



Handbook

WSC02 – VTCT (Skillsfirst) Level 2 Certificate in
Warehousing and Storage (RQF)

600/2247/4

Version 6.0

About Skillsfirst

VTCT is a market-leading Awarding, Assessment and End-point Assessment (EPA) Organisation offering vocational and technical qualifications in a range of 'services to people' sectors.

The VTCT group of companies are comprised of three innovative awarding brands: VTCT, ITEC and Skillsfirst. Together they have over 2,500 approved centres in over 40 countries across the world.

The qualifications suite offered by VTCT (Skillsfirst) spans a range of sectors including Childcare, Business Services, Health & Social Care, Recruitment and Social Media.

For more information visit us at www.vtct.org.uk and www.skillsfirst.co.uk, contact our dedicated Customer Support Team via email at customersupport@vtct.org.uk and customerservices@skillsfirst.co.uk or call 0121 270 5100

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1 Qualification at a glance

Qualification title	VTCT (Skillsfirst) Level 2 Certificate in Warehousing and Storage (RQF)
Qualification number	600/2247/4
Product code	WSC02
Age range	There are no age limits attached to learners undertaking this qualification, unless this is a legal requirement of the process or the environment.
Credits	26
Total Qualification Time (TQT)	260
Guided Learning (GL) hours	101
Assessment	To be awarded this qualification, learners must successfully achieve the following assessments: <ul style="list-style-type: none">• Portfolio of evidence• Skills-based assessment (if applicable)
Entry requirements	There are no formal entry requirements; however learners should normally be employed in a management role to gather evidence from the workplace for assessment. Learners who are not currently in employment may be able to achieve the qualification if they are able to gather evidence of recent management experience in a paid or voluntary capacity from within a period of three years of registration.
Support materials	Support materials can be found on the website (if applicable)

2 Qualification information

2.1 Qualification aim and design

The VTCT (Skillsfirst) Level 2 Certificate in Warehousing and Storage (RQF) has been designed for learners who work within a warehousing operation within the logistics sector. The NVQ gives learners the opportunity to develop the core competences needed to develop and practise the skills required for career progression in the logistics sector.

The qualification covers a range of activities carried out by warehouse staff including health and safety, processing and assembling orders, use of operational equipment and dispatching goods.

This qualification also serves as a core component of the Level 2 Intermediate Apprenticeship for Warehousing & Storage.

2.2 Progression opportunities

On completion of the Level 2 Certificate in Warehousing and Storage (RQF), learners may progress into employment or onto the following Skillsfirst qualifications:

- Level 2 Diploma in Team Leading (RQF)
- Level 3 Diploma in Team Management (RQF)

or similar higher level qualifications.

3 Qualification structure

To be awarded the [insert title] learners must achieve all mandatory units. A minimum of **26** credits must be achieved.

- All **7** credits from Group A
- **2** units from Group B
- **1** unit from Group C
- **1** unit from Group D
- **1** unit from Group E
- A minimum of **6** credits from Group F

The minimum TQT required to achieve this qualification is **260**.

Product code	Unit title	Level	Credit	Unit reference number
Mandatory units (Group A): 7 Credits				
WS01	Health, safety and security at work	2	3	K/502/1072
WS02	Develop effective working relationships with colleagues in logistics operations	2	4	H/601/7919

Product code	Unit title	Level	Credit	Unit reference number
Mandatory units (Group B): 2 Units				
WS03	Pick goods in logistics operations	2	3	R/601/7916
WS04	Wrap and pack goods in logistics operations	2	3	Y/601/7917
WS05	Place goods in storage in logistics operations	2	4	T/601/7925
WS06	Process orders for customers in logistics operations	2	3	F/601/7930
WS07	Assemble orders for dispatch in logistics operations	2	3	J/601/7931

Product code	Unit title	Level	Credit	Unit reference number
Mandatory units (Group C): 1 Unit				
WS08	Maintain the cleanliness of equipment in logistics operations	2	3	M/601/7910
WS09	Keep work areas clean in logistics operations	2	3	F/601/7913
WS010	Maintain hygiene standards in handling and storing goods in logistics operations	2	3	L/601/7929

Product code	Unit title	Level	Credit	Unit reference number
Mandatory units (Group D): 1 Unit				
WS11	Moving and/or handling goods in logistics operations	2	4	J/601/7914
WS12	Use equipment to move goods in logistics operations	2	3	H/601/7922
WS13	Use a forklift side-loader in logistics operations	2	1	A/601/8994
WS14	Use an industrial forklift truck in logistics operations	2	1	M/601/8992
WS15	Use a hoist in logistics operations	2	1	T/601/8993
WS16	Use a compact crane in logistics operations	2	1	F/601/8995

Product code	Unit title	Level	Credit	Unit reference number
Mandatory units (Group E): 1 Unit				
WS17	Keep stock at required levels in logistics operations	2	3	T/601/7911
WS18	Check stock levels and stock records	2	3	D/601/7935

Product code	Unit title	Level	Credit	Unit reference number
Optional units (Group F): A minimum of 6 credits				
WS19	Operate equipment to perform work requirements in logistics operations	2	8	D/601/7921
WS20	Receive goods in logistics operations	2	3	K/601/7923
WS21	Maintain the safety and security of hazardous goods and materials in logistics operations	3	6	J/601/7928
WS22	Process returned goods in logistics operations	2	3	L/601/7932
WS23	Sort goods and materials for recycling or disposal in logistics operations	2	3	R/601/7933
WS24	Supervise the receipt, storage or dispatch of goods	3	6	Y/601/7934
WS25	Contribute to the provision of customer service in logistics operations	2	3	Y/601/7920
WS26	Principles of food safety in logistics	2	1	H/600/6578

4 Centre requirements

4.1 Resources

Centres must possess the physical resources needed to support the delivery of the programme and the assessment of knowledge and skills, which should therefore be of industry standard. Where specific resources are required these have been indicated in individual units.

4.2 Skills for Logistics (SFL)

This is based on the units developed by Skills for Logistics who are the sector skills council for warehousing and storage. Their contact details are:

Skills for Logistics
12 Warren Yard
Warren Farm Office Village
Milton Keynes
MK12 5NW

Tel: 01908 313360

Fax: 01908 313006

Email: info@skillsforlogistics.org

This handbook provides details from SFL's assessment strategy, which centres will need to apply in order to assess and quality assure the Level 2 Certificate in Warehousing and Storage (RQF) and includes

- occupational expertise of those who assess performance and internally verify assessments
- continuous professional development
- summary of assessment methods

The complete assessment strategy is available for view and to download from the SFL's website www.skillsforlogistics.org

4.3 The occupational competence of those involved in warehousing and storage

4.3.1 Assessors

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

4.3.2 Expert witness

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

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

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

4.4 Employer Direct Model

The SFL feels that the Employer Direct Model of in-house assessment will encourage more employers to offer the Level 2 Certificate in Warehousing and Storage (RQF), particularly when they often have highly trained and experienced assessors, managers and trainers already in situ who meet or exceed the requirements of the recognised assessor and quality assurance qualifications. Wherever possible, the SFL works with employers to encourage assessment to be carried out by colleagues, supervisors and/or managers in a workplace environment. However, many employers see gaining the assessor and quality assurance qualifications as an obstacle and unnecessary given the experience and quality of their own internal assessors and trainers.

The Employer Direct Model has been developed to meet the needs of specific employers based on their knowledge of the Warehousing and Storage NOS and qualifications and their history of internal assessor/internal verifier expertise.

The SFL supports this model with several provisos. The organisation must:

- liaise with an Awarding Organisation/Body who will be offering the qualification prior to beginning the process
- prepare, validate and review the assessment/verification roles
- carry out 100% mapping of the employers training to the National Occupational Standards for the assessor and quality assurance units which the qualifications are based on
- agree the mapping process with the awarding organisation/body involved
- demonstrate an equivalent level of rigour and robustness as the achievement of the unit qualification

The Awarding Organisation/Body must:

- offer this model to employers only
- inform the SFL of employers who are using this model
- supply the SFL with statistical data including take-up, sector, size of organisation etc. when requested
- keep the SFL informed of any problems/issues incurred in the delivery of this model

4.5 Continuous professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and verification, and that it takes account of any national or legislative developments.

4.6 Total Qualification Time (TQT)

Each qualification has a Total Qualification Time (TQT) value based on the total number of hours learning required to achieve it. The TQT value reflects the number of supervised learning hours required to achieve the knowledge and assessment requirements, plus the length of time a learner would need to take to achieve the skills and capabilities to be deemed competent. All RQF qualifications are subject to an evaluation process to determine their fitness-for-purpose.

5 Assessment

5.1 Summary of assessment methods

For this qualification, learners will be required to provide a portfolio of evidence for **each** unit, which may be supplied via:

- Observation of workplace activities
- Expert witness testimony
- Professional discussion and questions
- Learner reports/reflective accounts and inspection of products using evidence appropriate to the learner's job role

Centres must refer to individual optional units for specific assessment methods as these may vary.

5.2 Assessment through performance in the workplace

The Level 2 Certificate in Warehousing and Storage (RQF) is to be assessed using evidence from the workplace i.e. observable performance, physical products of work (such as reports, plans, correspondence etc), witness testimony, discussion and questioning etc.

5.3 Simulated activities guidelines for the Level 2 Certificate in Warehousing and Storage (RQF)

When simulation is used, those who assess the learner should be confident that the simulation replicates the workplace to such an extent that learner's will be able to fully transfer their occupational competence to the workplace and real situations.

5.4 Recognition of prior learning (RPL)

RPL recognises how the contribution of a learner's previous experience could contribute to a qualification. Should any opportunities for RPL be identified it is important that a complete process of recognising prior experience and learning is undertaken by ensuring that:

- it covers relevant or appropriate experience for previous activities as well as accredited learning and qualifications
- it is incorporated into the assessment planning, with details of how this will take place
- mapping of prior learning to the National Occupational Standards to identify gaps is documented and auditable
- assessment methods or processes for recognising prior experience and learning are documented and made available to the external verifier
- the audit trail covers the whole process and methodology of RPL
- the authenticity and currency of presented evidence is established by the assessor
- where observation or expert witness testimony is a unit assessment method requirement, this activity is undertaken after learner registration for the qualification

In considering the appropriateness of any single piece of evidence, the following should be considered:

- Content - the degree to which the content of any previous accredited learning meets the requirements of the National Occupational Standards against which it is being presented as evidence.
- Performance and knowledge - the degree to which the previous learning covered both performance and knowledge. Some learning will only have offered and tested the latter, in which case RPL will only recognise the meeting of knowledge requirements. Performance will require further assessment. Although unlikely, the reverse (performance tested but not knowledge) could be true in which case knowledge and understanding would need further assessment.
- Relevance of context - the degree to which the context of the learning gained and assessed relates to the current context of learner' work roles. If the context was different, assessors will need to satisfy themselves of learners' ability to transfer the learning gained into their current setting.
- Currency - how recently the learning was gained. Learners would need to demonstrate current knowledge and understanding of areas such as legislation, policy and practice etc, which may have changes since the previous learning programmes were undertaken.
- Authenticity - how the ownership of the evidence is established to ensure it was generated by the learner.

Centres must retain copies of learner assessment records for at least three years after certification.

6 Units

Unit Handbook

WS01 – Health, safety and security at work

Unit reference number: K/502/1072

Level: 2

Credit value: 3

Guided Learning (GL) hours: 20

Unit aim

This unit is about understanding the organisations procedures for identifying and reducing risks to self and colleagues. It covers the use of personal protective equipment and how to follow procedures for evacuating the facilities

Learning outcomes

There are three outcomes to this unit. The learner will:

LO1 Be able to work safely

LO2 Be able to monitor the workplace for hazards

LO3 Be able to contribute to workplace security

Unit content

Details of the relationship between the unit and relevant national occupational standards

This unit directly relates to Unit 15 Maintain health and safety in logistics operations

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities, such as emergency situations, are not accessible then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Be able to work safely	1.1 Take appropriate action in the event of fire, emergencies or accidents
	1.2 Identify where alarms, emergency exits, escape routes, emergency equipment and assembly points are located
	1.3 Demonstrate safe and appropriate use of emergency equipment
	1.4 Distinguish between different alarm sounds
	1.5 Comply with equipment operating procedures and manufacturer's instructions
	1.6 Demonstrate safe handling and lifting techniques
	1.7 Demonstrate correct use and maintenance of any protective clothing and/or equipment
	1.8 Comply with personal responsibilities under the Health & Safety at Work Act/COSHH
	1.9 Identify who the nominated first aiders are

Learning Outcome	Assessment Criteria
LO2 Be able to monitor the workplace for hazards	2.1 Identify hazardous substances that are used in the workplace and demonstrate methods of making them safe or reducing their danger in the event of an accident
	2.2 Identify hazards posed by machinery that is used in the workplace and demonstrate methods of making safe or reducing their danger in the event of an accident
	2.3 Demonstrate how to handle and store hazardous substances including debris
	2.4 Demonstrate how to store materials and equipment
	2.5 Explain what the most likely accidents and emergencies in the workplace are and how to deal with them
	2.6 Comply with personal responsibilities under the COSHH (Control of Substances Hazardous to Health)

Learning Outcome	Assessment Criteria
LO3 Be able to contribute to workplace security	3.1 Outline and comply with the organisation's rules, codes, guidelines and standards relating to security
	3.2 Explain how to deal with loss of property

WS01 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS02 – Develop effective working relationships with colleagues in logistics operations

Unit reference number: H/601/7919

Level: 2

Credit value: 4

Guided Learning (GL) hours: 15

Unit aim

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to develop effective working relationships with colleagues in logistics operations

LO2 Be able to develop effective working relationships with colleagues in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to develop effective working relationships with colleagues in logistics operations	1.1 Explain the relevant organisational policies and procedures for developing effective working relationships in logistics operations that relate to: <ul style="list-style-type: none"> • health, safety and security • quality standards • confidentiality • equality and diversity
	1.2 Describe own roles and responsibilities and those of colleague
	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	Assessment Criteria
LO2 Be able to develop effective working relationships with colleagues in logistics operations	2.1 Communicate with colleagues effectively
	2.2 Confirm tasks, priorities and responsibilities clearly and accurately with colleagues
	2.3 Respond to requests from colleagues that fall within your responsibility
	2.4 Report any circumstances that prevent the achievement of quality standards
	2.5 Obtain information and assistance from colleagues
	2.6 Seek relevant feedback on work achievements and performance from relevant people
	2.7 Determine own learning needs based on feedback and observation of own performance
	2.8 Agree a learning plan that outlines realistic development opportunities and timescales

WS02 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS03 – Pick goods in logistics operations

Unit reference number: R/601/7916

Level: 2

Credit value: 3

Guided Learning (GL) hours: 15

Unit aim

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

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

Learning outcomes

There are three outcomes to this unit. The learner will:

LO1 Know how to pick goods in logistics operations

LO2 Be able to pick the goods in logistics operations

LO3 Be able to prepare the goods for assembling orders in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to pick goods in logistics operations	1.1 Explain the relevant organisational policies and procedures picking goods in logistics operations that relate to: <ul style="list-style-type: none"> • health, safety and security requirements • environmental factors • special requirements • personal protective equipment • picking methods
	1.2 Identify any specific hazards in relation to moving and handling the goods
	1.3 Describe the types of equipment that can be used to pick the goods
	1.4 Describe the correct handling methods for the goods
	1.5 Describe the roles and responsibilities of colleagues in relation to picking goods
	1.6 Identify problems that can occur when picking and handling the goods
	1.7 Explain appropriate action when dealing with identified problems

Learning Outcome	Assessment Criteria
LO2 Be able to pick the goods in logistics operations	2.1 Locate the goods to be picked
	2.2 Apply correct picking methods/equipment for the type of goods and size of order
	2.3 Use the correct handling methods and/or picking equipment to pick the goods

Learning Outcome	Assessment Criteria
LO3 Be able to prepare the goods for assembling orders in logistics operations	3.1 Place the goods into the appropriate location, receptacle or onto pallets
	3.2 Position the picked goods ready for assembling orders
	3.3 Use the correct handling methods and/or equipment to place the goods correctly for assembling orders

WS03 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS04 – Wrap and pack goods in logistics operations

Unit reference number: Y/601/7917

Level: 2

Credit value: 3

Guided Learning (GL) hours: 12

Unit aim

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

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to prepare the goods for wrapping and packing in logistics operations

LO2 Be able to wrap and pack the goods in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to prepare the goods for wrapping and packing in logistics operations	1.1 Explain the relevant organisational policies and procedures for packing the goods in logistics operations that relate to: <ul style="list-style-type: none"> • health, safety and security requirements • environmental factors • special requirements • personal protective equipment • 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	Assessment Criteria
LO2 Be able to wrap and pack the goods in logistics operations	2.1 Check that the goods being packed match the specifications provided in the information
	2.2 Comply with all health, safety and security issues relating to wrapping and packing the goods
	2.3 Schedule the packing of the goods according to agreed work instructions
	2.4 Protect goods from damage while they are being packed
	2.5 Use the appropriate tools and equipment safely in accordance with organisational procedures
	2.6 Pack, wrap and seal goods using the correct type and quantity of packing materials
	2.7 Minimise waste
	2.8 Label the packages with the correct information for further use
	2.9 Dispose of waste materials correctly and promptly

WS04 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS05 – Place goods in storage in logistics operations

Unit reference number: T/601/7925

Level: 2

Credit value: 4

Guided Learning (GL) hours: 16

Unit aim

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

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to place goods in storage logistics operations

LO2 Be able to place goods in storage in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to place goods in storage in logistics operations	1.1 Explain the relevant organisational policies and procedures for placing the goods into storage in logistics operations, that relate to: <ul style="list-style-type: none"> • 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	Assessment Criteria
LO2 Be able to place goods in storage in logistics operations	2.1 Ensure that the area is clean, tidy and clear of obstructions
	2.2 Use the correct handling methods and/or equipment to place the goods into storage
	2.3 Place the goods in the correct location for space utilisation, to prevent damage and meet distribution requirements
	2.4 Update stock control records accurately
	2.5 Communicate clearly and accurately, with appropriate people, the monitoring and storage arrangements for the goods

WS05 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS06 – Process orders for customers in logistics operations

Unit reference number: F/601/7930

Level: 2

Credit value: 3

Guided Learning (GL) hours: 10

Unit aim

This unit is about identifying customers' order requirements and any problems with the order. It deals with the information that should be passed on to customers and the recording of information. This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how prepare for the processing of orders to customers in logistics operations

LO2 Be able to process orders for customers in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how prepare for the processing of orders to customers in logistics operations	1.1 Explain the relevant organisational policies and procedures for processing orders for customers in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • environmental factors • special requirements • stock control and ordering systems • the importance of confidentiality
	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	Assessment Criteria
LO2 Be able to process orders for customers in logistics operations	2.1 Obtain information to process orders for customers
	2.2 Provide customers with the correct delivery information
	2.3 Pass on orders and invoicing information to the appropriate people
	2.4 Demonstrate how to deal with enquires relating to the processing of orders
	2.5 Communicate effectively with different types customers
	2.6 Store customers' details securely and in accordance with organisational policies and procedures

WS06 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS07 – Assemble orders for dispatch in logistics operations

Unit reference number: J/601/7931

Level: 2

Credit value: 3

Guided Learning (GL) hours: 12

Unit aim

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.

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to assemble orders for dispatch in logistics operations

LO2 Be able to assemble the orders for dispatch in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to assemble orders for dispatch in logistics operations	1.1 Explain the relevant organisational policies and procedures for assembling orders for dispatch in logistics operations, that relate to: <ul style="list-style-type: none"> • 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	Assessment Criteria
LO2 Be able to assemble the orders for dispatch in logistics operations	2.1 Obtain information to assemble the orders for dispatch
	2.2 Check that the area used to dispatch 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

WS07 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS08 – Maintain the cleanliness of equipment in logistics operations

Unit reference number: M/601/7910

Level: 2

Credit value: 3

Guided Learning (GL) hours: 10

Unit aim

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

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

Learning outcomes

There are three outcomes to this unit. The learner will:

LO1 Know how to prepare self and equipment for inspection and cleaning in logistics operations

LO2 Be able to inspect and maintain the cleanliness of equipment in logistics operations

LO3 Be able to undertake post cleaning procedures for keeping the equipment in good working order in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to prepare self and equipment for inspection and cleaning in logistics operations	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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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	Assessment Criteria
LO2 Be able to inspect and maintain the cleanliness of equipment in logistics operations	2.1 Use the correct use of Personal Protective Clothing when inspecting and cleaning the equipment
	2.2 Use the correct cleaning routines according to organisational procedures and the required timescales
	2.3 Use the use of approved cleaning methods and materials as specified in the manufacturer's instructions

Learning Outcome	Assessment Criteria
LO3 Be able to undertake post cleaning procedures for keeping the equipment in good working order in logistics operations	3.1 Dispose of waste in accordance with health and safety, and operational procedures
	3.2 Check that the equipment can be safely returned to operating conditions after cleaning
	3.3 Store any unused cleaning materials correctly according to manufacturer's instructions
	3.4 Replenish used materials

WS08 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS09 – Keep work areas clean in logistics operations

Unit reference number: F/601/7913

Level: 2

Credit value: 3

Guided Learning (GL) hours: 10

Unit aim

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

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

Learning outcomes

There are three outcomes to this unit. The learner will:

LO1 Know the requirements relating to the cleaning of work areas in logistics operations

LO2 Be able to carry out correct cleaning procedures in logistics operations

LO3 Be able to follow post cleaning procedures in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know the requirements relating to the cleaning of work areas in logistics operations	1.1 Explain the relevant organisational policies and procedures for cleaning work areas in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • environmental factors • legal requirements • operating requirements • personal protective equipment • personal health and hygiene standards • replenishment • waste disposal
	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	Assessment Criteria
LO2 Be able to carry out correct cleaning procedures in logistics operations	2.1 Use Personal Protective Equipment correctly
	2.2 Clean the work area thoroughly using the correct cleaning materials
	2.3 Protect people in the work area from cleaning hazards during the cleaning process
	2.4 Use the correct signage during the cleaning process
	2.5 Follow operational procedures to ensure that other people are not inconvenienced during the cleaning process

Learning Outcome	Assessment Criteria
LO3 Be able to follow post cleaning procedures in logistics operations	3.1 Dispose of any waste in accordance with organisational procedures
	3.2 Ensure any unused cleaning materials are stored correctly according to manufacturer's instructions
	3.3 Replenish used materials

WS09 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS10 – Maintain hygiene standards in handling and storing goods in logistics operations

Unit reference number: L/601/7929

Level: 2

Credit value: 3

Guided Learning (GL) hours: 16

Unit aim

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

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to maintain hygiene standards when handling and storing goods in logistics operations

LO2 Be able to maintain standards of hygiene when handling and storing goods in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to maintain hygiene standards when handling and storing goods in logistics operations	1.1 Explain the relevant organisational policies and procedures for maintaining hygiene standards in handling and storing goods in logistics operations that relate to: <ul style="list-style-type: none"> • 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	Assessment Criteria
LO2 Be able to maintain standards of hygiene when handling and storing goods in logistics operations	2.1 Maintain standards of personal hygiene required for the handling and storage of goods in specific storage environments
	2.2 Use the correct protective clothing in relation to the goods and the storage environment
	2.3 Apply the hygiene standards required to maintain the quality and condition of the goods and the storage environment
	2.4 Handle the goods using the correct handling methods and equipment
	2.5 Dispose of waste in accordance with organisational policies and procedures

WS10 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS11 – Moving and/or handling goods in logistics operations

Unit reference number: J/601/7914

Level: 2

Credit value: 4

Guided Learning (GL) hours: 15

Unit aim

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

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to move and/or handle goods in logistics operations

LO2 Be able to move and/or handle the goods in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to move and/or handle goods in logistics operations	1.1 Explain the relevant organisational policies and procedures for moving and/or handling goods in logistics operations that relate to: <ul style="list-style-type: none"> • 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	Assessment Criteria
LO2 Be able to move and/or handle the goods in logistics operations	2.1 Identify the goods to be moved and/or handled
	2.2 Use suitable handling methods to move the goods safely and correctly
	2.3 Position and set down the goods in the required location
	2.4 Place the goods so that they can be easily identified and accessed

WS11 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS12 – Use equipment to move goods in logistics operations

Unit reference number: H/601/7922

Level: 2

Credit value: 3

Guided Learning (GL) hours: 18

Unit aim

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

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to use equipment to move goods in logistics operations

LO2 Be able to use equipment to move goods in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to use equipment to move goods in logistics operations	1.1 Explain the relevant organisational policies and procedures for using equipment in a logistics operation that relate to: <ul style="list-style-type: none"> • health, safety and security requirements • environmental factors • special requirements • personal protective equipment • operating requirements • hazards • loss or damage to goods
	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	Assessment Criteria
LO2 Be able to use equipment to move goods in logistics operations	2.1 Check the goods are suitable for lifting
	2.2 Identify the correct equipment for lifting the goods
	2.3 Check that the area of work is safe and secure for the movement and transfer of the goods
	2.4 Undertake the pre-checks required for the equipment
	2.5 Confirm the location for the goods to be positioned and set down
	2.6 Undertake the operation in a safe and controlled manner with due regard to the surrounding environment

WS12 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS13 – Use a forklift side-loader in logistics operations

Unit reference number: A/601/8994

Level: 2

Credit value: 1

Guided Learning (GL) hours: 2

Unit aim

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

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to prepare a forklift side-loader in logistics operations

LO2 Use a forklift side-loader in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to prepare a forklift side-loader in logistics operations	1.1 Explain the relevant organisational policies and procedures in relation to using a forklift side-loader that relate to: <ul style="list-style-type: none"> • health, safety and security • legal requirements • operating requirements • personal protective equipment • reporting defects
	1.2 Describe how to carry out all manufacturer's pre-start checks
	1.3 Explain the operation of the vehicle instruments and controls
	1.4 Describe how to prepare the forklift side-loader for each lift
	1.5 Explain the observations required to ensure the safety of self and others
	1.6 Identify problems that can occur when preparing the forklift side-loader for work
	1.7 Explain appropriate action when dealing with the identified problems

Learning Outcome	Assessment Criteria
LO2 Use a forklift side-loader in logistics operations	2.1 Use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations
	2.2 Carry out all manufacturer's pre-start checks
	2.3 Manoeuvre the forklift side-loader safely and include: <ul style="list-style-type: none"> • the appropriate use of signals • using the appropriate speed for the forklift side-loader and manoeuvre • monitoring the actions of others • ensuring there is no damage to the forklift side-loader and surrounding environment • ensuring the vehicle is in a suitable position for the required activities
	2.4 Stack goods using the forklift side-loader
	2.5 De-stack goods using the forklift side-loader
	2.6 Carry out shut down, isolation and securing procedures
	2.7 Carry out all manufacturer's post operational checks

WS13 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS14 – Use an industrial forklift truck in logistic operations

Unit reference number: M/601/8992

Level: 2

Credit value: 1

Guided Learning (GL) hours: 2

Unit aim

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

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to prepare the forklift for work in logistics operations

LO2 Use a forklift truck in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to prepare the forklift for work in logistics operations	1.1 Explain the relevant organisational policies and procedures, in relation to using a forklift truck in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • legal requirements • operating requirements • personal protective equipment • reporting defects
	1.2 Describe how to carry out all manufacturer's 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

Learning Outcome	Assessment Criteria
LO2 Use a forklift truck in logistics operations	2.1 Use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations
	2.2 Carry out all manufacturer's pre-start checks
	2.3 Manoeuvre the forklift truck safely and include: <ul style="list-style-type: none"> • the appropriate use of signals • using the appropriate speed for the forklift truck and manoeuvre • monitoring the actions of others • ensuring there is no damage to the forklift truck and surrounding environment • ensuring the vehicle is in a suitable position for the required activities
	2.4 Stack goods using the forklift truck
	2.5 De-stack goods using the forklift truck
	2.6 Carry out shut down, isolation and securing procedures
	2.7 Carry out all manufacturer's post operational checks

WS14 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS15 – Use a hoist in logistic operations

Unit reference number: T/601/8993

Level: 2

Credit value: 1

Guided Learning (GL) hours: 2

Unit aim

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

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to prepare the hoist for work in logistics operations

LO2 Use a hoist in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to prepare the hoist for work in logistics operations	1.1 Explain the relevant organisational policies and procedures, in relation to preparing the hoist for work in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • legal requirements • operating requirements • personal protective equipment • reporting defects
	1.2 Describe how to carry out all manufacturer's 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	Assessment Criteria
LO2 Use a hoist in logistics operations	2.1 Use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations
	2.2 Carry out all manufacturer's 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 manufacturer's post operational checks

WS15 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS16 – Use a compact crane in logistics operations

Unit reference number: F/601/8995

Level: 2

Credit value: 1

Guided Learning (GL) hours: 2

Unit aim

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

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to prepare a crane for work in logistics operations

LO2 Use a compact crane in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to prepare a crane for work in logistics operations	1.1 Explain the relevant organisational policies and procedures in relation to using a compact crane in logistics operations that relate to: <ul style="list-style-type: none"> • health safety and security • legal requirements • operating requirements • personal protective equipment • reporting defects
	1.2 Describe how to carry out all manufacturer's 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	Assessment Criteria
LO2 Use a compact crane in logistics operations	2.1 Use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations
	2.2 Carry out all manufacturer's 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 manufacturer's post operational checks

WS16 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS17 – Keep stock at required levels in logistics operations

Unit reference number: T/601/7911

Level: 2

Credit value: 3

Guided Learning (GL) hours: 12

Unit aim

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

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to maintain required stock levels in logistics operations

LO2 Be able to maintain stock at required levels in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to maintain required stock levels in logistics operations	1.1 Explain the relevant organisational policies and procedures, in relation to keeping stock at required levels in logistics operations, that relate to: <ul style="list-style-type: none"> • 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	Assessment Criteria
LO2 Be able to maintain stock at required levels in logistics operations	2.1 Check the required stock level and the actual level of stock
	2.2 Identify any damaged, faulty or out of date items and move them to the appropriate location
	2.3 Use stock rotation methods to ensure the stock is utilised effectively
	2.4 Replenish the stock
	2.5 Handle the goods using safe and correct handling methods
	2.6 Label stock accurately according to organisational requirements
	2.7 Position the stock in the correct locations for further use
	2.8 Update the stock records after replenishing stock levels according to organisational requirements

WS17 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS18 – Check stock levels and stock records

Unit reference number: D/601/7935

Level: 2

Credit value: 3

Guided Learning (GL) hours: 10

Unit aim

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

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to check stock levels and stock records in logistics operations

LO2 Be able to check stock levels and stock records in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to check stock levels and stock records in logistics operations	1.1 Explain the relevant organisational policies and procedures for checking stock levels and stock records in logistics operations, that relate to: <ul style="list-style-type: none"> • 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	Assessment Criteria
LO2 Be able to check stock levels and stock records in logistics operations	2.1 Carry out the checking of the stock levels according to organisational procedures
	2.2 Record the results of the stock check accurately
	2.3 Check the findings against the records to identify any discrepancies
	2.4 Check for any discrepancies
	2.5 Disseminate the information to relevant people

WS18 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS19 – Operate equipment to perform work requirements in logistics operations

Unit reference number: D/601/7921

Level: 2

Credit value: 8

Guided Learning (GL) hours: 30

Unit aim

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

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

Learning outcomes

There are four outcomes to this unit. The learner will:

LO1 Know how to operate equipment to perform work requirements in logistics operations

LO2 Be able to check that the appropriate equipment is available, safe to use and operational in logistics operations

LO3 Be able to operate and monitor the equipment to maintain safe operation throughout the work activity in logistics operations

LO4 Be able to shut down the equipment and complete post operational maintenance procedures

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to operate equipment to perform work requirements in logistics operations	1.1 Explain the relevant organisational policies and procedures for operating equipment in a logistics operations that relate to: <ul style="list-style-type: none"> • 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 Explain: <ul style="list-style-type: none"> • 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
	1.3 Explain how to set up and adjust the equipment to be used to perform the work activities
	1.4 Identify problems that can occur when operating the equipment
	1.5 Explain appropriate action when dealing with identified problems

Learning Outcome	Assessment Criteria
LO2 Be able to check that the appropriate equipment is available, safe to use and operational in logistics operations	2.1 Check that the equipment is suitable, safe and available for use
	2.2 Check that the equipment is set up in accordance with work instructions and organisational procedures
	2.3 Carry out routine checks before and after using the equipment
	2.4 Adjust the equipment in accordance with manufacturers instructions, safety and work requirements

Learning Outcome	Assessment Criteria
LO3 Be able to operate and monitor the equipment to maintain safe operation throughout the work activity min logistics operations	3.1 Select the equipment for the work activity
	3.2 Use the equipment safely in accordance with work requirements, operational and organisational procedures and practises
	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 manufacturer's instructions, operational and organisational procedures and practises

Learning Outcome	Assessment Criteria
LO4 Be able to shut down the equipment and complete post operational maintenance procedures	4.1 Shut down the equipment safely and in accordance with manufactures instructions, operational and organisational procedures and practices
	4.2 Complete post operation maintenance procedures for the equipment in accordance with manufacturer’s instructions, operational and organisational procedures and practises

WS19 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS20 – Receive goods in logistics operations

Unit reference number: K/601/7923

Level: 2

Credit value: 3

Guided Learning (GL) hours: 15

Unit aim

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

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to receive goods in logistics operations

LO2 Be able to receive goods in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to receive goods in logistics operations	1.1 Explain the relevant organisational policies and procedures on the goods being received in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • environmental factors • special requirements • operational requirements • stock control
	1.2 Describe the different sources and types of information required for receiving the goods
	1.3 Describe the equipment and facilities required in the area receiving goods
	1.4 Explain the correct handling methods for different types of goods
	1.5 Explain the correct procedures for unloading vehicles
	1.6 Identify problems that can occur when receiving goods
	1.7 Explain appropriate action when dealing with identified problems

Learning Outcome	Assessment Criteria
LO2 Be able to receive goods in logistics operations	2.1 Check the goods received match the specifications provided in the information
	2.2 Check that any equipment to be used has been prepared correctly in accordance with manufacturer's instructions, work requirements, operational and organisational procedures and practises
	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

WS20 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS21 – Maintain the safety and security of hazardous goods and materials in logistics operations

Unit reference number: J/601/7928

Level: 3

Credit value: 6

Guided Learning (GL) hours: 30

Unit aim

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

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to maintain the safety and security of hazardous goods and materials in logistics operations

LO2 Be able to maintain the safety and security of hazardous goods and materials in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to maintain the safety and security of hazardous goods and materials in logistics operations	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: <ul style="list-style-type: none"> • 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

Learning Outcome	Assessment Criteria
LO2 Be able to maintain the safety and security of hazardous goods and materials in logistics operations	2.1 Obtain all relevant information on the hazardous goods and materials
	2.2 Demonstrate that the correct precautions have been undertaken in accordance with health and safety and organisational policies and procedures
	2.3 Monitor the condition of the hazardous goods and materials in accordance with manufacturer's instructions and organisational policies and procedures
	2.4 Manoeuvre the hazardous goods and materials safely with the appropriate equipment according to agreed procedures

WS21 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS22 – Process returned goods in logistics operations

Unit reference number: L/601/7932

Level: 2

Credit value: 3

Guided Learning (GL) hours: 15

Unit aim

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

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to process returned goods in logistics operations

LO2 Be able process returned goods in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to process returned goods in logistics operations	1.1 Explain the relevant organisational policies and procedures for processing returned goods in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • environmental factors • special requirements • customer rights • stock recording systems • scheduling • waste management
	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	Assessment Criteria
LO2 Be able process returned goods in logistics operations	2.1 Obtain all relevant information on the goods being returned
	2.2 Return the goods to the appropriate locations
	2.3 Update stock control records accurately
	2.4 Label any goods that are to be returned to the supplier or manufacturer
	2.5 Dispose of any waste correctly and promptly in accordance with work instructions, requirements, organisational procedures and practices

WS22 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS23 – Sort goods and materials for recycling or disposal in logistics operations

Unit reference number: R/601/7933

Level: 2

Credit value: 3

Guided Learning (GL) hours: 10

Unit aim

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

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to sort goods and materials for recycling or disposal in logistics operations

LO2 Be able to sort the goods and materials for recycling or disposal in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to sort goods and materials for recycling or disposal in logistics operations	1.1 Explain the relevant organisational policies and procedures for sorting goods and materials for recycling and disposal in logistics operations, that relate to: <ul style="list-style-type: none"> • 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	Assessment Criteria
LO2 Be able to sort the goods and materials for recycling or disposal in logistics operations	2.1 Undertake initial checks to determine the suitability of the goods and materials for recycling or disposal
	2.2 Sort the goods and materials correctly
	2.3 Remove any parts of the goods and materials that are not suitable for recycling and dispose of them correctly
	2.4 Handle the goods and materials using the correct handling methods and equipment
	2.5 Position the goods or materials suitable for recycling or disposal into the correct locations
	2.6 Prepare the goods or materials for further processing according to the organisation's specifications for recycling or disposal

WS23 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS24 – Supervise the receipt, storage or dispatch of goods

Unit reference number: Y/601/7934

Level: 3

Credit value: 6

Guided Learning (GL) hours: 20

Unit aim

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

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to supervise the receipt, storage or dispatch of goods in logistics operations

LO2 Be able to supervise the receipt, storage or dispatch of goods in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to supervise the receipt, storage or dispatch of goods in logistics operations	1.1 Explain the relevant organisational policies and procedures for supervising the receipt, storage or dispatch of goods in logistics operations, that relate to: <ul style="list-style-type: none"> • 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	Assessment Criteria
LO2 Be able to supervise the receipt, storage or dispatch of goods in logistics operations	2.1 Inspect the type, condition, quantity of the goods being received, stored or dispatched
	2.2 Check the storage conditions and equipment required to receive, store or dispatch the goods
	2.3 Organise the movement or rotation of goods to assist receiving, storing or dispatching goods
	2.4 Demonstrate how to use the organisations resources effectively
	2.5 Communicate effectively with others
	2.6 Complete records for supervising the receipt, storage or dispatch of goods accurately

WS24 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS25 – Contribute to the provision of customer service in logistics operations

Unit reference number: Y/601/7920

Level: 2

Credit value: 3

Guided Learning (GL) hours: 18

Unit aim

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

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

Learning outcomes

There are two outcomes to this unit. The learner will:

LO1 Know how to contribute to the provision of customer services in logistics operations

LO2 Be able to contribute to the provision of customer services in logistics operations

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Know how to contribute to the provision of customer services in logistics operations	1.1 Explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations that relate to: <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • maintaining effective customer relations • personal appearance and hygiene • reporting procedures and systems • recording information • confidentiality • complaints
	1.2 Describe different types of customers in relation to own organisation
	1.3 Describe the importance of <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • a negative image on your organisation • poor communication • poor customer service
	1.6 Describe: <ul style="list-style-type: none"> • 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

Learning Outcome	Assessment Criteria
LO2 Be able to contribute to the provision of customer services in logistics operations	2.1 Follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations that relate to: <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • maintaining effective customer relations • personal appearance and hygiene • reporting procedures and systems • recording information • confidentiality • complaints
	2.2 Develop positive relationships with customers
	2.3 Ensure that own personal appearance and hygiene meet organisational policies and standards
	2.4 Communicate effectively with customers
	2.5 Ensure that all information available is up-to-date and accurate
	2.6 Identify customer needs
	2.7 Deal effectively with customer enquiries
	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

WS25 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

Unit Handbook

WS26 – Principles of food safety in logistics

Unit reference number: H/600/6578

Level: 2

Credit value: 1

Guided Learning (GL) hours: 9

Unit aim

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

Learning outcomes

There are four outcomes to this unit. The learner will:

LO1 Understand how individuals must take responsibility for food safety

LO2 Understand how to keep him/herself clean and hygienic

LO3 Understand how to keep storage areas and vehicles clean

LO4 Understand how to keep food safe

Unit content

Endorsement of the unit by a sector or other appropriate body

This unit is endorsed by the SSC Skills for Logistics.

Assessment guidance

Evidence may be supplied via observation of workplace activities, witness testimony, professional discussion and questions, learner reports/reflective accounts and inspection of products, using evidence appropriate to the learner's job role. If workplace activities are not accessible such as emergency situations then simulation is allowed.

Learning outcomes

Learning Outcome	Assessment Criteria
LO1 Understand how individuals must take responsibility for food safety	1.1 Outline the roles and responsibilities in an organisation's food safety procedures
	1.2 Describe how to report and record food safety hazards and illnesses
	1.3 Outline the legal responsibilities of drivers and warehouse staff with regard to keeping food safe

Learning Outcome	Assessment Criteria
LO2 Understand how to keep him/herself clean and hygienic	2.1 Explain the importance of personal hygiene in contributing to overall food safety
	2.2 Describe effective personal hygiene practices, for example, protective clothing, hand washing, personal illnesses, cuts and wounds and avoiding unsafe behaviour

Learning Outcome	Assessment Criteria
LO3 Understand how to keep storage areas and vehicles clean	3.1 Explain how to keep storage areas and vehicles clean and tidy through the effective use of cleaning methods and equipment
	3.2 State how to use and store chemicals safely to avoid contamination
	3.3 Outline the importance of pest control

Learning Outcome	Assessment Criteria
LO4 Understand how to keep food safe	4.1 State the risks to food and food packaging in transit, storage and at delivery from microbial, chemical, physical and allergenic hazards
	4.2 Describe food safety procedures for delivery, storage, date marking and stock rotation
	4.3 Explain the importance of food and environmental temperature controls
	4.4 State why accurate records should be kept of food that is delivered or returned
	4.5 State the reasons why food may be returned
	4.6 State the controls to 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

WS26 Document History

Version	Issue Date	Changes	Role
1.0	31/01/2023	Rebrand	Regulation Officer

WSC02 Document History

Version	Issue Date	Changes	Role
V5.3	17/02/2023	Formatting and re-branding. No content amendment.	Data Administrator
V6.0	13/03/2023	Formatting and unit WS23 completed.	Qualification Administrator