

Qualification specification

**NCFE Level 1 Certificate in Warehousing and
Storage (601/7284/8)**

QN: 601/7284/8

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Summary of changes

This section summarises the changes to this qualification specification since the last version (Issue 3 July 2018). Please check the qualification page on our website for the most recent version.

- Information regarding the wellbeing and safeguarding of learners added to Section 1 (page 13).
- Further information added to the achieving this qualification section to confirm that, unless otherwise stated in this specification, all learners taking this qualification must be assessed in English and all assessment evidence presented for external quality assurance must be in English.
- Information added to the entry guidance section to advise that registration is at the discretion of the centre, in accordance with equality legislation, and should be made on the Portal.
- Information added to the support for centres section about how to access support handbooks.

Section 1

Qualification overview

Qualification overview

Introduction

We want to make your experience of working with NCFE as pleasant and easy as possible. This qualification specification contains everything you need to know about this qualification and should be used by everyone involved in the planning, delivery and assessment of the NCFE Level 1 Certificate in Warehousing and Storage.

All information contained in this specification is correct at the time of publishing.

To ensure that you're using the most up-to-date version of this qualification specification please check the issue date in the page headers against that of the qualification specification on the NCFE website

If you advertise this qualification using a different or shortened name you must ensure that learners are aware that their final certificate will state the regulated qualification title of NCFE Level 1 Certificate in Warehousing and Storage.

The NCFE Level 1 Certificate in Warehousing and Storage is a competence-based qualification.

A competence-based qualification is based on National Occupational Standards (NOS) and is a job-ready qualification which requires learners to demonstrate the skills and knowledge required to work in a specific industry. A competence-based qualification must be assessed in the workplace or in a realistic work environment (RWE) in accordance with the relevant assessment guidance (available on the Skills for Logistics website www.skillsforlogistics.co.uk). This document can also be downloaded from the qualifications page on the NCFE website.

Things you need to know

Qualification number (QN)	601/7284/8
Aim reference	60172848
Guided learning hours (GLH):	107
Credit value	14
TQT	140
Level	Level 1
Assessment requirements	Internally assessed and externally moderated portfolio of evidence Unless stated otherwise in this qualification specification, all learners taking this qualification must be assessed in English and all assessment evidence presented for external quality assurance must be in English.

Total Qualification Time (TQT)

Total Qualification Time is the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required in order for a learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification.

Total Qualification Time comprises:

- the Guided Learning Hours for the qualification
- an estimate of the number of hours a learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by – but not under the immediate guidance or supervision of – a lecturer, supervisor, Tutor or other appropriate provider of education or training.

Credit

The credit value is equal to the Total Qualification Time divided by ten, rounded to the nearest whole number.

About this qualification

This is a regulated qualification. The regulated number for this qualification is 601/7284/8.

This qualification may be eligible for funding. For further guidance on funding, please contact your local funding provider.

Aims and objectives of this qualification

This qualification aims to:

- provide learners with a pre-employment route as well as a foundation for those already working in the logistics sector.

The objectives of this qualification are to help learners to:

- apply the knowledge and skills to a level required by employers, proving competency in their job role.

Achieving this qualification

To be awarded the NCFE Level 1 Certificate in Warehousing and Storage, learners must achieve a total of 14 credits:

- 2 credits from the mandatory unit in Group A
- 12 credits from the optional units of which a minimum of 7 credits must be taken from the Level 1 units in Group B
- the remaining credits can come from the optional units in Group B or C.

Group A mandatory unit

Unit No	Unit title	Credit
Unit 01	Health and safety in the workplace	2

Group B optional units

Unit No	Unit title	Credit
Unit 02	Maintain the cleanliness of equipment in logistics operations	2
Unit 03	Keep stock at required levels in a logistics environment	2
Unit 04	Keep work areas clean in a logistics environment	2
Unit 05	Moving or handling goods manually in logistics facilities	2
Unit 06	Pick goods in a logistics environment	2
Unit 07	Wrap and pack goods in a logistics environment	2
Unit 08	Operate equipment to perform work requirements in a logistics environment	3
Unit 09	Use equipment to move goods in logistics facilities	2
Unit 10	Receive goods in a logistics environment	3
Unit 11	Maintain hygiene standards in handling and storing goods in a logistics environment	2
Unit 12	Assemble orders for dispatch in a logistics environment	3
Unit 13	Sort goods and materials for recycling or disposal in a logistics environment	3

Group C optional units

Unit No	Unit title	Credit
Unit 14	Develop effective working relationships with colleagues in logistics operations	4
Unit 15	Make an effective contribution to a business in the logistics sector	3
Unit 16	Contribute to the provision of customer service in logistics operations	3
Unit 17	Place goods in storage in logistics operations	4
Unit 18	Process orders for customers in logistics operations	3
Unit 19	Process returned goods in logistics operations	3

The learning outcomes and assessment criteria for each unit are provided in Section 2.

The units above may be available as stand-alone unit programmes. Please visit the NCFE website for further information.

To achieve the NCFE Level 1 Certificate in Warehousing and Storage, learners must successfully demonstrate their achievement of all learning outcomes and assessment criteria of the units as detailed in this qualification specification. Grades are not awarded.

Learners who aren't successful can resubmit work within the registration period; however, a charge may apply. A Credit Certificate can be requested for learners who don't achieve their full qualification but who have achieved at least one whole unit.

Qualifications and awards with simulation and assessment in a Realistic Work Environment (RWE)

Where the assessment guidance for a unit/qualification allows, it is essential that organisations wishing to operate an RWE do so in an environment which reflects a real work setting and replicates the key characteristics of the workplace in which the skill to be assessed is normally employed. This will ensure that any competence achieved in this way will be sustained in real employment.

Entry guidance

This qualification is designed for a variety of job roles in the warehousing and storage sector.

There are no specific recommended prior learning requirements for this qualification. However, learners may find it helpful if they've already completed an Entry Level 3 qualification.

Registration is at the discretion of the centre, in accordance with equality legislation, and should be made on the Portal. However, learners should be aged 16 or above to undertake this qualification.

Centres are responsible for ensuring that this qualification is appropriate for the age and ability of learners. They need to make sure that learners can fulfil the requirements of the assessment criteria and comply with the relevant literacy, numeracy and health and safety aspects of this qualification. Learners registered on this qualification shouldn't undertake another qualification at the same level with the same or a similar title, as duplication of learning may affect funding eligibility.

Progression opportunities

Learners who achieve this qualification could progress to:

- NCFE Level 2 Certificate in Warehousing and Storage
 - NCFE Level 2 Award in Employee Rights and Responsibilities in the Logistics Industry
 - NCFE Level 2 Diploma in Customer Service for Logistics
 - Level 2 Award in Introduction to Logistics and Supply Chains
 - Intermediate Apprenticeship in Warehousing and Storage (Warehouse Operative)
-

Recognition of Prior Learning (RPL)

Centres may recognise prior learning at their discretion if they are satisfied that the evidence provided meets the requirements of a qualification. Where RPL is to be used extensively (for a whole unit or more), advice must be given by a qualified RPL Advisor.

Credit transfer

Where a learner has already achieved a unit with credit, NCFE will recognise that prior learning and will allow the credit to be transferred onto a new qualification, provided that the units have the same Ofqual reference number.

Qualification dates

Regulated qualifications have operational end dates and certification end dates.

We review qualifications regularly, working with sector representatives, vocational experts and stakeholders to make any changes necessary to meet sector needs and to reflect recent developments.

If a decision is made to withdraw a qualification, we will set an operational end date and provide reasonable notice to our centres. We will also take all reasonable steps to protect the interest of learners.

An operational end date will only show on the Ofqual Register of Regulated Qualifications register.ofqual.gov.uk and on our website if a decision has been made to withdraw a qualification. After this date we can no longer accept learner registrations. However, certification is allowed until the certification end date so that learners have time to complete any programmes of study. The certification end date will only show on the Ofqual Register once an operational end date has been set. After this date we can no longer process certification claims.

Staffing requirements

Centres delivering any of NCFE's qualifications must:

- have a sufficient number of appropriately qualified/experienced Assessors to assess the volume of learners they intend to register
- have a sufficient number of appropriately qualified/experienced Internal Quality Assurers to internally quality assure the anticipated number of Assessors and learners
- ensure that all staff involved in assessment and internal quality assurance are provided with appropriate training and undertake meaningful and relevant continuing professional development
- implement effective internal quality assurance systems and processes to ensure all assessment decisions are reliable, valid, authentic, sufficient and current. This should include standardisation to ensure consistency of assessment
- provide all staff involved in the assessment process with sufficient time and resources to carry out their roles effectively.

Assessors and Internal Quality Assurance

Staff involved in the Assessment and Internal Quality Assurance of this qualification/s must be able to demonstrate that they have (or are working towards) the relevant occupational knowledge and/or occupational competence, at the same level or higher as the units being assessed and internally quality assured. This may be gained through experience and/or qualifications.

Resource requirements

The following document is essential reading for any centre involved in the delivery, assessment and administration of this qualification:

- Assessment strategy (available on the Skills for Logistics website www.skillsforlogistics.org).

This document can also be downloaded from the qualifications page on the NCFE website.

Support for learners

Learner's Evidence Tracking Log (LETL)

The LETL can help learners keep track of their work. This blank document can be downloaded free of charge from the NCFE website. You don't have to use the LETL – you can devise your own evidence-tracking document instead.

Support for centres

This qualification specification must be used alongside the mandatory support handbook which can be found on the NCFE website. This contains additional supporting information to help with planning, delivery and assessment.

This qualification specification contains all the qualification-specific information you will need that is not covered in the support handbook.

Customer Support team

Our award-winning Customer Support team will support you with approvals, registrations, external quality assurance, external assessment, results and certification. You can contact your Customer Support Assistant on 0191 239 8000 or email customersupport@ncfe.org.uk.

Reasonable Adjustments and Special Considerations Policy

This policy is aimed at customers – including learners – who use our products and services and who submit requests for reasonable adjustments and special considerations. The policy can be found on the NCFE website.

Subject maps

Our suite of subject maps showcase the qualifications we have available within each specialist sector and how they connect to each other. They demonstrate how you can plot routes for your learners at different levels from entry level right through to higher education or the workforce, with supporting qualifications along the way

Fees and Pricing

The current fees and pricing guide is available on the NCFE website.

Training and support

We can provide training sessions for Assessors and Internal Moderators. Bespoke subject-specific training is also available. For further information please contact our Quality Assurance team on 0191 239 8000.

We can provide training sessions for Assessors and Internal Quality Assurers. Bespoke subject-specific training is also available. For further information please contact our Quality Assurance team on 0191 239 8000.

Learning resources

We offer a wide range of learning resources and materials to support the delivery of our qualifications. Please check the qualifications page on the NCFE website for more information and to see what is available for this qualification.

The resources and materials used in the delivery of this qualification must be age-appropriate and due consideration should be given to the wellbeing and safeguarding of learners in line with your institute's safeguarding policy when developing or selecting delivery materials.

Mapping to National Occupational Standards

National Occupational Standards (NOS) are owned by a Sector Skills Council (SSC) or Standard-Setting Body (SSB) and describe the skills, knowledge and understanding needed to undertake a particular task or job at different levels of competence.

The units and structure of this qualification are based on the Skills for Logistics NOS for Warehousing and Storage.

Further information on the NOS used in this qualification can be found on the Skills for Logistics website www.skillsforlogistics.org.

Section 2

Unit content and assessment guidance

Unit content and assessment guidance

This section provides details of the structure and content of this qualification.

The unit summary provides an overview of each unit including:

- unit title
- unit summary
- guided learning hours
- credit value
- level
- an indication of whether a unit is mandatory or optional.

Following the unit summary there's detailed information for each unit containing:

- unit title and number
- learning outcomes (the learner will) and assessment criteria (the learner can)
- assessment guidance (types of evidence for internal assessment)

The regulators' unit number is indicated in brackets for each unit (eg M/100/7116). However, to make cross-referencing assessment and moderation easier, we've used a sequential numbering system in this document for each unit.

The types of evidence listed are for guidance purposes only. Within learners' portfolios, other types of evidence are acceptable if all learning outcomes and assessment criteria are covered and if the evidence generated can be internally and externally moderated. For approval of methods of internal assessment other than portfolio building, please contact the Quality Assurance team at NCFE.

For further information or guidance about this qualification please contact our Product Development team on 0191 239 8000.

Unit 01 Health and safety in the workplace (A/501/4966)

Unit summary	This unit enables learners to develop an understanding of the key elements of health and safety. Learners will be able to explain how to prevent and deal with accidents in the workplace and how to perform tasks safely. Learners will also be able to identify the health and safety responsibilities of both the employer and employee.
Guided learning hours	20
Credit value	2
Level	1
Mandatory/optional	Mandatory

The learner will:

- 1 Understand health and safety rights and responsibilities

The learner can:

- 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

The learner will:

- 2 Understand the health and safety requirements of employers

The learner can:

- 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:
 - fire/emergency alarm
 - firefighting equipment
 - fire exits
 - assembly points
 - first aid box
 - first aid assistance
 - accident book

Unit 01 Health and safety in the workplace (A/501/4966) (cont'd)

The learner will:

- 3 Understand how to prevent and deal with accidents

The learner can:

- 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
-

The learner will:

- 4 Understand how to perform workplace tasks safely

The learner can:

- 4.1 Carry out tasks safely
 - 4.2 Use and store equipment safely
 - 4.3 Maintain a clean and tidy work area
-

Unit 01 Health and safety in the workplace (A/501/4966) (cont'd)**Assessment guidance**

AC	Assessment guidance	Suggested assessment method
1.1	This could be found in the workplace/training company's induction documentation.	Oral and written questions
1.2, 1.3	This could be found in a Health and Safety at Work Act (HASAWA) notice. The learner is to list the responsibilities of each party.	Worksheet
1.4		Oral and written questions
2.1, 2.2, 2.4, 3.1–3.5	To include, but not limited to, the organisation's induction and documentation. Learners could mark on a map the location of various safety features.	Worksheet, oral and written questions, observation
2.3		Observation/simulation
4.1–4.3		Observation, oral and written questions

Unit 02 Maintain the cleanliness of equipment in logistics operations (H/601/3708)

Unit summary	The aim of this unit is to understand the importance of keeping equipment in good, clean working order. It covers the use of appropriate tools and materials to clean equipment and return it to be used in a safe and clean condition.
Guided learning hours	20
Credit value	2
Level	1
Mandatory/optional	Optional

The learner will:

- 1 Be able to prepare self and equipment for inspection and cleaning in a logistics environment

The learner can:

- 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

The learner will:

- 2 Be able to follow instructions and clean equipment

The learner can:

- 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 manufacturer's instructions

Unit 02 Maintain the cleanliness of equipment in logistics operations (H/601/3708) (cont'd)

The learner will:

- 3 Be able to follow post-cleaning procedures for keeping the equipment in good working order

The learner can:

- 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 Return any unused cleaning materials to the correct storage area
 - 3.4 Follow procedures to re-stock used materials
-

The learner will:

- 4 Understand problems that can occur with keeping the equipment in good working order

The learner can:

- 4.1 Identify problems that can occur with the equipment
 - 4.2 Show how to take appropriate action to deal with identified problems
-

Unit 02 Maintain the cleanliness of equipment in logistics operations (H/601/3708) (cont'd)**Assessment guidance**

AC	Assessment guidance	Suggested assessment method
1.1, 1.2		Observation, oral and written questions
2.1, 2.2 3.3, 3.4		Observation, oral and written questions
3.1	Ensure learners' understanding of COSHH and health and safety symbols. Worksheets could include images of COSHH and health and safety symbols.	Observation, oral and written questions, worksheets
3.2	The learner should confirm with their supervisor that the equipment is ready for operation.	Observation, witness testimony
4.1	Provide the learner with a simple diagram of a specific piece of equipment used on a regular basis. Learners could use a tick list to identify problems with equipment.	Observation, oral and written questions, learner product
4.2	The learner should be able to demonstrate what action to take and who to inform.	Observation, oral and written questions

Unit 03 Keep stock at required levels in a logistics environment (M/601/3713)

Unit summary	In this unit learners will demonstrate that they can follow instruction to maintain stock levels. Learners will be able to check stock levels, identify damaged or faulty goods and ensure effective stock rotation.
Guided learning hours	20
Credit value	2
Level	1
Mandatory/optional	Optional

The learner will:

- 1 Be able to follow instructions to maintain required stock levels

The learner can:

- 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

The learner will:

- 2 Be able to follow instructions to maintain stock control records

The learner can:

- 2.1 Follow instructions to update stock control records promptly and accurately

The learner will:

- 3 Be able to identify problems with keeping stock at the required levels

The learner can:

- 3.1 Identify problems that can occur with stock levels
- 3.2 Show how to take appropriate action to deal with identified problems

Unit 03 Keep stock at required levels in a logistics environment (M/601/3713) (cont'd)**Assessment guidance**

AC	Assessment guidance	Suggested assessment method
1.1–1.3, 1.5, 1.6, 2.1		Observation, learner work product, witness testimony, oral and written questions
1.4	Ensure learners understand all health and safety regulations associated with the stock to be moved and identify the correct equipment to move the stock.	Observation, learner work product, witness testimony, Oral and written questions
3.1	The learner should be able to identify what problems could occur with stock levels in their workplace environment, providing examples.	Observation, witness testimony, oral and written questions
3.2		Observation, witness testimony, oral and written questions

Unit 04 Keep work areas clean in a logistics environment (Y/601/3723)

Unit summary	This unit is aimed at learners in a variety of logistics settings. It is about keeping the workplace clean and tidy and maintaining the required hygiene standards.
Guided learning hours	17
Credit value	2
Level	1
Mandatory/optional	Optional

The learner will:

- 1 Be able to identify requirements relating to the cleaning of work areas in a warehousing and storage facility

The learner can:

- 1.1 Identify the following issues for cleaning work areas in a warehousing and storage facility:
 - health, safety and security requirements
 - environmental factors
 - special requirements
- 1.2 Identify suitable Personal Protective Equipment and cleaning materials to keep work area clean and tidy
- 1.3 Maintain personal health and hygiene standards at work

The learner will:

- 2 Be able to follow instructions to carry out correct cleaning procedures

The learner can:

- 2.1 Follow instructions and use the correct Personal Protective Equipment
- 2.2 Use identified materials to thoroughly clean the work area
- 2.3 Follow instructions to protect people in the work area from cleaning hazards during the cleaning process
- 2.4 Follow instructions to ensure that other people are not inconvenienced during the cleaning process

Unit 04 Keep work areas clean in a logistics environment (Y/601/3723) (cont'd)

The learner will:

- 3 Be able to follow post-cleaning procedures

The learner can:

- 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
-

The learner will:

- 4 Be able to identify problems with the cleaning of work areas

The learner can:

- 4.1 Identify problems that can occur when cleaning work areas
 - 4.2 Show how to take appropriate action to deal with identified problems
-

Unit 04 Keep work areas clean in a logistics environment (Y/601/3723) (cont'd)**Assessment guidance**

AC	Assessment guidance	Suggested assessment method
1.1–1.3	Ensure learners' understanding of Personal Protective Equipment (PPE), COSHH and general health and safety associated with the products and the type of equipment available for use when cleaning in the warehouse setting (eg access to COSHH storage area, cleaning in confined areas, availability of PPE).	Observation, oral and written questions
2.1–2.4	Learners should be able to identify potential cleaning hazards that may occur during the cleaning process.	Observation, oral and written questions
3.1	The learner is to demonstrate knowledge of company policy and environmental issues regarding the disposal of waste.	Observation, oral and written questions
3.2, 3.3	The correct areas for storing the different cleaning materials and the organisational procedures for re-stocking the materials should be identified.	Observation, oral and written questions
4.1, 4.2	Give examples of appropriate action and who to refer problems to if beyond limits of responsibilities. The learner may be asked to use corrosive/hazardous cleaning materials. Check whether they understand the warning signs, the PPE required (face masks, gloves, boots, apron) and where to dispose of the chemicals.	Learner work product, observation, oral and written questions

Unit 05 Moving or handling goods manually in logistics facilities (M/601/3727)

Unit summary	This unit is about the movement and/or handling of goods. It deals with manual handling and identifying hazards that might occur in moving or handling goods safely.
Guided learning hours	20
Credit value	2
Level	1
Mandatory/optional	Optional

The learner will:

- 1 Be able to confirm with appropriate people the goods that require moving or handling

The learner can:

- 1.1 Identify and use sources of information relating to the goods to be moved or handled, this may include:
 - health and safety
 - environmental factors
 - special requirements
- 1.2 Identify any specific hazards in relation to manually handling the goods
- 1.3 Identify methods for manual handling

The learner will:

- 2 Be able to manually move or handle the goods

The learner can:

- 2.1 Identify the goods to be moved 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
- 2.5 Recognise when assistance is required to move or handle the goods and seek help from appropriate people

Unit 05 Moving or handling goods manually in logistics facilities (M/601/3727) (cont'd)

The learner will:

- 3 Be able to identify any problems with moving or handling the goods manually and take appropriate action to deal with them

The learner can:

- 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
-

Unit 05 Moving or handling goods manually in logistics facilities (M/601/3727) (cont'd)

Assessment guidance

AC	Assessment guidance	Suggested assessment method
1.1–1.3, 2.2	The learner can demonstrate manual handling techniques and explain why these are used. Specific hazards should include hazards to both the individual and to the goods being moved.	Learner work product, observation, oral and written questions
2.1, 2.3, 2.4	The learner is to confirm knowledge of the warehouse layout. Warehouse diagrams could be used to identify layout and specific locations.	Observation, oral and written questions
2.5	The learner is to recognise limitations and understand health and safety requirements in the moving of goods.	Observation, oral and written questions
3.1, 3.2	<p>The learner should identify the problems that can occur during the movement and handling of goods, for example:</p> <ul style="list-style-type: none"> • the incorrect use of manual handling techniques • the weight of the goods (ie too heavy to be carried) • not being able to see over or around the goods while moving • route planning • using correct lifting and handling equipment to help move goods. 	Learner evidence, observation, oral and written questions

Unit 06 Pick goods in a logistics environment (A/601/3729)

Unit summary	In this unit learners will locate goods, apply picking methods, utilise picking equipment, position goods ready for assembly and identify any problems.
Guided learning hours	20
Credit value	2
Level	1
Mandatory/optional	Optional

The learner will:

- 1 Be able to prepare for picking the goods

The learner can:

- 1.1 Identify the relevant information required for picking the goods, this may include:
 - health, safety and security requirements
 - environmental factors
 - special requirements
- 1.2 Identify where the required goods are stored

The learner will:

- 2 Be able to follow instructions to pick the goods

The learner can:

- 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

Unit 06 Pick goods in a logistics environment (A/601/3729) (cont'd)

The learner will:

- 3 Be able to follow instructions to prepare the goods for assembling orders

The learner can:

- 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
-

The learner will:

- 4 Be able to identify problems with picking goods at any stage

The learner can:

- 4.1 Identify problems that can occur when picking goods
 - 4.2 Show how to take appropriate action to deal with identified problems
-

Unit 06 Pick goods in a logistics environment (A/601/3729) (cont'd)**Assessment guidance**

AC	Assessment guidance	Suggested assessment method
1.1, 1.2	Ensure learners understand the PPE, manual handling, COSHH and general health and safety associated with the products and that the correct type of equipment is identified for the products to be picked.	Observation, witness testimony, oral and written questions
2.1–2.3	The learner is to show an understanding of company policies and procedures regarding the picking methods used and the type of equipment which is suitable for picking goods in the warehouse setting.	Observation, witness testimony, learner work product, oral and written questions
3.1–3.3	The learner is to show an understanding of the pallet stacking plan, packing procedures and suitable packing equipment. Include a pallet stacking plan if available.	Observation, witness testimony, learner work product, oral and written questions
4.1, 4.2	The learner should identify the problems that can occur during the picking of goods. For example: <ul style="list-style-type: none"> • faulty or unavailable picking equipment • goods not in allocated position • assistance required to collect goods. 	Learner work product, observation, oral and written questions

Unit 07 Wrap and pack goods in a logistics environment (M/601/3730)

Unit summary	Learners will obtain and check information on the goods being packed. Plan when to pack the goods ensuring that the goods are protected during packing. Label packages and dispose of waste correctly.
Guided learning hours	20
Credit value	2
Level	1
Mandatory/optional	Optional

The learner will:

- 1 Be able to prepare the goods for packing

The learner can:

- 1.1 Identify the relevant information required for packing the goods, this may include:
 - 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

The learner will:

- 2 Be able to pack the goods

The learner can:

- 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

Unit 07 Wrap and pack goods in a logistics environment (M/601/3730) (cont'd)

The learner will:

- 3 Be able to identify problems with the packing of the goods at any stage

The learner can:

- 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
-

Unit 07 Wrap and pack goods in a logistics environment (M/601/3730) (cont'd)**Assessment guidance**

AC	Assessment guidance	Suggested assessment method
1.1	Ensure learners' understanding of relevant legislation associated with the products and identify the correct type of equipment available for use when packing goods in the warehouse setting.	Observation, witness testimony, learner work product, oral and written questions
1.2–1.4		Observation, witness testimony, learner work product, oral and written questions
2.1–2.4, 2.6	The learner must show an understanding of company policies and procedures.	Observation, witness testimony, learner work product, oral and written questions
2.5, 2.7	Learner to show an understanding of how to minimise and dispose of waste according to company policies and procedures in association with health and safety and environmental legislation.	Observation, witness testimony, learner work product, oral and written questions
3.1, 3.2	The learner should identify the problems associated with wrapping and packing goods, eg wrapping unavailable or inoperable equipment, or lack of wrapping materials/packaging. Learners could provide a list of potential problems and remedies.	Observation, witness testimony, learner work product, oral and written questions

Unit 08 Operate equipment to perform work requirements in a logistics environment (Y/601/3754)

Unit summary	This unit is designed to show that an individual is competent to effectively operate the equipment that they have to use, demonstrating that they are safe to operate equipment.
Guided learning hours	30
Credit value	3
Level	1
Mandatory/optional	Optional

The learner will:

- 1 Be able to confirm the work required and the appropriate equipment to undertake it

The learner can:

- 1.1 Confirm with appropriate people the work activities that require the operation of equipment
- 1.2 Identify with appropriate people the equipment to be used
- 1.3 Confirm with appropriate people that you have completed the appropriate level of training to operate the equipment
- 1.4 Identify any Personal Protective Equipment to be used when operating the equipment

The learner will:

- 2 Be able to follow instructions to check that the appropriate equipment is available, safe to use and operational

The learner can:

- 2.1 Check that the equipment is available for use
- 2.2 Check that the equipment is set up in accordance with instructions
- 2.3 Carry out routine checks before and after using the equipment
- 2.4 Follow instructions to adjust the equipment in accordance with safety and work requirements
- 2.5 Identify common types of defect in relation to the equipment that is to be used

**Unit 08 Operate equipment to perform work requirements in a logistics environment (Y/601/3754)
(cont'd)**

The learner will:

- 3 Be able to operate and monitor the equipment to maintain safe operation throughout the work activity

The learner can:

- 3.1 Use the equipment safely in accordance with work requirements, operational and organisational procedures and practices
 - 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 practices
-

The learner will:

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

The learner can:

- 4.1 Shut down the equipment safely and in accordance with instructions, operational and organisational procedures and practices
 - 4.2 Complete post-operation maintenance procedures for the equipment in accordance with instructions, operational and organisational procedures and practices
-

The learner will:

- 5 Be able to identify problems with the operation of the equipment

The learner can:

- 5.1 Identify problems that can occur when operating the equipment
 - 5.2 Show how to take appropriate action to deal with identified problems
-

Unit 08 Operate equipment to perform work requirements in a logistics environment (Y/601/3754) (cont'd)

Assessment guidance

AC	Assessment guidance	Suggested assessment method
1.1, 1.2	The learner should be able to identify the appropriate people within the organisation.	Observation, witness testimony
1.3		Produce relevant licence/certificate to operate equipment where appropriate
1.4	Demonstrate what is the correct PPE and why it's required.	Observation, oral and written questions
2.1–2.5	The learner must show that they understand why the checks are required. This should include understanding organisational policies/procedures for checking equipment. Learners could complete a daily defect sheet for equipment.	Observation, witness testimony, learner work product, oral and written questions
3.1–3.3	Learners should explain the importance of using the equipment in a safe manner. Learners must be able to identify defects and damaged equipment.	Observation, witness testimony, learner work product, oral and written questions
4.4, 4.2	Confirm that the learner has the knowledge to shut down the equipment safely and in accordance with the manufacturer's and organisation's guidelines.	Oral and written questions, observation
5.1, 5.2	The learner should identify problems that occur when operating the equipment.	Oral and written questions, observation

Unit 09 Use equipment to move goods in logistics facilities (M/601/3758)

Unit summary	This unit deals with moving goods around in logistics facilities. Learners will identify goods, location and destination. Check that moving equipment has been prepared and identify any hazards. Learners will also lift, transfer and set down goods.
Guided learning hours	20
Credit value	2
Level	1
Mandatory/optional	Optional

The learner will:

- 1 Be able to confirm with appropriate people the goods to be moved and that they are suitable for lifting

The learner can:

- 1.1 Confirm with appropriate people the goods to be moved
- 1.2 Confirm with appropriate people how the goods are to be moved
- 1.3 Identify with appropriate people any equipment to be used in moving the goods
- 1.4 Identify with appropriate people any relevant health and safety regulations that apply to the movement of goods within the facility

The learner will:

- 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

The learner can:

- 2.1 Show how to check that the work area is safe and secure for the movement of goods
- 2.2 Identify any hazards or difficulties in carrying out the movement of goods within the facility and report them to the appropriate people

Unit 09 Use equipment to move goods in logistics facilities (M/601/3758) (cont'd)

The learner will:

- 3 Be able to move the goods correctly and safely

The learner can:

- 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
-

The learner will:

- 4 Be able to identify problems with moving the goods

The learner can:

- 4.1 Identify problems that can occur when moving the goods
 - 4.2 Show how to take appropriate action to deal with identified problems
-

Unit 09 Use equipment to move goods in logistics facilities (M/601/3758) (cont'd)**Assessment guidance**

AC	Assessment guidance	Suggested assessment method
1.1–1.3	The learner must identify the appropriate people within the organisation. Learners could produce a list identifying Supervisors or appropriate people.	Observation, witness testimony, oral and written questions
1.4	The learner will identify the health and safety regulations that apply to the movement of goods in the workplace.	Learner work product, oral and written questions
2.1, 2.2	The learner should identify the problems that can occur during the movement of goods and identify the appropriate person within the organisation. Some problems could be: <ul style="list-style-type: none"> • inoperative/lack of equipment • insufficient room to operate equipment • the learner is not trained to use equipment • pedestrians • other equipment working or moving within the area. 	Observation, witness testimony, learner work product, oral and written questions
3.1–3.6	This should include understanding organisational policies and procedures for checking equipment. Learners need to understand why they would set the goods down in a particular way. Learners need to understand how to operate in a safe and controlled manner. Learners could complete a daily check sheet to show that equipment has been checked and is ready for use.	Observation, witness testimony, oral and written questions
4.1, 4.2	The learner should identify the problems that can occur during the movement of goods, for example: <ul style="list-style-type: none"> • the incorrect use of manual handling techniques • the weight of the goods (ie too heavy to be carried) • not being able to see over or around the goods while moving • route planning • using correct lifting and handling equipment to help move goods. 	Observation, witness testimony, learner work product, oral and written questions

Unit 10 Receive goods in a logistics environment (M/601/3761)

Unit summary	In this unit learners will check the safety of work areas and equipment to be used. They will check that goods match information specifications and ensure that goods are unloaded safely in accordance with instructions.
Guided learning hours	30
Credit value	3
Level	1
Mandatory/optional	Optional

The learner will:

- 1 Be able to obtain information and confirm with appropriate people the goods to be received

The learner can:

- 1.1 Identify relevant information on the goods being received, this may include the following:
 - health, safety and security
 - environmental factors
 - special requirements
- 1.2 Confirm the goods to be received with the appropriate people
- 1.3 Identify any hazards or difficulties in carrying out the movement of goods and report them to the appropriate people

The learner will:

- 2 Be able to follow instructions to check the goods being received

The learner can:

- 2.1 Receive the goods in line with organisational procedures
- 2.2 Check the goods received match the specifications provided in the information

Unit 10 Receive goods in a logistics environment (M/601/3761) (cont'd)

The learner will:

- 3 Be able to receive the goods correctly and safely

The learner can:

- 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 Check that the area to be used for receiving the goods is clean and free from obstructions and hazards
 - 3.3 Use the correct method for handling, lifting, moving and setting down the goods
 - 3.4 Use the correct handling equipment for lifting, moving and setting down the goods in accordance with safety and organisational procedures and practices
 - 3.5 Check that the goods have been unloaded safely in accordance with storage requirements
-

The learner will:

- 4 Be able to identify problems when receiving goods

The learner can:

- 4.1 Identify problems that can occur when receiving goods
 - 4.2 Show how to take appropriate action to deal with identified problems
-

Unit 10 Receive goods in a logistics environment (M/601/3761) (cont'd)**Assessment guidance**

AC	Assessment guidance	Suggested assessment method
1.1–1.2	The company may receive dangerous goods such as paints or glues – ensure that the learner is aware of receiving dangerous items. Learners need to be aware of the types of goods, which may include dangerous or hazardous materials.	Observation, witness testimony, learner work product, oral and written questions
1.3	The learner must identify the possible hazards and difficulties of moving goods in the workplace and identify an appropriate person to inform of problems, for example: <ul style="list-style-type: none"> • the size and weight of the goods • hazardous nature of the goods • identifying the location for the goods • sufficient storage space. 	Observation, witness testimony, learner work product, oral and written questions
2.1, 2.2	The learner must understand organisational policies and procedures in relation to receiving goods and the documentation provided.	Observation, witness testimony, learner work product, oral and written questions
3.1–3.5	This should include understanding organisational policies/procedure for checking equipment. Learners need to understand why the area needs to be clean and free from obstructions and hazards. Learners need to know why they use particular equipment.	Observation, witness testimony, learner work product, oral and written questions
4.1, 4.2	The learner must identify the possible hazards and difficulties of moving goods in the workplace and identify an appropriate person to inform of problems, for example: <ul style="list-style-type: none"> • incorrect goods • hazardous goods • special delivery goods • incomplete goods • damaged goods. 	Observation, witness testimony, learner work product, oral and written questions

Unit 11 Maintain hygiene standards in handling and storing goods in a logistics environment (T/601/3762)

Unit summary	This unit deals with personal hygiene standards and the use of appropriate clothing to protect the operative, the goods or both. Learners will be able to handle goods using the correct handling methods and equipment, identifying any special requirements needed to maintain the safety and quality of the goods in storage.
Guided learning hours	20
Credit value	2
Level	1
Mandatory/optional	Optional

The learner will:

- 1 Be able to confirm health, safety and security issues relating to the goods and the storage environment

The learner can:

- 1.1 Confirm with appropriate people the following:
 - health, safety and security
 - environmental factors
 - special requirements
 in relation to the goods and the storage environment

The learner will:

- 2 Be able to apply high standards of personal hygiene and the correct use of appropriate clothing

The learner can:

- 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

Unit 11 Maintain hygiene standards in handling and storing goods in a logistics environment (T/601/3762) (cont'd)

The learner will:

- 3 Be able to maintain the quality and condition of the goods in a warehousing and storage environment

The learner can:

- 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 practices
-

The learner will:

- 4 Be able to handle goods using the correct handling methods and equipment

The learner can:

- 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
-

The learner will:

- 5 Be able to identify problems with the maintenance of hygiene standards

The learner can:

- 5.1 Identify problems that can occur when maintaining hygiene standards
 - 5.2 Show how to take appropriate action to deal with identified problems
-

Unit 11 Maintain hygiene standards in handling and storing goods in a logistics environment (T/601/3762) (cont'd)

Assessment guidance

AC	Assessment guidance	Suggested assessment method
1.1	Ensure that the learner understands the storage requirements of goods stored (eg ambient, frozen, hazardous).	Observation, witness testimony, learner work product, oral and written questions
2.1, 2.2	The learner will show awareness of personal hygiene and PPE regulations in relation to the goods, such as the wearing of hairnets, overshoes.	Observation, witness testimony, learner work product, oral and written questions
3.1, 3.2	The learner should be able to demonstrate their understanding of how and why to store various products to meet the organisation's practices and procedures. Learners should be aware of company policies.	Observation, witness testimony, learner work product, oral and written questions
4.1, 4.2	The learner is to demonstrate manual handling techniques and identify the types of equipment available and the requirements for moving various products.	Observation, witness testimony, learner work product, oral and written questions
4.3	The learner will show awareness of environmental and organisational regulations regarding the disposal of waste.	Observation, witness testimony, learner work product, oral and written questions
5.1, 5.2	Confirm that the learner can take the appropriate action when they have identified a hygiene problem, eg cross-contamination.	Observation, witness testimony, learner work product, oral and written questions

Unit 12 Assemble orders for dispatch in a logistics environment (A/601/3763)

Unit summary	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.
Guided learning hours	20
Credit value	3
Level	1
Mandatory/optional	Optional

The learner will:

- 1 Be able to prepare for the assembly of orders

The learner can:

- 1.1 Identify the relevant information for the assembly of orders including:
 - 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

The learner will:

- 2 Be able to handle goods using the correct handling methods and equipment during the assembly of the order

The learner can:

- 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

Unit 12 Assemble orders for dispatch in a logistics environment (A/601/3763) (cont'd)

The learner will:

3 Be able to assemble the orders

The learner can:

- 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
-

The learner will:

4 Be able to prepare goods for dispatch

The learner can:

- 4.1 Identify the relevant information on the goods to be dispatched including:
 - health, safety and security
 - environmental factors
 - special requirements or restrictions
 - 4.2 Confirm the goods being dispatched match the information provided
-

The learner will:

5 Be able to dispatch the goods

The learner can:

- 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
-

Unit 12 Assemble orders for dispatch in a logistics environment (A/601/3763) (cont'd)

The learner will:

6 Be able to identify problems with assembling or dispatching orders

The learner can:

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

Unit 12 Assemble orders for dispatch in a logistics environment (A/601/3763) (cont'd)**Assessment guidance**

AC	Assessment guidance	Suggested assessment method
1.1	The company may assemble orders for goods such as paints or glues – ensure that the learner is aware of assembling dangerous items. Learners need to be aware of the types of goods, which may include dangerous/hazardous materials or temperature-controlled goods.	Observation, witness testimony, learner work product, oral and written questions
1.2, 1.3	The learner is to confirm knowledge of the warehouse layout.	Observation, witness testimony, learner work product, oral and written questions
2.1, 2.2	The learner will identify the health and safety regulations that apply to the movement of goods in the workplace including any specialist equipment required.	Observation, witness testimony, oral and written questions
3.1, 3.2, 4.1, 4.2	Ensure that the learner understands any information or requirements for the goods to be dispatched.	Observation, witness testimony, learner work product, oral and written questions
5.1–5.4	The learner will show knowledge of organisational procedures and health and safety regulations for operating equipment and following a schedule to dispatch goods.	Observation, witness testimony, learner work product, oral and written questions
6.1, 6.2	Confirm that the learner can take the appropriate action when they have identified a dispatch problem, eg missing or damaged goods, lack of or inoperative equipment.	Observation, witness testimony, learner work product, oral and written questions

Unit 13 Sort goods and materials for recycling or disposal in a logistics environment (J/601/3765)

Unit summary	This unit focuses on the sorting of goods and materials for recycling. Learners will be able to conduct initial checks and sort goods for recycling removing parts that cannot be recycled.
Guided learning hours	30
Credit value	3
Level	1
Mandatory/optional	Optional

The learner will:

- 1 Be able to prepare goods or materials for recycling or disposal

The learner can:

- 1.1 Identify types of goods and materials that are suitable for recycling or disposal
- 1.2 Identify any relevant information relating to the goods and materials to be sorted or disposed of, this may include:
 - health, safety and security
 - environmental factors
 - special requirements
- 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

The learner will:

- 2 Be able to sort the goods or materials for recycling or disposal

The learner can:

- 2.1 Sort the goods or materials correctly
- 2.2 Correctly remove any parts of the goods or materials that are not suitable for recycling
- 2.3 Handle the goods or materials using the correct handling methods and equipment
- 2.4 Position the goods or materials suitable for recycling or disposal into the correct locations
- 2.5 Prepare the goods or materials for further processing according to the recycling or disposal specifications

**Unit 13 Sort goods and materials for recycling or disposal in a logistics environment (J/601/3765)
(cont'd)**

The learner will:

- 3 Be able to identify problems with the recycling or disposal of goods and materials

The learner can:

- 3.1 Identify problems that can occur with the recycling or disposal of goods and materials
 - 3.2 Show how to take appropriate action to deal with identified problems
-

Unit 13 Sort goods and materials for recycling or disposal in a logistics environment (J/601/3765) (cont'd)

Assessment guidance

AC	Assessment guidance	Suggested assessment method
1.1, 1.2	The learner must identify health and safety regulations and the appropriate person within the organisation to gain relevant information for the recycling or disposal of goods.	Observation, witness testimony, learner work product, oral and written questions
1.3	The learner must be able to identify the relevant symbols for recycling and recognise who to contact for information on recycling or disposal.	Observation, witness testimony, learner work product, oral and written questions
2.1–2.5	The learner must identify and correctly position the goods to be recycled or disposed of using the correct PPE.	Observation, witness testimony, learner work product, oral and written questions
3.1, 3.2	Confirm that the learner can take the appropriate action when they have identified a problem with recycling or disposing of the goods, eg lack of or inoperable equipment, no designated disposal point.	Observation, witness testimony, learner work product, oral and written questions

Unit 14 Develop effective working relationships with colleagues in logistics operations (H/601/7919)

Unit summary	This unit will help learners to understand how to develop good working relationships with colleagues. Learners will respond to requests but also obtain information and feedback from colleagues. Learners will also determine own learning needs based on feedback received.
Guided learning hours	15
Credit value	4
Level	2
Mandatory/optional	Optional

The learner will:

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

The learner can:

- 1.1 Explain the relevant organisational policies and procedures for developing effective working relationships in logistics operations that relate to:
 - health, safety and security
 - quality standards
 - confidentiality
 - equality and diversity
- 1.2 Describe own roles and responsibilities and those of colleagues
- 1.3 Explain the importance of good communication methods
- 1.4 Explain the importance of feedback to improve work performance
- 1.5 Explain how to identify learning needs and the opportunities for learning that are available
- 1.6 Explain how to deal constructively with misunderstandings and difficulties that can arise in working relationships

Unit 14 Develop effective working relationships with colleagues in logistics operations (H/601/7919) (cont'd)

The learner will:

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

The learner can:

- 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
-

Unit 14 Develop effective working relationships with colleagues in logistics operations (H/601/7919) (cont'd)

Assessment guidance

AC	Assessment guidance	Suggested assessment method
1.1–1.6	The learner must show an understanding of the policies and procedures and how their actions affect others and the operation of the organisation. Learners could use information provided in their organisation's company handbook. The centre could provide an Employment Rights and Responsibilities (ERR) workbook or worksheets to support this criterion.	Observation, witness testimony, learner work product, oral and written questions
2.1–2.3 2.5	The learner must show knowledge of the organisation's policies and procedures.	Observation, witness testimony, learner work product, oral and written questions
2.4	The learner must recognise what quality standards apply to the goods.	Observation, witness testimony, learner work product, oral and written questions
2.6, 2.7, 2.8	Work-based key performance indicators (KPIs)/targets must be understood.	Performance review, witness testimony, programme reviews, skills scan

Unit 15 Make an effective contribution to a business in the logistics sector (Y/601/9456)

Unit summary	This unit is about understanding unit aims and procedures. It is about helping colleagues and knowing how to communicate with others. It requires learners to be aware of how they can improve their own performance and identify learning needs.
Guided learning hours	10
Credit value	3
Level	2
Mandatory/optional	Optional

The learner will:

- 1 Know how to make an effective contribution to a business in the logistics sector

The learner can:

- 1.1 Explain the relevant organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to:
 - health, safety and security
 - Personal Protective Equipment
 - your work role
 - quality standards
- 1.2 Identify own reporting line and the work roles of colleagues
- 1.3 Describe methods for improving personal work performance
- 1.4 Describe methods for identifying learning needs
- 1.5 Explain the importance of supporting colleagues and the difference it makes to productivity
- 1.6 Describe how misunderstandings and conflict in working relationships may be resolved constructively

Unit 15 Make an effective contribution to a business in the logistics sector (Y/601/9456) (cont'd)

The learner will:

- 2 Be able to make an effective contribution to a business in the logistics sector

The learner will:

- 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:
- health, safety and security
 - personal protective clothing
 - 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:
- 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 from others that fall within own responsibility
-

Unit 15 Make an effective contribution to a business in the logistics sector (Y/601/9456) (cont'd)**Assessment guidance**

AC	Assessment guidance	Suggested assessment method
1.1–1.6	Learners could be provided with an organisation chart for their company.	Observation, witness testimony, learner work product, oral and written questions
2.1–2.5, 2.8		Observation, witness testimony, learner work product, oral and written questions
2.6, 2.7	This could include programme induction, programme reviews with Supervisor and Assessor	Skills scan, oral and written questions, performance reviews

Unit 16 Contribute to the provision of customer service in logistics operations (Y/601/7920)

Unit summary	This unit is about creating and maintaining customer satisfaction and developing relationships through effective communication.
Guided learning hours	18
Credit value	3
Level	2
Mandatory/optional	Optional

The learner will:

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

The learner can:

- 1.1 Explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to:
 - health, safety and security
 - personal protective equipment
 - maintaining effective customer relations
 - personal appearance and hygiene
 - reporting procedures and systems
 - recording information
 - confidentiality
 - complaints
- 1.2 Describe different types of customers in relation to own organisation
- 1.3 Describe the importance of:
 - promoting the organisation's image positively
 - effective communication
 - good customer service
- 1.4 Identify the services available to customers in own organisation
- 1.5 Describe the implications of:
 - a negative image on your organisation
 - poor communication
 - poor customer service
- 1.6 Describe:
 - own role in dealing with customer complaints and
 - the limits of your responsibility
- 1.7 Identify who to report to when you are unable to deal with a customer enquiry or request

**Unit 16 Contribute to the provision of customer service in logistics operations (Y/601/7920)
(cont'd)**

The learner will:

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

The learner can:

- 2.1 Follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations, that relate to:
- health, safety and security
 - Personal Protective Equipment
 - maintaining effective customer relations
 - personal appearance and hygiene
 - reporting procedures and systems
 - recording information
 - confidentiality
 - complaints
- 2.2 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
- 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
-

**Unit 16 Contribute to the provision of customer service in logistics operations (Y/601/7920)
(cont'd)**

Assessment guidance

AC	Assessment guidance	Suggested assessment method
1.1–1.5, 1.6		Observation, witness testimony, learner work product, oral and written questions
1.7	The learner must know their limitations and company policy when dealing with complaints, enquiries and requests.	Observation, oral and written questions
2.1		Observation, witness testimony, oral and written questions
2.2–2.11	The learner should take into consideration the staff handbook, organisational policies and procedures.	Observation, witness testimony, learner work product, oral and written questions
2.12	The learner must know their limitations and company policy when dealing with complaints.	Observation, witness testimony, learner work product, oral and written questions

Unit 17 Place goods in storage in logistics operations (T/601/7925)

Unit summary	This unit focuses on the correct storage of goods. Learners will be able to identify different storage areas and conditions as well as monitoring and identify any problems.
Guided learning hours	16
Credit value	4
Level	2
Mandatory/optional	Optional

The learner will:

- 1 Know how to place goods in storage in logistics operations

The learner can:

- 1.1 Explain the relevant organisational policies and procedures for placing the goods into storage in logistics operations, that relate to:
 - health, safety and security
 - environmental factors
 - special requirements
 - storage conditions
 - stock rotation
- 1.2 Describe the different sources and types of information required for placing the goods
- 1.3 Describe the areas for storing different types of goods
- 1.4 Explain the importance of preparing storage areas before placing goods
- 1.5 Describe the equipment and facilities required in the area receiving goods
- 1.6 Explain the correct handling methods for different types of goods
- 1.7 Identify problems that can occur when placing goods in storage
- 1.8 Explain appropriate action when dealing with identified problems

Unit 17 Place goods in storage in logistics operations (T/601/7925) (cont'd)

The learner will:

- 2 Be able to place goods in storage in logistics operations

The learner can:

- 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
-

Unit 17 Place goods in storage in logistics operations (T/601/7925) (cont'd)**Assessment guidance**

AC	Assessment guidance	Suggested assessment method
1.1	Organisational policies and procedures should be available.	Observation, witness testimony, learner work product, oral and written questions
1.2–1.6		Observation, witness testimony, learner work product, oral and written questions
1.7, 1.8	Confirm that the learner can report to the relevant person/take the appropriate action when they have identified a problem with the goods to be stored, for example lack of or inoperative equipment, no designated storage point.	Observation, witness testimony, learner work product, oral and written questions
2.1–2.3	The learner must show knowledge of the warehouse layout. They could use a warehouse plan or layout diagram to show this.	Observation, witness testimony, learner work product, oral and written questions
2.4, 2.5	The learner must show knowledge of recording procedures for the storage and movement of goods.	Observation, witness testimony, learner work product, oral and written questions

Unit 18 Process orders for customers in logistics operations (F/601/7930)

Unit summary	In this unit learners will be able to obtain information on customers' requirements, respond to enquiries, inform customers with correct information and store customers' details securely.
Guided learning hours	10
Credit value	3
Level	2
Mandatory/optional	Optional

The learner will:

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

The learner can:

- 1.1 Explain the relevant organisational policies and procedures for processing orders for customers in logistics operations, that relate to:
 - health, safety and security
 - Personal Protective Equipment
 - environmental factors
 - special requirements
 - stock control and ordering systems
 - the importance of confidentiality
- 1.2 Describe different types of customer
- 1.3 Explain the information required for processing customer orders
- 1.4 Identify problems that can occur when processing orders for customers
- 1.5 Explain appropriate action when dealing with identified problems

Unit 18 Process orders for customers in logistics operations (F/601/7930) (cont'd)

The learner will:

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

The learner can:

- 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 customer
 - 2.6 Store customers' details securely and in accordance with organisational policies and procedures
-

Unit 18 Process orders for customers in logistics operations (F/601/7930) (cont'd)**Assessment guidance**

AC	Assessment guidance	Suggested assessment method
1.1	Organisational policies and procedures to be available.	Observation, witness testimony, learner work product, oral and written questions
1.2, 1.3		Observation, witness testimony, learner work product, oral and written questions
1.4, 1.5	Confirm that the learner can take the appropriate action when they have identified a problem with processing orders, eg a lack of customer information, incorrect goods.	Observation, witness testimony, learner work product, oral and written questions
2.1–2.4		Observation, witness testimony, oral and written questions
2.5, 2.6	The learner must show knowledge of the organisation's policies and procedures about how to communicate with customers.	Observation, witness testimony, oral and written questions

Unit 19 Process returned goods in logistics operations (L/601/7932)

Unit summary	This unit looks at how to process returned goods effectively. Learners will identify their own organisation's policies and procedures for processing returned goods. Learners will also be able to label returned goods, update records accurately and dispose of any waste packaging.
Guided learning hours	15
Credit value	3
Level	2
Mandatory/optional	Optional

The learner will:

- 1 Know how to process returned goods in logistics operations

The learner can:

- 1.1 Explain the relevant organisational policies and procedures for processing returned goods in logistics operations, that relate to:
 - health, safety and security
 - Personal Protective Equipment
 - environmental factors
 - special requirements
 - customer rights
 - stock recording systems
 - scheduling
 - waste management
- 1.2 Describe the main reasons for goods being returned
- 1.3 Explain the process for goods being returned
- 1.4 Identify problems that can occur when processing returned goods
- 1.5 Explain appropriate action when dealing with identified problems

Unit 19 Process returned goods in logistics operations (L/601/7932) (cont'd)

The learner will:

- 2 Be able to process returned goods in logistics operations

The learner can:

- 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
-

Unit 19 Process returned goods in logistics operations (L/601/7932) (cont'd)**Assessment guidance**

AC	Assessment guidance	Suggested assessment method
1.1–1.3	Organisational policies and procedures to be available.	Observation, witness testimony, learner work product, oral and written questions
1.4, 1.5	Confirm that the learner can take the appropriate action when they have identified a problem with processing returned goods, eg lack of customer information, incorrect goods.	Observation, witness testimony, learner work product, oral and written questions
2.1–2.4		Observation, witness testimony, learner work product, oral and written questions
2.5	The learner must show knowledge of the organisation's policies and procedures on how to dispose of waste correctly.	Observation, witness testimony, oral and written questions

Section 3

Assessment and Moderation

Assessment and Moderation

How the qualification is assessed

Assessment is the process of measuring a learner's skill, knowledge and understanding against the standards set in a qualification.

This qualification must be assessed in line with the Skills for Logistics Assessment Guidance.

The NCFE Level 1 Certificate in Warehousing and Storage is internally assessed.

Internal assessment

Each learner must create a portfolio of evidence which demonstrates achievement of all the learning outcomes and assessment criteria associated with each unit. On completion of each unit learners must declare that the work produced is their own. The Assessor must countersign this. Examples of suitable evidence for the portfolio for each unit are provided in Section 2 (page 15).

The main pieces of evidence for the portfolio could include (in no particular order):

- Assessor observation – completed observational checklists and related action plans
- witness testimony
- learner's proof of work
- worksheets
- assignments/projects/reports
- record of professional discussion
- record of oral and written questioning
- learner and peer reports
- Recognition of Prior Learning (RPL).

You'll also find a variety of assessment and moderation pro formas on the NCFE website.

Evidence may be drawn from actual or simulated situations, where appropriate.

Please refer to the Skills for Logistics Assessment Strategy for further information. This can be found on the qualifications page of the NCFE website.

Assessment guidance is provided for each unit. Assessors can use other methods of assessment as long as they're valid and reliable and maintain the integrity of the assessment and of the standards required of this qualification. Acceptable methods of assessment could be drawn from the list above.

Assessors must be satisfied that learners have achieved all learning outcomes and assessment criteria related to the unit being assessed, prior to deciding if learners have been successful. Assessors are also responsible for supporting learners through the assessment process.

For approval of methods of internal assessment other than portfolio building, please contact the Quality Assurance team on 0191 239 8000.

Moderation

Moderation is the process by which we confirm that assessment decisions in centres are:

- made by competent and qualified Assessors
- the product of sound and fair assessment practice
- recorded accurately and appropriately.

We do this through:

- internal moderation – which you carry out
- external moderation – which we carry out through our External Moderators who, by supporting you, will make sure that assessments meet nationally agreed standards and that your quality assurance systems continue to meet our centre approval criteria.

The Internal Moderator provides the vital link between the Assessors and the External Moderator and acts as the centre's quality assurance agent.

Section 4

Explanation of terms

Explanation of terms

This table explains how the terms used at Level 1 in the unit content are applied to this qualification (not all verbs are used in this qualification).

Define	Give the meaning of the word or phrase.
Demonstrate	Show an understanding of the subject.
Describe	Provide details about the subject or item.
Explain	Provide details about the subject with reasons showing how or why.
Give (examples of...)	Provide relevant examples to support the subject.
Identify	List or name the main points.
Indicate	Point out or show using words, illustrations or diagrams.
Locate	Find or identify.
List	Make a list of words, sentences or comments.
Outline	Identify or describe the main points.
Plan	Think about, organise and present information in a logical way. This could be presented as written information, a diagram or an illustration.
Show	Give information that includes clear knowledge about the subject.
State	Give the main points in brief, clear sentences.
Use	Take an item, resource or piece of information and link to the question or task.

Section 5

General information

General information

Equal opportunities

NCFE fully supports the principle of equal opportunities and opposes all unlawful or unfair discrimination on the grounds of ability, age, colour, culture, disability, domestic circumstances, employment status, gender, marital status, nationality, political orientation, racial origin, religious beliefs, sexual orientation and social background. NCFE aims to ensure that equality of opportunity is promoted and that unlawful or unfair discrimination, whether direct or indirect, is eliminated both in its own employment practices and in access to its qualifications. A copy of our Diversity and Equality policy is available on the NCFE website.

Diversity, access and inclusion

Our qualifications and associated assessments are designed to be accessible, inclusive and non-discriminatory. NCFE regularly evaluates and monitors the 6 diversity strands (gender, age, race, disability, religion, sexual orientation) throughout the development process as well as throughout the delivery, external moderation and external assessment processes of live qualifications. This ensures that positive attitudes and good relations are promoted, discriminatory language is not used and our assessment procedures are fully inclusive.

Learners who require reasonable adjustments or special consideration should discuss their requirements with their Tutor, who should refer to our Reasonable Adjustments and Special Considerations policy for guidance.

For more information on the Reasonable Adjustments and Special Considerations policy please see the NCFE website.

Feedback

Here at NCFE, we're continually looking to review and improve our portfolio of qualifications to make sure they are of a high standard and meeting the needs of both learners and employers.

In order to achieve this and to comply with the requirements of our regulator, Ofqual, we rely on the valuable feedback that you – our centres – provide us with.

For each NCFE qualification you deliver, we would be grateful if you could let us know the following:

- general feedback about the qualification and assessment
- whether the qualification is meeting its intended purpose
- the outcome for the learner – whether they have progressed to further education or into/within employment

You can provide us with this information by emailing qualificationfeedback@ncfe.org.uk, giving us a call on 0191 239 8000, responding to the next survey we send you. By doing this, you're playing an important role in helping us continue to develop and enhance our qualifications for the benefit of your learners.

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**** To continue to improve our levels of customer service, telephone calls may be recorded for training and quality purposes.***