

Edexcel levels 1 and 2 NVQs in Warehousing and Storage and the Edexcel level 3 NVQ in Logistics Operations Management

Assessment Strategy and Unit Assessment Guidance

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Skills for Logistics
Assessment Strategy for NVQs and SVQs

August 2008

Introduction

This document sets out the recommendations of Skills for Logistics for the assessment of NVQ and SVQ qualifications based on Skills for Logistics-developed National Occupational Standards. It replaces the Assessment Strategy for NVQs and SVQs dated February 2003 and the Assessment Strategy for Mail Services NVQ dated May 2005.

Application of the Strategy

1. The main body of this document describes the overarching strategy for the assessment and verification of S/NVQs based on the following National Occupational Standards:

Driving Goods Vehicles
Carry and Deliver Goods
Traffic Office

Storage and Warehousing/Warehousing and Storage
Distribution, Warehousing and Storage Operations

Mail Services

International Trade and Logistics Operations

Logistics Operations Management

2. Further annexes describe additional assessment, verification and related certification requirements that apply to specified S/NVQs. Currently there are four such annexes: Annex B dealing with Driving Goods Vehicles; Annex C dealing with Carry and Deliver Goods; Annex D dealing with Mail Services; and Annex E dealing with Warehousing and Storage.

As required by future qualifications development, further annexes will be submitted to UKCG for approval and incorporation into the strategy.

The Assessment Strategy

The Strategy has four elements:

- External Quality Control of Assessment
- Workplace Assessment/Simulation
- Realistic Work Environment
- Occupational expertise of Assessors and Verifiers

External Quality Control of Assessment

External quality control of assessment will be achieved through rigorous internal and external verification processes underpinned by effective risk management.

To ensure that common approaches are employed and that consistent, high standards are achieved, Skills for Logistics require Awarding Bodies delivering Skills for Logistics S/NVQs to participate in an Awarding Body Forum. This will, as a minimum, involve an annual meeting to discuss issues of assessment and verification.

External verifiers will be required to sample the work of all assessors and implement rigorous risk management strategies consistently across all centres for which they are responsible. Internal verifiers should sample evidence from all candidates and observe each assessor conducting candidate assessments at regular intervals.

External verifiers should also generally aim to sample the work of candidates at each centre, appropriate to the centre size; number of candidates registered; and identified risk rating by Awarding Body.

Skills for Logistics recommend that Awarding Bodies adopt a risk rating and risk management system for centres offering Skills for Logistics S/NVQs. Subject to guidance from the regulatory bodies, Skills for Logistics recommend that such systems identify:

- Commercial Risk - is there potential for commercial pressures to ensure that candidates achieve qualifications within unduly short time frames?
- Assessment/Verification risk - are factors apparent in the relationship between candidates, assessors and verifiers that might prejudice a fair and consistent assessment process?

Where risks or potential risks are identified, Skills for Logistics expects that the Awarding Body, via the external verifier takes appropriate action to ensure that the credibility of the assessment process is not prejudiced.

Workplace Assessment/Simulation

Skills for Logistics NOS are work-competency based and therefore candidates are to be assessed under normal workplace conditions. However it is recognised that there are situations where the workplace may not be appropriate or waiting for naturally occurring evidence is impractical. Skills for Logistics therefore allows centres to set up or devise assessment situations, with the prior agreement of the external verifier that the simulation is valid before assessment is undertaken. We suggest that centres seek written confirmation before proceeding with assessment. The need for simulation may result from consideration of:

- Safety
- Legislation

- Regulation
- Contingency
- Cost

In addition, Skills for Logistics recognises that candidates using these NOS in the context of a Level 1 award may be in a learning environment and not in a workplace. In these situations, centres may set up or devise assessment situations as required, with prior agreement of the external verifier.

Skills for Logistics re-iterates that its NOS have been designed to be capable of assessment in the normal workplace and that subject to the arrangements for simulation described above this should be the case. Skills for Logistics will indicate RWE requirements within specific NOS.

An employer who wishes to use their own training programme must be able to confirm that their in-house practices conform to the requirements of Skills for Logistics NOS, in association with the prospective Awarding Body which will be offering the qualification. The mapping process must be agreed by the Awarding Body as providing the equivalent rigour and robustness as the achievement of the unit qualification.

Witness Testimony

Witness testimony is recognised by Skills for Logistics as an appropriate tool for assessors in collecting evidence about candidate performance in the workplace. However before using witness testimony, assessors must satisfy themselves that:

- Witnesses are clear as to the purpose and use of the testimony;
- Witnesses have relevant experience and expertise in the area of competence in which they are providing testimony and;
- There is no relationship between the candidate and witness or witness and assessor that might invalidate the testimony.

Realistic Work Environment

To ensure that assessment is carried out in realistic work environment (RWE), Skills for Logistics requires that candidates be in a relevant job role in the logistics sector throughout the period of assessment, except in the circumstances for Level 1, described in the above section 'Workplace Assessment/Simulation'. Assessors should ensure that they and the internal verifier agree that the candidate is in a suitable job role during the period of assessment. If required, the internal verifier should ensure that the candidate's job description is made available to the external verifier in their portfolio.

Criteria for Assessors and Verifiers

Regulations for the approval of vocational qualifications require Awarding Bodies to put arrangements in place for independent assessment, including criteria for the qualifications and practices of assessors, internal verifiers and external verifiers. The provisions of this Strategy set out below are intended to complement, not duplicate these requirements.

Occupational expertise of Assessors and Verifiers

Skills for Logistics NOS are designed to be assessed by vocationally competent assessors in the workplace, backed up by consistent internal verification, and external verification through the work of the Awarding Bodies. The overall criteria set out below and any criteria specific to individual S/NVQs indicated in the annexes will be kept under review by Skills for Logistics. Skills for Logistics will continue to encourage Awarding Bodies to monitor the impact of these criteria on the quality of assessment.

Assessors

Assessors must meet the following criteria:

1. Current industry experience and competence, that is verifiable and relevant, in the occupational area in which they are assessing, gained either in employment or in assessment activities. If the latter, the assessor should be able to provide the relevant external verifier with evidence of professional development showing that they have maintained the currency of their knowledge of working practices in the sector.

Experience and competence could be evidenced by:

- Curriculum vitae and references
 - Possession of a relevant S/NVQ
 - Membership of a relevant professional institution
 - Continuing professional development
2. Current working knowledge of the national occupational standards against which they are assessing.
 3. Assessors should satisfy the qualification requirements specified by the regulatory authorities, unless they are assessing in an 'employer direct' model (below).

Workplace Assessment - The Role of Supervisors and Managers in the Assessment Process

Where employers opt for an 'employer direct' model, the qualification requirements specified by the regulatory authorities may be waived as described below.

The 'employer direct' model is where colleagues, supervisors and/or managers in the workplace are involved in the assessment process. Under this model, the employer, with the agreement of their Awarding Body and the approval of the qualifications Regulators, may choose between:

- Achieving the appropriate regulatory body approved unit qualifications for assessment and internal verification

OR

Demonstrating that the employer's training and development activity undertaken to prepare, validate and review these assessment/verification roles, is conducted to the National Standards for assessment and verification.

The alternative option described above, which waives the need for the regulatory approved units, must be confined in application to an 'organisation by organisation' and 'qualification by qualification' basis, and agreed by the qualification regulators.

Internal Verifiers

Internal verifiers should assure themselves that all assessors whose assessments they are verifying meet the criteria set out above. They must also meet the following criteria:

1. Current working knowledge of the national occupational standards against which they are verifying.
2. Experience in the occupational area in which they are verifying gained either in employment or in assessment/verification activities. If the latter, the verifier should be able to provide the external verifier with evidence of professional development showing that they have maintained the currency of their knowledge of working practices in the sector.
3. Internal verifiers should satisfy the qualification requirements specified by the regulatory authorities, unless they are verifying in an 'employer direct' model (above).

External Verifiers

External verifiers should assure themselves that all internal verifiers whose verifications they are verifying meet the criteria set out above.

They must also meet the following criteria:

1. Current working knowledge of the national occupational standards against which they are verifying.
2. Satisfy the qualification requirements specified by the regulatory authorities.

3. Ideally have experience in the occupational area in which they are verifying gained either in employment or in assessment/verification activities. If the latter, the verifier should be able to provide the awarding body with evidence of professional development showing that they have maintained the currency of their knowledge of working practices in the sector.

Annex A

Rationale for the Strategy

In developing and maintaining the currency of this Strategy, Skills for Logistics has been guided by the following processes and arrangements:

- The development and maintenance of Skills for Logistics NOS and the oversight of their development as S/NVQs is overseen by the **Skills for Logistics' Executive Board**.
- Skills for Logistics has arrangements for the delivery of S/NVQs with **Awarding Bodies**. Formal arrangements are in place relating to the delivery of specific S/NVQs and regular meetings are held with Awarding Body product managers to discuss delivery issues, including assessment and verification.
- Skills for Logistics holds meetings at least annually open to all Centres delivering S/NVQs in the sector and who are Skills for Logistics 'Approved Training Organisations'. These provide direct feedback from assessors and verifiers using the S/NVQs.

Standard Tests

Skills for Logistics has considered the potential value of setting standard tests to be used by the Awarding Bodies. It has concluded that it would be extremely difficult to devise a standard set of assessments that would be valid, credible, and practicable and still cover equitably the multifarious types of: company or organisation, vehicle, load, delivery conditions, and customers that comprise the industry.

As a heavily regulated industry most candidates being assessed for a qualification based on Skills for Logistics NOS are also subject to other testing relating to acquisition of a statutory licence or certificate associated with the operation of vehicles and equipment or the job role they undertake. These are therefore closely related to the content of the NOS-based qualifications. Significant among these are: the DSA Driving Tests for vans, rigid trucks and articulated trucks; certification for Lift trucks, used by warehouse operative staff, required by the Health and Safety Executive; and the Certificate of Professional Competence for Transport Operators required by an EU Directive as part of the licensing process for operators of goods vehicle fleets ('O' Licensing)

Annex B

Specific Criteria for the Assessment and Verification of Driving Goods Vehicles

Assessors

- In the case of the qualification *Driving Goods Vehicles* at Level 2 and Level 3 assessors must hold a Driving Licence with the entitlement needed to drive the vehicle on which the assessment is being undertaken.
- Assessors must satisfy the external verifier that they are occupationally competent in the employment context in which assessment is undertaken.
- When assessment takes place in the context of the movement or handling of dangerous goods the assessor must hold a current ADR certificate.

Internal Verifiers

- In the case of the qualification *Driving Goods Vehicles* at Level 2 and Level 3 internal verifiers must have a working knowledge of the DVLA Driving Licence regulations relating to the candidate and the vehicle on which the assessment is being undertaken.
- When assessment takes place in the context of the management, movement or handling of dangerous goods the internal verifier must have a working knowledge of ADR certification and the risks associated with the transport of dangerous goods.

External Verifiers

- When assessment takes place in the context of the handling of dangerous goods the external verifier must have a working knowledge of ADR certification and the risks associated with the transport of dangerous goods.

Annex C

Specific Criteria for the Assessment, Verification and Certification of Carry and Deliver Goods.

Assessors

- Assessors must hold a current Driving Licence with the entitlement needed to drive the vehicle on which the assessment is to take place (i.e., Cat A or Cat B or Cat C1 or Cat C or Cat C+E).
- Assessors must satisfy the external verifier that they are occupationally competent in the employment context in which assessment is undertaken.

Annex D

Specific Criteria for the Assessment, Verification and Certification of Mail Services

Mail Services NOS are work-competency based and therefore candidates are to be assessed under normal workplace conditions. However, it is recognised that there are situations where the workplace may not be appropriate, or waiting for naturally occurring evidence is impractical for Unit 1 'Contribute to safety and security in mail services'. Skills for Logistics therefore allow centres to set up or devise assessment situations for this unit, with the prior agreement of the external verifier that the simulation is valid before assessment is undertaken.

Annex E

Specific criteria for the Assessment and Verification of Warehousing and Storage

Assessors

In the case of the qualification Warehousing and Storage at levels 1 and 2, where the candidate uses equipment that requires specific training, or a 'licence' (certificate), for example lift trucks, assessors must have undertaken the specific training, or hold the 'licence' for the type of equipment on which the assessment is to take place.

Expert witness

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

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

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

Title	Level	Edexcel NVQ award code
Warehousing and Storage	1	Q5000364
Warehousing and Storage	2	Q5000365
Logistics Operations Management	3	Q5000366

Structure of the NVQs

Qualification Matrix Indicating Level and Mandatory (M) and Optional (O) Units

NOS Code	Edexcel code	Unit Title	Warehousing and Storage Level 1	Warehousing and Storage Level 2	Logistics Operations Management Level 3
Unit LOG1	U5003525	Maintain Health, Safety, and Security in Logistics Operations	M	M	
Unit LOG2	U5003549	Promote and Maintain Health, Safety, and Security in Logistics Operations			M
Unit LOG3	U5003542	Contribute to Effective Working Relationships with Colleagues in Logistics Operations	M		
Unit LOG4	U5003526	Develop Effective Working Relationships with Colleagues in Logistics Operations		M	
Unit WS1	U5003543	Keep Equipment in Good Working Order	O		
Unit WS2	U5003544	Keep Stock at Required Levels	O		
Unit WS3	U5003545	Keep Work Areas Clean	O		
Unit WS4	U5003546	Handle Goods Manually in Logistics Facilities	O		
Unit WS5	U5003547	Pick Goods to Assemble Orders for Dispatch	O		
Unit WS6	U5003548	Wrap and Pack Goods	O		
Unit WS7	U5003539	Provide Customers with Information and Advice on Goods and Services		O	
Unit WS8	U5003540	Operate Equipment to Perform Work Requirements		O	
Unit WS9	U5003541	Move Goods in Logistics Facilities		O	
Unit WS10	U5003527	Receive Goods from Deliveries		O	
Unit WS11	U5003528	Place Goods in Storage		O	
Unit WS12	U5003529	Maintain the Safety and Quality of Goods		O	
Unit WS13	U5003530	Maintain the Safety of Hazardous Goods and Materials		O	
Unit WS14	U5003531	Maintain Hygiene Standards in Handling and Storing Goods		O	
Unit WS15	U5003532	Process Orders for Dispatch to Customers		O	
Unit WS16	U5003533	Assemble Orders for Dispatch		O	
Unit WS17	U5003534	Dispatch Goods for Delivery		O	
Unit WS18	U5003535	Process Returned Goods		O	

Unit WS19	U5003536	Sort Goods and Materials for Recycling		O	
Unit WS20	U5003537	Manage the Receipt, Storage, or Dispatch of Goods		O	O
Unit WS21	U5003538	Audit Stock Levels and Stock Records		O	O
Unit ITLO11	U5003561	Arrange the Transportation of Goods Using Multiple Transportation Modes			O
Unit ITLO12	U5003562	Organise the Preparation of Documentation for the Transportation of Goods			O
Unit LOM1	U5003550	Identify the Logistics Requirements of a Supply Chain			M
Unit LOM2	U5003551	Promote Compliance of Logistics Operations with Legislation, Regulations, and Organisational Procedures			M
Unit LOM3	U5003552	Schedule Logistics Operations to Meet Customer Requirements			O
Unit LOM4	U5003553	Optimise the Use of Logistics Resources			O
Unit LOM5	U5003554	Develop Contingency Plans for Logistics Operations			O
Unit LOM6	U5003555	Utilise Transport Modes in Logistics Operations			O
Unit LOM7	U5003556	Apply Technology in Logistics Operations			O
Unit LOM8	U5003559	Develop Relationships with Logistics Customers			O
Unit LOM9	U5003560	Improve the Quality of Logistics Operations			O
Unit LOM10	U5003557	Respond to Contingencies During Logistics Operations			O
Unit LOM11	U5003558	Monitor the Environmental Impact of Logistics Operations			O
Unit MSC B5	U5003563	Provide Leadership for Your Team			O
Unit MSC D5	U5003564	Allocate and Check Work in Your Team			O

Unit LOG1: Maintain Health, Safety, and Security in Logistics Operations

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is relevant to those who have just entered the logistics industry, or who are relatively experienced.

Health, safety, and security are extremely important in any organisation. It is necessary to take responsibility for oneself and others, as required by law. This is done by knowing about and identifying health and safety hazards and security issues relevant to the place of work.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ following regulations and organisational procedures
- ◆ providing support for the work of colleagues and checking that they comply
- ◆ using personal protective equipment
- ◆ identifying any hazards and security issues
- ◆ taking action to prevent injury, theft, or damage
- ◆ responding to any incidents
- ◆ reporting accidents and emergencies

Knowledge covers:

- ◆ health, safety, and security at work: legislation; responsibilities; personal protective equipment; types of incidents; safety equipment and procedures; alarm systems and procedures for contacting emergency services; location of escape routes; reporting procedures
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Colleagues

- ◆ management
- ◆ sub-contractors
- ◆ team members
- ◆ trainers

Emergencies

- ◆ explosion
- ◆ fire
- ◆ injuries or death
- ◆ instability
- ◆ leaks and spills
- ◆ release of toxic fumes
- ◆ security threats

Health and safety hazards

- ◆ environment
- ◆ incapacity
- ◆ infrastructure
- ◆ liquids and chemicals
- ◆ livestock
- ◆ materials
- ◆ plant and equipment
- ◆ structures
- ◆ vehicles
- ◆ work activities

Personal protective equipment

- ◆ disposable coveralls
- ◆ eye protection
- ◆ gloves
- ◆ head protection

- ◆ hearing protection
- ◆ high visibility clothing
- ◆ safety footwear

Safety equipment

- ◆ alarms
- ◆ barriers
- ◆ fire extinguishers
- ◆ isolators
- ◆ signage

Safety procedures

- ◆ calling emergency services
- ◆ informing colleagues
- ◆ isolating areas
- ◆ setting off alarms

Security issues

- ◆ people in unauthorised situations
- ◆ suspicious items
- ◆ theft
- ◆ violent and abusive behaviour

You will be able to:

- 1) Follow regulations and organisational procedures for health, safety, and security at all times
- 2) Provide support to **colleagues** to check that health, safety, and security procedures are followed at all times
- 3) Use **personal protective equipment** correctly
- 4) Identify promptly any **health and safety hazards** and any **security issues**
- 5) Take immediate action to prevent injury, theft, or damage, and give priority to the protection of people over organisational performance
- 6) Respond to incidents affecting health, safety, and security by using the appropriate **safety equipment** and carrying out the **safety procedures** specified by the organisation

- 7) Stop working immediately when it is necessary to evacuate the workplace, and use the approved escape routes
- 8) Report accidents and emergencies to the appropriate people and ensure they are recorded in the appropriate electronic or manual information systems

You will know and understand:

Health, safety, and security at work

- a) legislation, regulations, and organisational procedures that apply to health and safety in the workplace
- b) responsibilities of all workers for health, safety, and security
- c) specific role responsibilities of colleagues for health, safety, and security
- d) personal protective equipment that should be used for different activities, and how to use it correctly
- e) types of health, safety, and security incident that could occur
- f) safety equipment and procedures that should be used for different types of incident
- g) accident and emergency procedures of the organisation, including individual roles and responsibilities
- h) alarm systems and procedures for contacting the emergency services
- i) location of the approved escape routes
- j) legal responsibilities for reporting accidents and emergencies

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to own area of responsibility
- c) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

Competence should be demonstrated by performance over a period of time.

Sources of evidence can include the following:

- ◆ Observation
- ◆ Questioning
- ◆ Witness statement
- ◆ Professional discussion
- ◆ Written evidence
- ◆ Working documents

Evidence must be safe, authentic, appropriate and sufficient to cover performance and knowledge and understanding requirements. Observation of candidates by the assessor should form the major source of evidence for candidates at levels 1 and 2. Any other supporting evidence from the sources above should be included as required.

Candidates and assessors must agree that the environment and resources are appropriate to enable achievement of this Unit.

Simulation

It is expected that simulation will be used to gather evidence for the demonstration of emergency procedures.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Further Information

- (a) *This Unit can be achieved in isolation from other Units; however evidence for this Unit will be generated holistically from candidate's performance in other Units of this qualification. This should be taken into account when planning assessments.*
- (b) *Evidence for this Unit could also be generated through performance in other Units of the SVQ, where health and safety is a factor.*

Unit LOG2: Promote and Maintain Health, Safety, and Security in Logistics Operations

Overview of the Unit

This Unit is aimed at people who work at a supervisory or team-leading level of responsibility in logistics organisations. They could, for example, be working in warehousing and storage, transport, or freight forwarding.

Health, safety, and security are extremely important in any organisation. It is necessary to promote them throughout the organisation, by monitoring activities and ensuring that colleagues follow all relevant requirements.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ following and monitoring regulations and organisational procedures
- ◆ assessing risks
- ◆ monitoring the work of colleagues and ensuring that they comply
- ◆ informing visitors of procedures
- ◆ identifying any hazards and security issues
- ◆ taking action to prevent injury, theft, or damage
- ◆ responding to, and reporting, accidents and emergencies

Knowledge covers:

- ◆ health, safety, and security at work: legislation; sources of information; responsibilities; risk assessment; equipment; instructions; procedures; reporting procedures
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility; regulatory bodies
- ◆ organisational procedures: roles and responsibilities; working practices and procedures; information systems; communication methods

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Equipment

- ◆ handling equipment
- ◆ instrumentation systems
- ◆ processing equipment
- ◆ vehicles

Health and safety hazards

- ◆ environment
- ◆ incapacity
- ◆ infrastructure
- ◆ liquids and fuels
- ◆ livestock
- ◆ materials
- ◆ plant and equipment
- ◆ structures
- ◆ vehicles
- ◆ work activities

Logistics operations

- ◆ distribution
- ◆ freight movement
- ◆ storage
- ◆ transport
- ◆ warehousing

Personal protective equipment

- ◆ disposable coveralls
- ◆ eye protection
- ◆ gloves
- ◆ head protection
- ◆ hearing protection
- ◆ high visibility clothing
- ◆ safety footwear

Safety equipment

- ◆ alarms
- ◆ barriers
- ◆ fire extinguishers
- ◆ isolators
- ◆ signage

Safety procedures

- ◆ calling emergency services
- ◆ informing colleagues
- ◆ isolating areas
- ◆ setting off alarms

Security issues

- ◆ people in unauthorised situations
- ◆ suspicious items
- ◆ theft
- ◆ violent and abusive behaviour

You will be able to:

- 1) Follow regulations and organisational procedures for health, safety, and security at all times
- 2) Monitor changes in health, safety, and security regulations and guidelines, and implement their requirements
- 3) Ensure that any risks to the health, safety, and security of self and others when undertaking **logistics operations** are assessed according to organisational guidelines
- 4) Monitor the work of colleagues to ensure that safe working practices are followed at all times
- 5) Ensure that **personal protective equipment** is used correctly
- 6) Ensure that manufacturers' and other relevant instructions relating to the safe use of **equipment** are followed
- 7) Inform visitors to the work area of health, safety, and security procedures, and prevent unauthorised access to restricted areas
- 8) Identify promptly any **health and safety hazards** and **security issues**

- 9) Take immediate action to prevent injury, theft, or damage, and give priority to the protection of people over organisational performance
- 10) Respond to incidents affecting health, safety, and security by using the appropriate **safety equipment** and carrying out the **safety procedures** specified by the organisation
- 11) Report accidents and emergencies in the appropriate electronic or manual information systems

You will know and understand:

Health, safety, and security at work

- a) legislation, regulations, and organisational procedures that apply to health and safety in the workplace
- b) sources of information on changes to health, safety, and security legislation and regulations
- c) responsibilities of all workers for health, safety, and security
- d) specific role responsibilities of colleagues for health, safety, and security
- e) risk assessment methods
- f) personal protective equipment that should be used for different logistics activities, and how to use it correctly
- g) instructions for safely using different types of equipment, and who should issue them
- h) safety measures that should be undertaken for visitors attending the workplace
- i) types of health, safety, and security incident that could occur
- j) safety equipment and procedures that should be used with different types of accident or emergency
- k) accident and emergency procedures of the organisation, including individual roles and responsibilities
- l) location of the approved escape routes
- m) alarm systems and procedures for contacting the emergency services
- n) legal responsibilities for reporting accidents and emergencies
- o) reporting of accidents and emergencies

Legislation and regulations

- a) legislation and regulations relating to different types of logistics operations
- b) sources of information on legislation and regulations
- c) regulatory bodies and their compliance requirements

Organisational procedures

- a) roles, responsibilities, and management systems
- b) working practices, operating procedures, guidelines, and codes of practice
- c) information systems and communication methods used by the organisation

Unit Assessment Guidance

Competence should be demonstrated by performance over a period of time.

Sources of evidence can include the following:

- ◆ Observation
- ◆ Questioning
- ◆ Witness statement
- ◆ Professional discussion
- ◆ Written evidence
- ◆ Working documents (product evaluation)

Evidence must be safe, authentic, appropriate and sufficient to cover performance and knowledge and understanding requirements. Candidates and assessors must agree that the environment and resources are appropriate to enable achievement of this Unit.

Simulation

It is expected that simulation will be used to gather evidence for the demonstration of emergency procedures.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Further Information

- (a) *This Unit can be achieved in isolation from other Units; however evidence for this Unit will be generated holistically from candidate's performance in other units of this qualification, eg Unit LOM 1 and Unit LOM 2. This should be taken into account when planning assessments.*
- (b) Evidence for this Unit will also be generated through performance in other Units of the SVQ, where health and safety is a factor.

Unit LOG3: Contribute to Effective Working Relationships with Colleagues in Logistics Operations

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who have just entered the logistics industry.

Working relationships are important to the effectiveness of any organisation. Operatives have to work with a wide range of people, including some who might not be directly employed by their own organisation. The Unit is not just about getting on well with people. It is about helping people by doing their own work effectively, as well as responding to requests for assistance.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ confirming and performing tasks
- ◆ complying with standards of personal conduct and appearance
- ◆ developing good working relationships
- ◆ asking for help, information, advice, and feedback from colleagues
- ◆ responding to requests from colleagues

Knowledge covers:

- ◆ working relationships: own work role and responsibilities; good working practices; organisational standards; methods of developing good working relationships; communication methods; getting feedback; resolving problems
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Colleagues

- ◆ management
- ◆ sub-contractors
- ◆ team members
- ◆ trainers

You will be able to:

- a) Confirm tasks, priorities, and responsibilities clearly and accurately with colleagues
- b) Perform work tasks in ways that are consistent with organisational procedures and good practice in the organisation
- c) Ensure own personal conduct and appearance complies with organisational standards
- d) Develop good working relationships with colleagues, and resolve any misunderstandings as soon as possible, involving line managers if necessary
- e) Ask colleagues for information and assistance to complete work activities
- f) Respond, when work allows, promptly and willingly to requests from colleagues
- g) Seek relevant feedback on work achievements and performance from colleagues who are in a position to give it
- h) Identify opportunities to learn more about the work being undertaken by self and others in the organisation
- i) Seek help from colleagues in order to comply with any changes in working procedures and legislation
- j) Report any problems in achieving work activities to the appropriate people

You will know and understand:

Working relationships

- a) own work role and responsibilities
- b) good working practices, quality standards, and output requirements associated with own work role
- c) standards of conduct and appearance required by the organisation
- d) methods of developing good working relationships with colleagues
- e) methods for communicating with different colleagues within the organisation
- f) how to get feedback from others, and its importance in improving own performance
- g) who to go to when there are problems in achieving work objectives

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

Competence should be demonstrated by performance over a period of time.

Sources of evidence can include the following:

- ◆ **Observation**
- ◆ **Questioning**
- ◆ **Witness statement**
- ◆ **Professional discussion**
- ◆ **Written Evidence**
- ◆ **Working documents (product evaluation)**

Evidence must be safe, authentic, appropriate and sufficient to cover performance and knowledge and understanding requirements. Observation of candidates by the assessor should form the major source of evidence for candidates at levels 1 and 2. Any other supporting evidence from the sources above should be included as required.

Candidates and assessors must agree that the environment and resources are appropriate to enable achievement of this Unit.

Simulation of performance is not allowed as a source of evidence for this Unit.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Further Information

This Unit can be achieved in isolation from other Units; however, evidence for this Unit will be generated holistically from candidate's performance in other Units of this qualification. This should be taken into account when planning assessments.

Unit LOG4: Develop Effective Working Relationships with Colleagues in Logistics Operations

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who already have basic experience and an understanding of the logistics industry.

Working relationships are important to the effectiveness of any organisation. Operatives have to work with a wide range of people, including some who might not be directly employed by their own organisation. The Unit is not just about getting on well with people. It is about supporting other people in their work, and responding to their requests.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ communicating with colleagues
- ◆ confirming tasks, priorities, and responsibilities
- ◆ responding to requests from colleagues
- ◆ reporting when quality standards are not met
- ◆ asking colleagues for information
- ◆ seeking feedback on own performance
- ◆ identifying own learning needs
- ◆ identifying misunderstandings and conflicts

Knowledge covers:

- ◆ working relationships: communicating; good working practices, organisational standards and output requirements; recognising when to give colleagues support; importance of feedback; identifying learning needs; recognising difficulties and misunderstandings; confidentiality
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Colleagues

- ◆ management
- ◆ sub-contractors
- ◆ team members
- ◆ trainers

Communication methods

- ◆ e-mail
- ◆ fax
- ◆ internet
- ◆ intranet
- ◆ letters, memos, notes
- ◆ meetings
- ◆ printed materials
- ◆ radio
- ◆ recorded message
- ◆ telephone
- ◆ telex
- ◆ video-link

Development opportunities

- ◆ on the job training
- ◆ team members
- ◆ training courses

You will be able to:

- 1) Communicate with **colleagues** using suitable communication methods
- 2) Confirm tasks, priorities, and responsibilities clearly and accurately with **colleagues**
- 3) Respond promptly to requests from **colleagues** that fall within own responsibility
- 4) Offer support to **colleagues** that is relevant to their priorities and consistent with meeting own responsibilities
- 5) Explain clearly and politely and propose relevant alternatives when it is not possible to agree to requests from **colleagues**

- 6) Report clearly, accurately, and promptly any circumstances that prevent the achievement of quality standards to the relevant person
- 7) Ask **colleagues** for information and assistance in a clear and constructive manner
- 8) Seek relevant feedback on work achievements and performance from people in a position to give it
- 9) Identify own learning needs accurately from feedback and observation of own performance, and utilise realistic **development opportunities** to meet them
- 10) Identify misunderstanding and conflicts that are detrimental to working relationships and seek constructive solutions promptly

You will know and understand:

Working relationships

- a) how to communicate with different colleagues within the organisation
- b) good working practices, quality standards, and output requirements associated with own and others work roles
- c) how to make and respond to requests for support constructively, including how to respond when you cannot action requests
- d) how to recognise when colleagues need support
- e) how to decide if giving support is consistent with your responsibilities
- f) importance of feedback in improving personal work performance
- g) how to identify learning needs and opportunities for learning that are available
- h) importance of recognising difficulties and misunderstandings, and ways of dealing with them constructively
- i) importance of protecting confidential information

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- e) reporting responsibilities and information systems used by the organisation for specific work activities
- f) working practices, operating procedures, guidelines, and codes of practice
- g) role and responsibilities of different colleagues

Unit Assessment Guidance

Competence should be demonstrated by performance over a period of time.

Sources of evidence can include the following:

- ◆ Observation
- ◆ Questioning
- ◆ Witness statement
- ◆ Professional discussion
- ◆ Written Evidence
- ◆ Working documents (product evaluation)

Evidence must be safe, authentic, appropriate and sufficient to cover performance and knowledge and understanding requirements. Observation of candidates by the assessor should form the major source of evidence for candidates at levels 1 and 2. Any other supporting evidence from the sources above should be included as required.

Candidates and assessors must agree that the environment and resources are appropriate to enable achievement of this Unit.

Simulation of performance is not allowed as a source of evidence for this Unit.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Further Information

This Unit can be achieved in isolation from other Units; however evidence for this Unit will be generated holistically from candidate's performance in other Units of this qualification. This should be taken into account when planning assessments.

Unit WS1: Keep Equipment in Good Working Order

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who have just entered the logistics industry.

Working in logistics facilities means that operatives have to work with a range of equipment. It is important to keep the equipment in good working order. This does not mean undertaking maintenance, which is usually the responsibility of maintenance engineers within the organisation or contracted to it. However, the operative should still ensure that equipment is cleaned and looked after so that it functions correctly.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ making the equipment safe
- ◆ cleaning the equipment
- ◆ using and returning cleaning materials, and replenishing them
- ◆ disposing of waste
- ◆ checking the equipment for safe return to operation
- ◆ identifying any problems with the equipment

Knowledge covers:

- ◆ cleaning equipment: making the equipment safe; clothing and protection; cleaning routines methods and materials; replenishment procedures; safety regulations; how to locate and use cleaning materials; waste disposal; types of problem
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Equipment

- ◆ electronic systems and displays
- ◆ handling
- ◆ lifting
- ◆ packing
- ◆ personal protective equipment
- ◆ picking
- ◆ sorting
- ◆ transporting

You will be able to:

- 1) Ensure the **equipment** is made safe before routine inspection and cleaning
- 2) Use suitable protective clothing and equipment to clean the **equipment**
- 3) Carry out the correct cleaning routines according to organisational procedures and the required timescale
- 4) Use approved cleaning methods and materials as specified in the manufacturer's instructions
- 5) Dispose of any waste in accordance with operational procedures
- 6) Return unused cleaning materials to the correct storage area, and follow replenishment procedures
- 7) Check that the **equipment** can be safely returned to operating conditions after cleaning
- 8) Identify any problems with the **equipment**, and take the appropriate action to deal with them
- 9) Report work activities and record them in the appropriate information systems according to organisational procedures
- 10) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Cleaning equipment

- a) how to make safe the equipment being inspected and cleaned
- b) the clothing and protection that should be used when cleaning or maintaining equipment
- c) cleaning routines, methods, and materials for specific items of equipment
- d) replenishment procedures
- e) safety regulations that apply to the cleaning materials and methods used

- f) how to locate and use cleaning materials, waste disposal equipment, clothing and protection
- g) methods of waste disposal
- h) types of problem arising from maintaining equipment

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Simulation

The main sources of evidence for this Unit should be from activities undertaken in the workplace. However, simulation is permitted, as indicated in the assessment guidance. Centres should have a procedure for using simulation with candidates, which should be agreed with the EV. Centres should ensure this is recorded to provide an audit trail for external verification

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards, will be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit WS2: Keep Stock at Required Levels

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who have just entered the logistics industry.

In warehousing and storage facilities it is important that stock is maintained at the required levels. Operatives can help by checking stock levels, either routinely or during regular audits. It is also necessary to rotate stock and identify any stock problems.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ checking existing stock against required stock levels
- ◆ identifying damaged or faulty stock
- ◆ rotating stock
- ◆ handling and positioning stock
- ◆ labelling stock
- ◆ updating stock levels
- ◆ identifying any problems with stock

Knowledge covers:

- ◆ stock levels: importance of maintaining stock levels; how to replenish stock; recognising damaged or faulty stock; stock rotation methods; handling methods and positioning stock; labelling stock; stock control systems
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Handling methods

- ◆ manual
- ◆ mechanical

You will be able to:

- 1) Find out what stock levels are required by the organisation
- 2) Check the existing stock to find out how much is still available
- 3) Identify correctly any damaged, faulty, or out of date items and move them to the appropriate location
- 4) Follow stock rotation methods to ensure that stock is utilised effectively
- 5) Handle goods using the correct **handling methods**
- 6) Label stock accurately according to organisational requirements
- 7) Position stock in the correct locations for further use
- 8) Update the stock records promptly and accurately after replenishing stock
- 9) Identify any problems with keeping stock at the required level, and take the appropriate action to deal with them
- 10) Report work activities and record them in the appropriate information systems according to organisational procedures
- 11) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Stock levels

- a) why it is important to keep stock at the required levels
- b) how to check whether stock needs replenishing, and when to make checks
- c) how to recognise damaged, faulty, or out of date stock, and how to deal with it
- d) stock rotation methods for different types of stock
- e) handling methods for specific types of goods
- f) how to label stock
- g) how to position stock correctly
- h) stock control systems used in the organisation
- i) types of problem arising from keeping stock

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Simulation

The main sources of evidence for this Unit should be from activities undertaken in the workplace. However, simulation is permitted, as indicated in the assessment guidance. Centres should have a procedure for using simulation with candidates, which should be agreed with the EV. Centres should ensure this is recorded to provide an audit trail for external verification.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards, will be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ Professional discussion
- ◆ Written evidence
- ◆ Work products
- ◆ **Video/voice recording**
- ◆ Photographs
- ◆ Oral or written question

Unit WS3: Keep Work Areas Clean

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who have just entered the logistics industry.

Operatives should keep their work areas clean. This is not only important for appearances, but it is also important for hygiene and for safety. The operative's work area could be internal or external.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ identifying any health, safety, or security requirements
- ◆ using protective clothing and cleaning procedures
- ◆ cleaning and tidying work areas
- ◆ disposing of waste
- ◆ returning consumables and replenishing them

Knowledge covers:

- ◆ cleaning: health, safety, and security requirements; cleaning procedures; importance of cleaning and tidying; how to use cleaning materials; replenishment and waste disposal; standards of hygiene; types of problem that could occur
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Cleaning hazards

- ◆ burns
- ◆ contamination
- ◆ flammability
- ◆ fumes

- ◆ irritation
- ◆ slippery surfaces
- ◆ spillages
- ◆ toxicity

Precautions

- ◆ instructing others
- ◆ isolation of goods and materials
- ◆ use of personal protective equipment
- ◆ use of safety equipment
- ◆ warning signs and notices

Work areas

- ◆ external
- ◆ internal

You will be able to:

- 1) Identify any health, safety, and security requirements relating to the cleaning of work areas
- 2) Use suitable protective clothing and cleaning materials to clean and tidy the work areas
- 3) Carry out the correct cleaning procedures for the work areas
- 4) Clean and tidy the work areas thoroughly to maintain cleanliness and hygiene according to the organisation's requirements
- 5) Take suitable safety precautions to protect people in the work areas from cleaning hazards during cleaning procedures
- 6) Take care not to inconvenience other people in the work areas when cleaning
- 7) Dispose of any waste in accordance with operational procedures
- 8) Return unused consumables to the correct storage area, and follow replenishment procedures
- 9) Comply with personal health and hygiene standards in all work activities
- 10) Identify any problems relating to the cleaning of work areas, and take the appropriate action to deal with them
- 11) Report work activities and record them in the appropriate information systems according to organisational procedures
- 12) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Cleaning

- a) types of health, safety, and security requirement for different work areas
- b) procedures that are required for maintaining the cleanliness of different work areas
- c) importance of keeping the workplace clean and tidy for health and safety purposes
- d) safety precautions required when using different types of cleaning methods and materials
- e) how to use cleaning materials, waste disposal equipment, and protective clothing
- f) replenishment procedures
- g) methods of waste disposal
- h) standards of personal hygiene required for specific storage environments and activities
- i) why maintaining cleanliness is important for hygiene
- j) types of problem arising from cleaning different work areas

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Simulation

The main sources of evidence for this Unit should be from activities undertaken in the workplace. However, simulation is permitted, as indicated in the assessment guidance. Centres should have a procedure for using simulation with candidates, which should be agreed with the EV. Centres should ensure this is recorded to provide an audit trail for external verification.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards, will be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit WS4: Handle Goods Manually in Logistics Facilities

Overview of Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who have just entered the logistics industry.

In logistics facilities it is often necessary to manually handle goods (meaning any physical products and materials). While using handling equipment is preferable, it is not always available. Handling goods doesn't just mean lifting them, but could also, for example, include shifting them to see a label. Even in this situation, operatives have to know what can and cannot be done.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ identifying any hazards in handling goods
- ◆ using suitable handling methods
- ◆ seeking assistance if necessary
- ◆ positioning and setting down goods
- ◆ placing goods for identification and access

Knowledge covers:

- ◆ handling goods: types of goods being handled; workplace hazards; handling goods safely; when to ask for help; locations of goods; placing goods; procedures for dealing with loss or damage
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Hazards

- ◆ nature of the load
- ◆ obstructions
- ◆ other activities
- ◆ people

Problems with the goods

- ◆ damage
- ◆ loss

You will be able to:

- 1) Confirm with the appropriate people the activities that require goods to be handled
- 2) Identify any **hazards** in handling the goods, and take the appropriate action to minimise any risks
- 3) Use suitable methods to handle the goods correctly and safely
- 4) Recognise when assistance is required to handle the goods, and ask the appropriate people promptly
- 5) Position and set down carefully the goods in the desired location
- 6) place the goods so that they can be identified and accessed easily
- 7) Identify any **problems with the goods** at any stage, and take the appropriate action to deal with them
- 8) Report work activities and record them in the appropriate information systems according to organisational procedures
- 9) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Handling goods

- a) the types of goods being handled
- b) types of workplace hazards that may be encountered, and how to deal with them
- c) ways of safely handling different types of goods
- d) when to ask for help in handling goods, and who to ask

- e) locations of different types of goods
- f) how to place goods so that they can be easily identified and accessed
- g) procedures for dealing with loss or damage to goods

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Simulation

The main sources of evidence for this Unit should be from activities undertaken in the workplace. However, simulation is permitted, as indicated in the assessment guidance. Centres should have a procedure for using simulation with candidates, which should be agreed with the EV. Centres should ensure this is recorded to provide an audit trail for external verification.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards, will be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit WS5: Pick Goods to Assemble Orders for Dispatch

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who have just entered the logistics industry.

Before assembling orders, goods (meaning any physical products and materials) have to be picked. This is a vital part of warehousing and storage, as incorrect orders are likely to cost the organisation money and affect its reputation with its customers. There is a wide variety of picking methods and equipment, depending on the organisation's resources, the goods that flow through it, and the size of the orders.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ obtaining information on the goods to be picked
- ◆ locating the goods
- ◆ applying the organisation's picking methods
- ◆ utilising picking equipment
- ◆ handling and placing goods in receptacles
- ◆ positioning goods ready for assembling orders

Knowledge covers:

- ◆ picking goods: stock recording systems; nature and characteristics of goods; picking methods and equipment; handling methods; types of problem arising from picking
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Handling methods

- ◆ manual
- ◆ mechanical

Picking equipment

- ◆ automated storage and retrieval systems
- ◆ carousels
- ◆ conveyors
- ◆ pallet racks
- ◆ picking machines
- ◆ racks
- ◆ scanners
- ◆ shelving
- ◆ sorting

Problems with picking goods

- ◆ broken items
- ◆ unavailability of items

Receptacles

- ◆ bins
- ◆ boxes
- ◆ cages
- ◆ cartons

You will be able to:

- 1) Obtain the relevant information required for picking the goods
- 2) Locate all the required goods in the storage areas
- 3) Apply the picking methods specified by the organisation for the type of goods and size of orders
- 4) Utilise the **picking equipment** effectively to pick the goods
- 5) Handle goods correctly using the appropriate **handling methods**
- 6) Place the goods into the appropriate **receptacles** or onto pallets

- 7) Position the picked goods ready for assembling orders
- 8) Identify any **problems with picking goods**, and take the appropriate action to deal with them
- 9) Report work activities and record them in the appropriate information systems according to organisational procedures
- 10) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Picking goods

- a) stock recording systems
- b) nature and characteristics of the goods being picked
- c) picking methods that can be used for different types of storage situation
- d) types of equipment available for use in picking goods
- e) handling methods for different types of goods
- f) types of problem arising from picking goods

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) role and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Simulation

The main sources of evidence for this Unit should be from activities undertaken in the workplace. However, simulation is permitted, as indicated in the assessment guidance. Centres should have a procedure for using simulation with candidates, which should be agreed with the EV. Centres should ensure this is recorded to provide an audit trail for external verification.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards, will be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit WS6: Wrap and Pack Goods

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who have just entered the logistics industry.

Wrapping and packing goods (meaning any physical products and materials) is important for ensuring that the goods arrive safely at their destination, whether this be at another logistics facility or with the customer.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ obtaining and checking information on the goods to be packed
- ◆ planning when to pack the goods
- ◆ protecting the goods during packing
- ◆ using tools, equipment, and materials
- ◆ wrapping and sealing packages
- ◆ labelling packages
- ◆ disposing of waste
- ◆ identifying health, safety, and security issues

Knowledge covers:

- ◆ wrapping and packing goods: sources of information on goods; types of wrapping and packing materials; tools and equipment; methods of packing goods; minimising wastage of materials; types of problem arising from packing goods
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Equipment

- ◆ electronic systems and displays
- ◆ handling
- ◆ lifting
- ◆ packing
- ◆ personal protective equipment
- ◆ picking
- ◆ sorting
- ◆ transporting

Tools

- ◆ bander
- ◆ crimping machine
- ◆ knife
- ◆ shrink-wrapping

You will be able to:

- 1) Obtain relevant information and confirm the goods that require packing
- 2) Check that the goods being packed match the specifications provided in the information
- 3) Schedule the packing of the goods according to the agreed work instructions
- 4) Protect the goods from damage while they are being packed
- 5) Use **tools** and operate **equipment** in accordance with organisational procedures
- 6) Pack the goods using the correct type and quantity of packing materials, and minimise any wastage
- 7) Wrap and seal the packages neatly with the appropriate materials
- 8) Label the packages with the correct information for further action
- 9) Dispose of waste materials correctly and promptly

- 10) Identify any health, safety, and security issues relating to the packing of goods, and make provision for them in accordance with organisational procedures
- 11) Identify any problems with packing the goods, and take the appropriate action to deal with them
- 12) Report work activities and record them in the appropriate information systems according to organisational procedures
- 13) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Wrapping and packing goods

- a) sources and types of information on the goods being packed, including information relevant to health, safety, and environmental factors
- b) types of wrapping and packing material, and what they are used for
- c) tools and equipment to use when packing
- d) how to pack different types of goods without damaging them
- e) how to keep wastage of packing materials to a minimum
- f) types of problem arising from packing goods

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) role and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Simulation

The main sources of evidence for this Unit should be from activities undertaken in the workplace. However, simulation is permitted, as indicated in the assessment guidance. Centres should have a procedure for using simulation with candidates, which should be agreed with the EV. Centres should ensure this is recorded to provide an audit trail for external verification.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards, will be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ Professional discussion
- ◆ Written evidence
- ◆ Work products
- ◆ **Video/voice recording**
- ◆ Photographs
- ◆ Oral or written question

Unit WS7: Provide Customers with Information and Advice on Goods and Services

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who already have basic experience and an understanding of the logistics industry.

Customers often require information and advice to be able to use the organisation's goods (meaning any physical products and materials) and services. It is important that all communications are designed to help the customer achieve their requirements, and at the same time make sure they value the organisation.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ responding to customers to maintain goodwill
- ◆ finding out what information customers want
- ◆ providing information and advice
- ◆ explaining the features and benefits of goods and services
- ◆ responding to customer requirements and complaints
- ◆ using communication methods

Knowledge covers:

- ◆ information and advice: customer requirements; organisation's goods and services, and their features and benefits; methods to maintain customer loyalty and confidence; customer service policy; rights of customer and trader; procedures for dealing with complaints
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Communication methods

- ◆ e-mail
- ◆ fax
- ◆ internet
- ◆ intranet
- ◆ letters, memos, notes
- ◆ meetings
- ◆ printed materials
- ◆ radio
- ◆ recorded message
- ◆ telephone
- ◆ telex
- ◆ video-link

Customers

- ◆ external
- ◆ internal

You will be able to:

- 1) Respond to **customers** with courtesy in a way that promotes goodwill and maintains their confidence in the organisation
- 2) Find out what **customers** require from the information they provide, and enable them to ask questions and seek clarification
- 3) Explain clearly the features and benefits of any goods or services relevant to the requirements of **customers**
- 4) Provide complete, accurate, and up-to-date information and advice so that **customers** can make the appropriate decision
- 5) Provide relevant information and advice on the status and delivery schedule of goods or services
- 6) Find alternative ways to help **customers** further when the information is not satisfactory or is incomplete

- 7) Respond to any customer complaints in line with organisational policies and standards for customer service
- 8) Use suitable **communication methods** for providing information and advice
- 9) Report work activities and record them in the appropriate information systems according to organisational procedures
- 10) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Information and advice

- a) how to find out what information customers require
- b) types of question asked by customers
- c) features and benefits of goods and services
- d) goods and services provided by the organisation, and sources of information on them
- e) methods of maintaining customer loyalty and confidence in dealing with requests and complaints
- f) organisation's policy on customer service and customer relationships
- g) rights of the customer and the trader, including legal rights and duties under relevant legislation
- h) organisational procedure for handling complaints and managing conflicts with customers

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) role and responsibilities of different colleagues

Unit Assessment guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Assessment

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit WS8: Operate Equipment to Perform Work Requirements

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who already have basic experience and an understanding of the logistics industry.

A wide range of equipment is used in logistics facilities. This Unit is not about any one type of equipment, for which they might need specific training or even a licence (eg fork lift trucks). Instead it is designed to show that an individual is competent to effectively operate the equipment that they have to use, demonstrating that they are safe to operate equipment.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ confirming work and identifying the equipment to do it
- ◆ checking the availability and safety of the equipment
- ◆ preparing and setting up the equipment
- ◆ monitoring the equipment
- ◆ shutting down the equipment
- ◆ identifying any problems with the equipment

Knowledge covers:

- ◆ operation of equipment: types, characteristics, and capabilities of the equipment; how to set up and start the equipment; defects, routine checks, and post-stop maintenance; procedures for using the equipment and dealing with problems
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Equipment

- ◆ electronic systems and displays
- ◆ handling
- ◆ lifting
- ◆ packing
- ◆ personal protective equipment
- ◆ picking
- ◆ sorting
- ◆ transporting

Post-stop maintenance

- ◆ damage assessment
- ◆ energy supplies
- ◆ routine checks
- ◆ safety checks
- ◆ visual wear and tear inspection

You will be able to:

- 1) Confirm the work required and identify the appropriate **equipment** to undertake it
- 2) Check that the appropriate **equipment** is available, safe to use, and operational for the work to be carried out
- 3) Prepare, set up and adjust the **equipment** in accordance with instructions, safety, and work requirements
- 4) Monitor the **equipment** to maintain safe operation throughout the work, and record any defects and damage to the **equipment**
- 5) Shut down the **equipment**, complete any **post-stop maintenance** procedures, and leave it secure in accordance with organisational procedures
- 6) Identify any problems with using the equipment at any stage, and take the appropriate action to deal with them
- 7) Report work activities and record them in the appropriate information systems according to organisational procedures
- 8) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Operation of equipment

- a) the types of equipment to be used for different work activities
- b) characteristics and capabilities of the equipment being used
- c) how to set up and adjust the equipment for different work activities
- d) start up and shut-down procedures for the equipment
- e) common types of defect in relation to the equipment that is to be used
- f) routine checks that must be carried out at start up
- g) post-stop maintenance procedures for the equipment
- h) organisational procedures and practices approved for the use of the equipment
- i) procedures for dealing with different types of incident
- j) types of problem arising from operating equipment

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) role and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Assessment

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit WS9: Move Goods in Logistics Facilities

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who already have basic experience and an understanding of the logistics industry.

Moving goods (meaning any physical products and materials) around in logistics facilities is obviously a frequent activity, but one that has to be undertaken carefully. It is important that the right equipment and methods are applied safely, and that the goods end up at their correct destination.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ identifying the goods, their current location, and their destination
- ◆ checking safety and identifying any hazards
- ◆ checking that moving equipment has been prepared
- ◆ lifting, transferring, and setting down goods

Knowledge covers:

- ◆ moving goods: characteristics of goods; types of hazard; types of equipment and methods that can be used; importance of positioning goods; procedures for dealing with lost or damaged goods
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Hazards

- ◆ nature of the goods
- ◆ obstructions
- ◆ other activities
- ◆ people

Moving equipment

- ◆ manual
- ◆ mechanical

Problems with the goods

- ◆ damage
- ◆ loss

You will be able to:

- 1) Identify the goods to be moved from work instructions and confirm that they are suitable for lifting
- 2) Check that the area of work is safe and is secure for the movement and transfer of goods
- 3) Identify any **hazards** and potential difficulties in carrying out the operation, and resolve them with the appropriate people
- 4) Check that the **moving equipment** to be used has been prepared correctly and is operational
- 5) Confirm the location for the positioning and setting down of the goods in accordance with work instructions
- 6) Lift and transfer the goods to their designated location securely and without loss or damage
- 7) Set down the goods in a suitable position at the designated location ready for further activities

- 8) Undertake operations in a safe and controlled manner with due regard to the surrounding environment
- 9) Identify any problems with the goods at any stage, and take the appropriate action to deal with them
- 10) Report work activities and record them in the appropriate information systems according to organisational procedures
- 11) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Moving goods

- a) characteristics of different types of goods to be moved, and how they need to be moved
- b) types of workplace hazards that may be encountered, and how to deal with them
- c) type of equipment used in moving and transferring goods
- d) methods for lifting, moving, and setting down particular goods in relation to the type of equipment used and the characteristics of the load
- e) importance of positioning goods in a suitable way for future use
- f) procedures for dealing with loss or damage to goods

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) role and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Assessment

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit WS10: Receive Goods from Deliveries

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who already have basic experience and an understanding of the logistics industry.

Goods (meaning any physical products and materials) frequently arrive at logistics facilities. They can be goods that need to be forwarded, or goods being returned. The goods have to be unloaded and handled ready for further work.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ obtaining information on the goods and checking they match specifications
- ◆ checking the safety of work areas and vehicles
- ◆ handling goods and using moving equipment
- ◆ ensuring goods are unloaded safely
- ◆ identifying any health, safety, and security issues
- ◆ identifying any problems with the goods

Knowledge covers:

- ◆ receiving goods: sources of information on the goods; characteristics and special requirements of the goods; organisational procedures for specific goods; equipment and facilities; vehicle safety; handling and unloading methods; storage requirements; types of problems; stock control systems
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Handling methods

- ◆ manual
- ◆ mechanical

Moving equipment

- ◆ manual
- ◆ mechanical

You will be able to:

- 1) Obtain relevant information and confirm the goods being received
- 2) Check that the goods being received match the specifications provided in the information
- 3) Ensure the area used to receive the goods is clean and free of obstructions and hazards
- 4) Ensure that vehicles are safe and secure before unloading from them
- 5) Handle goods using the correct **handling methods** and **moving equipment**
- 6) Ensure that any **moving equipment** used is operated correctly and safely in accordance with organisational procedures
- 7) Ensure that goods are unloaded safely in accordance with storage requirements
- 8) Identify any health, safety, and security issues relating to the goods, and make provision for them in accordance with organisational procedures
- 9) Identify any problems with receiving the goods, and take the appropriate action to deal with them
- 10) Report work activities and record them in the appropriate information systems according to organisational procedures
- 11) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Receiving goods

- a) sources and types of information for the goods being received, including information relevant to health, safety, and environmental factors
- b) characteristics and special requirements of the goods being received
- c) organisational procedures relevant to the goods being received
- d) equipment and facilities required in the area to receive goods
- e) vehicle safety and security during unloading
- f) handling methods for different types of goods
- g) methods of safely unloading vehicles
- h) health, safety, and environmental issues relevant to the storage of goods
- i) types of problem arising from receiving goods
- j) how to use and update stock control systems

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Assessment

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit WS11: Place Goods in Storage

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who already have basic experience and an understanding of the logistics industry.

Goods (meaning any physical products and materials) are placed into storage for a variety of reasons and durations. The goods have to be stored correctly to ensure that they are not damaged, and that they are kept safe and secure.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ locating goods and checking them
- ◆ identifying storage areas and conditions
- ◆ identifying health, safety, and environmental issues
- ◆ handling goods and placing them into storage
- ◆ identifying monitoring and storage arrangements
- ◆ identifying any problems

Knowledge covers:

- ◆ storing goods: types of goods and information on them; storage areas and conditions, and their preparation; types of equipment and facilities; handling methods; positioning of goods; health, safety, and security issues; types of problem; how to update stock control systems
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Equipment

- ◆ electronic systems and displays
- ◆ handling
- ◆ lifting
- ◆ packing
- ◆ personal protective equipment
- ◆ picking
- ◆ sorting
- ◆ transporting

Handling methods

- ◆ manual
- ◆ mechanical

Problems with storing goods

- ◆ discrepancies or defects in goods
- ◆ inappropriate conditions
- ◆ lack of storage capacity

Storage conditions

- ◆ environment
- ◆ safety
- ◆ security

You will be able to:

- 1) Locate the goods to be stored and check them against the relevant information
- 2) Confirm the area to be used for storage, and ensure it is suitably prepared to receive the goods
- 3) Identify any health, safety, and environmental issues relating to the goods to be stored
- 4) Identify any **storage conditions** or **equipment** required to place the goods in storage
- 5) Handle goods using the correct **handling methods** and **equipment**

- 6) Place goods into storage in accordance with operational and organisational procedures for safety, space utilisation, and distribution requirements
- 7) Identify any monitoring and storage arrangements for the goods, and record and communicate these arrangements to the appropriate people
- 8) Identify any problems with storing goods, and take the appropriate action to deal with them
- 9) Report work activities and record them in the appropriate information systems according to organisational procedures
- 10) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Storing goods

- a) types of goods being stored
- b) how to obtain information relating to the goods to be stored
- c) areas used for storing specific goods
- d) importance of preparation of storage areas, including cleaning, tidying, and clearing obstructions
- e) storage conditions relating to the different types of goods
- f) types of equipment and facilities that may be required for the storage of goods
- g) handling methods for different types of goods
- h) importance of positioning goods in storage for further use and to prevent damage
- i) health, safety, and security issues relevant to the storage of goods
- j) types of problem found with different types of goods
- k) how to use and update stock control systems

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Assessment

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit WS12: Maintain the Safety and Quality of Goods

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who already have basic experience and an understanding of the logistics industry.

Goods (meaning any physical products and materials), once in storage, have to be maintained in an appropriate condition. This means monitoring and checking the storage conditions to ensure that the goods do not deteriorate or cause any problems.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ identifying the goods and their storage requirements
- ◆ handling the goods
- ◆ maintaining the goods in storage
- ◆ responding to changes in the condition of the goods
- ◆ identifying any problems and responding to them

Knowledge covers:

- ◆ safety and quality of goods: types of goods and their storage requirements; how to check and maintain their condition; types of problem and issues around the storage of the goods
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Condition of the goods

- ◆ cold
- ◆ damage
- ◆ dust
- ◆ heat
- ◆ loss

Handling methods

- ◆ manual
- ◆ mechanical

Moving equipment

- ◆ manual
- ◆ mechanical

Storage conditions

- ◆ environment
- ◆ safety
- ◆ security

You will be able to:

- 1) Identify the goods in storage and check them against the relevant information
- 2) Handle goods using the correct **handling methods** and **moving equipment**
- 3) Identify any specialised requirements needed to monitor and maintain the safety and quality of the goods
- 4) Identify any health, safety, and security issues relating to the goods in storage
- 5) Maintain the safety and quality of the goods in storage according to organisational procedures
- 6) Take the appropriate action to rectify any variations in the **condition of the goods** or the **storage conditions**

- 7) identify any problems relating to the safety and quality of the goods, and take the appropriate action to deal with them
- 8) Report work activities and record them in the appropriate information systems according to organisational procedures
- 9) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Safety and quality of goods

- a) nature and characteristics of the goods in storage
- b) storage requirements identified in the information
- c) how to check and maintain the safety and quality of goods in storage
- d) methods of monitoring and adjusting storage environment
- e) health, safety, and security issues relevant to the storage of goods
- f) types of problem found with different types of goods

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance

Assessment

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit WS13: Maintain the Safety of Hazardous Goods and Materials

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who already have basic experience and an understanding of the logistics industry.

Hazardous goods and materials might be stored or transported through logistics facilities. It is important that operatives can deal with these, know how to handle them, and know what to do in the case of emergencies.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ obtaining information on risks
- ◆ taking precautions to deal with hazardous goods and materials
- ◆ monitoring the condition of hazardous goods and materials
- ◆ taking prompt action to respond to emergencies
- ◆ using safety equipment
- ◆ following evacuation procedures

Knowledge covers:

- ◆ hazardous goods and materials: types of goods and materials; storage and distribution requirements; monitoring systems; organisational procedures and informing people; equipment and alarms to be used; calling the emergency services
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Emergencies

- ◆ explosion
- ◆ fire
- ◆ injuries or death
- ◆ instability
- ◆ leaks and spills
- ◆ release of toxic fumes
- ◆ security threats

Equipment

- ◆ electronic systems and displays
- ◆ handling
- ◆ lifting
- ◆ packing
- ◆ personal protective equipment
- ◆ picking
- ◆ sorting
- ◆ transporting

Hazardous goods and materials

- ◆ chemicals
- ◆ explosives
- ◆ gases
- ◆ radiation sources

Precautions

- ◆ instructing others
- ◆ isolation of goods and materials
- ◆ use of personal protective equipment
- ◆ use of safety equipment
- ◆ warning signs and notices

Risks

- ◆ combustion
- ◆ contamination
- ◆ explosion
- ◆ pollution

Safety equipment

- ◆ alarms
- ◆ barriers
- ◆ electrical isolators
- ◆ fire extinguishers
- ◆ signage

You will be able to:

- 1) Obtain information on the specific **risks of hazardous goods and materials**
- 2) Take appropriate **precautions** to deal with **hazardous goods and materials** according to statutory and organisational requirements
- 3) Monitor regularly the condition of **hazardous goods and materials** and identify any indications of problems with them
- 4) Take prompt action if any **risks** to health and safety are identified, and report them to the appropriate people
- 5) Manoeuvre **hazardous goods and materials** safely with the appropriate **equipment** according to agreed procedures
- 6) Respond promptly to any **emergencies** according to organisational procedures, and report them to the appropriate authority
- 7) Use the correct **safety equipment** according to manufacturers' instructions for dealing with **emergencies**
- 8) Follow evacuation procedures when instructed to do so or when no safe actions can be undertaken
- 9) Report work activities and record them in the appropriate information systems according to organisational procedures
- 10) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Hazardous goods and materials

- a) types of hazardous goods and materials in the organisation, and their associated risks
- b) storage and distribution requirements and precautions for specific hazardous goods and materials
- c) monitoring systems used with specific hazardous goods and materials
- d) organisational procedures for dealing with emergencies, and who is responsible for responding to them
- e) people to be informed when risks to health and safety are identified
- f) equipment to be used for manoeuvring specific hazardous goods and materials
- g) safety equipment and personal protective clothing that should be used for different activities
- h) use of extinguishers and other emergency equipment in different situations
- i) when and how to initiate the alarm systems and access escape routes
- j) when to call the emergency services, and which ones to call

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Assessment

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit WS14: Maintain Hygiene Standards in Handling and Storing Goods

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who already have basic experience and an understanding of the logistics industry.

Goods (meaning any physical products and materials), often require particularly important attention to prevent contamination and damage. The goods do not have to be food in order for hygiene to be important: they could, for example, be electronics, household products, or baby products. In other words, not maintaining hygiene standards around these types of product could result in adverse consequences for customers.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ confirming health, safety, and security issues
- ◆ applying hygiene standards
- ◆ using appropriate clothing
- ◆ identifying any special requirements or problems
- ◆ handling goods
- ◆ disposing of waste

Knowledge covers:

- ◆ hygiene standards: health, safety, and security issues; nature and characteristics of goods; hygiene standards; clothing; special requirements; waste disposal methods; types of problem
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Equipment

- ◆ electronic systems and displays
- ◆ handling
- ◆ lifting
- ◆ packing
- ◆ personal protective equipment
- ◆ picking
- ◆ sorting
- ◆ transporting

Handling methods

- ◆ manual
- ◆ mechanical

Storage environment

- ◆ loading/unloading bays
- ◆ storage systems
- ◆ warehouse

You will be able to:

- 1) Confirm any health, safety, and security issues relating to the goods and the **storage environment**
- 2) Apply the standards of personal hygiene required for the handling of goods and the **storage environment**
- 3) Identify and use appropriate clothing relevant to the goods and the **storage environment**
- 4) Identify any special requirements needed to maintain the quality and condition of the goods and the **storage environment**
- 5) Handle goods using the correct **handling methods** and **equipment**
- 6) Dispose of any waste in accordance with operational procedures

- 7) Identify any problems relating to the maintenance of hygiene standards, and take the appropriate action to deal with them
- 8) Report work activities and record them in the appropriate information systems according to organisational procedures
- 9) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Hygiene standards

- a) health, safety, and security issues relevant to the storage of goods
- b) nature and characteristics of the goods in storage
- c) hygiene standards required for specific storage environments and activities
- d) clothing relevant to specific storage environments and activities
- e) special requirements for maintaining the goods and the storage environment
- f) methods of waste disposal
- g) types of problem found with maintaining hygiene standards

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Assessment

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit WS15: Process Orders for Dispatch to Customers

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who already have basic experience and an understanding of the logistics industry.

Dispatching orders involves a certain amount of office work to handle all the documents and to coordinate activities. A variety of people require information, and it is important to keep customers updated, especially if there are any problems.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ obtaining information on customer requirements
- ◆ passing on information to others
- ◆ responding to enquiries
- ◆ informing customers of changes
- ◆ identifying problems with orders
- ◆ storing customers' details

Knowledge covers:

- ◆ processing orders: obtaining and providing information; stock control and ordering systems; timescales for orders; customer confidentiality
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Customer requirements

- ◆ routine items
- ◆ special items

Customers

- ◆ external
- ◆ internal

Delivery information

- ◆ signing instructions
- ◆ time and date
- ◆ transport methods

Problems with processing orders

- ◆ cancellations
- ◆ changes in requirements
- ◆ delivery difficulties
- ◆ unavailability of goods

You will be able to:

- 1) Obtain relevant information on the **customer requirements** for goods
- 2) Provide all relevant details of the goods to meet **customer requirements**
- 3) Provide **customers** with the correct **delivery information**
- 4) Pass on orders and invoicing information to the appropriate people
- 5) Respond promptly to enquiries about the progress of the order
- 6) Inform customers promptly and politely if their orders cannot be delivered within the time originally agreed
- 7) Identify any problems with processing orders, and take the appropriate action to deal with them

- 8) Store customers' details securely and only show them to people who have a right to see them
- 9) Report work activities and record them in the appropriate information systems according to organisational procedures
- 10) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Processing orders

- a) how to obtain information on what customers want
- b) stock control and ordering systems used in the organisation
- c) information required by the people who will fulfil the order
- d) length of time for orders normally to be fulfilled, and what to do if it is not possible to fulfil an order in the usual time
- e) information required by the people who will issue the invoice
- f) importance of customer confidentiality, and how to store customers' personal and financial details securely, and who is entitled to see those details

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Assessment

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit WS16: Assemble Orders for Dispatch

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who already have basic experience and an understanding of the logistics industry.

Before dispatching orders they have to be assembled. This involves bringing together all the goods required to fulfil the order and making sure that the right type and quantity of goods is being sent out.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ obtaining information on the order and the goods
- ◆ ensuring the goods are in stock and can be dispatched
- ◆ identifying any special loading or transport requirements
- ◆ assembling the orders
- ◆ identifying any problems with assembling the orders

Knowledge covers:

- ◆ assembling orders: nature and characteristics of the goods; information on order requirements; stock recording systems; restrictions on dispatching goods; types of equipment and handling methods; health, safety, and security issues; types of problem
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Equipment

- ◆ electronic systems and displays
- ◆ handling
- ◆ lifting
- ◆ packing
- ◆ personal protective equipment
- ◆ picking
- ◆ sorting
- ◆ transporting

Handling methods

- ◆ manual
- ◆ mechanical

Problems with assembling orders

- ◆ discrepancies or defects in goods
- ◆ missing information
- ◆ unavailability of stock

You will be able to:

- 1) Obtain the relevant information relating to the assembly of orders
- 2) Identify any health, safety, and environmental issues relevant to the assembly of orders
- 3) Identify the position of the required goods
- 4) Ensure that goods are in stock and accessible so that they can be dispatched
- 5) Handle goods using the correct **handling methods** and **equipment**
- 6) Identify any special loading or transportation requirements relating to the assembly of orders
- 7) Check and confirm any requirements to maintain the condition of the goods while the order is being assembled
- 8) Assemble the orders with the correct type and quantity of goods

- 9) Identify any problems with assembling orders, and take the appropriate action to deal with them
- 10) Report work activities and record them in the appropriate information systems according to organisational procedures
- 11) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Assembling orders

- a) nature and characteristics of the goods in the order being assembled
- b) information required to identify order requirements
- c) stock recording systems
- d) restrictions relating to the dispatching of goods
- e) types of equipment and handling methods required to assemble the order
- f) health, safety, and security issues relevant to the assembly of orders
- g) types of problem arising from assembling orders

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit WS17: Dispatch Goods for Delivery

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who already have basic experience and an understanding of the logistics industry.

Goods (meaning any physical products and materials) are dispatched to move them to a different point in the supply chain. The movement of the goods has to be scheduled, and the goods moved safely.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ obtaining and confirming information on the goods
- ◆ checking the specification of the goods
- ◆ scheduling the dispatch of the goods
- ◆ ensuring the safety of the dispatch area and equipment
- ◆ operating equipment
- ◆ checking the goods are loaded safely
- ◆ identifying any health, safety, and security issues and problems

Knowledge covers:

- ◆ dispatching goods: sources of information on the goods; characteristics and special requirements of the goods; health, safety, and security issues; operational and organisational procedures for the dispatched goods; equipment and facilities; safe loading; types of problem
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Equipment

- ◆ electronic systems and displays
- ◆ handling
- ◆ lifting
- ◆ packing
- ◆ personal protective equipment
- ◆ picking
- ◆ sorting
- ◆ transporting

You will be able to:

- 1) Obtain relevant information and confirm the goods to dispatch
- 2) Check that the goods being dispatched match the specifications provided in the information
- 3) Schedule the dispatch of the goods according to the agreed work instructions
- 4) Ensure the area used to dispatch the goods is clean and clear of obstructions and hazards
- 5) Ensure that any **equipment** used with the goods is available, and that it is safe to use
- 6) Operate **equipment** in accordance with organisational procedures
- 7) Check that the goods are loaded safely onto vehicles to assist with delivery requirements
- 8) Identify any health, safety, or security issues relating to the dispatch of the goods, and make provision for them in accordance with organisational procedures
- 9) Identify any problems with dispatching the goods, and take the appropriate action to deal with them
- 10) Report work activities and record them in the appropriate information systems according to organisational procedures
- 11) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Dispatching goods

- a) sources and types of information on the goods being dispatched
- b) characteristics and special requirements of the goods being dispatched
- c) health, safety, and security issues relevant to the dispatch of goods
- d) operational and organisational procedures relevant to the goods being dispatched
- e) the equipment and facilities required in the dispatch area
- f) methods of safely loading vehicles
- g) types of problem arising from dispatching goods

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit WS18: Process Returned Goods

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who already have basic experience and an understanding of the logistics industry.

Goods (meaning any physical products and materials) can be returned for a variety of reasons: wrong type, faulty, incorrect quantity, or no longer required. Whatever the reason, the amount of returns can be substantial, and it is important that they are processed effectively.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ communicating with customers and confirming the goods being returned
- ◆ replacing goods
- ◆ providing information on the returned goods to others
- ◆ positioning returned goods and separating them out
- ◆ labelling the returned goods
- ◆ disposing of waste packaging
- ◆ identifying any problems with processing returned goods

Knowledge covers:

- ◆ returned goods: reasons for returns; customers' legal rights and organisational policy; how goods can be returned; disposing of waste packaging; updating stock control systems; positioning of goods; types of problem
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Customers

- ◆ external
- ◆ internal

Reasons for returning the goods

- ◆ quality
- ◆ wrong type

You will be able to:

- 1) Communicate with **customers** in a way that respects their situation and values their involvement
- 2) Confirm with **customers** the type, quantity, and condition of the goods being returned, and obtain information on the **reasons for returning the goods**
- 3) Ensure that any replacement goods are quickly prepared and dispatched for **customers**
- 4) Provide all relevant details of the returned goods to the appropriate people, and update the stock control system
- 5) Position the returned goods in the correct location, and ensure they are kept separately from outgoing stock
- 6) Label clearly any goods that are to be returned to the supplier or manufacturer
- 7) Dispose of any waste packaging in accordance with operational procedures
- 8) Identify any problems with processing returned goods, and take the appropriate action to deal with them
- 9) Report work activities and record them in the appropriate information systems according to organisational procedures
- 10) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Returned goods

- a) main reasons customers might have for returning goods
- b) customers' legal rights and organisational policy and procedures in relation to replacements

- c) how the goods can be returned and how to make any necessary arrangements
- d) how to dispose of any waste packaging that arrives with the returned goods
- e) when and how to update the stock control system
- f) where to put goods for processing or return to the supplier or manufacturer
- g) types of problem arising from returned goods

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit WS19: Sort Goods and Materials for Recycling

Overview of the Unit

This Unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The Unit is particularly relevant to those who already have basic experience and an understanding of the logistics industry.

Sorting goods and materials (meaning any physical products and materials, including packaging) for recycling means that the different parts are utilised again wherever possible. Some can be repackaged as they are, some restored, and some have to be disposed of.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:



- ◆ conducting initial checks on the goods or materials
- ◆ sorting the goods and materials for recycling
- ◆ handling the goods and materials
- ◆ removing parts that cannot be recycled
- ◆ positioning the goods and materials
- ◆ preparing the goods and materials for further processing
- ◆ identifying any problems with recycling the goods

Knowledge covers:

- ◆ recycling: types of goods and materials; legal safety requirements; organisational procedures; sources of information; types of problem
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Equipment

- ◆ electronic systems and displays
- ◆ handling
- ◆ lifting
- ◆ packing
- ◆ personal protective equipment
- ◆ picking
- ◆ sorting
- ◆ transporting

Handling methods

- ◆ manual
- ◆ mechanical

Initial checks

- ◆ cleanliness
- ◆ completeness
- ◆ functioning
- ◆ ownership

Materials

- ◆ consumables
- ◆ packing

Recycling

- ◆ cleaning
- ◆ donation
- ◆ extraction of materials

- ◆ reconditioning
- ◆ removal of parts
- ◆ repair
- ◆ sale

You will be able to:

- 1) Identify the goods or **materials** and conduct **initial checks** to determine their suitability for **recycling**
- 2) Sort the goods or **materials** according to the organisation's procedures and specifications for **recycling**
- 3) Obtain information and advice from an appropriate person where there is a difficulty in identifying or classifying goods or **materials**
- 4) Handle goods or **materials** using the correct **handling methods** and **equipment**
- 5) Remove any parts of the goods or **materials** that cannot be recycled and dispose of them correctly
- 6) Position the goods or **materials** that are suitable for **recycling** into the correct locations
- 7) Prepare the goods or **materials** for further processing according to the **recycling** specifications
- 8) Identify any problems with **recycling**, and take the appropriate action to deal with them
- 9) Report work activities and record them in the appropriate information systems according to organisational procedures
- 10) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Recycling

- a) types of goods and materials that are suitable for recycling, and those that are not
- b) legal and organisational safety requirements applicable to recycling goods and materials
- c) organisational procedures and specifications for recycling goods and materials
- d) sources of information on the status of different types of goods and materials
- e) types of problem arising from recycling goods and materials

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit WS20: Manage the Receipt, Storage, or Dispatch of Goods

Overview of the Unit

This Unit is aimed at people who work at a supervisory or team-leading level of responsibility in logistics organisations. They could, for example, work in transport, warehousing and storage, or freight forwarding.

The processing of goods (meaning any physical products and materials) has to be overseen and managed. Goods being received, stored, or dispatched have to be managed and prepared for the next stage of the supply chain.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ confirming the goods
- ◆ determining storage conditions and assessing their capacity
- ◆ organising the movement or rotation of goods
- ◆ ensuring the goods are monitored
- ◆ identifying the facilities and equipment needed for the goods
- ◆ utilising logistics resources
- ◆ providing information on the goods
- ◆ identifying any health, safety, and security issues and problems with the goods

Knowledge covers:

- ◆ managing goods: sources of information on storage facilities; types of goods; storage areas; special requirements; monitoring and testing; stock rotation methods; resources; types of problem
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Communication methods

- ◆ e-mail
- ◆ fax
- ◆ internet
- ◆ intranet
- ◆ letters, memos, notes
- ◆ meetings
- ◆ printed materials
- ◆ radio
- ◆ recorded message
- ◆ telephone
- ◆ telex
- ◆ video-link

Equipment

- ◆ electronic systems and displays
- ◆ handling
- ◆ lifting
- ◆ packing
- ◆ personal protective equipment
- ◆ picking
- ◆ sorting
- ◆ transporting

Logistics resources

- ◆ equipment
- ◆ facilities
- ◆ fuel
- ◆ outsourcing

- ◆ people
- ◆ plant
- ◆ space
- ◆ vehicles

Storage conditions

- ◆ environment
- ◆ safety
- ◆ security

You will be able to:

- 1) Confirm the quantity and type of goods being managed
- 2) Determine the **storage conditions** and **equipment** required to manage the goods
- 3) Assess the capacity of the storage facility, and identify appropriate areas for receiving, storing, or dispatching goods
- 4) Organise the movement or rotation of goods to assist receiving, storing, or dispatching goods
- 5) Ensure any monitoring activities, tests, and other storage arrangements required for the goods are carried out in accordance with organisational procedures
- 6) Identify and confirm requirements for facilities and **equipment** to be used with the goods
- 7) Utilise and maintain the organisation's **logistics resources** effectively to manage the receipt, storage, and dispatch of goods
- 8) Provide information on the goods and their requirements to all relevant people using appropriate **communication methods**
- 9) Identify any relevant health, safety, and security issues relating to the management of the goods
- 10) Identify any problems with managing the goods, and take the appropriate action to deal with them
- 11) Report work activities and record them in the appropriate information systems according to organisational procedures
- 12) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Managing goods

- a) sources of information on the capacity and limitations of a storage facility
- b) types of goods to be received, stored, or dispatched
- c) storage areas relevant to the type of goods to be received, stored, or dispatched
- d) special requirements relating to the receipt, storage, or dispatch of goods
- e) monitoring and testing systems and procedures
- f) methods of stock rotation and movement
- g) resources available in the organisation
- h) types of problem arising from managing the processing of goods

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit WS21: Audit Stock Levels and Stock Records

Overview of the Unit

This Unit is aimed at people who work at a supervisory or team-leading level of responsibility in logistics organisations. They could, for example, work in transport, warehousing and storage, or freight forwarding.

Auditing of stock is a function that occurs periodically, and it is important that this is carried out systematically. The audit should be planned, implemented, and analysed so that the organisation has a clear idea of what is happening to its stock.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ identifying the scope and schedule of the audit
- ◆ planning and organising the audit
- ◆ monitoring the progress of the audit
- ◆ analysing and evaluating the results of the audit
- ◆ proposing an action plan for stock problems
- ◆ monitoring the implementation of the action plan
- ◆ identifying other issues and problems

Knowledge covers:

- ◆ auditing: importance of audits; audit requirements and schedules; audit reports; resources; analysis and evaluation methods; stock control systems; types of issues and problems
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to storing and distributing goods and materials
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Audit

- ◆ equipment
- ◆ stock
- ◆ systems

Stock problems

- ◆ deterioration
- ◆ missing stock
- ◆ stock control systems are incorrect
- ◆ stock in wrong location
- ◆ stock is difficult to access
- ◆ stock is misidentified

You will be able to:

- 1) Identify the requirements, scope, and schedule for the **audit** in accordance with organisational procedures
- 2) Determine the resources required to carry out the **audit**, and establish their availability
- 3) Organise the **audit** in accordance with organisational procedures, and ensure that all relevant people know their individual roles and responsibilities
- 4) Monitor the progress of the **audit**, and provide assistance when requested
- 5) Ensure that the results of the **audit** are accurately recorded and collated
- 6) Analyse and evaluate the results of the **audit** using appropriate systems and procedures
- 7) Propose an action plan to address any **stock problems** that have been identified, and ensure that any proposed actions are in accordance with organisational procedures
- 8) Monitor the implementation of the action plan, and review its success in resolving **stock problems**
- 9) Identify any relevant health, safety, and security issues relating to the audit and the actions arising from it
- 10) Identify any problems with auditing goods, and take the appropriate action to deal with them
- 11) Report work activities and record them in the appropriate information systems according to organisational procedures
- 12) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Auditing

- a) importance of audits, their purpose, and how often they are required
- b) audit requirements and schedules
- c) the format, structure, and content of the audit reports required by the organisation
- d) resources needed to undertake an audit, and how to obtain them
- e) analysis and evaluation methods for audits
- f) stock control systems used in the organisation
- g) types of issues that may arise from audits, and how to deal with them
- h) types of problem arising from audits

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health and safety in the workplace
- c) legislation and regulations that apply to own area of responsibility
- d) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ **Observation**
- ◆ **Witness testimony**
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work products**
- ◆ **Video/voice recording**
- ◆ **Photographs**
- ◆ **Oral or written question**

Unit ITLO11: Arrange the Transportation of Goods Using Multiple Transport Modes

Overview of the Unit

This Unit is aimed at people who work at a senior level of responsibility (including supervisor or team-leader), and who organise the movement of freight.

Transporting goods (meaning any physical products and materials) might require a combination of transport methods. It is important that the combination of transport methods is arranged effectively and that all the required information is passed to the right people.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ reviewing transportation instructions and details of the goods
- ◆ assessing the advantages and disadvantages of different transport methods
- ◆ determining the combination of transport methods
- ◆ providing service providers with the information and instructions they need
- ◆ ensuring any special requirements are clear
- ◆ providing information on marking and labelling
- ◆ monitoring the transportation
- ◆ identifying any problems

Knowledge covers:

- ◆ transport modes: advantages and disadvantages; types of vehicles used; transport regulations and restrictions; major routes, hubs, and destinations
- ◆ freight systems, procedures, and documentation: role of different organisations; systems and procedures; documentation and information required; trade terms and international standards
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to different types of goods; regulatory bodies
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Details of the goods

- ◆ description and classification
- ◆ dimensions
- ◆ hazards
- ◆ packaging
- ◆ quantity
- ◆ reference codes and numbers
- ◆ value
- ◆ weight

Documentation

- ◆ customs
- ◆ financial
- ◆ transport

Problems with arranging transportation

- ◆ availability of goods
- ◆ availability of transport methods
- ◆ disruption to the transport system

Special requirements

- ◆ dangerous
- ◆ fragile
- ◆ health and safety
- ◆ perishable
- ◆ temperature
- ◆ time sensitive

Transportation instructions

- ◆ cost
- ◆ destination
- ◆ handling
- ◆ timescales
- ◆ transport methods

Transport methods

- ◆ containment
- ◆ route
- ◆ transport mode
- ◆ vehicle type

Transport modes

- ◆ aviation
- ◆ rail
- ◆ road
- ◆ sea
- ◆ waterway

You will be able to:

- 1) Review all relevant **transportation instructions** and **details of the goods** being transported
- 2) Assess the advantages and disadvantages of the **transport methods** that could be used
- 3) Determine the most suitable combination of **transport modes** for the goods
- 4) Provide service providers with all the information required to successfully transport the goods
- 5) Ensure that instructions are clear, concise, and are provided in the correct **documentation** and systems
- 6) Ensure that any **special requirements** or instructions are clearly specified
- 7) Provide the relevant people with instructions on marking and labelling the goods
- 8) Obtain information on how to monitor the transportation of goods

- 9) Identify any **problems with arranging transportation**, and take the appropriate action to deal with them
- 10) Report work activities and record them in the appropriate information systems according to organisational procedures
- 11) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Transport modes

- a) advantages and disadvantages of different transport methods and modes
- b) types of vehicles used in different transport modes
- c) transport regulations for different transport modes
- d) restrictions on the use of different transport modes
- e) major routes, transport hubs, and destinations

Freight systems, procedures, and documentation

- a) role of different organisations and agencies in moving freight
- b) systems and procedures used by customers, suppliers, official, and regulatory bodies
- c) documentation required for different types of goods, transport methods, and transit routes
- d) level and type of information that is required for different types of documentation
- e) trade terms and international standards for freight carriage, insurance, and costs (INCOTERMS)

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health, safety, and own area of responsibility
- c) legislation and regulations for different types of goods, transport modes, and international trade
- d) regulatory bodies and their compliance requirements

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ Observation
- ◆ Questioning
- ◆ Witness statement
- ◆ Expert witness statement
- ◆ Professional discussion
- ◆ Written evidence
- ◆ Work Products
- ◆ Working documents (product evaluation)

Unit ITLO12: Organise the Preparation of Documentation for the Transportation of Goods

Overview of the Unit

This Unit is aimed at people who work at a senior level of responsibility (including supervisor or team-leader), and who organise the movement of freight.

The transportation of goods (meaning any physical products and materials) is facilitated by documentation, which is even more complex when it involves international trade. The documentation has to be planned so that all customs transport, and financial documentation is completed.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ obtaining and confirming transportation instructions, details of the goods, and routes
- ◆ identifying international borders or restrictions
- ◆ selecting the documentation required
- ◆ confirming which organisations require the documentation
- ◆ scheduling the preparation of the documentation
- ◆ identifying any problems with the documentation

Knowledge covers:

- ◆ preparation of documentation: customers; methods for obtaining information; time and resources for document preparation; notification periods and deadlines; types of problem
- ◆ freight systems, procedures, and documentation: role of different organisations; systems and procedures; documentation and information required; trade terms and international standards
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility, and to health and safety; relevance to different types of goods; regulatory bodies
- ◆ organisational procedures: reporting responsibilities and information systems; working practices and procedures; roles and responsibilities of others

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Details of the goods

- ◆ description and classification
- ◆ dimensions
- ◆ hazards
- ◆ packaging
- ◆ quantity
- ◆ reference codes and numbers
- ◆ value
- ◆ weight

Documentation

- ◆ customs
- ◆ financial
- ◆ transport

Problems with documentation

- ◆ contradictions
- ◆ incomplete forms
- ◆ unavailable information

Transportation instructions

- ◆ cost
- ◆ destination
- ◆ handling
- ◆ timescales
- ◆ transport methods

You will be able to:

- 1) Ensure that all relevant **transportation instructions and details of the goods** being transported are obtained
- 2) Confirm the route and destination of the goods with the relevant people
- 3) Identify any international borders or restrictions through which the goods will be transported
- 4) Select the **documentation** that is required to facilitate the passage of the goods
- 5) Confirm the organisations which will require the **documentation**
- 6) Establish the amount of time required for organisations to be notified of the transportation of the goods
- 7) Allocate the appropriate amount of time and resources to prepare the **documentation**
- 8) Schedule the preparation of the **documentation** to meet critical dates and times for the delivery of the goods
- 9) Identify any **problems with documentation**, and take the appropriate action to deal with them
- 10) Report work activities and record them in the appropriate information systems according to organisational procedures
- 11) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Preparation of documentation

- a) who the customers are, and what they specialise in
- b) methods of obtaining information from customers
- c) amount of time and resources required to complete documentation
- d) notification periods and deadlines for documentation
- e) documentation problems that can occur

Freight systems, procedures, and documentation

- a) role of different organisations and agencies in moving freight
- b) systems and procedures used by customers, suppliers, official, and regulatory bodies
- c) documentation required for different types of goods, transport methods, and transit routes
- d) level and type of information that is required for different types of documentation
- e) trade terms and international standards for freight carriage, insurance, and costs (INCOTERMS)

Legislation and regulations

- a) sources of information on legislation and regulations
- b) legislation and regulations that apply to health, safety, and own area of responsibility
- c) legislation and regulations for different types of goods, transport modes, and international trade
- d) regulatory bodies and their compliance requirements

Organisational procedures

- a) reporting responsibilities and information systems used by the organisation for specific work activities
- b) working practices, operating procedures, guidelines, and codes of practice
- c) roles and responsibilities of different colleagues

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ Observation
- ◆ Questioning
- ◆ **Witness statement**
- ◆ Expert witness statement
- ◆ **Professional discussion**
- ◆ **Written evidence**
- ◆ **Work Products**
- ◆ Working documents (product evaluation)

Unit LOM1: Identify the Logistics Requirements of a Supply Chain

Overview of the Unit

This Unit is aimed at people who work at a supervisory or team-leading level of responsibility in logistics organisations. They could, for example, be working in warehousing and storage, transport, or freight forwarding.

Everyone who works in logistics operates within a supply chain. It is important that individuals apply their work activities to meet the needs of their own specific supply chain. They have to understand how that supply chain operates, and how their particular activities fit in to meet its needs.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ selecting sources of information
- ◆ monitoring activities in the supply chain
- ◆ confirming supplies and customer requirements
- ◆ identifying available transport modes
- ◆ monitoring changes and developments in the supply chain
- ◆ identifying opportunities for the organisation

Knowledge covers:

- ◆ supply chains: sources of information; types of supply chain; how supply chains operate; customer needs and products; systems and procedures
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility; regulatory bodies
- ◆ organisational procedures: roles and responsibilities; working practices and procedures; information systems; communication methods

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Changes in the supply chain

- ◆ competition
- ◆ inefficiencies
- ◆ legislation
- ◆ market conditions
- ◆ political

Customers

- ◆ external
- ◆ internal

Legislation and regulations

- ◆ control of substances
- ◆ data protection
- ◆ employment and working hours
- ◆ financial
- ◆ health and safety
- ◆ products and services

Logistics operations

- ◆ distribution
- ◆ freight movement
- ◆ storage
- ◆ transport
- ◆ warehousing

Requirements of customers

- ◆ logistics operations
- ◆ scheduling
- ◆ security

Transport modes

- ◆ aviation
- ◆ rail
- ◆ road
- ◆ sea
- ◆ waterway

You will be able to:

- 1) Select suitable sources of information on the supply chain that are relevant to the organisation and its **customers**
- 2) Identify the features and characteristics of the supplies flowing through the supply chain
- 3) Monitor the activities of the main organisations operating in the supply chain
- 4) Confirm the specific **requirements of customers** in the supply chain
- 5) Identify the available **transport modes** and routes used, and the way supplies need to be stored
- 6) Obtain information on the current **legislation and regulations** that apply to **logistics operations** in the supply chain
- 7) Monitor changes and developments to the supply chain that could have an effect on **logistics operations**
- 8) Apply **logistics operations** to meet the **requirements of customers** in the supply chain
- 9) Identify any potential opportunities for the organisation arising from **changes in the supply chain**
- 10) Report work activities and record them in the appropriate information systems according to organisational procedures

You will know and understand:

Supply chains

- a) sources of information on the supply chain
- b) how the supply chain operates
- c) how supplies are moved through the supply chain
- d) the needs of different customers in the supply chain
- e) systems and procedures for operating in the supply chain
- f) products, materials, and services that comprise supplies
- g) types of supply chains

Legislation and regulations

- a) legislation and regulations relating to health, safety, and logistics operations
- b) sources of information on legislation and regulations
- c) regulatory bodies and their compliance requirements

Organisational procedures

- a) roles, responsibilities, and management systems
- b) working practices, operating procedures, guidelines, and codes of practice
- c) information systems and communication methods used by the organisation

Unit Assessment Guidance

Competence should be demonstrated by performance over a period of time.

Sources of evidence can include the following:

- ◆ Observation
- ◆ Questioning
- ◆ Witness statement
- ◆ Expert witness statement
- ◆ Professional discussion
- ◆ Written evidence
- ◆ Working documents (product evaluation)

Evidence must be safe, authentic, appropriate and sufficient to cover performance and knowledge and understanding requirements.

Candidates and assessors must agree that the environment and resources are appropriate to enable achievement of this Unit.

Simulation of performance is not allowed as a source of evidence for this Unit.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Further Information

This Unit can be achieved in isolation from other Units; however, evidence for Unit LOM 1 will be generated holistically from candidate's performance in other Units of this qualification. This should be taken into account when planning assessments.

A possible source of evidence would be an appropriate assignment agreed between assessor and candidate who would enable the candidate to generate evidence over a range of activities, relevant to Unit LOM 1 and other Units of this award, eg, Unit LOM 2

Unit LOM2: Promote Compliance of Logistics Operations with Legislation, Regulations, and Organisational Procedures

Overview of the Unit

This Unit is aimed at people who work at a supervisory or team-leading level of responsibility in logistics organisations. They could, for example, be working in warehousing and storage, transport, or freight forwarding.

It is important for people working at this level to comply with a multitude of requirements, including those set by regulators and their own organisation. They also have to ensure that those who work for or with them also comply with these requirements.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ obtaining information on legislation and regulations
- ◆ monitoring changes and developments in legislation and regulations
- ◆ informing others and explaining legislation and regulations to them
- ◆ monitoring compliance of work activities and use of equipment
- ◆ identifying any problems with compliance and recommending improvements

Knowledge covers:

- ◆ compliance: monitoring methods; implications of non-compliance; responsibilities
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility; regulatory bodies
- ◆ organisational procedures: roles and responsibilities; working practices and procedures; information systems; communication methods

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

- ◆ equipment
- ◆ handling equipment

- ◆ instrumentation systems
- ◆ processing equipment
- ◆ vehicles

Legislation and regulations

- ◆ control of substances
- ◆ data protection
- ◆ employment and working hours
- ◆ financial
- ◆ freight movement
- ◆ health and safety
- ◆ international trade
- ◆ products and services

Logistics operations

- ◆ distribution
- ◆ freight movement
- ◆ storage
- ◆ transport
- ◆ warehousing

Problems with compliance

- ◆ conflicts of interest
- ◆ interpretation
- ◆ keeping up to date
- ◆ lack of knowledge
- ◆ violations

You will be able to:

- 1) Obtain information from suitable sources on the current **legislation and regulations** that apply to the **logistics operations** being undertaken
- 2) Monitor changes and developments in **legislation and regulations** that could have an effect on **logistics operations** being undertaken
- 3) Confirm organisational procedures for the **logistics operations** being undertaken
- 4) Explain to colleagues the content and meaning of current **legislation and regulations** in a way that they are likely to understand

- 5) Monitor the work activities of colleagues to ensure that regulations and organisational procedures are followed
- 6) Monitor the use of **equipment** to ensure that regulations and organisational procedures are followed
- 7) Inform all relevant people of any changes to regulations and organisational procedures that could affect them
- 8) Identify any **problems with compliance**, and take the appropriate action to deal with them
- 9) Recommend improvements to the way the organisation complies with **legislation and regulations**
- 10) Report work activities and record them in the appropriate information systems according to organisational procedures

You will know and understand:

Compliance

- a) methods of monitoring developments in legislation and regulations
- b) implications of not complying with legislation and regulations
- c) ways of identifying non-compliance
- d) people responsible for complying with legislation and regulations

Legislation and regulations

- a) legislation and regulations relating to health, safety, and logistics operations
- b) sources of information on legislation and regulations
- c) regulatory bodies and their compliance requirements

Organisational procedures

- a) roles, responsibilities, and management systems
- b) working practices, operating procedures, guidelines, and codes of practice
- c) information systems and communication methods used by the organisation

Unit Assessment Guidance:

Competence should be demonstrated by performance over a period of time.

Sources of evidence can include the following:

- ◆ Observation
- ◆ Questioning
- ◆ Witness statement

- ◆ Expert witness statement
- ◆ Professional discussion
- ◆ Written evidence
- ◆ Working documents (product evaluation)

Evidence must be safe, authentic, appropriate and sufficient to cover performance and knowledge and understanding requirements.

Candidates and assessors must agree that the environment and resources are appropriate to enable achievement of this Unit.

Simulation of performance is not allowed as a source of evidence for this Unit.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Further Information

This Unit can be achieved in isolation from other Units; however evidence for Unit LOM 2 will be generated holistically from candidate's performance in other Units of this qualification. This should be taken into account when planning assessments.

A possible source of evidence would be an appropriate assignment agreed between assessor and candidate who would enable the candidate to generate evidence over a range of activities, relevant to Unit LOM 2 and other Units of this award, eg, Unit LOM 1

Unit LOM3: Schedule Logistics Operations to Meet Customer Requirements

Overview of the Unit

This Unit is aimed at people who work at a supervisory or team-leading level of responsibility in logistics organisations. They could, for example, be working in warehousing and storage, transport, or freight forwarding.

Logistics operations need to be scheduled effectively if they are to make the best use of the organisations resources and meet the requirements of customers. This means that all relevant factors have to be taken into account, and planning everything in great detail.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers: agreeing timings and deadlines

- ◆ applying scheduling methods and tools
- ◆ allocating resources and sequencing tasks
- ◆ reviewing factors and risks
- ◆ planning logistics operations
- ◆ monitoring logistics operations

Knowledge covers:

- ◆ scheduling: methods and tools; factors to take into account; logistics activities; types of problem
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility; regulatory bodies
- ◆ organisational procedures: roles and responsibilities; working practices and procedures; information systems; communication methods

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Customers

- ◆ external
- ◆ internal

Logistics operations

- ◆ distribution
- ◆ freight movement
- ◆ storage
- ◆ transport
- ◆ warehousing

Logistics resources

- ◆ equipment
- ◆ facilities
- ◆ fuel
- ◆ outsourcing
- ◆ people
- ◆ plant
- ◆ space
- ◆ vehicles

Problems with the schedule

- ◆ adverse circumstances
- ◆ change in customer requirements
- ◆ lack of resources

You will be able to:

- 1) Confirm the **logistics operations** that are required to meet the needs of customers
- 2) Agree with **customers** the timings and deadlines for the provision of the **logistics operations**
- 3) Apply the scheduling methods and tools used in the organisation according to organisational procedures

- 4) Determine the **logistics resources** and sequence of tasks required to provide the **logistics operations**
- 5) Review all relevant factors and risks that could affect the schedule
- 6) Assess the timescales and durations required to provide the **logistics operations**
- 7) Plan the **logistics operations** to ensure that the supply chain continues to function effectively
- 8) Monitor the provision of **logistics operations** against the schedule
- 9) Identify any **problems with the schedule**, and take the appropriate action to deal with them
- 10) Report work activities and record them in the appropriate information systems according to organisational procedures
- 11) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Scheduling

- a) methods and tools used for scheduling
- b) factors that need to be taken into account when scheduling
- c) activities that need to be undertaken
- d) problems that could occur

Legislation and regulations

- a) legislation and regulations relating to health, safety, and logistics operations
- b) sources of information on legislation and regulations
- c) regulatory bodies and their compliance requirements

Organisational procedures

- a) roles, responsibilities, and management systems
- b) working practices, operating procedures, guidelines, and codes of practice
- c) information systems and communication methods used by the organisation

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ Observation
- ◆ Witness testimony
- ◆ Professional discussion
- ◆ Written evidence
- ◆ Work products
- ◆ Video/voice recording
- ◆ Photographs
- ◆ Oral or written question

Unit LOM4: Optimise the Use of Logistics Resources

Overview of the Unit

This Unit is aimed at people who work at a supervisory or team-leading level of responsibility in logistics organisations. They could, for example, be working in warehousing and storage, transport, or freight forwarding.

Logistics operations require resources, particularly those that are specific to logistics. It is important that the use of resources is optimised so that they are deployed effectively. The use of resources needs to be planned and monitored, and improved wherever possible.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ identifying availability and demand for logistics resources
- ◆ assessing resource usage
- ◆ determining how to use logistics resources more effectively
- ◆ optimising the use of logistics resources
- ◆ monitoring the use of logistics resources
- ◆ improving the use of logistics resources

Knowledge covers:

- ◆ logistics resources: types of resources that are used; factors affecting their use; methods of optimising resource
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility; regulatory bodies
- ◆ organisational procedures: roles and responsibilities; working practices and procedures; information systems; communication methods

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Logistics operations

- ◆ distribution
- ◆ freight movement
- ◆ storage
- ◆ transport
- ◆ warehousing

Logistics resources

- ◆ equipment
- ◆ facilities
- ◆ fuel
- ◆ outsourcing
- ◆ people
- ◆ plant
- ◆ space
- ◆ vehicles

You will be able to:

- 1) Consult with all the relevant people on how **logistics resources** could be used more effectively
- 2) Identify the availability and demand for **logistics resources** in the organisation
- 3) Assess the level and type of **logistics resources** used for the **logistics operations** being undertaken
- 4) Identify all relevant factors that could affect the use of the **logistics resources**
- 5) Determine how the **logistics resources** could be used more effectively and efficiently
- 6) Optimise the use of **logistics resources** to achieve the most suitable balance of usage and performance
- 7) Monitor the use of **logistics resources** to identify any positive or negative effects on the delivery of **logistics operations**

- 8) Identify ways of improving or developing the **logistics resources** used in **logistics operations**
- 9) Report work activities and record them in the appropriate information systems according to organisational procedures
- 10) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Logistics resources

- a) types of resources used in specific logistics operations
- b) the factors that could affect the use of resources
- c) methods for optimising resources
- d) the types of problem associate with the use of different types of resources

Legislation and regulations

- a) legislation and regulations relating to health, safety, and logistics operations
- b) sources of information on legislation and regulations
- c) regulatory bodies and their compliance requirements

Organisational procedures

- a) roles, responsibilities, and management systems
- b) working practices, operating procedures, guidelines, and codes of practice
- c) information systems and communication methods used by the organisation

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ Observation
- ◆ Witness testimony
- ◆ Professional discussion
- ◆ Written evidence
- ◆ Work products
- ◆ Video/voice recording
- ◆ Photographs
- ◆ Oral or written question

Unit LOM5: Develop Contingency Plans for Logistics Operations

Overview of the Unit

This Unit is aimed at people who work at a supervisory or team-leading level of responsibility in logistics organisations. They could, for example, be working in warehousing and storage, transport, or freight forwarding.

However well planned and organised, there are always situations that require changes to logistics operations. It is important to learn from previous situations, and to consider what could potentially occur. Contingency plans can then be developed to deal with changes, some of which can be very positive for the organisation.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ procedures for identifying and resolving contingencies
- ◆ reviewing previous contingencies and their impact on logistics operations
- ◆ developing contingency plans
- ◆ informing people of the contingency plans
- ◆ reviewing the effectiveness of contingency plans

Knowledge covers:

- ◆ contingencies: types of contingency that can occur, and factors that lead to them; contingency planning methods; risk assessment methods
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility; regulatory bodies
- ◆ organisational procedures: roles and responsibilities; working practices and procedures; information systems; communication methods

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Contingencies

- ◆ accidents and injuries
- ◆ changes in customer requirements
- ◆ control and instrumentation failures
- ◆ documentation errors
- ◆ equipment malfunctions and breakdowns
- ◆ human error
- ◆ industrial action
- ◆ organisational problems
- ◆ transport infrastructure problems
- ◆ weather conditions

Logistics operations

- ◆ distribution
- ◆ freight movement
- ◆ storage
- ◆ transport
- ◆ warehousing

Resources

- ◆ equipment
- ◆ facilities
- ◆ finance
- ◆ materials
- ◆ people

You will be able to:

- 1) Develop procedures for identifying and resolving **contingencies with logistics operations**
- 2) Review the **contingencies** that have previously occurred and the factors that have led to them
- 3) Assess the impact of the **contingencies** on the **logistics operations**, and how people and organisations will respond to them

- 4) Identify the activities and resources required to respond to the contingencies
- 5) Develop cost-effective and practical contingency plans to deal with the contingencies
- 6) Inform all relevant people of the contingency plans, and provide advice and guidance on their implementation
- 7) Obtain feedback from colleagues on the use of the contingency plans
- 8) Review the effectiveness of the contingency plans at suitable opportunities
- 9) Report work activities and record them in the appropriate information systems according to organisational procedures
- 10) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Contingencies

- a) types of contingency that can occur with different logistics operations
- b) factors that could lead to contingencies
- c) contingency planning methods
- d) risk assessment methods that are used
- e) how to resolve typical contingencies

Legislation and regulations

- a) legislation and regulations relating to health, safety, and logistics operations
- b) sources of information on legislation and regulations
- c) regulatory bodies and their compliance requirements

Organisational procedures

- a) roles, responsibilities, and management systems
- b) working practices, operating procedures, guidelines, and codes of practice
- c) information systems and communication methods used by the organisation

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ Observation
- ◆ Witness testimony
- ◆ Professional discussion
- ◆ Written evidence
- ◆ Work products
- ◆ Video/voice recording
- ◆ Photographs
- ◆ Oral or written question

Unit LOM6: Utilise Transport Modes in Logistics Operations

Overview of the Unit

This Unit is aimed at people who work at a supervisory or team-leading level of responsibility in logistics organisations. They could, for example, be working in warehousing and storage, transport, or freight forwarding.

Transport is fundamental to logistics operations, and it is important that it is utilised effectively. This involves understanding the different transport modes that are available, and using them to achieve requirements.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ reviewing supplies being handled
- ◆ identifying transport modes and routes
- ◆ selecting transport modes
- ◆ supervising logistics resources and data management

Knowledge covers:

- ◆ transport modes: advantages and disadvantages; types of vehicles; major routes and geography
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility; regulatory bodies
- ◆ organisational procedures: roles and responsibilities; working practices and procedures; information systems; communication methods

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Factors

- ◆ availability
- ◆ congestion
- ◆ cost
- ◆ international controls
- ◆ reliability
- ◆ timescales
- ◆ weather conditions

Logistics operations

- ◆ distribution
- ◆ freight movement
- ◆ storage
- ◆ transport
- ◆ warehousing

Logistics resources

- ◆ equipment
- ◆ facilities
- ◆ fuel
- ◆ outsourcing
- ◆ people
- ◆ plant
- ◆ space
- ◆ vehicles

Nature of the supplies

- ◆ dimensions
- ◆ hazards
- ◆ packaging
- ◆ product requirements

- ◆ quantity
- ◆ security issues
- ◆ type
- ◆ value
- ◆ weight

Transport modes

- ◆ aviation
- ◆ rail
- ◆ road
- ◆ sea
- ◆ waterway

You will be able to:

- 1) Review the **nature of the supplies** being handled in the **logistics operations**
- 2) Identify the main **transport modes** and transportation routes used to deliver the supplies to their destination
- 3) Identify any **factors** that affect the transportation of the supplies
- 4) Select the most suitable **transport modes** to enable supplies to reach their destination according to the organisation's requirements
- 5) Coordinate **logistics resources** to work effectively with the selected **transport modes**
- 6) Ensure the data that is required to use the **transport modes** is processed correctly
- 7) Report work activities and record them in the appropriate information systems according to organisational procedures
- 8) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Transport modes

- a) advantages and disadvantages of different transport modes
- b) types of vehicles used in different transport modes
- c) major routes, transport hubs, and destinations
- d) geography of routes and destinations

Legislation and regulations

- a) legislation and regulations relating to health, safety, and logistics operations
- b) sources of information on legislation and regulations
- c) regulatory bodies and their compliance requirements

Organisational procedures

- a) roles, responsibilities, and management systems
- b) working practices, operating procedures, guidelines, and codes of practice
- c) information systems and communication methods used by the organisation

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ Observation
- ◆ Witness testimony
- ◆ Professional discussion
- ◆ Written evidence
- ◆ Work products
- ◆ Video/voice recording
- ◆ Photographs
- ◆ Oral or written question

Unit LOM7: Apply Technology in Logistics Operations

Overview of the Unit

This Unit is aimed at people who work at a supervisory or team-leading level of responsibility in logistics organisations. They could, for example, be working in warehousing and storage, transport, or freight forwarding.

Technology has become increasingly important in all aspects of logistics operations. Whatever an individual's role or responsibilities, they will have the opportunity to use technology in their work, whether it be information technology, communications, or the latest vehicle systems. It is important that they apply the technology effectively.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ ensuring technology is applied efficiently and effectively
- ◆ following maintenance schedules
- ◆ monitoring the use of technology by others
- ◆ identifying training needs
- ◆ responding to any failures or any issues

Knowledge covers:

- ◆ technology: equipment and systems; technological advances; licensing
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility; regulatory bodies
- ◆ organisational procedures: roles and responsibilities; working practices and procedures; information systems; communication methods

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Issues

- ◆ complexity
- ◆ cost
- ◆ data protection
- ◆ reliability
- ◆ security
- ◆ training

Logistics operations

- ◆ distribution
- ◆ freight movement
- ◆ storage
- ◆ transport
- ◆ warehousing

Technology

- ◆ communications
- ◆ IT
- ◆ plant and equipment
- ◆ vehicles

You will be able to:

- 1) Ensure that **technology** is applied efficiently and effectively during **logistics operations**
- 2) Follow specified maintenance schedules according to manufacturers' and organisational procedures
- 3) Check that colleagues using the **technology** understand its use and are competent in its operation
- 4) Monitor colleagues to ensure that the **technology** is used safely in a way that is approved by the organisation
- 5) Identify and respond to any training needs associated with the use of the **technology**
- 6) Identify ways in which the **technology** has improved **logistics operations**, and recommend any further potential improvements
- 7) Devise effective ways of responding to failures in the **technology**

- 8) Identify any issues arising from the use of the **technology** and take the appropriate action to respond to them
- 9) Report work activities and record them in the appropriate information systems according to organisational procedures
- 10) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Technology

- a) equipment and systems that are available
- b) latest technological advances
- c) implications of changes in technology
- d) licensing of technology

Legislation and regulations

- a) legislation and regulations relating to health, safety, and logistics operations
- b) sources of information on legislation and regulations
- c) regulatory bodies and their compliance requirements

Organisational procedures

- a) roles, responsibilities, and management systems
- b) working practices, operating procedures, guidelines, and codes of practice
- c) information systems and communication methods used by the organisation

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

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A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ Observation
- ◆ Witness testimony
- ◆ Professional discussion
- ◆ Written evidence
- ◆ Work products
- ◆ Video/voice recording
- ◆ Photographs
- ◆ Oral or written question

Unit LOM8: Develop Relationships with Logistics Customers

Overview of the Unit

This Unit is aimed at people who work at a supervisory or team-leading level of responsibility in logistics organisations. They could, for example, be working in warehousing and storage, transport, or freight forwarding.

Everyone who works in logistics works with other people, whether these are their colleagues (who are their 'internal customers') or their external customers. It is obviously important that people develop effective working relationships, as these help communications, problem resolution, and the achievement of the organisation's objectives.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ communicating with customers
- ◆ obtaining information
- ◆ providing information and advice
- ◆ responding to requirements, queries, and comments
- ◆ recommending improvements

Knowledge covers:

- ◆ customers: principles of customer service; expectations and requirements
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility; regulatory bodies
- ◆ organisational procedures: roles and responsibilities; working practices and procedures; information systems; communication methods

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Communication methods

- ◆ e-mail
- ◆ fax
- ◆ internet
- ◆ intranet
- ◆ letters, memos, notes
- ◆ meetings
- ◆ printed materials
- ◆ radio
- ◆ recorded message
- ◆ telephone
- ◆ telex
- ◆ video-link

Customers

- ◆ external
- ◆ internal

Logistics operations

- ◆ distribution
- ◆ freight movement
- ◆ storage
- ◆ transport
- ◆ warehousing

You will be able to:

- 1) Communicate with **customers** by using suitable **communication methods** that involves the customer and is appropriate to the circumstances
- 2) Obtain relevant information on the requirements of **customers** for **logistics operations**
- 3) Provide **customers** with clear and relevant advice and information on the **logistics operations**
- 4) Respond positively and effectively to the requirements of **customers**

- 5) Ensure **customers** are regularly informed of progress in responding to their requirements
- 6) Respond promptly and accurately to queries raised by **customers**, and pass on any queries that cannot be answered to the appropriate people
- 7) Respond positively to any comments, and ensure they are dealt with by the appropriate person
- 8) Recommend improvements to the way the organisation works with **customers**
- 9) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Customers

- a) principles of customer service
- b) typical expectations and requirements of customers
- c) levels of customer service offered by own and other organisations
- d) types of enquiries made by customers

Legislation and regulations

- a) legislation and regulations relating to health, safety, and logistics operations
- b) sources of information on legislation and regulations
- c) regulatory bodies and their compliance requirements

Organisational procedures

- a) roles, responsibilities, and management systems
- b) working practices, operating procedures, guidelines, and codes of practice
- c) information systems and communication methods used by the organisation

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ Observation
- ◆ Witness testimony
- ◆ Professional discussion
- ◆ Written evidence
- ◆ Work products
- ◆ Video/voice recording
- ◆ Photographs
- ◆ Oral or written question

Unit LOM9: Improve the Quality of Logistics Operations

Overview of the Unit

This Unit is aimed at people who work at a supervisory or team-leading level of responsibility in logistics organisations. They could, for example, be working in warehousing and storage, transport, or freight forwarding.

Quality of service is vitally important to logistics organisations, and it is the responsibility of everyone working for a logistics organisation to try to improve its operations. This can be achieved through the use of a variety of improvement methods.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ obtaining information on the current performance of logistics operations
- ◆ identifying areas for improvement
- ◆ selecting improvement methods
- ◆ monitoring the application of improvement methods
- ◆ evaluating improvement methods

Knowledge covers:

- ◆ improvement methods: improvement approaches and methods that could be used; how to evaluate their use; the advantages and disadvantages of different methods
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility; regulatory bodies
- ◆ organisational procedures: roles and responsibilities; working practices and procedures; information systems; communication methods

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Areas for improvement

- ◆ customer service
- ◆ product quality
- ◆ systems and processes
- ◆ work activities

Logistics operations

- ◆ distribution
- ◆ freight movement
- ◆ storage
- ◆ transport
- ◆ warehousing

Problems with applying improvement methods

- ◆ conflicting requirements
- ◆ resistance to change
- ◆ resources
- ◆ unexpected Outcomes

You will be able to:

- 1) Obtain valid and reliable information on the performance of **logistics operations**
- 2) Identify potential **areas for improvement**, and agree with colleagues the need for improving them
- 3) Assess potential improvement methods that would be appropriate for the organisation and its **logistics operations**
- 4) Select and apply the most suitable improvement methods for improving the quality of **logistics operations**
- 5) Identify the success criteria that can be used to evaluate the effect of applying the improvement methods
- 6) Monitor the effects of applying the improvement methods over a suitable period of time
- 7) Evaluate the effect on quality of applying the improvement methods

- 8) Identify any **problems with applying improvement methods**, and take the appropriate action to deal with them
- 9) Report work activities and record them in the appropriate information systems according to organisational procedures
- 10) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Improvement methods

- a) sources of information on improvement methods
- b) improvement approaches and methods that are used in industry
- c) improvement methods used in the organisation
- d) methods for evaluating improvement methods
- e) advantages and disadvantages of different methods

Legislation and regulations

- a) legislation and regulations relating to health, safety, and logistics operations
- b) sources of information on legislation and regulations
- c) regulatory bodies and their compliance requirements

Organisational procedures

- a) roles, responsibilities, and management systems
- b) working practices, operating procedures, guidelines, and codes of practice
- c) information systems and communication methods used by the organisation

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

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The following types of evidence could be used:

- ◆ Observation
- ◆ Witness testimony
- ◆ Professional discussion
- ◆ Written evidence
- ◆ Work products
- ◆ Video/voice recording
- ◆ Photographs
- ◆ Oral or written question

Unit LOM10: Respond to Contingencies During Logistics Operations

Overview of the Unit

This Unit is aimed at people who work at a supervisory or team-leading level of responsibility in logistics organisations. They could, for example, be working in warehousing and storage, transport, or freight forwarding.

Organisations aim to run their logistics operations smoothly, but when contingencies do occur it is important that they are responded to as effectively as possible. This means implementing contingency plans and responses, and ensuring that the requirements of customers are met wherever possible.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ identifying contingencies and the factors behind them
- ◆ obtaining information on the contingencies and informing colleagues of them
- ◆ implementing responses to contingencies
- ◆ monitoring the delivery of responses
- ◆ ensuring customers' requirements are met
- ◆ identifying any potential opportunities arising from the contingencies

Knowledge covers:

- ◆ contingencies: types of contingency that can occur; factors that lead to them; contingency planning methods; risk assessment methods
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility; regulatory bodies
- ◆ organisational procedures: roles and responsibilities; working practices and procedures; information systems; communication methods

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Contingencies

- ◆ accidents and injuries
- ◆ changes in customer requirements
- ◆ control and instrumentation failures
- ◆ documentation errors
- ◆ equipment malfunctions and breakdowns
- ◆ human error
- ◆ industrial action
- ◆ organisational problems
- ◆ transport infrastructure problems
- ◆ weather conditions

Customers

- ◆ external
- ◆ internal

Logistics operations

- ◆ distribution
- ◆ freight movement
- ◆ storage
- ◆ transport
- ◆ warehousing

Resources

- ◆ equipment
- ◆ facilities
- ◆ finance
- ◆ materials
- ◆ people

Responses

- ◆ alerting customers
- ◆ obtaining additional resources
- ◆ outsourcing
- ◆ redeploying resources
- ◆ rescheduling activities

You will be able to:

- 1) Implement methods for identifying contingencies with logistics operations
- 2) Obtain relevant information on contingencies from the appropriate people as soon as they occur
- 3) Ensure that colleagues are immediately informed of any contingencies that could affect their safety or performance
- 4) Identify the factors causing the contingencies using the appropriate problem-solving and investigation methods
- 5) Implement responses to contingencies using the appropriate methods and resources according to organisational procedures
- 6) Monitor the delivery of the responses, and ensure that they are implemented according to organisational requirements
- 7) Ensure the requirements of customers are met when contingencies occur
- 8) Inform the relevant people of the responses to the contingencies
- 9) Identify any potential opportunities for the organisation arising from the contingencies
- 10) Report work activities and record them in the appropriate information systems according to organisational procedures
- 11) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Contingencies

- a) types of contingency that can occur with different logistics operations
- b) typical signs and indications of emerging contingencies
- c) factors that could lead to contingencies
- d) problem solving and investigation methods
- e) how to respond to different types of contingency
- f) who should be informed when contingencies occur
- g) types of opportunity that can arise from contingencies

Legislation and regulations

- a) legislation and regulations relating to health, safety, and logistics operations
- b) sources of information on legislation and regulations
- c) regulatory bodies and their compliance requirements

Organisational procedures

- a) roles, responsibilities, and management systems
- b) working practices, operating procedures, guidelines, and codes of practice
- c) information systems and communication methods used by the organisation

Unit Assessment Guidance

This is an optional Unit.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ Observation
- ◆ Witness testimony
- ◆ Professional discussion
- ◆ Written evidence
- ◆ Work products
- ◆ Video/voice recording
- ◆ Photographs
- ◆ Oral or written question

Unit LOM11: Monitor the Environmental Impact of Logistics Operations

Overview of the Unit

This Unit is aimed at people who work at a supervisory or team-leading level of responsibility in logistics organisations. They could, for example, be working in warehousing and storage, transport, or freight forwarding.

The environment is of increasing importance to the logistics industry. It is important to consider how logistics operations affect the environment, from fuel usage to the disposal of waste.

To be competent, an individual has to be able to achieve all the Performance Criteria listed in the Unit, and possess the specified knowledge.

Below is a brief summary of the performance and knowledge areas required. The standards provide the full specification.

Performance covers:

- ◆ implementing and promoting the organisation's environmental policy
- ◆ monitoring and improving the use of energy and materials
- ◆ identifying and assessing environment effects and risks
- ◆ recycling and disposing of surplus materials

Knowledge covers:

- ◆ environmental impact: environmental protection and impact; environmental issues and policies; recycling and disposal
- ◆ legislation and regulations: sources of information; relevance to own area of responsibility; regulatory bodies
- ◆ organisational procedures: roles and responsibilities; working practices and procedures; information systems; communication methods

Glossary

The wording of the standards should be interpreted in the context of an individual's work situation. The examples below provide a guide as to what specific words or phrases might mean in different contexts (these are examples only, and not an exhaustive list, or a list that determines how much evidence should be collected).

Environment

- ◆ air
- ◆ community
- ◆ external work areas
- ◆ inside workplace
- ◆ in vehicles
- ◆ land
- ◆ water

Environmental impact

- ◆ contamination
- ◆ destruction of habitat
- ◆ pollution
- ◆ waste

Logistics operations

- ◆ distribution
- ◆ freight movement
- ◆ storage
- ◆ transport
- ◆ warehousing

You will be able to:

- 1) Implement and promote the organisation's environmental policy
- 2) Monitor the use of energy and materials to deliver **logistics operations**
- 3) Identify the effects on the **environment** of **logistics operations**
- 4) Assess the environmental risks of specific **logistics operations** before they are undertaken
- 5) Identify ways to reduce any adverse effects on the **environment**
- 6) Identify ways to use energy more effectively and efficiently
- 7) Recycle surplus materials wherever possible
- 8) Dispose of surplus materials according to legislation, regulations, and organisational procedures

- 9) Respond to any **environmental impact** with the appropriate action according to organisational procedures
- 10) Inform visitors and subcontractors of their environmental responsibilities when dealing with the organisation
- 11) Recommend ways to improve the **environmental impact of logistics operations**
- 12) Report work activities and record them in the appropriate information systems according to organisational procedures
- 13) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Environmental impact

- a) environmental protection measures used in organisations
- b) systems to assess environmental impact
- c) environmental issues affecting the logistics industry
- d) organisation's environmental policy
- e) recycling and disposal of surplus materials
- f) legislation and regulations applying to the disposal of surplus materials

Legislation and regulations

- a) legislation and regulations relating to health, safety, and logistics operations
- b) sources of information on legislation and regulations
- c) regulatory bodies and their compliance requirements

Organisational procedures

- a) roles, responsibilities, and management systems
- b) working practices, operating procedures, guidelines, and codes of practice
- c) information systems and communication methods used by the organisation

Unit Assessment Guidance

This is an optional Unit.

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

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- ◆ Written evidence
- ◆ Work products
- ◆ Video/voice recording
- ◆ Photographs
- ◆ Oral or written question

Unit MSC B5: Provide Leadership for Your Team

You will be able to:

Outcomes

- 1) Set out and positively communicate the purpose and objectives of the team to all members
- 2) Involve members in planning how the team will achieve its objectives.
- 3) Ensure that each member of the team has personal work objectives and understands how achieving these will contribute to achievement of the team's objectives
- 4) Encourage and support team members to achieve their personal work objectives and those of the team and provide recognition when objectives have been achieved
- 5) Win, through your performance, the trust and support of the team for your leadership
- 6) Steer the team successfully through difficulties and challenges, including conflict within the team
- 7) Encourage and recognise creativity and innovation within the team
- 8) Give team members support and advice when they need it especially during periods of setback and change
- 9) Motivate team members to present their own ideas and listen to what they say
- 10) Encourage team members to take the lead when they have the knowledge and expertise and show willingness to follow this lead
- 11) Monitor activities and progress across the team without interfering

Behaviours

- 1) You create a sense of common purpose
- 2) You take personal responsibility for making things happen
- 3) You encourage and support others to take decisions autonomously
- 4) You act within the limits of your authority
- 5) You make time available to support others
- 6) You show integrity, fairness and consistency in decision-making
- 7) You seek to understand people's needs and motivations
- 8) You model behaviour that shows respect, helpfulness and co-operation

You will know and understand:

General knowledge and understanding

- a) different ways of communicating effectively with members of a team
- b) how to set objectives which are SMART (Specific, Measurable, Achievable, Realistic and Time-bound)
- c) how to plan the achievement of team objectives and the importance of involving team members in this process
- d) the importance of and being able to show team members how personal work objectives contribute to achievement of team objectives
- e) that different styles of leadership exist
- f) how to select and successfully apply a limited range of different methods for motivating, supporting and encouraging team members and recognising their achievements
- g) types of difficulties and challenges that may arise, including conflict within the team, and ways of identifying and overcoming them
- h) the importance of encouraging others to take the lead and ways in which this can be achieved
- i) the benefits of and how to encourage and recognise creativity and innovation within a team

Industry/sector specific knowledge and understanding

- a) legal, regulatory and ethical requirements in the industry/sector

Context specific knowledge and understanding

- a) the members, purpose, objectives and plans of your team
- b) the personal work objectives of members of your team
- c) the types of support and advice that team members are likely to need and how to respond to these
- d) standards of performance for the work of your team

Unit Assessment Guidance

This is an optional Unit.

Overview of the Unit

The Unit is recommended for team leaders.

This Unit is about providing direction to the members of your team and motivating and supporting them to achieve the objectives of the team and their personal work objectives.

Please refer to Assessment Strategy at all times

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

Sources of evidence

All evidence can be used holistically – this means that evidence from this Unit may come from other Units and evidence from other Units may be used in this Unit.

A detailed checklist, referenced to the standards should be used to record and track candidate performance.

The following types of evidence could be used:

- ◆ Observation
- ◆ Witness testimony
- ◆ Professional discussion
- ◆ Written evidence
- ◆ Work products
- ◆ Video/voice recording
- ◆ Photographs
- ◆ Oral or written question

Unit MSC D5: Allocate and Check Work in Your Team

You will be able to:

Outcomes

- 1) Confirm the work required of the team with your manager and seek clarification, where necessary, on any outstanding points and issues
- 2) Plan how the team will undertake its work, identifying any priorities or critical activities and making best use of the available resources
- 3) Allocate work to team members on a fair basis taking account of their skills, knowledge and understanding, experience and workloads and the opportunity for development
- 4) Brief team members on the work they have been allocated and the standard or level of expected performance
- 5) Encourage team members to ask questions, make suggestions and seek clarification in relation to the work they have been allocated
- 6) Check the progress and quality of the work of team members on a regular and fair basis against the standard or level of expected performance and provide prompt and constructive feedback
- 7) Support team members in identifying and dealing with problems and unforeseen events
- 8) Motivate team members to complete the work they have been allocated and provide, where requested and when possible, any additional support and/or resources to help completion
- 9) Monitor the team for conflict, identifying the cause(s) when it occurs and dealing with it promptly and effectively
- 10) Identify unacceptable or poor performance, discuss the cause(s) and agree ways of improving performance with team members
- 11) Recognise successful completion of significant pieces of work or work activities by team members and the overall team and advise your manager
- 12) Use information collected on the performance of team members in any formal appraisal of performance

Behaviours

- 1) You make time available to support others
- 2) You clearly agree what is expected of others and hold them to account
- 3) You prioritise objectives and plan work to make best use of time and resources
- 4) You state your own position and views clearly and confidently in conflict situations
- 5) You show integrity, fairness and consistency in decision-making

- 6) You seek to understand people's needs and motivations
- 7) You take pride in delivering high quality work
- 8) You take personal responsibility for making things happen
- 9) You encourage and support others to make the best use of their abilities
- 10) You are vigilant for possible risks and hazards

Knowledge

You will know and understand:

General knowledge and understanding

- a) different ways of communicating effectively with members of a team
- b) the importance of confirming/clarifying the work required of the team with your manager and how to do this effectively
- c) how to plan the work of a team, including how to identify any priorities or critical activities and the available resources
- d) how to identify and take due account of health and safety issues in the planning, allocation and checking of work
- e) why it is important to allocate work across the team on a fair basis and how to do so.
- f) why it is important to brief team members on the work they have been allocated and the standard or level of expected performance and how to do so
- g) ways of encouraging team members to ask questions and/or seek clarification and make suggestions in relation to the work which they have been allocated
- h) effective ways of regularly and fairly checking the progress and quality of the work of team members
- i) how to provide prompt and constructive feedback to team members
- j) how to select and apply a limited range of different methods for motivating, supporting and encouraging team members to complete the work they have been allocated, improve their performance and for recognising their achievements
- k) the additional support and/or resources which team members might require to help them complete their work and how to assist in providing this
- l) why it is important to monitor the team for conflict and how to identify the cause(s) of conflict when it occurs and deal with it promptly and effectively
- m) why it is important to identify unacceptable or poor performance by members of the team and how to discuss the cause(s) and agree ways of improving performance with team members
- n) the type of problems and unforeseen events that may occur and how to support team members in dealing with them
- o) How to log information on the ongoing performance of team members and use this information for performance appraisal purposes. and understanding

Industry/sector specific knowledge and understanding

- a) industry/sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work
- b) industry/sector requirements for the development or maintenance of knowledge, understanding and skills

Context specific knowledge and understanding

- a) the members, purpose and objectives of your team
- b) the work required of your team
- c) the available resources for undertaking the required work
- d) the organisation's written health and safety policy statement and associated information and requirements
- e) your team's plan for undertaking the required work
- f) the skills, knowledge and understanding, experience and workloads of team members
- g) your organisation's policy and procedures in terms of personal development
- h) reporting lines in the organisation and the limits of your authority
- i) organisational standards or levels of expected performance
- j) organisational policies and procedures for dealing with poor performance
- k) organisational grievance and disciplinary policies and procedures
- l) organisational performance appraisal systems

Unit Assessment Guidance

This is an optional Unit.

Overview of the Unit

The Unit is recommended for team leaders.

This Unit is about ensuring that the work required of your team is effectively and fairly allocated amongst team members. It also involves checking on the progress and quality of the work of team members to ensure that the required level or standard or performance is being met.

Sufficiency of Evidence

Assessment should be done over a sufficient period of time for the candidate to show his/her competence over the whole Unit. The assessor should be satisfied that competence can be demonstrated consistently.

Assessment

Please refer to Assessment Strategy at all times.

Knowledge and Understanding

Where possible, knowledge and understanding should be demonstrated through performance.

The main sources of evidence for this Unit should be from activities undertaken in the workplace. Simulation is not permitted.

Coverage of performance requirements

Candidates must be assessed against all the performance and knowledge requirements. Candidates and assessors should plan how this will be achieved taking into account the Evidence Requirements. Evidence should be obtained from a variety of sources normally through at least one observation supported by other forms of performance evidence.

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About Edexcel

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