

Qualification Specification

601/6204/1

iCQ Level 1 Certificate in Warehousing and Storage (RQF)



Qualification Details

Title	: iCQ Level 1 Certificate in Warehousing and Storage (RQF)
Awarding Organisation	: iCan Qualifications Limited
Fees Price List Url	: https://icanqualify.net
Qualification Type	: RQF
Qualification Sub Type	: None
Qualification Level	: Level 1
Qualification Sub Level	: None
EQF Level	: Level 2
Regulation Start Date	: 19-May-2015
Operational Start Date	: 01-Jun-2015
Offered In England	: Yes
Offered In Wales	: Yes
Offered In Northern Ireland	: Yes
Assessment Language In English	: Yes
Assessment Language In Welsh	: No
Assessment Language In Irish	: No
SSA	: 7.2 Warehousing and Distribution
Purpose	: D. Confirm occupational competence and/or 'licence to practice'
Sub Purpose	: D1. Confirm competence in an occupational role to the standards required
Total Credits	: 14
Min Credits at/above Level	: 14
Minimum Guided Learning Hours	: 107
Maximum Guided Learning Hours	: 107
Diploma Guided Learning Hours	: 0
Barring Classification Code	: ZZZZ
Overall Grading Type	: Pass
Assessment Methods	: E-assessment, Multiple Choice Examination, Portfolio of Evidence, Practical Demonstration/Assignment, Practical Examination
Structure Requirements	: To achieve this qualification learners must attain at least 14 credits. Learners must complete the mandatory unit in Group A (2 credits) plus a minimum of 12 credits from the optional units contained in Group B. A minimum of 7 credits must be at Level 1
Age Ranges	: Pre-16 : No; 16-18 : Yes; 18+ : No; 19+ : Yes
Qualification Objective	: This qualification is for those who are new to a role in the warehousing sector and who wish to develop their skills and understanding further

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Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
OAG) Overarching Group	Yes	0	2	2	14	0
└─ A) Group A - Mandatory Unit	Yes	1	0	0	2	2
└─ B) Group B - Optional Units	Yes	18	0	0	12	18

Group A Group A - Mandatory Unit

URN	Title	Level	GLH	Credit
A/501/4966	Health and Safety in the workplace	1	20	2

Group B Group B - Optional Units

URN	Title	Level	GLH	Credit
A/601/3729	Pick goods in a logistics environment	1	20	2
A/601/3763	Assemble orders for dispatch in a logistics environment	1	20	3
F/601/7930	Process orders for customers in logistics operations	2	10	3
H/601/7919	Develop effective working relationships with colleagues in logistics operations	2	15	4
J/601/3765	Sort goods and materials for recycling or disposal in a logistics environment	1	30	3
L/601/7932	Process returned goods in logistics operations	2	15	3
M/601/3713	Keep stock at required levels in a logistics environment	1	20	2
M/601/3727	Moving or handling goods manually in logistics facilities	1	20	2
M/601/3730	Wrap and pack goods in a logistics environment	1	20	2
M/601/3758	Use equipment to move goods in logistics facilities	1	20	2
M/601/3761	Receive goods in a logistics environment	1	30	3
M/601/7910	Maintain the cleanliness of equipment in logistics operations	2	10	3
T/601/3762	Maintain hygiene standards in handling and storing goods in a logistics environment	1	20	2
T/601/7925	Place goods in storage in logistics operations	2	16	4
Y/601/3723	Keep work areas clean in a logistics environment	1	17	2
Y/601/3754	Operate equipment to perform work requirements in a logistics environment	1	30	3
Y/601/7920	Contribute to the provision of customer service in logistics operations	2	18	3
Y/601/9456	Make an effective contribution to a business in the logistics sector	2	10	3

Qualification Framework	: RQF
Title	: Health and Safety in the workplace
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 20
Unit Credit Value	: 2
SSAs	: 14.1 Foundations For Learning and Life, 14.2 Preparation for Work
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: A/501/4966 : Health and Safety in the workplace

Understand Health and Safety rights and responsibilities

Assessment Criterion - The learner can:

01.01	Identify the key aspects of Health and Safety legislation relevant to own situation
01.02	State the main health and safety responsibilities of employers
01.03	State the health and safety responsibilities of employees
01.04	Explain why it is always important to follow health and safety rules

Understand the health and safety requirements of employers

02.01	Describe how the tasks he/she has to do can be done safely
02.02	State how to report a hazard in the workplace
02.03	Follow the instructions during a fire drill
02.04	Identify the location of: Fire/emergency alarm Fire fighting equipment Fire exits Assembly points First aid box First aid assistance Accident book

Understand how to prevent and deal with accidents

03.01	Identify common causes of accidents in a particular work context
03.02	List ways such accidents can be prevented
03.03	State how an accident should be reported
03.04	List, in order, the steps to follow in the event of personal injury
03.05	Describe when and how to call for emergency assistance

Understand how to perform workplace tasks safely

04.01	Carry out tasks safely
04.02	Use and store equipment safely
04.03	Maintain a clean and tidy work area

Qualification Framework	: RQF
Title	: Pick goods in a logistics environment
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 20
Unit Credit Value	: 2
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: A/601/3729 : Pick goods in a logistics environment

Be able to prepare for picking the goods

Assessment Criterion - The learner can:

01.01	Identify the relevant information required for picking the goods this may include Health, safety and security requirements Environmental factors Special requirements
01.02	Identify where the required goods are stored
Be able to follow instructions to pick the goods	
02.01	Identify the goods to be picked
02.02	Follow instructions to apply picking methods for the type of goods and size of order
02.03	Use the correct handling methods and/or picking equipment to pick the goods
Be able to follow instructions to prepare the goods for assembling orders	
03.01	Place the goods into the appropriate containers or onto pallets
03.02	Position the picked goods ready for assembling orders
03.03	Use the correct handling methods and/or equipment to place the goods correctly for assembling orders
Be able to identify problems with picking goods at any stage	
04.01	Identify problems that can occur when picking goods
04.02	Show how to take appropriate action to deal with identified problems

Qualification Framework	: RQF
Title	: Assemble orders for dispatch in a logistics environment
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 20
Unit Credit Value	: 3
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: A/601/3763 : Assemble orders for dispatch in a logistics environment

Be able to prepare for the assembly of orders	
Assessment Criterion - The learner can:	
01.01	Identify the relevant information for the assembly of orders including Health, safety and security Environmental factors Special requirements or restrictions
01.02	Identify the position of the required goods
01.03	Show that the goods are in stock and accessible for assembly
Be able to handle goods using the correct handling methods and equipment during the assembly of the order	
02.01	Identify and use the correct handling methods and/or equipment for different types of goods
02.02	Identify any special loading or transportation requirements relating to the assembly of the order
Be able to assemble the orders	
03.01	Check any requirements to maintain the condition of the goods while the order is being assembled
03.02	Assemble the order with the correct type and quantity of goods
Be able to prepare goods for dispatch	
04.01	Identify the relevant information on the goods to be dispatched including Health, safety and security Environmental factors Special requirements or restrictions
04.02	Confirm the goods being dispatched match the information provided
Be able to dispatch the goods	
05.01	Check that the area used to dispatch the goods is clean and clear of obstructions and hazards
05.02	Check that any equipment to be used with the goods is available and safe to use
05.03	Operate any equipment safely and in accordance with organisational procedures and practices
05.04	Follow agreed work instructions to schedule the dispatch of the goods
Be able to identify problems with assembling or dispatching orders	
06.01	Identify problems that can occur when assembling or dispatching orders
06.02	Show how to take appropriate action to deal with identified problems

Qualification Framework	: RQF
Title	: Process orders for customers in logistics operations
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 10
Unit Credit Value	: 3
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: F/601/7930 : Process orders for customers in logistics operations

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

Assessment Criterion - The learner can:

01.01	Explain the relevant organisational policies and procedures for processing orders for customers in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • environmental factors • special requirements • stock control and ordering systems • the importance of confidentiality
01.02	Describe different types of customer
01.03	Explain the information required for processing customer orders
01.04	Identify problems that can occur when processing orders for customers
01.05	Explain appropriate action when dealing with identified problems
be able to process orders for customers in logistics operations	
02.01	Obtain information to process orders for customers
02.02	Provide customers with the correct delivery information
02.03	Pass on orders and invoicing information to the appropriate people
02.04	Demonstrate how to deal with enquires relating to the processing of orders
02.05	Communicate effectively with different types customers
02.06	Store customers details securely and in accordance with organisational policies and procedures

Qualification Framework	: RQF
Title	: Develop effective working relationships with colleagues in logistics operations
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 4
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: H/601/7919 : Develop effective working relationships with colleagues in logistics operations

know how to develop effective working relationships with colleagues in logistics operations

Assessment Criterion - The learner can:

01.01	Explain the relevant organisational policies and procedures for developing effective working relationships in logistics operations that relate to: health, safety and security quality standards confidentiality equality and diversity
01.02	Describe own roles and responsibilities and those of colleague
01.03	Explain the importance of good communication methods
01.04	Explain the importance of feedback to improve work performance
01.05	Explain how to identify learning needs and the opportunities for learning that are available
01.06	Explain how to deal constructively with misunderstandings and difficulties that can arise in working relationships

be able to develop effective working relationships with colleagues in logistics operations

02.01	Communicate with colleagues effectively
02.02	Confirm tasks, priorities and responsibilities clearly and accurately with colleagues
02.03	Respond to requests from colleagues that fall within your responsibility
02.04	Report any circumstances that prevent the achievement of quality standards
02.05	Obtain information and assistance from colleagues
02.06	Seek relevant feedback on work achievements and performance from relevant people
02.07	Determine own learning needs based on feedback and observation of own performance
02.08	Agree a learning plan that outlines realistic development opportunities and timescales

Qualification Framework	: RQF
Title	: Sort goods and materials for recycling or disposal in a logistics environment
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 3
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

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

be able to prepare goods or materials for recycling or disposal	
Assessment Criterion - The learner can:	
01.01	Identify types of goods and materials that are suitable for recycling or disposal
01.02	Identify any relevant information relating to the goods and materials to be sorted or disposed of, this may include Health, safety and security Environmental factors Special requirements
01.03	Show how to obtain information from appropriate people when there is a difficulty in identifying if the goods or materials are suitable for recycling or disposal
Be able to sort the goods or materials for recycling or disposal	
02.01	Sort the goods or materials correctly
02.02	Correctly remove any parts of the goods or materials that are not suitable for recycling
02.03	Handle the goods or materials using the correct handling methods and equipment
02.04	Position the goods or materials suitable for recycling or disposal into the correct locations
02.05	Prepare the goods or materials for further processing according to the recycling or disposal specifications
Be able to identify problems with the recycling of disposal of goods and materials	
03.01	Identify problems that can with the recycling or disposal of goods and materials
03.02	Show how to take appropriate action to deal with identified problems

Qualification Framework	: RQF
Title	: Process returned goods in logistics operations
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 15
Unit Credit Value	: 3
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: L/601/7932 : Process returned goods in logistics operations

know how to process returned goods in logistics operations

Assessment Criterion - The learner can:

01.01	Explain the relevant organisational policies and procedures for processing returned goods in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • environmental factors • special requirements • customer rights • stock recording systems • scheduling • waste management
01.02	Describe the main reasons for goods being returned
01.03	Explain the process for goods being returned
01.04	Identify problems that can occur when processing returned goods
01.05	Explain appropriate action when dealing with identified problems
be able process returned goods in logistics operations	
02.01	Obtain all relevant information on the goods being returned
02.02	Return the goods to the appropriate locations
02.03	Update stock control records accurately
02.04	Label any goods that are to be returned to the supplier or manufacturer
02.05	Dispose of any waste correctly and promptly in accordance with work instructions, requirements, organisational procedures and practices

Qualification Framework	: RQF
Title	: Keep stock at required levels in a logistics environment
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 20
Unit Credit Value	: 2
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: M/601/3713 : Keep stock at required levels in a logistics environment

Be able to follow instructions to maintain required stock levels	
Assessment Criterion - The learner can:	
01.01	Identify required stock levels
01.02	Make regular or routine checks on stock levels
01.03	Follow instructions to identify any damaged, faulty or out of date items
01.04	Use the correct handling methods and/or equipment to move stock
01.05	Label stock accurately for further use
01.06	Ensure effective stock rotation methods
Be able to follow instructions to maintain stock control records	
02.01	Follow instructions to update stock control records promptly and accurately
Be able to identify problems with keeping stock at the required levels	
03.01	Identify problems that can occur with stock levels
03.02	Show how to take appropriate action to deal with identified problems

Qualification Framework	: RQF
Title	: Moving or handling goods manually in logistics facilities
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 20
Unit Credit Value	: 2
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: M/601/3727 : Moving or handling goods manually in logistics facilities

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

Assessment Criterion - The learner can:

01.01	Identify and use sources of information relating to the goods to be moved or handled this may include Health and safety Environmental factors Special requirements
01.02	Identify any specific hazards in relation to manually handling the goods
01.03	Identify methods for manual handling
Be able to manually move or handle the goods	
02.01	Identify the goods to be moved or handled
02.02	Use suitable handling methods to move the goods safely and correctly
02.03	Position and set down the goods in the required location
02.04	Place the goods so that they can be easily identified and accessed
02.05	Recognize when assistance is required to move or handle the goods and seek help from appropriate people
Be able to identify any problems with moving or handling the goods manually and take appropriate action to deal with them	
03.01	Identify problems that can occur when moving or handling the goods manually
03.02	Show how to take appropriate action to deal with identified problems

Qualification Framework	: RQF
Title	: Wrap and pack goods in a logistics environment
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 20
Unit Credit Value	: 2
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: M/601/3730 : Wrap and pack goods in a logistics environment

Be able to prepare the goods for packing	
Assessment Criterion - The learner can:	
01.01	Identify the relevant information required for packing the goods, this may include Health, safety and security Environmental factors Special requirements
01.02	Check that the goods being packed match the specifications provided in the information
01.03	Identify the types of wrapping and packing materials to be used for packing the goods
01.04	Identify the tools and equipment to be used for packing the goods
Be able to pack the goods	
02.01	Follow instructions to schedule the packing of goods according to agreed work instructions
02.02	Show how the goods are protected from damage while they are being packed
02.03	Use the appropriate tools and equipment safely in accordance with organisational procedures
02.04	Demonstrate how the goods are packed, wrapped and sealed using the correct type and quantity of packing materials
02.05	Show how waste can be minimised
02.06	Label the packages with the correct information for further use
02.07	Dispose of waste materials correctly and promptly
Be able to identify problems with the packing of the goods at any stage	
03.01	Identify problems that can occur when wrapping and packing goods
03.02	Show how to take appropriate action to deal with identified problems

Qualification Framework	: RQF
Title	: Use equipment to move goods in logistics facilities
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 20
Unit Credit Value	: 2
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: M/601/3758 : Use equipment to move goods in logistics facilities

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

Assessment Criterion - The learner can:

01.01	Confirm with appropriate people the goods to be moved
01.02	Confirm with appropriate people how the goods are to be moved
01.03	Identify with appropriate people any equipment to be used in moving the goods
01.04	Identify with appropriate people any relevant health and safety regulations that apply to the movement of goods within the facility

Be able to follow instructions to check that the area of work is safe and secure for the movement and transfer of the goods

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

Be able to move the goods correctly and safely

03.01	Check that the equipment to be used has been prepared correctly in accordance with instructions, work requirements, operational and organisational procedures and practises
03.02	Use the correct method for handling, lifting, moving and setting down the goods safely and securely
03.03	Confirm with appropriate people the location for the positioning of the goods in accordance with work instructions
03.04	Show how to set down and position the goods in a suitable way for future use
03.05	Undertake the operation in a safe and controlled manner with due regard to the surrounding environment
03.06	Use organisational procedures for dealing with loss or damage to the goods

Be able to identify problems with moving the goods

04.01	Identify problems that can occur when moving the goods
04.02	Show how to take appropriate action to deal with identified problems

Qualification Framework	: RQF
Title	: Receive goods in a logistics environment
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 3
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: M/601/3761 : Receive goods in a logistics environment

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

Assessment Criterion - The learner can:

01.01	Identify relevant information on the goods being received, this may include the following: health, safety and security environmental factors special requirements
01.02	Confirm the goods to be received with the appropriate people
01.03	Identify any hazards or difficulties in carrying out the movement of goods and report them to the appropriate people
Be able to follow instructions to check the goods being received	
02.01	Receive the goods in line with organisational procedures
02.02	Check the goods received match the specifications provided in the information
Be able to receive the goods correctly and safely	
03.01	Check that the equipment to be used has been prepared correctly in accordance with instructions, work requirements, operational and organisational procedures and practises
03.02	Check that the area to be used for receiving the goods is clean and free from obstructions and hazards
03.03	Use the correct method for handling, lifting, moving and setting down the goods
03.04	Use the correct handling equipment for lifting, moving and setting down the goods in accordance with safety and organisational procedures and practises
03.05	Check that the goods have been unloaded safely in accordance with storage requirements
Be able to identify problems when receiving goods	
04.01	Identify problems that can occur when receiving goods
04.02	Show how to take appropriate action to deal with identified problems

Qualification Framework	: RQF
Title	: Maintain the cleanliness of equipment in logistics operations
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 10
Unit Credit Value	: 3
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: M/601/7910 : Maintain the cleanliness of equipment in logistics operations

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

Assessment Criterion - The learner can:

01.01	Explain the relevant organisational policies and procedures, in relation to inspecting and maintaining the cleanliness of equipment in logistics operations, that relate to: health, safety and security legal requirements operating requirements personal protective equipment waste disposal replenishment
01.02	Describe how to ensure the equipment is safe before routine inspection and cleaning
01.03	Explain the following, in relation to the equipment that is to be inspected and cleaned: cleaning routines methods materials
01.04	Identify problems that can occur with the inspecting and maintaining the cleanliness of the equipment
01.05	Explain appropriate action when dealing with the identified problems
be able to inspect and maintain the cleanliness of equipment in logistics operations	
02.01	Use the correct use of Personal Protective Clothing when inspecting and cleaning the equipment
02.02	Use the correct cleaning routines according to organisational procedures and the required timescales
02.03	Use the use of approved cleaning methods and materials as specified in the manufacturers instructions
be able to undertake post cleaning procedures for keeping the equipment in good working order in logistics operations	
03.01	Dispose of waste in accordance with health and safety, and operational procedures
03.02	Check that the equipment can be safely returned to operating conditions after cleaning
03.03	Store any unused cleaning materials correctly according to manufacturers instructions
03.04	Replenish used materials

Qualification Framework	: RQF
Title	: Maintain hygiene standards in handling and storing goods in a logistics environment
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 20
Unit Credit Value	: 2
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

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

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

Assessment Criterion - The learner can:

01.01	Confirm with appropriate people the following: Health safety and security Environmental factors Special requirements in relation to the goods and the storage environment
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Be able to apply high standards of personal hygiene and the correct use of appropriate clothing

02.01	Conform to the standards of personal hygiene required for the handling and storage of goods in specific storage environments
02.02	Follow instructions and wear appropriate clothing in the correct manner

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

03.01	Identify any special requirements needed to maintain the safety and quality of the goods in storage
03.02	Show how to maintain the quality of the goods in storage according to the organisational procedures and practises

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

04.01	Identify and use the correct handling methods for different types of goods
04.02	Identify and use the correct handling equipment for the goods
04.03	Dispose of waste in accordance with operational procedures

Be able to identify problems with the maintenance of hygiene standards

05.01	Identify problems that can occur when maintaining hygiene standards
05.02	Show how to take appropriate action to deal with identified problems

Qualification Framework	: RQF
Title	: Place goods in storage in logistics operations
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 16
Unit Credit Value	: 4
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: T/601/7925 : Place goods in storage in logistics operations

know how to place goods in storage logistics operations

Assessment Criterion - The learner can:

01.01	Explain the relevant organisational policies and procedures for placing the goods into storage in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • environmental factors • special requirements • storage conditions • stock rotation
01.02	Describe the different sources and types of information required for placing the goods
01.03	Describe the areas for storing different types of goods
01.04	Explain the importance of preparing storage areas before placing goods
01.05	Describe the equipment and facilities required in the area receiving goods
01.06	Explain the correct handling methods for different types of goods
01.07	Identify problems that can occur when placing goods in storage
01.08	Explain appropriate action when dealing with identified problems
be able to place goods in storage in logistics operations	
02.01	Ensure that the area is clean, tidy and clear of obstructions
02.02	Use the correct handling methods and/or equipment to place the goods into storage
02.03	Place the goods in the correct location for space utilisation, to prevent damage and meet distribution requirements
02.04	Update stock control records accurately
02.05	Communicate clearly and accurately, with appropriate people, the monitoring and storage arrangements for the goods

Qualification Framework	: RQF
Title	: Keep work areas clean in a logistics environment
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 17
Unit Credit Value	: 2
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: Y/601/3723 : Keep work areas clean in a logistics environment

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

Assessment Criterion - The learner can:

01.01	Identify the following issues for cleaning work areas in a warehousing and storage facility Health, safety and security requirements Environmental factors Special requirements
01.02	Identify suitable Personal Protective Equipment and cleaning materials to keep work area clean and tidy
01.03	Maintain personal health and hygiene standards at work
Be able to follow instructions to carry out correct cleaning procedures	
02.01	Follow instructions and use the correct Personal Protective Equipment
02.02	Use identified materials to thoroughly clean the work
02.03	Follow instructions to protect people in the work area from cleaning hazards during the cleaning process
02.04	Follow instructions to ensure that other people are not inconvenienced during the cleaning process
Be able to follow post cleaning procedures	
03.01	Dispose of any waste in accordance with organisational procedures
03.02	Return any unused cleaning materials to the correct storage area
03.03	Follow procedures to re-stock used materials
Be able to identify problems with the cleaning of work areas	
04.01	Identify problems that can occur when cleaning work areas
04.02	Show how to take appropriate action to deal with identified problems

Qualification Framework	: RQF
Title	: Operate equipment to perform work requirements in a logistics environment
Unit Level	: Level 1
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 3
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: Y/601/3754 : Operate equipment to perform work requirements in a logistics environment

Be able to confirm the work required and the appropriate equipment to undertake it	
Assessment Criterion - The learner can:	
01.01	Confirm with appropriate people the work activities that require the operation of equipment
01.02	Identify with appropriate people the equipment to be used
01.03	Confirm with appropriate people that you have completed the appropriate level of training to operate the equipment
01.04	Identify any Personal Protective Equipment to be used when operating the equipment
Be able to follow instructions to check that the appropriate equipment is available, safe to use and operational	
02.01	Check that the equipment is available for use
02.02	Check that the equipment is set up in accordance with instructions
02.03	Carry out routine checks before and after using the equipment
02.04	Follow instructions to adjust the equipment in accordance with safety and work requirements
02.05	Identify common types of defect in relation to the equipment that is to be used
Be able to operate and monitor the equipment to maintain safe operation throughout the work activity	
03.01	Use the equipment safely in accordance with work requirements, operational and organisational procedures and practises
03.02	Use the correct Personal Protective Equipment when operating the equipment
03.03	Monitor the equipment and report and/or record any defects and damage to the equipment immediately, according to instructions, operational and organisational procedures and practises
Be able to shut down the equipment and complete post operational maintenance procedures	
04.01	Shut down the equipment safely and in accordance with instructions, operational and organisational procedures and practises
04.02	Complete post operation maintenance procedures for the equipment in accordance with instructions, operational and organisational procedures and practises
Be able to identify problems with the operation of the equipment	
05.01	Identify problems that can occur when operating the equipment
05.02	Show how to take appropriate action to deal with identified problems

Qualification Framework	: RQF
Title	: Contribute to the provision of customer service in logistics operations
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 18
Unit Credit Value	: 3
SSAs	: 4.3 Transportation Operations and Maintenance, 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: Y/601/7920 : Contribute to the provision of customer service in logistics operations

know how to contribute to the provision of customer services in logistics operations

Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to: health, safety and security personal protective equipment maintaining effective customer relations personal appearance and hygiene reporting procedures and systems recording information confidentiality complaints
01.02	Describe different types of customers in relation to own organisation
01.03	Describe the importance of: promoting the organisations image positively effective communication good customer service
01.04	Identify the services available to customers in own organisation
01.05	Describe the implications of: a negative image on your organisation poor communication poor customer service
01.06	Describe: own role in dealing with customer complaints and the limits of your responsibility
01.07	Identify who to report to when you are unable to deal with a customer enquiry or request

be able to contribute to the provision of customer services in logistics operations

02.01	Follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations, that relate to: health, safety and security personal protective equipment maintaining effective customer relations personal appearance and hygiene reporting procedures and systems recording information confidentiality complaints
02.02	Develop positive relationships with customers
02.03	Ensure that own personal appearance and hygiene meet organisational policies and standards
02.04	Communicate effectively with customers
02.05	Ensure that all information available is up-to-date and accurate
02.06	Identify customer needs
02.07	Deal effectively with customer enquiries
02.08	Ensure the customer is promptly informed of any action that is taken
02.09	Maintain customer confidentiality
02.10	Update customer records accurately
02.11	Record customer enquiries and outcomes accurately using the organisations procedures and systems
02.12	Deal with customer complaints effectively

Unit Specification

Y/601/9456

Make an effective contribution to a business in the logistics sector



Qualification Framework	: RQF
Title	: Make an effective contribution to a business in the logistics sector
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 10
Unit Credit Value	: 3
SSAs	: 4.1 Engineering
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

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

know how to make an effective contribution to a business in the logistics sector

Assessment Criterion - The learner can:

01.01	Explain the relevant organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to: health, safety and security personal protective equipment your work role quality standards
01.02	Identify own reporting line and the work roles of colleagues
01.03	Describe methods for improving personal work performance
01.04	Describe methods for identifying learning needs
01.05	Explain the importance of supporting colleagues and the difference it makes to productivity
01.06	Describe how misunderstandings and conflict in working relationships may be resolved constructively

be able to make an effective contribution to a business in the logistics sector

02.01	Follow all organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to: health, safety and security personal protective clothing own work role quality standards
02.02	Communicate effectively with others
02.03	Confirm tasks, priorities and responsibilities with an appropriate person
02.04	Perform work tasks in ways that are consistent with good practice in the organisation
02.05	Ensure that: personal appearance and hygiene equipment work area are maintained in accordance with organisational requirements
02.06	Identify own learning needs from feedback obtained from appropriate people
02.07	Agree a learning plan that is realistic, with an appropriate person
02.08	Promptly action requests from others that fall within own responsibility