

# Qualification specification

**NCFE Level 2 Certificate in Warehousing and  
Storage  
QN: 600/1344/8**

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## Summary of changes

This section summarises the changes to this qualification specification since the last version (Issue 3 July 2018).

| Version | Publication Date | Summary of amendments  |
|---------|------------------|--|
| v4.0    | October 2020     | References to Apprenticeship Frameworks removed due to withdrawal.   |
| v4.1    | June 2022        | <p>Further information added to the <a href="#">how the qualification is assessed</a> 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.</p> <p>Information added to the <a href="#">entry guidance section</a> to advise that registration is at the discretion of the centre, in accordance with equality legislation and should be made on the Portal.</p> <p><a href="#">Support handbook section</a> added to section 1 with information about how to access support handbooks.</p> |

# 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 2 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 2 Certificate in Warehousing and Storage.

The NCFE Level 2 Certificate in Warehousing and Storage is a combined competence-based and knowledge-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 strategy. For further information on the strategy please visit the qualifications page on the NCFE website.

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## Things you need to know

|                                |  |
|--------------------------------|--|
| Qualification number (QN)      | <b>600/1344/8</b>  |
| Aim reference                  | 60013448   |
| Total Qualification Time (TQT) | 260  |
| Guided Learning Hours (GLH)    | 101  |
| Credit value                   | 26   |
| Level                          | 2  |
| Assessment requirements        | Internally assessed and externally quality assured portfolio of evidence |

### 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 600/1344/8.

The primary purpose of this qualification is to prepare learners to either enter or progress within employment in the warehousing and storage industry. This qualification can be used to confirm their competence in their role in the industry.

This qualification is designed to guide and assess the development of learners' knowledge and skills to a level required by employers in the warehousing and storage industry.

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

This qualification is suitable for use within a Study Programme.

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## Qualification purpose

This qualification is designed for a variety of job roles in the warehousing and storage sector. It is designed to guide and assess the development of learners' knowledge and skills to a level required by employers in the warehousing and storage industry. During this qualification you'll also develop transferable skills that are valued by employers across a range of industries such as customer service, health and safety, and cleanliness.

This qualification will:

- focus on the study of warehousing and storage within the retail and commercial enterprise sector
- offer breadth and depth of study, incorporating a key core of knowledge
- provide opportunities to acquire a number of practical and technical skills.

## Qualification objectives

The objectives of this qualification are to allow learners to apply the knowledge and skills to a level required by employers, proving competency in their job role. It is a job-ready qualification which requires learners to demonstrate in the workplace the skills and knowledge required in the warehousing and storage industry.

## Support handbook

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.

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### Achieving this qualification

To be awarded the NCFE Level 2 Certificate in Warehousing and Storage, learners are required to successfully achieve 26 credits made up as follows:

- 7 credits from mandatory Group A
- a minimum of 6 credits from Group B
- a minimum of 3 credits from Group C
- a minimum of 1 credit from Group D
- a minimum of 3 credits from Group E
- a minimum of 6 credits from Group F.

#### Group A mandatory units

| Unit No | Unit title  |
|---------|---|
| Unit 01 | Health, safety and security at work   |
| Unit 02 | Develop effective working relationships with colleagues in logistics operations |

#### Group B optional units

| Unit No | Unit title   |
|---------|--|
| Unit 03 | Pick goods in logistics operations                   |
| Unit 04 | Wrap and pack goods in logistics operations          |
| Unit 05 | Place goods in storage in logistics operations       |
| Unit 06 | Process orders for customers in logistics operations |
| Unit 07 | Assemble orders for dispatch in logistics operations |

#### Group C optional units

| Unit No | Unit title   |
|---------|--|
| Unit 08 | Maintain the cleanliness of equipment in logistics operations                    |
| Unit 09 | Keep work areas clean in logistics operations                                    |
| Unit 10 | Maintain hygiene standards in handling and storing goods in logistics operations |

#### Group D optional units

| Unit No | Unit title   |
|---------|--|
| Unit 11 | Use a forklift side-loader in logistics operations       |
| Unit 12 | Use an industrial forklift truck in logistics operations |
| Unit 13 | Use a hoist in logistics operations                      |
| Unit 14 | Use a compact crane in logistics operations              |
| Unit 15 | Moving and/or handling goods in logistics operations     |
| Unit 16 | Use equipment to move goods in logistics operations      |

**Group E optional units**

| Unit No | Unit title  |
|---------|---|
| Unit 17 | Keep stock at required levels in logistics operations |
| Unit 18 | Check stock levels and stock records                  |

**Group F optional units**

| Unit No | Unit title  |
|---------|---|
| Unit 19 | Contribute to the provision of customer service in logistics operations                   |
| Unit 20 | Operate equipment to perform work requirements in logistics operations                    |
| Unit 21 | Receive goods in logistics operations   |
| Unit 22 | Process returned goods in logistics operations  |
| Unit 23 | Sort goods and materials for recycling or disposal in logistics operations                |
| Unit 24 | Maintain the safety and security of hazardous goods and materials in logistics operations |
| Unit 25 | Principles of food safety in logistics  |
| Unit 26 | Supervise the receipt, storage or dispatch of goods                                       |

The learning outcomes for each unit are provided in Section 2 (page 15).

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

To achieve the NCFE Level 2 Certificate in Warehousing and Storage, learners must successfully demonstrate their achievement of all learning outcomes 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 partial certificate can be requested for learners who don't achieve their full qualification but who have achieved at least one whole unit.

**Essential skills**

While completing this qualification, learners may develop the knowledge, understanding and essential skills employers look for in employees. These range from familiar 'key skills' such as team working, independent learning and problem solving, to more tricky-to-measure skills such as:

- an appreciation for appropriate behaviour and dress
- appropriate interpersonal skills
- communicating with professional colleagues/peers and/or hierarchical seniors
- supporting other aspiring employees
- personal manners and deportment
- understanding work practices and how different roles and departments function within an organisation.

## **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.

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## **Direct Claim Status**

For more information about Direct Claim Status, please contact our Customer Support team on 0191 239 8000.

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

Where the assessment strategy for a unit allows, it is essential that organisations wishing to operate a 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.

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## **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 achieved a Level 1 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 learning outcomes 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.

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### **Progression opportunities**

Learners who achieve this qualification could progress to:

- Level 3 Diploma in Warehousing and Storage.
- 

### **Qualification dates**

Regulated qualifications have review dates, operational end dates and certification end dates.

The qualification review date is the date by which we'll have carried out a review of the qualification. This date is shown on the qualification page on the NCFE website.

We review qualifications up to 18 months before their review date, working with sector representatives to make any changes necessary to meet sector needs and to reflect recent developments. In most cases we'll then extend the qualification, and set a new review date. If we make the decision to withdraw a qualification, we'll set an operational end date.

If we extend the review date then this will be shown on the qualification page on the NCFE website and approved centres will be kept updated.

The operational end date will only show on the Register if we've made the decision to withdraw a qualification. After this date we can no longer accept learner registrations.

The certification end date will only show on the Register once an operational end date has been set. After this date we can no longer process certification claims.

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## Staffing requirements

Please see the assessment strategy for Warehousing and Storage qualifications, available on the qualification page of our website, for more information on the occupational competence requirements of anyone delivering or assessing this qualification.

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 expected 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 that 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 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.

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## Resource requirements

The Skills for Logistics Assessment Strategy (now managed by The Chartered Institute of Logistics and Transport) document is essential reading for any centre involved in the delivery, assessment and administration of this qualification.

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

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## 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

There are a number of documents available on the NCFE website that centres might find useful.

### Customer Support team

Our award-winning Customer Support team will support you with approvals, registrations, external quality assurance, external assessment, results and certification. To contact your Customer Support Assistant, call 0191 239 8000 or email [customersupport@ncfe.org.uk](mailto:customersupport@ncfe.org.uk).

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## 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 Quality Assurers. Bespoke subject-specific training is also available. For further information please contact our Quality Assurance team on 0191 239 8000.

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### **Mapping to National Occupational Standards**

National Occupational Standards (NOS) 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 Chartered Institute of Logistics and Transport (CILT) NOS for Warehousing and Storage.

Further information on the NOS used in this qualification can be found on the CILT website [www.ciltuk.org.uk](http://www.ciltuk.org.uk)

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# 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 overview includes:

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

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

- learning outcomes
- assessment criteria.

The regulated unit number is indicated in brackets for each unit (eg M/100/7116). However, to make cross-referencing assessment and quality assurance 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 are covered and if the evidence generated can be internally and externally quality assured. 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.

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**Unit 01 Health, safety and security at work (K/502/1072)**

|                              |           |
|------------------------------|-----------|
| <b>Credit value</b>          | 3         |
| <b>Guided learning hours</b> | 20        |
| <b>Level</b>                 | 2         |
| <b>Mandatory/optional</b>    | Mandatory |

**Learning outcome 1**

The learner will:

- 1 be able to work safely

The learner can:

- 1.1 take appropriate action in the event of fire, emergencies or accidents
- 1.2 identify where alarms, emergency exits, escape routes, emergency equipment and assembly points are located
- 1.3 demonstrate safe and appropriate use of emergency equipment
- 1.4 distinguish between different alarm sounds
- 1.5 comply with equipment operating procedures and manufacturers' instructions
- 1.6 demonstrate safe handling and lifting techniques
- 1.7 demonstrate correct use and maintenance of any protective clothing and/or equipment
- 1.8 comply with personal responsibilities under the Health & Safety at Work Act/Control of Substances Hazardous to Health (COSHH)
- 1.9 identify who the nominated first aiders are

**Learning outcome 2**

The learner will:

- 2 be able to monitor the workplace for hazards

The learner can:

- 2.1 identify hazardous substances that are used in the workplace and demonstrate methods of making them safe or reducing their danger in the event of an accident
- 2.2 identify hazards posed by machinery that is used in the workplace and demonstrate methods of making safe or reducing their danger in the event of an accident
- 2.3 demonstrate how to handle and store hazardous substances including debris
- 2.4 demonstrate how to store materials and equipment
- 2.5 explain what the most likely accidents and emergencies in the workplace are and how to deal with them
- 2.6 comply with personal responsibilities under the COSHH

**Unit 01 Health, safety and security at work (K/502/1072) (cont'd)**

**Learning outcome 3**

The learner will:

- 3 be able to contribute to workplace security

The learner can:

- 3.1 outline and comply with the organisation's rules, codes, guidelines and standards relating to security
  - 3.2 explain how to deal with loss of property
-

## Unit 02 Develop effective working relationships with colleagues in logistics operations (H/601/7919)

|                              |           |
|------------------------------|-----------|
| <b>Credit value</b>          | 4         |
| <b>Guided learning hours</b> | 15        |
| <b>Level</b>                 | 2         |
| <b>Mandatory/optional</b>    | Mandatory |

### Learning outcome 1

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

### Learning outcome 2

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 03 Pick goods in logistics operations (R/601/7916)**

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|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 3        |
| <b>Guided learning hours</b> | 15       |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

---

**Learning outcome 1**

The learner will:

- 1 know how to pick goods in logistics operations

The learner can:

- 1.1 explain the relevant organisational policies and procedures picking goods in logistics operations that relate to:
    - health, safety and security requirements
    - environmental factors
    - special requirements
    - personal protective equipment
    - picking methods
  - 1.2 identify any specific hazards in relation to moving and handling the goods
  - 1.3 describe the types of equipment that can be used to pick the goods
  - 1.4 describe the correct handling methods for the goods
  - 1.5 describe the roles and responsibilities of colleagues in relation to picking goods
  - 1.6 identify problems that can occur when picking and handling the goods
  - 1.7 explain appropriate action when dealing with identified problems
- 

**Learning outcome 2**

The learner will:

- 2 be able to pick the goods in logistics operations

The learner can:

- 2.1 locate the goods to be picked
  - 2.2 apply correct picking methods/equipment for the type of goods and size of order
  - 2.3 use the correct handling methods and/or picking equipment to pick the goods
-

### **Unit 03 Pick goods in logistics operations (R/601/7916) (cont'd)**

#### **Learning outcome 3**

The learner will:

- 3 be able to prepare the goods for assembling orders in logistics operations

The learner can:

- 3.1 place the goods into the appropriate location, receptacle or onto pallets
  - 3.2 position the picked goods ready for assembling orders
  - 3.3 use the correct handling methods and/or equipment to place the goods correctly for assembling orders
-

**Unit 04 Wrap and pack goods in logistics operations (Y/601/7917)**

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|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 3        |
| <b>Guided learning hours</b> | 12       |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

---

**Learning outcome 1**

The learner will:

- 1 know how to prepare the goods for wrapping and packing in logistics operations

The learner can:

- 1.1 explain the relevant organisational policies and procedures for packing the goods in logistics operations that relate to:
    - health, safety and security requirements
    - environmental factors
    - special requirements
    - personal protective equipment
    - waste minimisation and disposal
  - 1.2 describe the types of wrapping and packing materials to be used for packing the goods
  - 1.3 describe the tools and equipment to be used for packing the goods
  - 1.4 describe the roles and responsibilities of colleagues in relation to packing the goods
  - 1.5 identify problems that can occur when wrapping and packing the goods
  - 1.6 explain appropriate action when dealing with identified problems
- 

**Learning outcome 2**

The learner will:

- 2 be able to wrap and pack the goods in logistics operations

The learner can:

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

**Unit 05 Place goods in storage in logistics operations (T/601/7925)**

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 4        |
| <b>Guided learning hours</b> | 16       |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

**Learning outcome 1**

The learner will:

- 1 know how to place goods in storage 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

**Learning outcome 2**

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 06 Process orders for customers in logistics operations (F/601/7930)**

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 3        |
| <b>Guided learning hours</b> | 10       |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

**Learning outcome 1**

The learner will:

- 1 know how 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

**Learning outcome 2**

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 enquires relating to the processing of orders
- 2.5 communicate effectively with different types of customers
- 2.6 store customers' details securely and in accordance with organisational policies and procedures

**Unit 07 Assemble orders for dispatch in logistics operations (J/601/7931)**

---

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 3        |
| <b>Guided learning hours</b> | 12       |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

---

**Learning outcome 1**

The learner will:

- 1 know how to assemble orders for dispatch in logistics operations

The learner can:

- 1.1 explain the relevant organisational policies and procedures for assembling orders for dispatch in logistics operations, that relate to:
    - health, safety and security
    - personal protective equipment
    - environmental factors
    - special requirements
    - stock recording systems
    - scheduling
  - 1.2 describe the characteristics of the order to be assembled
  - 1.3 explain the handling methods and equipment to be used when assembling the orders
  - 1.4 identify problems that can occur when assembling orders for dispatch
  - 1.5 explain appropriate action when dealing with identified problems
- 

**Learning outcome 2**

The learner will:

- 2 be able to assemble the orders for dispatch in logistics operations

The learner can:

- 2.1 obtain information to assemble the orders for dispatch
  - 2.2 check that the area used to dispatch to goods is clean and clear of obstructions and hazards
  - 2.3 check that the goods are in stock and accessible for assembly
  - 2.4 assemble the order with the correct type and quantity of goods ready for dispatch, in accordance with the information obtained
  - 2.5 demonstrate how to maintain the condition of the goods whilst the order is being assembled
-

**Unit 08 Maintain the cleanliness of equipment in logistics operations (M/601/7910)**

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 3        |
| <b>Guided learning hours</b> | 10       |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

**Learning outcome 1**

The learner will:

- 1 know how to prepare self and equipment for inspection and cleaning in logistics operations

The learner can:

- 1.1 explain the relevant organisational policies and procedures in relation to inspecting and maintaining the cleanliness of equipment in logistics operations, that relate to:
  - health, safety and security
  - legal requirements
  - operating requirements
  - personal protective equipment
  - waste disposal
  - replenishment
- 1.2 describe how to ensure the equipment is safe before routine inspection and cleaning
- 1.3 explain the following, in relation to the equipment that is to be inspected and cleaned:
  - cleaning routines
  - methods
  - materials
- 1.4 identify problems that can occur with the inspecting and maintaining the cleanliness of the equipment
- 1.5 explain appropriate action when dealing with the identified problems

**Learning outcome 2**

The learner will:

- 2 be able to inspect and maintain the cleanliness of equipment in logistics operations

The learner can:

- 2.1 use the correct use of personal protective clothing when inspecting and cleaning the equipment
- 2.2 use the correct cleaning routines according to organisational procedures and the required timescales
- 2.3 use the approved cleaning methods and materials as specified in the manufacturers' instructions

**Unit 08 Maintain the cleanliness of equipment in logistics operations (M/601/7910) (cont'd)**

**Learning outcome 3**

The learner will:

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

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 store any unused cleaning materials correctly according to manufacturers' instructions
  - 3.4 replenish used materials
-

**Unit 09 Keep work areas clean in logistics operations (F/601/7913)**

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 3        |
| <b>Guided learning hours</b> | 10       |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

**Learning outcome 1**

The learner will:

- 1 know the requirements relating to the cleaning of work areas in logistics operations

The learner can:

- 1.1 explain the relevant organisational policies and procedures for cleaning work areas in logistics operations that relate to:
  - health, safety and security
  - environmental factors
  - legal requirements
  - operating requirements
  - personal protective equipment
  - personal health and hygiene standards
  - replenishment
  - waste disposal
- 1.2 describe different procedures to maintain cleanliness in different work areas
- 1.3 explain the importance of keeping the workplace clean and tidy for health and safety purposes
- 1.4 identify problems that can occur when maintaining the cleanliness of work areas
- 1.5 explain appropriate action when dealing with the identified problems

**Learning outcome 2**

The learner will:

- 2 be able to carry out correct cleaning procedures in logistics operations

The learner can:

- 2.1 use personal protective equipment correctly
- 2.2 clean the work area thoroughly using the correct cleaning materials
- 2.3 protect people in the work area from cleaning hazards during the cleaning process
- 2.4 use the correct signage during the cleaning process
- 2.5 follow operational procedures to ensure that other people are not inconvenienced during the cleaning process

**Unit 09 Keep work areas clean in logistics operations (F/601/7913) (cont'd)**

**Learning outcome 3**

The learner will:

- 3 be able to follow post-cleaning procedures in logistics operations

The learner can:

- 3.1 dispose of any waste in accordance with organisational procedures
  - 3.2 ensure any unused cleaning materials are stored correctly according to manufacturers' instructions
  - 3.3 replenish used materials
-

## Unit 10 Maintain hygiene standards in handling and storing goods in logistics operations (L/601/7929)

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 3        |
| <b>Guided learning hours</b> | 16       |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

### Learning outcome 1

The learner will:

- 1 know how to maintain hygiene standards when handling and storing goods in logistics operations

The learner can:

- 1.1 explain the relevant organisational policies and procedures for maintaining hygiene standards in handling and storing goods in logistics operations, that relate to:
  - health, safety and security
  - protective clothing
  - personal hygiene
  - environmental factors
  - special requirements
  - waste disposal
- 1.2 identify problems that can occur when maintaining hygiene standards when handling and storing goods
- 1.3 explain appropriate action when dealing with identified problems

### Learning outcome 2

The learner will:

- 2 be able to maintain standards of hygiene when handling and storing goods in logistics operations

The learner can:

- 2.1 maintain standards of personal hygiene required for the handling and storage of goods in specific storage environments
- 2.2 use the correct protective clothing in relation to the goods and the storage environment
- 2.3 apply the hygiene standards required to maintain the quality and condition of the goods and the storage environment
- 2.4 handle the goods using the correct handling methods and equipment
- 2.5 dispose of waste in accordance with organisational policies and procedures

**Unit 11 Use a forklift side-loader in logistics operations (A/601/8994)**

---

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 1        |
| <b>Guided learning hours</b> | 2        |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

---

**Learning outcome 1**

The learner will:

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

The learner can:

- 1.1 explain the relevant organisational policies and procedures in relation to using a forklift side-loader, that relate to:
    - health, safety and security
    - legal requirements
    - operating requirements
    - personal protective equipment
    - reporting defects
  - 1.2 describe how to carry out all manufacturers' pre-start checks
  - 1.3 explain the operation of the vehicle instruments and controls
  - 1.4 describe how to prepare the forklift side-loader for each lift
  - 1.5 explain the observations required to ensure the safety of self and others
  - 1.6 identify problems that can occur when preparing the forklift side-loader for work
  - 1.7 explain appropriate action when dealing with the identified problems
-



**Unit 11 Use a forklift side-loader in logistics operations (A/601/8994) (cont'd)****Learning outcome 2**

The learner will:

- 2 use a forklift side-loader in logistics operations

The learner can:

- 2.1 use the correct personal protective clothing when undertaking manoeuvring and lifting operations
- 2.2 carry out all manufacturers' pre-start checks
- 2.3 manoeuvre the forklift side-loader safely and include:
- the appropriate use of signals
  - using the appropriate speed for the forklift side-loader and manoeuvre
  - monitoring the actions of others
  - ensuring there is no damage to the forklift side-loader and surrounding environment
  - ensuring the vehicle is in a suitable position for the required activities
- 2.4 stack goods using the forklift side-loader
- 2.5 de-stack goods using the forklift side-loader
- 2.6 carry out shut down, isolation and securing procedures
- 2.7 carry out all manufacturers' post operational checks
-

**Unit 12 Use an industrial forklift truck in logistics operations (M/601/8992)**

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 1        |
| <b>Guided learning hours</b> | 2        |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

**Learning outcome 1**

The learner will:

- 1 know how to prepare the forklift for work in logistics operations

The learner can:

- 1.1 explain the relevant organisational policies and procedures, in relation to using a forklift truck in logistics operations, that relate to:
  - health, safety and security
  - legal requirements
  - operating requirements
  - personal protective equipment
  - reporting defects
- 1.2 describe how to carry out all manufacturers' pre-start checks
- 1.3 explain the operation of the vehicle instruments and controls
- 1.4 describe how to prepare the forklift truck for each lift
- 1.5 explain the observations required to ensure the safety of self and others
- 1.6 identify problems that can occur when preparing the forklift truck for work
- 1.7 explain appropriate action when dealing with the identified problems

**Unit 12 Use an industrial forklift truck in logistics operations (M/601/8992) (cont'd)****Learning outcome 2**

The learner will:

- 2 use a forklift truck in logistics operations

The learner can:

- 2.1 use the correct personal protective clothing when undertaking manoeuvring and lifting operations
- 2.2 carry out all manufacturers' pre-start checks
- 2.3 manoeuvre the forklift truck safely and include:
- the appropriate use of signals
  - using the appropriate speed for the forklift truck and manoeuvre
  - monitoring the actions of others
  - ensuring there is no damage to the forklift truck and surrounding environment
  - ensuring the vehicle is in a suitable position for the required activities
- 2.4 stack goods using the forklift truck
- 2.5 de-stack goods using the forklift truck
- 2.6 carry out shut down, isolation and securing procedures
- 2.7 carry out all manufacturers' post operational checks
-

**Unit 13 Use a hoist in logistics operations (T/601/8993)**

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 1        |
| <b>Guided learning hours</b> | 2        |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

**Learning outcome 1**

The learner will:

- 1 know how to prepare the hoist for work in logistics operations

The learner can:

- 1.1 explain the relevant organisational policies and procedures, in relation to preparing the hoist for work in logistics operations that relate to:
  - health, safety and security
  - legal requirements
  - operating requirements
  - personal protective equipment
  - reporting defects
- 1.2 describe how to carry out all manufacturers' pre-start checks
- 1.3 describe how to check that all related equipment is positioned in relation to manufacturers' instructions
- 1.4 describe how to carry out the emergency lowering procedure
- 1.5 identify problems that can occur when using a hoist in logistics operations
- 1.6 explain appropriate action when dealing with the identified problems

**Learning outcome 2**

The learner will:

- 2 use a hoist in logistics operations

The learner can:

- 2.1 use the correct personal protective clothing when undertaking manoeuvring and lifting operations
- 2.2 carry out all manufacturers' pre-start checks
- 2.3 prepare an exclusion zone in the relevant area
- 2.4 agree signal codes with the signaller
- 2.5 use the hoist safely and correctly
- 2.6 carry out shut down, isolation and securing procedures
- 2.7 carry out all manufacturers' post operational checks

**Unit 14 Use a compact crane in logistics operations (F/601/8995)**

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 1        |
| <b>Guided learning hours</b> | 2        |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

**Learning outcome 1**

The learner will:

- 1 know how to prepare a crane for work in logistics operations

The learner can:

- 1.1 explain the relevant organisational policies and procedures in relation to using a compact crane in logistics operations that relate to:
  - health safety and security
  - legal requirements
  - operating requirements
  - personal protective equipment
  - reporting defects
- 1.2 describe how to carry out all manufacturers' pre-start checks
- 1.3 explain the operation of the instruments and controls
- 1.4 identify problems that can occur when using a compact crane
- 1.5 explain appropriate action when dealing with identified problems

**Learning outcome 2**

The learner will:

- 2 use a compact crane in logistics operations

The learner can:

- 2.1 use the correct personal protective clothing when undertaking manoeuvring and lifting operations
- 2.2 carry out all manufacturers' pre-start checks
- 2.3 use the compact crane safely and correctly
- 2.4 carry out shut down, isolation and securing procedures
- 2.5 carry out all manufacturers' post operational checks

**Unit 15 Moving and/or handling goods in logistics operations (J/601/7914)**

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 4        |
| <b>Guided learning hours</b> | 15       |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

**Learning outcome 1**

The learner will:

- 1 know how to move and/or handle goods in logistics operations

The learner can:

- 1.1 explain the relevant organisational policies and procedures for moving and/or handling goods in logistics operations that relate to:
- health safety and security
  - environmental factors
  - special requirements
  - legal requirements
  - operating requirements
  - personal protective equipment
- 1.2 identify any specific hazards in relation to moving and/or handling the goods
- 1.3 describe methods for moving and/or handling the goods safely
- 1.4 explain circumstances when assistance is required to move and/or handle the goods and how this assistance is applied
- 1.5 identify problems that can occur when moving and/or handling the goods
- 1.6 explain appropriate action when dealing with identified problems

**Learning outcome 2**

The learner will:

- 2 be able to move and/or handle the goods in logistics operations

The learner can:

- 2.1 identify the goods to be moved and/or handled
- 2.2 use suitable handling methods to move the goods safely and correctly
- 2.3 position and set down the goods in the required location
- 2.4 place the goods so that they can be easily identified and accessed

**Unit 16 Use equipment to move goods in logistics operations (H/601/7922)**

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 3        |
| <b>Guided learning hours</b> | 18       |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

**Learning outcome 1**

The learner will:

- 1 know how to use equipment to move goods in logistics operations

The learner can:

- 1.1 explain the relevant organisational policies and procedures for using equipment in a logistics operation that relate to:
  - health, safety and security requirements
  - environmental factors
  - special requirements
  - personal protective equipment
  - operating requirements
  - hazards
  - loss or damage to goods
- 1.2 describe the characteristics of the different types of goods to be moved
- 1.3 describe different types of equipment that can be used for moving and transferring goods
- 1.4 describe methods for lifting, moving and setting down different types of goods
- 1.5 explain how the equipment is used
- 1.6 explain the importance of positioning goods in a suitable way for future use
- 1.7 identify problems that can occur when using the equipment
- 1.8 explain appropriate action when dealing with identified problems

**Learning outcome 2**

The learner will:

- 2 be able to use equipment to move goods in logistics operations

The learner can:

- 2.1 check the goods are suitable for lifting
- 2.2 identify the correct equipment for lifting the goods
- 2.3 check that the area of work is safe and secure for the movement and transfer of the goods
- 2.4 undertake the pre-checks required for the equipment
- 2.5 confirm the location for the goods to be positioned and set down
- 2.6 undertake the operation in a safe and controlled manner with due regard to the surrounding environment

**Unit 17 Keep stock at required levels in logistics operations (T/601/7911)**

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 3        |
| <b>Guided learning hours</b> | 12       |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

**Learning outcome 1**

The learner will:

- 1 know how to maintain required stock levels in logistics operations

The learner can:

- 1.1 explain the relevant organisational policies and procedures, in relation to keeping stock at required levels in logistics operations, that relate to:
  - health, safety and security
  - legal requirements
  - operating requirements
  - rotation methods
- 1.2 describe when to replenish stock
- 1.3 describe how the regular or routine checks on stock levels are carried out
- 1.4 explain the process for dealing with any damaged, faulty or out-of-date items
- 1.5 describe the correct handling methods and/or equipment to move stock
- 1.6 describe correct labelling procedures
- 1.7 identify problems that can occur when maintaining stock levels
- 1.8 explain appropriate action when dealing with the identified problems

**Learning outcome 2**

The learner will:

- 2 be able to maintain stock at required levels in logistics operations

The learner can:

- 2.1 check the required stock level and the actual level of stock
- 2.2 identify any damaged, faulty or out-of-date items and move them to the appropriate location
- 2.3 use stock rotation methods to ensure the stock is utilised effectively
- 2.4 replenish the stock
- 2.5 handle the goods using safe and correct handling methods
- 2.6 label stock accurately according to organisational requirements
- 2.7 position the stock in the correct locations for further use
- 2.8 update the stock records after replenishing stock levels according to organisational requirements



**Unit 18 Check stock levels and stock records (D/601/7935)**

---

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 3        |
| <b>Guided learning hours</b> | 10       |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

---

**Learning outcome 1**

The learner will:

- 1 know how to check stock levels and stock records in logistics operations

The learner can:

- 1.1 explain the relevant organisational policies and procedures for checking stock levels and stock records in logistics operations, that relate to:
    - health, safety and security
    - environmental factors
    - special requirements
    - stock control systems
    - reporting and recording systems
  - 1.2 explain the purpose of a stock check
  - 1.3 explain the roles and responsibilities of colleagues involved with checking stock levels and stock records
  - 1.4 describe the format, structure and content of stock check reporting required by the organisation
  - 1.5 explain how to identify discrepancies in stock figures and records
  - 1.6 identify problems that can occur when checking stock levels and stock records
  - 1.7 explain appropriate action when dealing with identified problems
- 

**Learning outcome 2**

The learner will:

- 2 be able to check stock levels and stock records in logistics operations

The learner can:

- 2.1 carry out the checking of the stock levels according to organisational procedures
  - 2.2 record the results of the stock check accurately
  - 2.3 check the findings against the records to identify any discrepancies
  - 2.4 check for any discrepancies
  - 2.5 disseminate the information to relevant people
-

**Unit 19 Contribute to the provision of customer service in logistics operations (Y/601/7920)**

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 3        |
| <b>Guided learning hours</b> | 18       |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

**Learning outcome 1**

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 19 Contribute to the provision of customer service in logistics operations (Y/601/7920)  
(cont'd)****Learning outcome 2**

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 20 Operate equipment to perform work requirements in logistics operations (D/601/7921)**

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 8        |
| <b>Guided learning hours</b> | 30       |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

**Learning outcome 1**

The learner will:

- 1 know how to operate equipment to perform work requirements in logistics operations

The learner can:

- 1.1 explain the relevant organisational policies and procedures for operating equipment in a logistics operations that relate to:
  - health, safety and security requirements
  - environmental factors
  - special requirements
  - personal protective equipment
  - operating requirements
- 1.2 describe the different types of equipment that can be used for the work activities
- 1.3 explain:
  - the characteristics and capabilities
  - how to set up and adjust
  - common types of defect
 of the equipment that can be used to perform the work activities
- 1.4 explain how to set up and adjust the equipment to be used to perform the work activities
- 1.5 identify problems that can occur when operating the equipment
- 1.6 explain appropriate action when dealing with identified problems

**Learning outcome 2**

The learner will:

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

The learner can:

- 2.1 check that the equipment is suitable, safe and available for use
- 2.2 check that the equipment is set up in accordance with work instructions and organisational procedures
- 2.3 carry out routine checks before and after using the equipment
- 2.4 adjust the equipment in accordance with manufacturers' instructions, safety and work requirements

**Unit 20 Operate equipment to perform work requirements in logistics operations (D/601/7921)  
(cont'd)****Learning outcome 3**

The learner will:

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

The learner can:

- 3.1 select the equipment for the work activity
  - 3.2 use the equipment safely in accordance with work requirements, operational and organisational procedures and practices
  - 3.3 use the correct personal protective equipment when operating the equipment
  - 3.4 monitor the equipment and report and/or record any defects and damage to the equipment immediately, according to manufacturers' instructions, operational and organisational procedures and practices
- 

**Learning outcome 4**

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 manufacturers' instructions, operational and organisational procedures and practices
  - 4.2 complete post-operation maintenance procedures for the equipment in accordance with manufacturers' instructions, operational and organisational procedures and practices
-

**Unit 21 Receive goods in logistics operations (K/601/7923)**

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 3        |
| <b>Guided learning hours</b> | 15       |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

**Learning outcome 1**

The learner will:

- 1 know how to receive goods in logistics operations

The learner can

- 1.1 explain the relevant organisational policies and procedures on the goods being received in logistics operations that relate to:
  - health, safety and security
  - environmental factors
  - special requirements
  - operational requirements
  - stock control
- 1.2 describe the different sources and types of information required for receiving the goods
- 1.3 describe the equipment and facilities required in the area receiving goods
- 1.4 explain the correct handling methods for different types of goods
- 1.5 explain the correct procedures for unloading vehicles
- 1.6 identify problems that can occur when receiving goods
- 1.7 explain appropriate action when dealing with identified problems

**Learning outcome 2**

The learner will:

- 2 be able to receive goods in logistics operations

The learner can:

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

**Unit 22 Process returned goods in logistics operations (L/601/7932)**

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 3        |
| <b>Guided learning hours</b> | 15       |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

**Learning outcome 1**

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

**Learning outcome 2**

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 23 Sort goods and materials for recycling or disposal in logistics operations (R/601/7933)**

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 3        |
| <b>Guided learning hours</b> | 10       |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

**Learning outcome 1**

The learner will:

- 1 know how to sort goods and materials for recycling or disposal in logistics operations

The learner can:

- 1.1 explain the relevant organisational policies and procedures for sorting goods and materials for recycling and disposal in logistics operations, that relate to:
  - health, safety and security
  - personal protective equipment
  - environmental factors
  - special requirements
  - waste management
  - roles and responsibilities of colleagues
- 1.2 explain the types of goods and materials that are suitable for recycling and those that are not
- 1.3 identify problems that can occur when sorting goods for recycling or disposal
- 1.4 explain appropriate action when dealing with identified problems

**Learning outcome 2**

The learner will:

- 2 be able to sort the goods and materials for recycling or disposal in logistics operations

The learner can:

- 2.1 undertake initial checks to determine the suitability of the goods and materials for recycling or disposal
- 2.2 sort the goods and materials correctly
- 2.3 remove any parts of the goods and materials that are not suitable for recycling and dispose of them correctly
- 2.4 handle the goods and materials using the correct handling methods and equipment
- 2.5 position the goods or materials suitable for recycling or disposal into the correct locations
- 2.6 prepare the goods or materials for further processing according to the organisation's specifications for recycling or disposal



**Unit 24 Maintain the safety and security of hazardous goods and materials in logistics operations (J/601/7928)**

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 6        |
| <b>Guided learning hours</b> | 30       |
| <b>Level</b>                 | 3        |
| <b>Mandatory/optional</b>    | Optional |

**Learning outcome 1**

The learner will:

- 1 know how to maintain the safety and security of hazardous goods and materials in logistics operations

The learner can:

- 1.1 explain the relevant organisational policies and procedures for maintaining the safety and security of hazardous goods and materials in logistics operations, that relate to:
  - health, safety and security
  - personal protective equipment
  - environmental factors
  - special requirements
  - storage conditions
  - monitoring systems
- 1.2 explain the appropriate action to take in an emergency
- 1.3 explain the meaning of different hazardous markings and areas
- 1.4 describe storage and distribution requirements for the hazardous goods and materials including any precautions that must be taken
- 1.5 explain the use of equipment that can be used when maintaining the safety and security of hazardous goods and materials
- 1.6 identify problems that can occur when maintaining the safety and security of hazardous goods and materials
- 1.7 explain appropriate action when dealing with identified problems

**Unit 24 Maintain the safety and security of hazardous goods and materials in logistics operations (J/601/7928) (cont'd)****Learning outcome 2**

The learner will:

- 2 be able to maintain the safety and security of hazardous goods and materials in logistics operations

The learner can:

- 2.1 obtain all relevant information on the hazardous goods and materials
  - 2.2 demonstrate that the correct precautions have been undertaken in accordance with health and safety and organisational policies and procedures
  - 2.3 monitor the condition of the hazardous goods and materials in accordance with manufacturers' instructions and organisational policies and procedures
  - 2.4 manoeuvre the hazardous goods and materials safely with the appropriate equipment according to agreed procedures
-

**Unit 25 Principles of food safety in logistics (H/600/6578)**

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|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 1        |
| <b>Guided learning hours</b> | 9        |
| <b>Level</b>                 | 2        |
| <b>Mandatory/optional</b>    | Optional |

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**Learning outcome 1**

The learner will:

- 1 understand how individuals must take responsibility for food safety

The learner can:

- 1.1 outline the roles and responsibilities in an organisation's food safety procedures
  - 1.2 describe how to report and record food safety hazards and illnesses
  - 1.3 outline the legal responsibilities of drivers and warehouse staff with regard to keeping food safe
- 

**Learning outcome 2**

The learner will:

- 2 understand how to keep him/herself clean and hygienic

The learner can:

- 2.1 explain the importance of personal hygiene in contributing to overall food safety
  - 2.2 describe effective personal hygiene practices, for example, protective clothing, hand washing, personal illnesses, cuts and wounds and avoiding unsafe behaviour
- 

**Learning outcome 3**

The learner will:

- 3 understand how to keep storage areas and vehicles clean

The learner can:

- 3.1 understand how to keep storage areas and vehicles clean and tidy through the effective use of cleaning methods and equipment
  - 3.2 state how to use and store chemicals safely to avoid contamination
  - 3.3 outline the importance of pest control
-

**Unit 25 Principles of food safety in logistics (H/600/6578) (cont'd)****Learning outcome 4**

The learner will:

- 4 understand how to keep food safe

The learner can:

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

**Unit 26 Supervise the receipt, storage or dispatch of goods (Y/601/7934)**

|                              |          |
|------------------------------|----------|
| <b>Credit value</b>          | 6        |
| <b>Guided learning hours</b> | 20       |
| <b>Level</b>                 | 3        |
| <b>Mandatory/optional</b>    | Optional |

**Learning outcome 1**

The learner will:

- 1 know how to supervise the receipt, storage or dispatch of goods in logistics operations

The learner can:

- 1.1 explain the relevant organisational policies and procedures for supervising the receipt, storage or dispatch of goods in logistics operations, that relate to:
  - health, safety and security
  - environmental factors
  - special requirements
  - stock rotation
  - monitoring and testing
- 1.2 explain sources of information required to determine the capacity and limitations of the storage facility
- 1.3 describe the equipment that can be used for the receipt, storage or dispatch of the goods
- 1.4 identify problems that can occur when monitoring the receipt, storage or dispatch of goods
- 1.5 explain appropriate action when dealing with identified problems

**Learning outcome 2**

The learner will:

- 2 be able to supervise the receipt, storage or dispatch of goods in logistics operations

The learner can:

- 2.1 inspect the type, condition and quantity of the goods being received, stored or dispatched
- 2.2 check the storage conditions and equipment required to receive, store or dispatch the goods
- 2.3 organise the movement or rotation of goods to assist receiving, storing or dispatching goods
- 2.4 demonstrate how to use the organisation's resources effectively
- 2.5 communicate effectively with others
- 2.6 complete records for supervising the receipt, storage or dispatch of goods accurately

# Section 3

## Assessment and quality assurance

## Assessment and quality assurance

### 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 Strategy available on the qualification page on our website.

The NCFE Level 2 Certificate in Warehousing and Storage is internally assessed and externally quality assured.

All the evidence generated by the learner will be assessed against the standards expected of a Level 2 learner and against the assessment criteria for each learning outcome.

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.

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### Internal assessment

Each learner must create a portfolio of evidence generated from appropriate assessment tasks which demonstrates achievement of all the learning outcomes associated with each unit. The assessment tasks should allow the learner to respond to a real life situation that they may face when in employment. On completion of each unit learners must declare that the work produced is their own and the Assessor must countersign this. Examples of suitable evidence for the portfolio for each unit are provided in Section 2 (page 15).

Internally assessed work should be completed by the learner in accordance with the qualification specification. A representative number of assessment hours should be timetabled into the scheme of work. Internal assessment hours must be administered outside of scheduled teaching and learning hours and should be supervised and assessed by the Tutor. Assessment activities can be integrated throughout, although separate from the teaching of the unit and do not have to take place directly at the end of the unit.

Any work submitted for internal assessment must be completed during scheduled assessment hours in accordance with the scheme of work, and must be authenticated and attributable to the learner. The Tutor must be satisfied that the work produced is the learner's own and the learner must declare that the work is their own.

In practice, this means that all of the portfolio of evidence will be completed in normal class time within scheduled assessment hours and kept separate from any teaching and learning hours.

Internal assessment tasks must:

- be accessible and lead to objective assessment judgements
- permit and encourage authentic activities where the learner's own work can be clearly judged
- refer to the Internal assessment writing and delivery: Guide for centres on our website.

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

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### **Supervision of learners and your role as an Assessor**

Guidance on how to administer the internal assessment and the support you provide learners can be found on the NCFE website.

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### **Feedback to learners**

Guidance on providing feedback during teaching and learning and each stage of the assessment can be found on the NCFE website.

### **Presenting evidence**

#### **Written**

Written evidence may be presented in word-processed or handwritten form. Audio-visual content (videos, pictures, drawings, audio) may also be used.

Tables, graphs and spreadsheets may be produced using appropriate ICT.

Any copied material must be suitably acknowledged, and quotations must be clearly marked and a reference provided wherever possible to ensure that learner work can be authenticated.

#### **Recorded**

Where audio-visual evidence of multiple learners is used, centres must ensure that each learner being assessed is clearly visible and can be identified by the Quality Assurer.

The recorded evidence should allow the learner to demonstrate the learning outcomes clearly but should only show work relevant to what is being assessed. For example if a performance/participation is done as part of a group, the Quality Assurer will need to be able to see how each learner being assessed has contributed and met the learning outcomes.

To help our Quality Assurers to identify clearly when a particular learner is performing/participating we'd recommend including the following information:

- the exact start and finish times so that the Quality Assurer can go straight to that spot on the tape/recording
- a running order list and a description of each learner
- information about where the performance/recorded evidence took place
- what type of audience they were performing to (if applicable).

Centres must also ensure that the camera and microphone are set up in a suitable place to ensure good quality audio. This will allow the Quality Assurer to hear both the learner(s) and the Assessor (if applicable).



We have set out an example used for a performance:

### **Test High School**

**Recorded evidence:** starts 4 mins 30 seconds into the recording and finishes at 16 mins 27 seconds.

**Venue:** School hall

**Audience:** Assessors, parents and friends

#### **Band 1:**

Lead singer – Joe Bloggs (brown hair, front of stage)

Drummer – Tom Smith

Guitar 1 – Dan Brown (blonde hair, blue jumper)

Guitar 2 – Mark Jones (brown hair, left hand side)

#### **Performance of XXX:**

Lead male – John Smith

Lead female – Ann Jones

Choir:

Kay Bell (brown hair, back row 3rd from left)

Jane Pattison (blonde hair, back row 5th from left)

Michael Davies (brown hair, front row 3rd from right)

If learners are not clearly identified, NCFE may not be able to quality assure or examine the work.

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## **Quality Assurance**

### **Internal quality assurance**

Internal quality assurance is the process of ensuring that everyone who assesses a particular unit in a centre is assessing to the same standards. It's the responsibility of Internal Quality Assurers to ensure that Assessors' decisions are sampled and monitored to ensure consistency and fairness. Internal Quality Assurers are also responsible for supporting Assessors by offering advice and guidance.

The Internal Quality Assurer will follow the centre's own sampling strategy in selecting the sample to be internally quality assured. See the guidance on sampling on the NCFE website.

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

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### **External quality assurance**

External quality assurance of internal assessments is carried out at least once a year to ensure that assessment and grading decisions are in line with required standards. External quality assurance is carried out by External Quality Assurers who are appointed, trained and monitored by NCFE. External Quality Assurers are responsible for monitoring and sampling learners' evidence to ensure that internal assessment decisions are valid, reliable, fair and consistent with national standards. Centres are notified of their External Quality Assurer's contact details on registration of learners with NCFE.

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# Section 4

## Explanation of terms

## Explanation of terms

This table explains how the terms used at Level 2 in the unit content are applied to this qualification (not all verbs are used in this qualification).

|   |  |
|---|--|
| <b>Apply</b>                                  | Link existing knowledge to new or different situations.  |
| <b>Assess</b>                                 | Consider information in order to make decisions.   |
| <b>Classify</b>                               | Organise according to specific criteria.   |
| <b>Compare</b>                                | Examine the subjects in detail looking at similarities and differences.  |
| <b>Define</b>                                 | State the meaning of a word or phrase.   |
| <b>Demonstrate</b>                            | Show an understanding of the subject or how to apply skills in a practical situation.  |
| <b>Describe</b>                               | Write about the subject giving detailed information.   |
| <b>Differentiate</b>                          | Give the differences between two or more things.   |
| <b>Discuss</b>                                | Write an account giving more than one view or opinion.   |
| <b>Distinguish</b>                            | Show or recognise the difference between items/ideas/information.  |
| <b>Estimate</b>                               | Give an approximate decision or opinion using previous knowledge.  |
| <b>Explain</b>                                | Provide details about the subject with reasons showing how or why. Some responses could include examples.                    |
| <b>Give (positive and negative points...)</b> | Provide information showing the advantages and disadvantages of the subject.   |
| <b>Identify</b>                               | List or name the main points. (Some description may also be necessary to gain higher marks when using compensatory marking). |
| <b>Illustrate</b>                             | Give clear information using written examples, pictures or diagrams.   |
| <b>List</b>                                   | Make a list of key words, sentences or comments that focus on the subject.   |

|                |   |
|----------------|---|
| <b>Perform</b> | Do something (take an action/follow an instruction) which the question or task asks or requires.  |
| <b>Plan</b>    | Think about and organise information in a logical way. This could be presented as written information, a diagram, an illustration or other suitable format. |
| <b>Provide</b> | Give relevant information about a subject.  |
| <b>Reflect</b> | Learners should look back on their actions, experiences or learning and think about how this could inform their future practice.                            |
| <b>Select</b>  | Choose for a specific purpose.  |
| <b>Show</b>    | Supply sufficient evidence to demonstrate knowledge and understanding.  |
| <b>State</b>   | Give the main points clearly in sentences.  |
| <b>Use</b>     | Take or apply an item, resource or piece of information as asked in 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 NCFE's Equal Opportunities Policy is available on request.

### **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 quality assurance 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.

## Contact us

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