTEC qualifications.

The delivery guidance in this booklet gives you information on what you need to consider as you plan the delivery of the unit. This includes suggestions on how to approach the learning aims and unit content, as well as ideas for interesting and varied activities. You will also find tips and ideas on how to plan for and deliver your assessments.

We have included a list of carefully selected resources for the unit. This resource list offers suggestions for books, websites and videos that you can direct your learners to use and/or that you can use to complement delivery.

Unit 8: The Role of Agents in Warehouse Operations

Delivery guidance

Approaching the unit

The purpose of this unit is to introduce learners to the different external agents who interact with the warehouse supervisor and understand the activities that they undertake. Learners will gain an understanding of the sometimes pressurised nature of the work that agents undertake in order to maintain effective relationships. These agents include freight forwarders, customs agents and government departments. Learners will investigate the various communication methods used in interactions between agents and the warehouse supervisor and the reasons for the specific communication method to be used. Learners will be able to explain how effective communication positively affects efficient warehouse operations, including compliance and financial benefits.

You can use a range of delivery methods in this unit including:

- whole and small group discussions to identify:
 - different agents and their role and responsibilities
 - the different communication methods used and the requirements for timeliness
 - types of goods and constraints that influence the choice of transport and storage
 - integration of the supply chain
 - the role of warehousing in the logistics sector
- case studies to illustrate the movement of goods from point of entry/origin and time constraints involved in communication with the various interested parties.

Group work is an acceptable form of delivery, but you must ensure that each learner produces their own evidence that is sufficient for assessment.

You can involve local employers in the delivery of this unit by:

- by inviting them into the classroom as guest speakers
- asking them to allow learners to access their premises in order to experience the real work environment within warehousing
- asking them to provide business materials as exemplars and as the basis for case studies.

Learners should have access to a range of warehouse businesses in relation to:

- guest speakers from different organisations to explain their roles and responsibilities and how they interact with warehouse organisations
- workplace visits to a freight forwarding organisation and a warehousing organisation to observe the diverse functions carried out and the methods of communication between other agents and the warehouse supervisor
- research activities using the internet and/or library resources to further investigate topics covered in this unit
- trade journals/company brochures to gain a better understanding of the role of various agents.

Getting started

This gives you a starting place for one way of delivering the unit. It is based on the recommended assessment approach given in the specification.

Unit 8: The Role of Agents in Warehouse Operations
<p>Introduction</p> <p>Begin by introducing learners to the unit specification and the role of agents in warehouse operations, including the communication methods used and benefits of effective communications for warehouse operations. This could be done through a presentation to the group.</p>
Learning aim A – Know the role of different agents in warehouse operations
<ul style="list-style-type: none"> • Begin by introducing learners to the learning aim. Facilitate a discussion to establish their knowledge of different agents in logistics. • Split learners into small groups and ask each group to explain to the remainder of the class what they know about different agents. • Arrange a visit to a freight forwarding organisation for learners to experience what these businesses do in practice. • Give learners a range of reference materials such as company brochures and website addresses so that they can research the role and responsibilities of freight forwarders and customs agents. • Set learners research activities as private study to investigate the different government agencies that contribute to warehousing operations, including their roles and responsibilities. • Ask learners to research the different types and status of products to identify what licences and certificates are required to meet governmental requirements. • Arrange for a guest speaker from a customs agency to explain their role in contributing to effective warehouse operations.
Learning aim B – Understand the interactions between the warehouse supervisor and different agents
<ul style="list-style-type: none"> • Introduce the learning aim. Explain the interactions that need to take place to ensure efficient warehousing operations. • Arrange a visit to a warehousing organisation and arrange for learners to shadow the warehouse supervisor when they are interacting with various agents. Ask learners to take notes and ask pre-prepared questions to inform a later class discussion.

Unit 8: The Role of Agents in Warehouse Operations

- Ask learners to produce a flow chart of the communication channels between the warehouse supervisor and different agents.
- Use case studies to demonstrate the preferred communication methods to facilitate efficient warehousing operations to demonstrate the importance of meeting time constraints. This should include the importance that the information is accurate and transferred in a timely manner.
- Facilitate a role-play activity in which one learner plays the role of the warehouse supervisor and another learner plays the role of a customs agent. Ask learners to identify the information that needs to be transferred (such as types of goods, arrival time, storage requirements and accompanying documentation) and select the most appropriate.

Learning aim C – Investigate benefits of effective relationships to efficient warehousing operations

- Introduce the learning aim. Identify the benefits for efficient warehousing operations of effective relationships between the warehouse supervisor and the different agents. Benefits should include cost savings, efficient use of resources, reduction of wastage, repeat business and customer satisfaction.
- Use a case study to identify the potential difficulties encountered when there is a breakdown in relationships and the impact that this has on efficient warehousing operations.
- Arrange for a guest speaker from a customs agency to present the importance of complying with government regulations and discuss how maintaining effective relationships contribute to compliance.
- Ask learners to work in pairs to quantify the financial benefits for a warehousing organisation when effective relationships are maintained with various agents. Each pair presents their findings to the rest of the group.

Details of links to other BTEC units and qualifications

This unit links to:

- Unit 1: Introduction to Logistics
- Unit 4: Customer Service within Warehousing
- Unit 5: Compliance in a Warehousing Environment.

Resources

Publications

Company brochures from warehousing organisations to help learners research communication channels.

Trade publications from freight forwarding organisations to help learners identify their activities.

Websites

creately.com/diagram/example/iv31u328/Freight%20Forwarding%20Process

This is a usable, interactive flow chart of the freight forwarding process.

<http://www.customs.uz/en/lists/view/119>

The website of the Uzbek State Customs Committee, which outlines requirements for certain goods to be licenced and/or require permits.

Pearson is not responsible for the content of any external internet sites. It is essential for teachers to preview each website before using it in class so as to ensure that the URL is still accurate, relevant and appropriate. We suggest that teachers bookmark useful websites and consider enabling learners to access them through the school/college intranet.

Scheme of work

Unit	Unit 8: The Role of Agents in Warehouse Operations
Guided Learning Hours	60
Number of lessons	20
Duration of lessons	3 hours
Links to other units	Unit 1: Introduction to Logistics Unit 4: Customer Service within Warehousing Unit 5: Compliance in a Warehousing Environment

Key to lesson types			
AW	Assignment writing	RS	Revision session
GS	Guest speaker	V	Visit
IS	Independent study	WE	Work experience

#	Topic	Lesson type	Suggested activities	Resources
1	Introduction to the unit and unit content Introduction to learning aim A		<ul style="list-style-type: none"> • Lead in: Introduce the unit and assessment requirements. • Teacher-led discussion: Discuss the unit content and the different agents in warehousing operations. • Paired activity: Learners research roles and responsibilities of each agent. • Teacher-led discussion: Consolidate previous activity by discussing roles of each agent in warehousing operations. 	Assessment Workbook Unit specification Computers with internet access Presentation software/hardware/whiteboard

#	Topic	Lesson type	Suggested activities	Resources
			<ul style="list-style-type: none"> • Plenary session: teacher to summarise the lesson content • Private study: Learners familiarise themselves with unit content and assessment activities. 	
2	A1 Roles and responsibilities of government agencies		<ul style="list-style-type: none"> • Lead in: Recap previous lesson and introduce relevant government agencies. • Teacher-led discussion: Discuss the different government departments that are involved in the movement of goods. • Teacher-led presentation: Explain the assessment requirements for Assessment Workbook Task 1. • Individual learner activity: Learners research given government agencies and identify what their role is in the movement of goods including the issue of licences and permits. • Paired activity: Learners discuss and compare their findings. • Paired activity: Learners research the government agents' role in the transport and storage of bonded goods. • Teacher-led discussion: Discuss findings from the independent and paired activities. • Plenary session: teacher to summarise the findings of these activities 	<p>Assessment Workbook Task 1</p> <p>Unit specification</p> <p>Presentation about government agencies involved in the movement of goods</p> <p>Presentation about Assessment Workbook Task 1</p> <p>Computers with internet access</p> <p>Whiteboard/flip chart</p>

#	Topic	Lesson type	Suggested activities	Resources
			<ul style="list-style-type: none"> • Teacher-led question and answer session to clarify any uncertainties. • Private study: Learners read through Assessment Workbook Task 1. 	
3	A3 Roles and responsibilities of customs agents	GS	<ul style="list-style-type: none"> • Lead in: Recap previous lesson using questions and answers. • Teacher presentation: Introduce Assessment Workbook Task 1. • Individual activity: Learners use their findings from Lesson 2 to formulate questions to ask the guest speaker. • Teacher-led presentation: Introduce the guest speaker. • Guest speaker: Guest speaker from a customs agency explains their role in the movement of freight and the various certificates and licences required for different types and status of goods. • Learners make notes and ask prepared questions. • Teacher-led discussion: Discuss topics covered by guest speaker. • Lesson recap: Summarise topics covered in the lesson. • Question and Answer session: Check learner understanding. 	Unit specification Assessment Workbook Task 1 Learner notes from Lesson 2 Guest speaker Whiteboard/flip chart Presentation about Assessment Workbook Task 1 Presentation about guest speaker Handouts of publications from customs agents Computers with access to the internet

#	Topic	Lesson type	Suggested activities	Resources
4	A2 Roles and responsibilities of freight forwarders		<ul style="list-style-type: none"> • Lead in: Recap of previous lesson using questions and answers • Teacher-led presentation: Introduce role and responsibilities of freight forwarders. • Paired activity: Learners use company brochures and internet to research the role of freight forwarders and how they work with warehousing operations. • Teacher-led discussion: Discuss learners' research findings. • Paired activity: Learners read and discuss case studies and discuss what licences/permits are required and what the freight forwarder's role in these activities is. • Teacher-led discussion: Learners discuss findings. • Question and Answer session: Recap lesson content and confirm findings. 	Assessment Workbook Task 1 Unit specification Whiteboard Brochures from freight forwarding organisations Case studies Computers with access to the internet
5	A2 Roles and responsibilities of freight forwarders	V	<ul style="list-style-type: none"> • Lead in: Introduce the freight forwarding organisation to be visited and what activities the organisation is engaged in. • Visit: Learners take notes and prepare questions during the visit. • Question and Answer session: Encourage learners to ask the guide their prepared questions. • Teacher-led discussion: Discuss the visit and main points learned. 	Unit specification Learner notes from previous lesson A freight forwarding organisation to visit Notepads and pens Clipboards

#	Topic	Lesson type	Suggested activities	Resources
			<ul style="list-style-type: none"> • Private study: Learners write up 'a day in the life of a freight forwarder'. 	Visit documentation
6	Review of Learning aim A	AW	<ul style="list-style-type: none"> • Lead in: Summarise Learning aim A and assessment criteria. • Paired activity: Learners write 20 questions about Learning aim A content. • Whole group activity: Each pair of learners ask the questions created in previous activity. Learners mark each other's answers. • Teacher-led discussion: Discuss the answers to the questions in the previous activity and clarify any issues that have arisen. • Question and Answer session: Confirm learner understanding and recap assessment requirements. 	Assessment Workbook Task 1 Unit specification Whiteboard/flip chart Computers with access to the internet
7	Assessment Workbook Task 1	AW	<ul style="list-style-type: none"> • Teacher presentation: Explain Learning aim A assessment requirements. Remind learners about plagiarism and malpractice. • Assessment activity: Learners work independently on Assessment Workbook Task 1. • Question and Answer session: Clarify any issues 	Unit specification Assessment Workbook Task 1 Presentation about Assessment Workbook Task 1 Computers with access to the internet

#	Topic	Lesson type	Suggested activities	Resources
8	Introduction to Learning aim B		<ul style="list-style-type: none"> • Lead in: Recap previous lesson and introduce the learning aim. • Teacher-led discussion: Discuss Learning aim B. • Small group activity: Learners read case studies and decide what information needs to be transferred. • Teacher-led discussion: Discuss learners' decisions and findings. • Individual activity: Learners produce flow diagrams of information transfer between warehouse supervisor and agencies. • Paired activity: Learners review each other's flow diagrams and discuss any anomalies. • Teacher-led discussion: Discuss findings from previous activity. • Small group activity: review case studies and come to a conclusion about what information needs to be transferred between the warehouse supervisor and agents • Class discussion: teacher-led class discussion around findings • Plenary session: Recap learning aim and assessment. • Private study: Learners familiarise themselves with Assessment Workbook Task 2. 	<p>Unit specification</p> <p>Assessment Workbook Task 2</p> <p>Whiteboard/flip chart</p> <p>Computers with access to the internet</p> <p>Flow diagram template</p> <p>Case studies</p>

#	Topic	Lesson type	Suggested activities	Resources
9	B1 Methods of communication between the warehouse supervisor and different agents		<ul style="list-style-type: none"> • Lead in: Recap previous lesson using Questions & Answers. • Teacher-led presentation: Explain communication methods, and the pros and cons • Individual activity: Learners write a short report on different communication methods. • Teacher-led discussion: Discuss learners' reports. • Small group activity: Learners read case studies and discuss the communication methods used and their appropriateness for the situation. • Teacher-led discussion: Review and summarise previous activities. • Plenary session: Recap learning aim and assessment requirements. • Private study: Learners research communication methods used between different agents and the warehouse supervisor. 	<p>Unit specification</p> <p>Computers with access to the internet</p> <p>Case studies</p>

#	Topic	Lesson type	Suggested activities	Resources
10	Visit to an operating warehouse	V	<ul style="list-style-type: none"> • Lead in: Recap previous lesson using questions and answers and introduce learners to the warehouse that they are visiting and what activities the organisation is engaged in. • Whole group activity: Learners write questions about the information transfer between the warehouse supervisor and agents. • Visit: Learners take notes and ask prepared questions on required information and communication methods used to ensure timeliness of information transfer. • Teacher-led questions and answers: Encourage learners to ask prepared questions of the guide/warehouse supervisor. • Teacher-led discussion: Discuss the visit and what was learned. • Private study: Learners write up a summary of the visit. 	An operating warehousing organisation Unit specification Notepads and pens Visit documentation
11	B3 Requirements for information transfer between warehouse supervisor and agents		<ul style="list-style-type: none"> • Lead in: Recap the visit using questions and answers. • Teacher presentation: Introduce the topic explaining that certain types of goods need to have accompanying documentation when in storage. • Teacher-led discussion: Discuss different documentation required. • Individual activity: Learners research and identify five different types of goods and their specific storage requirements. 	Assessment Workbook Task 2 Unit specification Presentation about goods and their required documentation Computers with access to the internet

#	Topic	Lesson type	Suggested activities	Resources
			<ul style="list-style-type: none"> • Paired activity: Learners discuss and compare their findings. • Whole group activity: Each learner asks the whole class to identify the storage requirements of the five types of goods they chose. Learners mark each other's responses. • Plenary session: Recap learning aims and assessment. 	
12	<p>B2 Importance of timely information transfer</p> <p>B3 Requirements for information transfer between warehouse supervisor and agents</p>		<ul style="list-style-type: none"> • Teacher presentation: Introduce the need for ongoing and up-to-date information to be transferred. • Small group discussion: Learner discuss relevant types of information needs to be continually updated and which agents the warehouse supervisor needs to communicate with. • Teacher-led discussion: Discuss findings from previous activity. • Individual activity: Learners review their notes from visit (Lesson 10) and compare with outcomes of previous activity. • Plenary session: Recap learning aims and assessment requirements for Assessment Workbook Task 2. 	<p>Assessment Workbook Task 2</p> <p>Unit specification</p> <p>Computers with internet access</p> <p>Presentation about the need for transferred information to be ongoing and up to date</p> <p>Learners' notes from Lesson 10</p>

#	Topic	Lesson type	Suggested activities	Resources
13	B2 Importance of timely information transfer		<ul style="list-style-type: none"> • Teacher presentation: Review the process of information transfer between warehouse supervisor and agents and the need for information to be transferred in a timely fashion. • Individual activity: Learners produce flow diagrams of information transfer, writing notes to explain the timelines involved. • Teacher-led discussion: Review learners' flow diagrams. • Paired activity: Learners role-play a meeting between a warehouse supervisor and a representative from a freight forwarder. following mis-information being transferred and the implications for the warehouse supervisor • Teacher-led discussion and questions and answers: Summarise topics covered. • Plenary session: Recap assessment requirements of Assessment Workbook Task 2. 	Assessment Workbook Task 2 Unit specification Whiteboard Presentation about importance of accurate and timely information transfer Computers with access to the internet
14	Assessment Workbook Task 2	AW	<ul style="list-style-type: none"> • Teacher presentation: Explain the assessment requirements for Learning aim B, reminder of plagiarism and malpractice. • Individual assessment activity: Learners work independently on Assessment Workbook Task 2. • Question and Answer session: Clarify any points that learners raise and confirm hand-in date for Assessment Workbook Task 2. 	Assessment Workbook Task 2 Unit specification Presentation about Assessment Workbook Task 2

#	Topic	Lesson type	Suggested activities	Resources
				Computers with access to the internet
15	Introduction to Learning aim C		<ul style="list-style-type: none"> • Teacher presentation: Introduce the learning aim and assessment requirements. • Individual study: Learners research how to increase efficiency through effective relationships with agents. • Teacher-led discussion: Review learners' findings. • Paired activity: Learners read case studies and identify positive benefits of effective relationships for efficient warehouse operations. • Teacher-led discussion: Discuss learner findings. • Question and answer session: Check learner understanding. • Private study: Learners familiarise themselves with Assessment Workbook Task 3. 	<p>Assessment Workbook Task 3</p> <p>Unit specification</p> <p>Computers with access to the internet</p> <p>Presentation about Learning aim C and Assessment Workbook Task 3</p> <p>Case studies about benefits of effective relationships</p> <p>Whiteboard/flip chart</p>
16	C1 Increased efficiency in warehouse operations	GS	<ul style="list-style-type: none"> • Lead in: Recap previous lesson using questions and answers. • Teacher presentation: Explain efficiencies in warehousing. • Individual activity: Learners create questions for the guest speaker. 	<p>Unit specification</p> <p>Computers with internet access for research</p> <p>Presentation about efficiencies in warehousing operations</p>

#	Topic	Lesson type	Suggested activities	Resources
			<ul style="list-style-type: none"> • Guest speaker: Guest speaker explains how effective communication improves the efficiency of warehouse operations. Learners ask prepared questions for guest speaker to answer. • Teacher-led discussion: Discuss what has been learned from the guest speaker. • Private study: Learners review brochures from a warehousing organisation and make notes. 	Guest speaker Warehouse company brochures Whiteboard/flip chart
17	C2 Improved relationships between warehouse operations and agents		<ul style="list-style-type: none"> • Lead in: recap previous lesson • Teacher-led presentation: Explain the benefits of maintaining and implications of not maintaining professional relationships with government agencies. • Small group activity: Learners research a government agency involved in the movement of goods and ascertain implications of non-compliance, then present their findings to the whole group. • Individual activity: Learners research and identify a case of a warehousing organisation being penalised for non-compliance. • Teacher-led discussion: Review learner findings, answer any questions and summarise topics covered. • Private study: Learners research other cases of ineffective relationships between warehouse supervisors and agents. 	Unit specification Computers with access to the internet Whiteboard/flip chart Presentation about maintaining professional relationships with government agencies

#	Topic	Lesson type	Suggested activities	Resources
18	C3 Financial benefits of effective relationships		<ul style="list-style-type: none"> • Lead in: Recap of previous lesson using questions and answers • Teacher-led presentation: Introduce the content of the lesson and outline the financial benefits of maintaining effective relationships. • Paired activity: Learners read case studies and identify the financial benefits that have arisen and how. • Teacher-led discussion: Discuss findings from previous activity. • Individual activity: Learners produce a chart showing relationship-building actions and resulting financial benefits to the organisation. • Small group activity: Learners present their completed charts. • Teacher-led discussion: Review the lesson aims and what has been learned. Recap learning aims and assessment. • Private study: Learners read Assessment Workbook Task 4. 	<p>Assessment Workbook Task 4</p> <p>Unit specification</p> <p>Whiteboard/flip chart</p> <p>Presentation about financial benefits of effective relationships</p> <p>Case studies</p> <p>Computers with internet access</p>

#	Topic	Lesson type	Suggested activities	Resources
19	Assessment Workbook Tasks 3 and 4	AW	<ul style="list-style-type: none"> • Teacher presentation: Explain and assessment requirements. Remind learners about plagiarism and malpractice. • Assessment activity: Learners work independently on Assessment Workbook Tasks 3 and 4. • Question and answer session: Check understanding and confirm assessment deadline. 	Assessment Workbook Tasks 3 and 4 Unit specification Presentation about Learning aim C assessment Computers with access to the internet
20	Revision of all learning aims and learning from the unit	RS/AW	<ul style="list-style-type: none"> • Teacher-led presentation: Summarise all learning aims and topics covered and knowledge acquired. • Paired activity: Learners discuss the unit content and assessment tasks. • Recap session: Use question and answers to recap unit and confirm assessment deadline. • Individual study: Learners complete Assessment Workbook tasks if needed. 	Assessment Workbook Unit specification Unit summary presentation Learner notes and completed activities from all lessons Assessment submission record Whiteboard/flip chart

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	1 (3 hours)

Lesson objectives	<p>To introduce learners to:</p> <ul style="list-style-type: none"> • the unit content • the learning aims • the role of agents in warehouse operations.
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Resources checklist	<ul style="list-style-type: none"> • Assessment Workbook • Unit specification • Presentation about the unit (PS) • Computers with internet access for research • Whiteboard/flip chart
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Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide

Activities	Teaching notes
Starter activity (60 minutes)	<ul style="list-style-type: none"> • Teacher-led presentation: Introduce the lesson aims. Introduce the unit and overview of the main topics in the unit. • Teacher-led discussion: Discuss the learning aims of the unit. Explain the assessment requirements for the unit. Explain knowledge tasks and expectations, including unit content, employer involvement and plagiarism.
Main activities 1 (30 minutes)	<ul style="list-style-type: none"> • Teacher-led discussion: Consolidate previous discussion by recording main points of the unit on a whiteboard/flip chart. • Teacher-led discussion: Discuss the different agents who interact with warehousing operations.
Main activities 2 (60 minutes)	<ul style="list-style-type: none"> • Paired activity: Learners research the roles and responsibilities of the different agents. • Teacher-led discussion: Using their research, learners discuss the roles of different agents.
Concluding activity (30 minutes)	<ul style="list-style-type: none"> • Question and answer session: to check learners' understanding of the roles of different agents and their contribution to warehousing operations. Recap learning aims and assessment.
Private study	<ul style="list-style-type: none"> • Learners read through the unit content and familiarise themselves with the Assessment Workbook.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	2 (3 hours)

Lesson objectives	<p>To introduce learners to:</p> <ul style="list-style-type: none"> • the various government agencies involved in movement of goods • the specific government departments that issue permits/certificates/licences • the involvement of government agents in bonded warehousing.
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Resources checklist	<ul style="list-style-type: none"> • Assessment Workbook Task 1 • Unit specification • Presentation about government agencies involved in the movement of goods (PS) • Presentation about Assessment Workbook Task 1 (PS) • Computers with internet access for research • Whiteboard/flip chart
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Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide

Activities	Teaching notes
Starter activity (60 minutes)	<ul style="list-style-type: none"> • Teacher- led presentation: Introduce the session aims and the various government agencies involved in the movement of goods from point of origin/entry to warehouse operations. Include the issuing and monitoring of permits and licences for specific types of goods. • Teacher-led discussion: Discuss different government agencies and their roles. • Teacher presentation: Explain the assessment requirements for Assessment Workbook Task 1.
Main activities 1 (75 minutes)	<ul style="list-style-type: none"> • Individual activity: Learners use the internet to research the roles and responsibilities of the different government agencies and identify their role in the movement of goods, including the issue of licences and permits. Give each learner a different government agent to research. • Paired activity: Pair up learners who have researched the same agent. Learners discuss and compare their findings.
Main activities 2 (30 minutes)	<ul style="list-style-type: none"> • Paired activity: In the same pairs as before, learners research the government agents' role in the transport and storage of bonded goods. Learners then write up bullet points on flip chart/whiteboard and present findings to the remainder of the group.
Concluding activity (15 minutes)	<ul style="list-style-type: none"> • Question and Answer session: Check learners' understanding of the roles of different government agents and their contribution to warehousing operations. Recap learning aims and assessment.
Private study	<ul style="list-style-type: none"> • Learners read through Assessment Workbook Task 1 and familiarise themselves with the Assessment Workbook.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	3 (3 hours)

Lesson objectives	<p>To introduce learners to:</p> <ul style="list-style-type: none"> • the aims of the session • the specific roles and responsibilities of customs agents • the activities of customs agents.
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Resources checklist	<ul style="list-style-type: none"> • Unit specification • Assessment Workbook Task 1 • Learners' notes from Lesson 2 • Guest speaker from a customs agent • Handouts of publications from customs agents • Presentation about Assessment Workbook Task 1 (PS) • Presentation about guest speaker (PS) • Computers with access to the internet • Whiteboard/flip chart
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Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide

Activities	Teaching notes
Starter activity (30 minutes)	<ul style="list-style-type: none"> ● Recap session: Recap previous lesson. ● Teacher- led presentation: Introduce the lesson aims and Assessment Workbook Task 1.
Main activities 1 (30 minutes)	<ul style="list-style-type: none"> ● Individual activity: Using the content of the previous lesson, learners write questions to ask the guest speaker.
Main activities 2 (75 minutes)	<ul style="list-style-type: none"> ● Teacher presentation: Introduce the guest speaker and explain the role and responsibilities of customs agents. ● Guest speaker: Guest speaker from a customs agency explains their role in the movement of freight and the various certificates and licences required for different types and status of goods. Learners make notes on guest speaker’s talk and ask the questions that they prepared earlier. ● Teacher-led discussion: Discuss the role and responsibilities of customs agents using learners’ notes and guest speaker’s answers to their questions.
Concluding activity (45 minutes)	<ul style="list-style-type: none"> ● Recap session: Recap the main points of the lesson using whiteboard/flip chart. ● Question and answer session: Ask and answer questions to check learners’ understanding.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	4 (3 hours)

Lesson objectives	<ul style="list-style-type: none"> • To introduce learners to the role and responsibilities of freight forwarders. • To introduce learners to the contribution made by freight forwarders to warehouse operations. • To review case studies and identify key points.
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Resources checklist	<ul style="list-style-type: none"> • Assessment Workbook Task 1 • Unit specification • Whiteboard • Computers with internet access for research • Case studies about the role of freight forwarders • Brochures from freight forwarding organisations
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Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide

Activities	Teaching notes
Starter activity (60 minutes)	<ul style="list-style-type: none"> ● Teacher-led presentation: Introducing the lesson aims. Introduce the role and responsibilities of freight forwarders. Explain the assessment requirements for Assessment Workbook Task 1 and recap the knowledge tasks and expectations, including unit content, employer involvement and plagiarism.
Main activities 1 (45 minutes)	<ul style="list-style-type: none"> ● Paired activity: Distribute the company brochures amongst pairs of learners. Learners use the company brochures and internet research to investigate the role and responsibilities of freight forwarders and their contribution to warehouse operations. ● Teacher-led discussion: Discuss the role and activities of freight forwarders based on learner research.
Main activities 2 (45 minutes)	<ul style="list-style-type: none"> ● Small group activity: Learners read case studies and discuss: <ul style="list-style-type: none"> ○ the licences/permits that are required ○ the freight forwarder's role in the activities in the case study any issues that might arise in the case studies ○ any other findings. ● Teacher-led discussion: Each group of learners discusses their findings with the whole group.
Concluding activity (30 minutes)	<ul style="list-style-type: none"> ● Question and Answer session: Recap the roles and responsibilities of freight forwarders, the challenges they face and their contribution to warehousing operations to check individual learner understanding. Recap learning aims and assessment.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	5 (3 hours)

Lesson objectives	<ul style="list-style-type: none"> • To prepare learners for the workplace visit. • To introduce learners to the operational demands of a freight forwarder. • To introduce learners to the working environment of a freight forwarder.
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Resources checklist	<ul style="list-style-type: none"> • Unit specification • Learners' notes from previous lesson • A freight forwarding organisation to visit • Notepads and pens • Clipboards • Visit documentation
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Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide

Activities	Teaching notes
Starter activity (30 minutes)	<ul style="list-style-type: none"> • Lead in: Introduce the lesson aims. Introduce the learners to the specific activities of the organisation that they will visit. Ask learners to write questions about the role of freight forwarders based on the content of the previous lesson.
Main activities 1 (90 minutes)	<ul style="list-style-type: none"> • Visit: Introduce learners to their guide for the workplace visit. Ask the guide to go through a brief induction into the workplace. Ask learners to write notes as they visit the workplace.
Main activities 2 (30 minutes)	<ul style="list-style-type: none"> • Question and answer session: Encourage learners to ask the guide their prepared questions.
Concluding activity (30 minutes)	<ul style="list-style-type: none"> • Teacher-led discussion: Discuss the visit and main points learned.
Private study	<ul style="list-style-type: none"> • Learners use their notes to write up 'A day in the life of a freight forwarder' based on their observations.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	6 (3 hours)
Lesson objectives	<p>To recap:</p> <ul style="list-style-type: none"> • the unit content • the learning aims • the role of agents in warehouse operations.
Resources checklist	<ul style="list-style-type: none"> • Assessment Workbook Task 1 • Unit specification • Computers with internet access for research • Whiteboard/flip chart
Key: AS : Activity Sheet; TF : Template Form; PS : Presentation Slide	

Activities	Teaching notes
Starter activity (45 minutes)	<ul style="list-style-type: none"> • Lead in: Introduce aims of this revision lesson and summarise assessment criteria and content for this learning aim. Consolidate and record main points of learning aim on whiteboard/flip chart.
Main activities 1 (75 minutes)	<ul style="list-style-type: none"> • Paired activity: Each pair of learners writes 20 questions based on the learning aim content. • Whole group activity: Each pair of learners asks the remainder of the group their questions. The remainder of the group swap their answer sheets once they've answered the questions and mark each other's answers.
Main activities 2 (30 minutes)	<ul style="list-style-type: none"> • Teacher-led discussion: Discuss the answers to learners' questions in the previous activity and discuss any issues that arise.
Concluding activity (30 minutes)	<ul style="list-style-type: none"> • Question and answer session: Recap content of Learning aim A, then recap assessment requirements.
Private study	<ul style="list-style-type: none"> • Learners read through the learning aim content and research any areas that they are unclear about.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	7 (3 hours)

Lesson objectives	<ul style="list-style-type: none"> • To review the unit content. • To review Learning aim A. • To complete Assessment Workbook Task 1.
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Resources checklist	<ul style="list-style-type: none"> • Assessment Workbook Task 1 • Unit specification • Computers with internet access for research • Presentation about Assessment Workbook Task 1 (PS)
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Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide

Activities	Teaching notes
Starter activity (20 minutes)	<ul style="list-style-type: none"> • Teacher presentation: Introduce the lesson aims. Explain the assessment requirements for Learning aim A. Explain knowledge tasks and expectations, including unit content, employer involvement and plagiarism.
Main activity (145 minutes)	<ul style="list-style-type: none"> • Assessment activity: Learners work individually on Assessment Workbook Task 1.
Concluding activity (15 minutes)	<ul style="list-style-type: none"> • Q & A session: Use Q & A to clarify any issues that learners raise. Confirm timescales for hand in of completed Assessment Workbook Task 1.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	8 (3 hours)

Lesson objectives	<p>To introduce learners to:</p> <ul style="list-style-type: none"> • Learning aim B and its content • the interactions between warehouse supervisors and the different agents.
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Resources checklist	<ul style="list-style-type: none"> • Assessment Workbook Task 2 • Unit specification • Computers with internet access for research • Whiteboard/flip chart • Flow diagram template • Case studies about interactions between the warehouse supervisor and different agents
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Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide

Activities	Teaching notes
Starter activity (30 minutes)	<ul style="list-style-type: none"> • Lead in: Recap previous lesson and introduce lesson aims. • Teacher-led discussion: Discuss Learning aim B. Consolidate and record main points of learning aim on whiteboard/flip chart.
Main activities 1 (30 minutes)	<ul style="list-style-type: none"> • Teacher-led discussion: Discuss different interactions between the warehouse supervisor and different agents.
Main activities 2 (30 minutes)	<ul style="list-style-type: none"> • Small group activity: Learners read case studies and decide what information needs to be transferred between the warehouse supervisor and agents. • Teacher-led discussion: Review and summarise outcomes of previous activity.
Main activities 3 (60 minutes)	<ul style="list-style-type: none"> • Individual activity: Learners research and produce a flow diagram of information transfer between the warehouse supervisor and various agencies. • Paired activity: Learners review other learners' flow diagrams and discuss any anomalies.
Concluding activity (30 minutes)	<ul style="list-style-type: none"> • Teacher-led discussion: Discuss findings from previous activity. • Recap session: Recap learning aim and assessment.
Private study	<ul style="list-style-type: none"> • Learners read through the unit content for Learning aim B and familiarise themselves with Assessment Workbook Task 2.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	9 (3 hours)

Lesson objectives	<p>To introduce learners to:</p> <ul style="list-style-type: none"> • the information that needs to be transferred between warehouse supervisors and agents • different communication methods used between warehouse supervisors and agents.
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Resources checklist	<ul style="list-style-type: none"> • Unit specification • Computers with internet access for research • Case studies about information transfer
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Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide

Activities	Teaching notes
Starter activity (60 minutes)	<ul style="list-style-type: none"> • Lead in: Recap previous lesson and introduce lesson aims. • Teacher-led presentation: Explain different communication methods, their benefits and drawbacks and their relevance to this learning aim.
Main activities 1 (60 minutes)	<ul style="list-style-type: none"> • Individual activity: Learners review previous lesson, research communication methods and write a short report analysing the pros and cons of different communication methods to ensure that work is carried out effectively and efficiently. • Teacher-led discussion: Discuss the reports that learners wrote in the previous activity.
Main activities 2 (45 minutes)	<ul style="list-style-type: none"> • Small group activity: Learners read case studies and decide on the appropriateness of the communication methods used for each situation. • Teacher-led discussion: Review and summarise outcome of previous activities.
Concluding activity (15 minutes)	<ul style="list-style-type: none"> • Recap session: Recap learning aim and assessment requirements.
Private study	<ul style="list-style-type: none"> • Learners research communication methods used between different agents and the warehouse supervisor.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	10 (3 hours)

Lesson objectives	<ul style="list-style-type: none"> • To prepare learners for the workplace visit. • To introduce learners to the types of information transferred between warehouse supervisors and agents. • To introduce learners to the importance of information being transferred in a timely manner.
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Resources checklist	<ul style="list-style-type: none"> • Unit specification • An operating warehousing organisation • Notepads and pens • Visit documentation
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Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide

Activities	Teaching notes
Starter activity (45 minutes)	<ul style="list-style-type: none"> ● Lead in: Recap previous lesson and introduce lesson aims. Introduce learners to the specific activities of the organisation to be visited. ● Whole group activity: Learners write questions about the information transfer, and the importance of accurate and timely information transfer, between the warehouse supervisor and agents. They should base these questions on the content of previous lesson.
Main activities 1 (30 minutes)	<ul style="list-style-type: none"> ● Visit: Introduce learners to their guide for the workplace visit. Ask the guide to go through a brief induction into the workplace. Ask learners to write notes as they visit the workplace.
Main activities 2 (60 minutes)	<ul style="list-style-type: none"> ● Teacher-led question and answer session: Encourage learners to ask the guide the questions that they prepared earlier.
Concluding activity (45 minutes)	<ul style="list-style-type: none"> ● Teacher-led discussion: Discuss the visit and main points learned.
Private study	<ul style="list-style-type: none"> ● Learners write up notes about information gained during the workplace visit.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	11 (3 hours)
Lesson objectives	<p>To introduce learners to:</p> <ul style="list-style-type: none"> • the storage requirements for different types of goods • the role of different agents in obtaining/processing accompanying documentation.
Resources checklist	<ul style="list-style-type: none"> • Assessment Workbook Task 2 • Unit specification • Computers with internet access for research • Presentation about goods and their required documentation (PS)
Key: AS : Activity Sheet; TF : Template Form; PS : Presentation Slide	

Activities	Teaching notes
Starter activity (60 minutes)	<ul style="list-style-type: none"> Recap the visit using questions and answers. Teacher presentation: Introduce the topic, explaining that certain types of goods need to have accompanying documentation when in storage. Teacher-led discussion: Discuss different documentation that needs to be completed and which agent is responsible for obtaining it.
Main activities 1 (60 minutes)	<ul style="list-style-type: none"> Individual activity: Learners research and identify five different types of goods that require additional documentation relating to storage requirements and write a summary of each. Paired activity: Learners discuss their findings and compare summaries.
Main activities 2 (30 minutes)	<ul style="list-style-type: none"> Whole group activity: Each learner asks the whole group to identify the documentation required for their chosen five types of goods. Learners exchange written answers. Give the correct answers so that each learner can mark the other learner's responses.
Concluding activity (30 minutes)	<ul style="list-style-type: none"> Recap session: Recap learning aims and assessment.
Private study	<ul style="list-style-type: none"> Learners read through the unit content and familiarise themselves with Assessment Workbook Task 2.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	12 (3 hours)

Lesson objectives	<ul style="list-style-type: none"> • To introduce learners to the importance of updating information on an ongoing basis. • To recap the types of information that need to be updated.
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Resources checklist	<ul style="list-style-type: none"> • Assessment Workbook Task 2 • Unit specification • Computers with internet access for research • Presentation about the need for transferred information to be ongoing and up-to date (PS) • Learners' notes from Lesson 10
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Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide

Activities	Teaching notes
Starter activity (30 minutes)	<ul style="list-style-type: none"> • Teacher presentation: Introduce the lesson aims and the need for ongoing and up-to date information to be transferred.
Main activities 1 (60 minutes)	<ul style="list-style-type: none"> • Small group discussion: Learners discuss what information needs to be continually updated and the agents which whom the warehouse supervisor needs to communicate. • Teacher-led discussion: Summarise outcomes of the previous activity.
Main activities 2 (60 minutes)	<ul style="list-style-type: none"> • Individual activity: Learners review their notes from the warehouse visit (Lesson 10) and compare the outcomes of the small group discussion with their own notes. • Teacher-led discussion: Summarise and confirm the outcomes.
Concluding activity (30 minutes)	<ul style="list-style-type: none"> • Recap learning aims and assessment requirements for Assessment Workbook Task 2.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	13 (3 hours)

Lesson objectives	<p>To introduce learners to:</p> <ul style="list-style-type: none"> • the importance of accurate and timely information transfer • the implications of inaccurate information/untimely information transfer.
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Resources checklist	<ul style="list-style-type: none"> • Assessment Workbook Task 2 • Unit specification • Presentation about importance of accurate and timely information transfer (PS) • Computers with internet access for research • Whiteboard
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Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide

Activities	Teaching notes
Starter activity (30 minutes)	<ul style="list-style-type: none"> • Teacher- led presentation: Introduce the lesson aims. Explain the importance of accurate and timely information transfer and the implications of inaccurate or untimely information transfer.
Main activities 1 (60 minutes)	<ul style="list-style-type: none"> • Individual activity: Using the internet, learners research and produce a flow diagram of information transfer. Learners write accompanying notes explaining the information to be transferred at each point. • Teacher-led discussion: Review learner findings and flow diagrams from the previous activity.
Main activities 2 (60 minutes)	<ul style="list-style-type: none"> • Paired activity: Learners role play a meeting between a warehouse supervisor and a representative from a freight forwarder following an instance of misinformation being transferred. Learners consider the implications for the warehouse supervisor. • Teacher-led discussion and question and answer: Summarise the importance of the correct information being transferred in a timely fashion using the most appropriate communication methods.
Concluding activity (30 minutes)	<ul style="list-style-type: none"> • Recap session: Recap learning aim and assessment requirements of Assessment Workbook Task 2.
Private study	<ul style="list-style-type: none"> • Learners read through the content of Learning aim B and familiarise themselves with Assessment Workbook Task 2.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	14 (3 hours)

Lesson objectives	<ul style="list-style-type: none"> To complete Assessment Workbook Task 2.
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Resources checklist	<ul style="list-style-type: none"> Assessment Workbook Task 2 Unit specification Computers with internet access for research Presentation about Assessment Workbook Task 2 (PS)
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Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide

Activities	Teaching notes
Starter activity (20 minutes)	<ul style="list-style-type: none"> Teacher presentation: Introduce the lesson aims. Explain the assessment requirements for Learning aim B. Explain knowledge tasks and expectations, including unit content, employer involvement and plagiarism.
Main activities 1 (145 minutes)	<ul style="list-style-type: none"> Assessment activity: Learners work individually on Assessment Workbook Task 2.
Concluding activity (15 minutes)	<ul style="list-style-type: none"> Question and answer session: clarify any points that learners raise. Confirm timescales for hand-in of completed Assessment Workbook Task 2.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	15 (3 hours)

Lesson objectives	<p>To introduce learners to:</p> <ul style="list-style-type: none"> • Learning aim C and Assessment Workbook Task 3 • the benefits of effective relationships for warehouse operations.
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Resources checklist	<ul style="list-style-type: none"> • Assessment Workbook Task 3 • Unit specification • Computers with internet access for research • Presentation about Learning aim C and Assessment Workbook Task 3 (PS) • Case studies about benefits of effective relationships • Whiteboard/flip chart
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Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide

Activities	Teaching notes
Starter activity (45 minutes)	<ul style="list-style-type: none"> ● Teacher presentation: Introduce the lesson aims, Learning aim C and unit content. Explain the assessment requirements for the learning aim. Explain knowledge tasks and expectations, including unit content, employer involvement and plagiarism.
Main activities 1 (60 minutes)	<ul style="list-style-type: none"> ● Individual activity: Learners use the internet/library to research how to increase efficiency through effective relationships. ● Teacher-led discussion: Review outcomes of learner research.
Main activities 2 (60 minutes)	<ul style="list-style-type: none"> ● Paired activity: Distribute case studies. Learners read case studies and identify the benefits of effective relationships for efficient warehouse operations. ● Teacher-led discussion: Discuss learners' findings from previous activity, focusing on how efficiency in warehouse operations can be improved with more effective relationships between the warehouse supervisor and agents.
Concluding activity (15 minutes)	<ul style="list-style-type: none"> ● Question and answer session: to check learners' understanding of the benefits of effective relationships and their contribution to efficient warehousing operations. Recap learning aims and assessment criteria.
Private study	<ul style="list-style-type: none"> ● Learners read through the unit content and familiarise themselves with Assessment Workbook Task 3.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	16 (3 hours)

Lesson objectives	<p>To introduce learners to:</p> <ul style="list-style-type: none"> • real industry experience • the efficiencies that can be made in warehousing operations through effective relationships.
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Resources checklist	<ul style="list-style-type: none"> • Unit specification • Computers with internet access for research • Presentation about efficiencies in warehousing operations (PS) • Company brochures from a warehousing organisation • Guest speaker • Whiteboard/flip chart
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Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide

Activities	Teaching notes
Starter activity (60 minutes)	<ul style="list-style-type: none"> • Lead in: Recap outcomes of previous lesson and explain the activities for this lesson. Inform learners about the guest speaker and the activities in which their organisation is engaged. • Teacher presentation: Explain efficiencies in warehousing operations and how they can be improved through effective relationships with agents.
Main activities 1 (30 minutes)	<ul style="list-style-type: none"> • Individual activity: Learners use findings from activities in previous lesson to formulate questions to ask the guest speaker.
Main activities 2 (60 minutes)	<ul style="list-style-type: none"> • Guest speaker: Guest speaker from a warehousing organisation explains the efficiencies that can be made through effective working relationships and effective and appropriate communication between warehouse supervisors and different agents. • Teacher-led question and answers: Invite learners to ask the guest speaker the questions that they prepared earlier.
Concluding activity (30 minutes)	<ul style="list-style-type: none"> • Teacher-led discussion: Discuss what has been learned from this lesson.
Private study	<ul style="list-style-type: none"> • Learners review brochures from a warehousing organisation and make notes.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	17 (3 hours)
Lesson objectives	<p>To introduce learners to:</p> <ul style="list-style-type: none"> • positive impact of effective relationships in relation to compliance with government regulations • the implications of non-compliance.
Resources checklist	<ul style="list-style-type: none"> • Unit specification • Computers with internet access for research • Whiteboard/flip chart • Presentation about maintaining professional relationships with government agencies (PS)
Key: AS : Activity Sheet; TF : Template Form; PS : Presentation Slide	

Activities	Teaching notes
Starter activity (30 minutes)	<ul style="list-style-type: none"> • Teacher-led presentation: Explain the benefits of maintaining professional relationships with government agencies and implications of not doing so. Present a real-life scenario when ineffective relationships led to problems in the supply chain. • Question and answer session: to check learner understanding.
Main activities 1 (60 minutes)	<ul style="list-style-type: none"> • Small group activity: Learners research a government agency involved in the movement and storage of goods in order to establish the implications of non-compliance with the agency's regulations. • Group discussion: Each group presents its findings to the remainder of the group.
Main activities 2 (60 minutes)	<ul style="list-style-type: none"> • Individual activity: Learners research and identify a case in which a warehousing organisation was penalised for non-compliance with government regulations. • Teacher-led discussion: Review findings from previous activity and answer learners' questions.
Concluding activity (30 minutes)	<ul style="list-style-type: none"> • Teacher-led discussion: Summarise topics covered.
Private study	<ul style="list-style-type: none"> • Learners research other cases of ineffective relationships between warehouse supervisors and agents.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	18 (3 hours)

Lesson objectives	<p>To introduce learners to:</p> <ul style="list-style-type: none"> • the financial benefits of effective relationships • how to increase financial benefits through improving relationships with agents.
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Resources checklist	<ul style="list-style-type: none"> • Assessment Workbook Task 4 • Unit specification • Computers with internet access for research • Presentation about financial benefits of effective relationships (PS) • Case studies about financial benefits of effective relationships • Whiteboard/flip chart
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Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide

Activities	Teaching notes
Starter activity (30 minutes)	<ul style="list-style-type: none"> ● Teacher presentation: Introduce the topic of financial benefits, both direct and indirect, for the warehousing organisation through the maintenance of effective relationships with agents.
Main activities 1 (60 minutes)	<ul style="list-style-type: none"> ● Paired activity: Learners review case studies and identify what financial benefits have arisen from effective relationships. Learners note how these benefits have been achieved. ● Teacher-led discussion: Discuss the findings from the paired activity.
Main activities 2 (60 minutes)	<ul style="list-style-type: none"> ● Individual activity: Learners use the internet and notes from previous lessons to research and produce a chart showing relationship building and the resulting financial benefits to the organisation. ● Small group activity: Learners discuss their completed charts and then present them to the remainder of the group using flip chart/whiteboard.
Concluding activity (30 minutes)	<ul style="list-style-type: none"> ● Teacher-led discussion: Review the lesson aims and what has been learned. Recap learning aims and assessment.
Private study	<ul style="list-style-type: none"> ● Learners read through Assessment Workbook Task 4.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	19 (3 hours)

Lesson objectives	<ul style="list-style-type: none"> To introduce learners to the session aims. To complete Assessment Workbook Tasks 3 and 4.
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Resources checklist	<ul style="list-style-type: none"> Assessment Workbook Tasks 3 and 4 Unit specification Presentation about Learning aim C assessment (PS) Computers with internet access for research
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Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide

Activities	Teaching notes
Starter activity (20 minutes)	<ul style="list-style-type: none"> Teacher presentation: Introduce the lesson aims. Recap the assessment requirements for Learning aim C. Recap knowledge tasks and expectations, including unit content, employer involvement and plagiarism.
Main activities 1 (145 minutes)	<ul style="list-style-type: none"> Assessment activity: Learners work individually on Assessment Workbook Tasks 3 and 4.
Concluding activity (15 minutes)	<ul style="list-style-type: none"> Question and answer session: check understanding and clarify any points raised by learners. Confirm timescales for hand-in of completed Assessment Workbook Tasks 3 and 4.

Lesson plan

Qualification	Pearson BTEC Uzbekistan Level 4 Qualifications in Warehouse Supervision
Unit	Unit 8: The Role of Agents in Warehouse Operations
Lesson number	20 (3 hours)

Lesson objectives	<ul style="list-style-type: none"> • To summarise all content of the unit and the three learning outcomes. • To revisit the content of all taught sessions. • To confirm understanding of the content of Unit 8.
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Resources checklist	<ul style="list-style-type: none"> • Assessment Workbook • Unit specification • Unit summary presentation (PS) • Learner notes and completed activities from all lessons • Assessment submission record • Whiteboard/flip chart
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Key: **AS**: Activity Sheet; **TF**: Template Form; **PS**: Presentation Slide

Activities	Teaching notes
Starter activity (90 minutes)	<ul style="list-style-type: none"> • Teacher presentation: Introduce the lesson aim, which is to review all topics covered in this unit. Discuss learning aims and content of unit. Consolidate and record main points of unit on a whiteboard/flip chart.
Main activity (60 minutes)	<ul style="list-style-type: none"> • Paired activity: Learners discuss the unit content and assessment tasks. Learners write down any questions arising from their discussion.
Concluding activity (30 minutes)	<ul style="list-style-type: none"> • Question and answer session: to recap content of the whole unit. Confirm timescale for completion and hand-in of all completed assessment tasks.

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