Qualification Specification

601/6885/7

iCQ Level 2 Certificate in Logistics Support Operations (RQF)

Qualification Details

Title	iCQ Level 2 Certificate in Logistics Support Operations (RQF)
Awarding Organisation	iCan Qualifications Limited
Fees Price List Url	https://icanqualify.net
Qualification Type	RQF
Qualification Sub Type	None
Qualification Level	Level 2
Qualification Sub Level	None
EQF Level	Level 3
Regulation Start Date	28-Jul-2015
Operational Start Date	01-Aug-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	4.3 Transportation Operations and Maintenance
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	23
Min Credits at/above Level	23
Minimum Guided Learning Hours	104
Maximum Guided Learning Hours	140
Diploma Guided Learning Hours	0
Barring Classification Code	ZZZZ
Overall Grading Type	Pass
Assessment Methods	Portfolio of Evidence
Structure Requirements	To achieve this qualification, learners must achieve a minimum of 23 credits. Learners must achieve 13 credits from the 4 mandatory units in Group A, a minimum of 5 credits from 3 units in Group B, a minimum of 4 credits from 2 units in Group C and a minimum of 1 credit from 1 unit in Group D.
Age Ranges	Pre-16 : No; 16-18 : Yes; 18+ : No; 19+ : Yes

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Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
OG) Overarching Group	**Yes**	0	4	4	23	0
A) Mandatory Units	**Yes**	4	4	4	13	13
B) Optional units B	**Yes**	13	3	0	5	0
C) Optional units C	**Yes**	12	2	0	4	0
D) Optional units D	**Yes**	9	1	0	1	0

Group A Mandatory Units

URN	Title	Level	GLH	Credit
H/601/7919	Develop effective working relationships with colleagues in logistics operations	2	15	4
K/502/1072	Health, Safety and Security at work	2	20	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

Group B Optional units B

URN	Title	Level	GLH	Credit
A/601/9451	Obtain information on the collection and/or delivery of loads	2	10	2
D/601/9457	Plan the route and timings for the collection and delivery of goods	3	30	6
F/601/7913	Keep work areas clean in logistics operations	2	10	3
F/601/7930	Process orders for customers in logistics operations	2	10	3
H/600/6578	Principles of food safety in logistics	2	9	1
J/601/7928	Maintain the safety and security of hazardous goods and materials in logistics operations	3	30	6
K/601/7923	Receive goods in logistics operations	2	15	3
L/601/7929	Maintain hygiene standards in handling and storing goods in logistics operations	2	16	3
M/601/7910	Maintain the cleanliness of equipment in logistics operations	2	10	3
M/601/9463	Dealing with payment transactions in logistics operations	2	10	2
R/601/7916	Pick goods in logistics operations	2	15	3
R/601/7933	Sort goods and materials for recycling or disposal in logistics operations	2	10	3
Y/601/7917	Wrap and pack goods in logistics operations	2	12	3

Group C Optional units C

URN	Title	Level	GLH	Credit
D/602/2861	Load the van correctly	2	30	5
F/602/2769	Load the articulated or draw bar vehicle correctly	2	30	5
H/602/2845	Load the rigid vehicle correctly	2	30	5
J/602/2739	Protect the articulated or draw bar vehicle and the load	2	15	2
J/602/2773	Unload the articulated or draw bar vehicle correctly	2	20	3
K/602/2832	Prepare the rigid vehicle for driving	2	10	2
K/602/2846	Protect the van and the load	2	15	2
M/602/2833	Protect the rigid vehicle and the load	2	15	2
M/602/2864	Unload the van correctly	2	20	3
R/602/2842	Prepare the van for driving	2	10	2
T/602/2722	Prepare the articulated or draw bar vehicle for driving	2	10	2
T/602/2851	Unload the rigid vehicle correctly	2	20	3

Group D Optional units D

URN	Title	Level	GLH	Credit
A/601/8994	Use a forklift side-loader in logistics operations	2	2	1
F/601/8995	Use a compact crane in logistics operations	2	2	1
F/602/2741	Operate and monitor the articulated or draw bar vehicle systems	2	16	3
F/602/2836	Operate and monitor the rigid vehicle systems	2	16	3
H/601/7922	Use equipment to move goods in logistics operations	2	18	3
J/601/7914	Moving and/or handling goods in logistics operations	2	15	4
M/601/8992	Use an industrial forklift truck in logistics operations	2	2	1
M/602/2847	Operate and monitor the van systems	2	16	3
T/601/8993	Use a hoist in logistics operations	2	2	1

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	: Health, Safety and Security at work
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 20
Unit Credit Value	: 3
SSAs	: 4.2 Manufacturing Technologies
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance. Assessment should be in the work place as much as possible

Unit: K/502/1072 : Health, Safety and Security at work

Be able to work safely	
Assessment Criterion - The learner can:	
01.01	Take appropriate action in the event of fire, emergencies or accidents
01.02	Identify where alarms, emergency exits, escape routes, emergency equipment and assembly points are located
01.03	Demonstrate safe and appropriate use of emergency equipment
01.04	Distinguish between different alarm sounds
01.05	Comply with equipment operating procedures and manufacturers instructions
01.06	Demonstrate safe handling and lifting techniques
01.07	Demonstrate correct use and maintenance of any protective clothing and/or equipment
01.08	Comply with personal responsibilities under the Health & Safety at Work Act / COSHH
01.09	Identify who the nominated first aiders are
Be able to monitor the workplace for hazards	
02.01	Identify hazardous substances that are used in the workplace and demonstrate methods of making them safe or reducing their danger in the event of an accident
02.02	Identify hazards posed by machinery that is used in the workplace and demonstrate methods of making safe or reducing their danger in the event of an accident
02.03	Demonstrate how to handle and store hazardous substances including debris
02.04	Demonstrate how to store materials and equipment
02.05	Explain what the most likely accidents and emergencies in the workplace are and how to deal with them
02.06	Comply with personal responsibilities under the COSHH (Control of Substances Hazardous to Health)
Be able to contribute to workplace security	
03.01	Outline and comply with the organisations rules, codes, guidelines and standards relating to security
03.02	Explain how to deal with loss of property

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

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

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

Qualification Framework	: RQF
Title	: Obtain information on the collection and/or delivery of loads
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 10
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/601/9451 : Obtain information on the collection and/or delivery of loads

Know how to obtain information on the collection and/or delivery of loads	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to obtaining information on the collection and/or delivery of the load, that relate to: health, safety and security legal requirements operating requirements monitoring requirements
01.02	Explain the required information on the load to include: the type of information for the load where the information can be found destination and schedule and any recent information that could affect the destination and schedule requirements for loading and unloading requirements for collections
01.03	Identify problems that can occur when obtaining information on the collection and/or delivery of loads
01.04	Explain the appropriate action to take, in order to deal with identified problems
Be able to obtain information on the collection and/or delivery of loads	
02.01	Follow all organisational policies and procedures, in relation to obtaining information on the collection and/or delivery of the load, that relate to: health, safety and security legal requirements operating requirements monitoring requirements
02.02	Collect information on the load to include: the details of the load destination and schedule requirements for loading and unloading requirements for collections and/or deliveries
02.03	Assess any relevant information that could affect the destination and schedule
02.04	Communicate effectively with others in relation to the collection and/or delivery of the load
02.05	Assess the suitability of the vehicle for the load

Qualification Framework	: RQF
Title	: Plan the route and timings for the collection and delivery of goods
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 6
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: D/601/9457 : Plan the route and timings for the collection and delivery of goods

Know how to plan the route and timings for the collection and delivery of loads	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to planning the route and timings for the collection and delivery of loads, that relate to: health, safety and security personal protective equipment legal requirements operating requirements
01.02	Explain how to use route planning resources
01.03	Explain the impact that the following factors have on route planning restrictions on the load vehicle dimensions and weight requirements to plan alternative routes road restrictions on selected route load restrictions on selected route journey times facilities at stopping points estimation of driving distances effective use of driving time legislation in relation to drivers hours
01.04	Describe the implications for the vehicle and load on the selection of particular routes
01.05	Identify problems that can occur when planning the route and timings for the collection and delivery of goods
01.06	Explain the appropriate action to take, in order to deal with identified problems
Be able to plan the route and timings for the collection and delivery of loads	
02.01	Follow all organisational policies and procedures, in relation to planning the route and timings for the collection and delivery of loads, that relate to health, safety and security personal protective equipment legal requirements operating requirements
02.02	Collect all relevant information on the: destination route schedule driving distances times vehicle load restrictions facilities at stopping points
02.03	Use relevant route planning resources
02.04	Identify the major and minor roads for reaching the destination
02.05	Plan alternative routes to ensure effective use of driving time
02.06	Estimate driving distances and time required to achieve schedule

Qualification Framework	: RQF
Title	: Keep work areas clean 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/601/7913 : Keep work areas clean in logistics operations

know the requirements relating to the cleaning of work areas in logistics operations	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures for cleaning work areas in logistics operations, that relate to: health, safety and security environmental factors legal requirements operating requirements personal protective equipment personal health and hygiene standards replenishment waste disposal
01.02	Describe different procedures to maintain cleanliness in different work areas
01.03	Explain the importance of keeping the workplace clean and tidy for health and safety purposes
01.04	Identify problems that can occur when maintaining the cleanliness of work areas
01.05	Explain appropriate action when dealing with the identified problems
be able to carry out correct cleaning procedures in logistics operations	
02.01	Use Personal Protective Equipment correctly
02.02	Clean the work area thoroughly using the correct cleaning materials
02.03	Protect people in the work area from cleaning hazards during the cleaning process
02.04	Use the correct signage during the cleaning process
02.05	Follow operational procedures to ensure that other people are not inconvenienced during the cleaning process
be able to follow post cleaning procedures in logistics operations	
03.01	Dispose of any waste in accordance with organisational procedures
03.02	Ensure any unused cleaning materials are stored correctly according to manufacturers instructions
03.03	Replenish used materials

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: • 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	: Principles of food safety in logistics
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 9
Unit Credit Value	: 1
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: H/600/6578 : Principles of food safety in logistics

Understand how individuals must take responsibility for food safety	
Assessment Criterion - The learner can:	
01.01	Outline the roles and responsibilities in an organisations food safety procedures.
01.02	Describe how to report and record food safety hazards and illnesses.
01.03	Outline the legal responsibilities of drivers and warehouse staff with regard to keeping food safe.
Understand how to keep him/herself clean and hygienic	
02.01	Explain the importance of personal hygiene in contributing to overall food safety.
02.02	Describe effective personal hygiene practices, for example, protective clothing, hand washing, personal illnesses, cuts and wounds and avoiding unsafe behaviour.
Understand how to keep storage areas and vehicles clean.	
03.01	Explain how to keep storage areas and vehicles clean and tidy through the effective use of cleaning methods and equipment.
03.02	State how to use and store chemicals safely to avoid contamination.
03.03	Outline the importance of pest control
Understand how to keep food safe	
04.01	State the risks to food and food packaging in transit, storage and at delivery from microbial, chemical, physical and allergenic hazards.
04.02	Describe food safety procedures for delivery, storage, date marking and stock rotation
04.03	Explain the importance of food and environmental temperature controls
04.04	State why accurate records should be kept of food that is delivered or returned
04.05	State the reasons why food may be returned
04.06	State the controls to needed to maintain food safety in the event of controls not being met
04.07	State the corrective actions that are required to reduce the risk of food contamination when controls are not met

Qualification Framework	: RQF
Title	: Maintain the safety and security of hazardous goods and materials in logistics operations
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 6
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: J/601/7928 : Maintain the safety and security of hazardous goods and materials in logistics operations

know how to maintain the safety and security of hazardous goods and materials in logistics operations	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures for maintaining the safety and security of hazardous goods and materials in logistics operations, that relate to: • health, safety and security • personal protective equipment • environmental factors • special requirements • storage conditions • monitoring systems
01.02	Explain the appropriate action to take in an emergency
01.03	Explain the meaning of different hazardous markings and areas
01.04	Describe storage and distribution requirements for the hazardous goods and materials including any precautions that must be taken
01.05	Explain the use of equipment that can be used when maintaining the safety and security of hazardous goods and materials
01.06	Identify problems that can occur when maintaining the safety and security of hazardous goods and materials
01.07	Explain appropriate action when dealing with identified problems
be able to maintain the safety and security of hazardous goods and materials in logistics operations	
02.01	Obtain all relevant information on the hazardous goods and materials
02.02	Demonstrate that the correct precautions have been undertaken in accordance with health and safety and organisational polices and procedures
02.03	Monitor the condition of the hazardous goods and materials in accordance with manufacturers instructions and organisational polices and procedures
02.04	Manoeuvre the hazardous goods and materials safely with the appropriate equipment according to agreed procedures

Qualification Framework	: RQF
Title	: Receive 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: K/601/7923 : Receive goods in logistics operations

know how to receive goods in logistics operations	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures on the goods being received in logistics operations, that relate to: • health, safety and security • environmental factors • special requirements • operational requirements • stock control
01.02	Describe the different sources and types of information required for receiving the goods
01.03	Describe the equipment and facilities required in the area receiving goods
01.04	Explain the correct handling methods for different types of goods
01.05	Explain the correct procedures for unloading vehicles
01.06	Identify problems that can occur when receiving goods
01.07	Explain appropriate action when dealing with identified problems
be able to receive goods in logistics operations	
02.01	Check the goods received match the specifications provided in the information
02.02	Check that any equipment to be used has been prepared correctly in accordance with manufacturers instructions, work requirements, operational and organisational procedures and practises
02.03	Check that the area to be used for receiving the goods is clean and free from obstructions and hazards
02.04	Demonstrate the correct method for handling, moving and setting down the goods
02.05	Use the correct handling equipment for lifting, moving and setting down the goods in accordance with organisational procedures and practices
02.06	Check the goods have been unloaded safely in accordance with storage requirements
02.07	Complete all required documentation accurately

Qualification Framework	: RQF
Title	: Maintain hygiene standards in handling and storing goods in logistics operations
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 16
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/601/7929 : Maintain hygiene standards in handling and storing goods in logistics operations

know how to maintain hygiene standards when handling and storing goods in logistics operations	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures for maintaining hygiene standards in handling and storing goods in logistics operations, that relate to: health, safety and security protective clothing personal hygiene environmental factors special requirements waste disposal
01.02	Identify problems that can occur when maintaining hygiene standards when handling and storing goods
01.03	Explain appropriate action when dealing with identified problems
be able to maintain standards of hygiene when handling and storing goods in logistics operations	
02.01	Maintain standards of personal hygiene required for the handling and storage of goods in specific storage environments
02.02	Use the correct protective clothing in relation to the goods and the storage environment
02.03	Apply the hygiene standards required to maintain the quality and condition of the goods and the storage environment
02.04	Handle the goods using the correct handling methods and equipment
02.05	Dispose of waste in accordance with organisational policies and procedures

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	: Dealing with payment transactions in logistics operations
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 10
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/601/9463 : Dealing with payment transactions in logistics operations

Know how to deal with payment transactions	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to payments, that relate to: health, safety and security legal requirements operating requirements
01.02	Explain the required information on: the collection of payments methods for carrying payments
01.03	Identify problems that can occur when dealing with payment transactions
01.04	Explain the appropriate action to take, in order to deal with identified problems
Be able to deal with payment transactions	
02.01	Follow all organisational policies and procedures, in relation to payments, that relate to: health, safety and security legal requirements operating requirements
02.02	Obtain all relevant documentation required for the payment
02.03	Confirm the goods for which payment is required, the amount involved, and the payment method
02.04	Ensure there is adequate provision for collecting and carrying payments in a safe and secure manner
02.05	Collect the payments on delivery of goods and confirm the amount received is correct
02.06	Record and issue a receipt for the payment
02.07	Secure payments in a designated place, in accordance with organisational operating procedures
02.08	Reconcile payments received with the documentation and payments collected
02.09	Deposit completed documentation and payments with relevant person or to the relevant place
02.10	Record and report any discrepancies promptly to relevant person(s)

Qualification Framework	: RQF
Title	: Pick 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: R/601/7916 : Pick goods in logistics operations

know how to pick goods in logistics operations	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures picking goods in logistics operations that relate to: • health, safety and security requirements • environmental factors • special requirements • personal protective equipment • picking methods
01.02	Identify any specific hazards in relation to moving and handling the goods
01.03	Describe the types of equipment that can be used to pick the goods
01.04	Describe the correct handling methods for the goods
01.05	Describe the roles and responsibilities of colleagues in relation to picking goods
01.06	Identify problems that can occur when picking and handling the goods
01.07	Explain appropriate action when dealing with identified problems
be able to pick the goods in logistics operations	
02.01	Locate the goods to be picked
02.02	Apply correct picking methods/equipment 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 prepare the goods for assembling orders in logistics operations	
03.01	Place the goods into the appropriate location, receptacle 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

Qualification Framework	: RQF
Title	: Sort goods and materials for recycling or disposal 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: R/601/7933 : Sort goods and materials for recycling or disposal in logistics operations

know how to sort goods and materials for recycling or disposal in logistics operations	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures for sorting goods and materials for recycling and disposal in logistics operations, that relate to: health, safety and security personal protective equipment environmental factors special requirements waste management roles and responsibilities of colleagues
01.02	Explain the types of goods and materials that are suitable for recycling and those that are not
01.03	Identify problems that can occur when sorting goods for recycling or disposal
01.04	Explain appropriate action when dealing with identified problems
be able to sort the goods and materials for recycling or disposal in logistics operations	
02.01	Undertake initial checks to determine the suitability of the goods and materials for recycling or disposal
02.02	Sort the goods and materials correctly
02.03	Remove any parts of the goods and materials that are not suitable for recycling and dispose of them correctly
02.04	Handle the goods and materials using the correct handling methods and equipment
02.05	Position the goods or materials suitable for recycling or disposal into the correct locations
02.06	Prepare the goods or materials for further processing according to the organisations specifications for recycling or disposal

Qualification Framework	: RQF
Title	: Wrap and pack goods in logistics operations
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 12
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/601/7917 : Wrap and pack goods in logistics operations

know how to prepare the goods for wrapping and packing in logistics operations	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures for packing the goods in logistics operations that relate to: • health, safety and security requirements • environmental factors • special requirements • personal protective equipment • waste minimisation and disposal
01.02	Describe the types of wrapping and packing materials to be used for packing the goods
01.03	Describe the tools and equipment to be used for packing the goods
01.04	Describe the roles and responsibilities of colleagues in relation to packing the goods
01.05	Identify problems that can occur when wrapping and packing the goods
01.06	Explain appropriate action when dealing with identified problems
be able to wrap and pack the goods in logistics operations	
02.01	Check that the goods being packed match the specifications provided in the information
02.02	Comply with all health, safety and security issues relating to wrapping and packing the goods
02.03	Schedule the packing of the goods according to agreed work instructions
02.04	Protect goods from damage while they are being packed
02.05	Use the appropriate tools and equipment safely in accordance with organisational procedures
02.06	Pack, wrap and seal goods using the correct type and quantity of packing materials
02.07	Minimise waste
02.08	Label the packages with the correct information for further use
02.09	Dispose of waste materials correctly and promptly

Qualification Framework	: RQF
Title	: Load the van correctly
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 5
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: D/602/2861 : Load the van correctly

Know how to load the van correctly	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to ensuring the van is loaded correctly, that relate to: health, safety and security personal protective equipment legal requirements operating requirements monitoring requirements handling methods
01.02	Explain the required information to include: suitability of the van for the load load restrictions loading and delivery sequences how to distribute the load when and how to re-distribute the load correct securing of the load use of correct restraints why, how and where to check axle weights
01.03	Explain how to prepare the van for loading
01.04	Identify problems that can occur when loading the van correctly
01.05	Explain the appropriate action to take, in order to deal with identified problems
Be able to load the van correctly	
02.01	Follow all organisational policies and procedures, in relation to ensuring the van is loaded correctly, that relate to: health, safety and security personal protective equipment legal requirements operating requirements monitoring requirements
02.02	Communicate effectively with others
02.03	Ensure that the van and load are compatible
02.04	Ensure that the van is ready to receive the load
02.05	Ensure the loading area is suitable and safe
02.06	Manoeuvre the van into a suitable position for loading
02.07	Load the van in the appropriate manner, using the correct handling methods, for the type of load and delivery sequence
02.08	Secure the load with the correct restraints
02.09	Secure any loose materials, restraints, and ancillary equipment so that they cannot shift or come loose during transportation

Qualification Framework	: RQF
Title	: Load the articulated or draw bar vehicle correctly
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 5
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: F/602/2769 : Load the articulated or draw bar vehicle correctly

know how to load the articulated or draw bar vehicle correctly	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to ensuring the articulated or draw bar vehicle is loaded correctly, that relate to: health, safety and security personal protective equipment legal requirements operating requirements monitoring requirements handling methods
01.02	Explain the required information to include: suitability of the articulated or draw bar vehicle for the load load restrictions loading and delivery sequences how to distribute the load when and how to re-distribute the load correct securing of the load use of correct restraints why, how and where to check axle weights
01.03	Explain how to prepare the articulated or draw bar vehicle for loading
01.04	Identify problems that can occur when loading the articulated or draw bar vehicle correctly
01.05	Explain the appropriate action to take, in order to deal with identified problems
be able to load the articulated or draw bar vehicle correctly	
02.01	Follow all organisational policies and procedures, in relation to ensuring the articulated or draw bar vehicle is loaded correctly, that relate to: health, safety and security personal protective equipment legal requirements operating requirements monitoring requirements
02.02	Communicate effectively with others
02.03	Ensure that the articulated or draw bar vehicle and load are compatible
02.04	Ensure that the articulated or draw bar vehicle is ready to receive the load
02.05	Ensure the loading area is suitable and safe
02.06	Manoeuvre the articulated or draw bar vehicle into a suitable position for loading
02.07	Load the articulated or draw bar vehicle in the appropriate manner, using the correct handling methods, for the type of load and delivery sequence
02.08	Secure the load with the correct restraints
02.09	Secure any loose materials, restraints, and ancillary equipment so that they cannot shift or come loose during transportation

Qualification Framework	: RQF
Title	: Load the rigid vehicle correctly
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 5
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: H/602/2845 : Load the rigid vehicle correctly

know how to load the rigid vehicle correctly	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to ensuring the rigid vehicle is loaded correctly, that relate to: health, safety and security personal protective equipment legal requirements operating requirements monitoring requirements handling methods
01.02	Explain the required information to include: suitability of the rigid vehicle for the load load restrictions loading and delivery sequences how to distribute the load when and how to re-distribute the load correct securing of the load use of correct restraints why, how and where to check axle weights
01.03	Explain how to prepare the rigid vehicle for loading
01.04	Identify problems that can occur when loading the rigid vehicle correctly
01.05	Explain the appropriate action to take, in order to deal with identified problems
be able to load the rigid vehicle correctly	
02.01	Follow all organisational policies and procedures, in relation to ensuring the rigid vehicle is loaded correctly, that relate to: health, safety and security personal protective equipment legal requirements operating requirements monitoring requirements
02.02	Communicate effectively with others
02.03	Ensure that the rigid vehicle and load are compatible
02.04	Ensure that the rigid vehicle is ready to receive the load
02.05	Ensure the loading area is suitable and safe
02.06	Manoeuvre the rigid vehicle into a suitable position for loading
02.07	Load the rigid vehicle in the appropriate manner, using the correct handling methods, for the type of load and delivery sequence
02.08	Secure the load with the correct restraints
02.09	Secure any loose materials, restraints, and ancillary equipment so that they cannot shift or come loose during transportation

Qualification Framework	: RQF
Title	: Protect the articulated or draw bar vehicle and the load
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 15
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: J/602/2739 : Protect the articulated or draw bar vehicle and the load

know how to protect the articulated or draw bar vehicle and the load	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to protecting the articulated or draw bar vehicle and load, that relate to: health, safety and security legal requirements operating requirements different locations changes in condition of the load theft or damage
01.02	Describe how to identify damage or deterioration in the condition of the load
01.03	Explain different methods for protecting the articulated or draw bar vehicles load
01.04	Describe the risks associated with protecting the articulated or draw bar vehicle and load at different locations
01.05	Explain the security checks that are required to protect the articulated or draw bar vehicle and the load
01.06	Identify problems that can occur when protecting the articulated or draw bar vehicle and its load
01.07	Explain the appropriate action to take, in order to deal with identified problems
be able to protect the articulated or draw bar vehicle and the load	
02.01	Follow all organisational policies and procedures, in relation to protecting the articulated or draw bar vehicle and load, that relate to: health, safety and security legal requirements operating requirements different locations theft damage reporting procedures
02.02	Carry out security checks
02.03	Demonstrate how to report any change in the condition of the load according to organisational procedures

Qualification Framework	: RQF
Title	: Unload the articulated or draw bar vehicle correctly
Unit Level	: Level 2
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: J/602/2773 : Unload the articulated or draw bar vehicle correctly

know how to unload the articulated or draw bar vehicle correctly	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to ensuring the articulated or draw bar vehicle is unloaded correctly, that relate to: health, safety and security personal protective clothing legal requirements operating requirements monitoring requirements handling methods
01.02	Explain the required information to include: the person responsible for receiving the load how the articulated or draw bar vehicle should be prepared for unloading and delivery when and how to re-distribute the load the appropriate equipment for moving the load proof of delivery procedures or systems
01.03	Explain how to prepare the articulated or draw bar vehicle for unloading
01.04	Identify problems that can occur when unloading the articulated or draw bar vehicle correctly
01.05	Explain the appropriate action to take, in order to deal with identified problems
be able to unload the articulated or draw bar vehicle correctly	
02.01	Follow all organisational policies and procedures, in relation to ensuring the articulated or draw bar vehicle is unloaded correctly, that relate to: health, safety and security personal protective equipment legal requirements operating requirements monitoring requirements
02.02	Communicate effectively with others
02.03	Identify the person responsible for receiving the load
02.04	Manoeuvre the articulated or draw bar vehicle into a safe and suitable position for unloading
02.05	Prepare the articulated or draw bar vehicle correctly for unloading
02.06	Demonstrate how to properly plan for unloading the articulated or draw bar vehicle
02.07	Correctly identify the part of the load to be unloaded
02.08	Use the correct handling method to move the load
02.09	Follow the correct proof of delivery procedures

Qualification Framework	: RQF
Title	: Prepare the rigid vehicle for driving
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 10
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: K/602/2832 : Prepare the rigid vehicle for driving

know how to prepare the rigid vehicle for driving	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to preparing the rigid vehicle for driving, that relate to: health, safety and security legal requirements operating requirements
01.02	Explain how to check that the rigid vehicle has sufficient fuel, additives and water
01.03	Explain the operation of the rigid vehicle instruments and controls to include: How to check the vehicle systems How to check instruments, controls, gauges and vehicle systems Indications of electrical or mechanical problems
01.04	Explain the responsibilities of the driver for the rigid vehicle and the load
01.05	Explain the organisational procedures for reporting defects including information on previously reported problems with the rigid vehicle
01.06	Explain how to obtain information on previously reported problems with the rigid vehicle
01.07	Explain which person(s) is officially responsible for releasing the rigid vehicle
01.08	Identify problems that can occur when preparing the rigid vehicle for driving
01.09	Explain the appropriate action to take, in order to deal with identified problems
1 be able to prepare the rigid vehicle for driving	
02.01	Follow all organisational policies and procedures, in relation to preparing the rigid vehicle for driving, that relate to: health, safety and security legal requirements operating requirements
02.02	Check the vehicle and vehicle systems to ensure the rigid vehicle is legal and roadworthy
02.03	Carry out adjustments to the: steering wheel mirrors seat for optimum control, observation and comfort
02.04	Check the rigid vehicle has sufficient: fuel additives oil water
02.05	Check that any ancillary equipment is in working order
02.06	Demonstrate that all documentation your organisation requires is with the rigid vehicle

Qualification Framework	: RQF
Title	: Protect the van and the load
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 15
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: K/602/2846 : Protect the van and the load

Know how to protect the van and the load	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to protecting the van and load, that relate to: health, safety and security legal requirements operating requirements different locations changes in condition of the load theft or damage
01.02	Describe how to identify damage or deterioration in the condition of the load
01.03	Explain different methods for protecting the vans load
01.04	Describe the risks associated with protecting the van and load at different locations
01.05	Explain the security checks that are required to protect the van and the load
01.06	Identify problems that can occur when protecting the van and its load
01.07	Explain the appropriate action to take, in order to deal with identified problems
Be able to protect the van and the load	
02.01	Follow all organisational policies and procedures, in relation to protecting the van and load, that relate to: health, safety and security legal requirements operating requirements different locations theft damage reporting procedures
02.02	Carry out security checks
02.03	Demonstrate how to report any change in the condition of the load according to organisational procedures

Qualification Framework	: RQF
Title	: Protect the rigid vehicle and the load
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 15
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/602/2833 : Protect the rigid vehicle and the load

know how to protect the rigid vehicle and the load	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to protecting the rigid vehicle and load, that relate to: health, safety and security legal requirements operating requirements different locations changes in condition of the load theft or damage
01.02	Describe how to identify damage or deterioration in the condition of the load
01.03	Explain different methods for protecting the rigid vehicles load
01.04	Describe the risks associated with protecting the rigid vehicle and load at different locations
01.05	Explain the security checks that are required to protect the rigid vehicle and the load
01.06	Identify problems that can occur when protecting the rigid vehicle and its load
01.07	Explain the appropriate action to take, in order to deal with identified problems
be able to protect the rigid vehicle and the load	
02.01	Follow all organisational policies and procedures, in relation to protecting the rigid vehicle and load, that relate to: health, safety and security legal requirements operating requirements different locations theft damage reporting procedures
02.02	Carry out security checks
02.03	Demonstrate how to report any change in the condition of the load according to organisational procedures

Qualification Framework	: RQF
Title	: Unload the van correctly
Unit Level	: Level 2
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: M/602/2864 : Unload the van correctly

Know how to unload the van correctly	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to ensuring the van is unloaded correctly, that relate to: health, safety and security personal protective clothing legal requirements operating requirements monitoring requirements handling methods
01.02	Explain the required information to include: the person responsible for receiving the load how the van should be prepared for unloading and delivery when and how to re-distribute the load the appropriate equipment for moving the load proof of delivery procedures or systems
01.03	Explain how to prepare the van for unloading
01.04	Identify problems that can occur when unloading the van correctly
01.05	Explain the appropriate action to take, in order to deal with identified problems
Be able to unload the van correctly	
02.01	Follow all organisational policies and procedures, in relation to ensuring the van is unloaded correctly, that relate to: health, safety and security personal protective equipment legal requirements operating requirements monitoring requirements
02.02	Communicate effectively with others
02.03	Identify the person responsible for receiving the load
02.04	Manoeuvre the van into a safe and suitable position for unloading
02.05	Prepare the van correctly for unloading
02.06	Demonstrate how to properly plan for unloading the van
02.07	Correctly identify the part of the load to be unloaded
02.08	Use the correct handling method to move the load
02.09	Follow the correct proof of delivery procedures

Qualification Framework	: RQF
Title	: Prepare the van for driving
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 10
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: R/602/2842 : Prepare the van for driving

Know how to prepare the van for driving	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to preparing the van for driving, that relate to: health, safety and security legal requirements operating requirements
01.02	Explain how to check that the van has sufficient fuel, additives and water
01.03	Explain the operation of the van instruments and controls to include: How to check the vehicle systems How to check instruments, controls, gauges and vehicle systems Indications of electrical or mechanical problems
01.04	Explain the responsibilities of the driver for the van and the load
01.05	Explain the organisational procedures for reporting defects including information on previously reported problems with the van
01.06	Explain how to obtain information on previously reported problems with the van
01.07	Explain which person(s) is officially responsible for releasing the van
01.08	Identify problems that can occur when preparing the van for driving
01.09	Explain the appropriate action to take, in order to deal with identified problems
1 Be able to prepare the van for driving	
02.01	Follow all organisational policies and procedures, in relation to preparing the van for driving, that relate to: health, safety and security legal requirements operating requirements
02.02	Check the vehicle and vehicle systems to ensure the van is legal and roadworthy
02.03	Carry out adjustments to the: steering wheel mirrors seat for optimum control, observation and comfort
02.04	Check the van has sufficient: fuel additives oil water
02.05	Check that any ancillary equipment is in working order
02.06	Demonstrate that all documentation your organisation requires is with the van

Qualification Framework	: RQF
Title	: Prepare the articulated or draw bar vehicle for driving
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 10
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/602/2722 : Prepare the articulated or draw bar vehicle for driving

know how to prepare the articulated or draw bar vehicle for driving	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to preparing the articulated or draw bar vehicle for driving, that relate to: health, safety and security legal requirements operating requirements
01.02	Explain how to check that the articulated or draw bar vehicle has sufficient fuel, additives and water
01.03	Explain the operation of the articulated or draw bar vehicle instruments and controls to include: How to check the vehicle systems How to check instruments, controls, gauges and vehicle systems Indications of electrical or mechanical problems
01.04	Explain the responsibilities of the driver for the articulated or draw bar vehicle and the load
01.05	Explain the organisational procedures for reporting defects including information on previously reported problems with the articulated or draw bar vehicle
01.06	Explain how to obtain information on previously reported problems with the articulated or draw bar vehicle
01.07	Explain which person(s) is officially responsible for releasing the articulated or draw bar vehicle
01.08	Identify problems that can occur when preparing the articulated or draw bar vehicle for driving
01.09	Explain the appropriate action to take, in order to deal with identified problems
be able to prepare the articulated or draw bar vehicle for driving	
02.01	Follow all organisational policies and procedures, in relation to preparing the articulated or draw bar vehicle for driving, that relate to: health, safety and security legal requirements operating requirements
02.02	Check the vehicle and vehicle systems to ensure the articulated or draw bar vehicle is legal and roadworthy
02.03	Carry out adjustments to the: steering wheel mirrors seat for optimum control, observation and comfort
02.04	Check the articulated or draw bar vehicle has sufficient: fuel additives oil water
02.05	Check that any ancillary equipment is in working order
02.06	Demonstrate that all documentation your organisation requires is with the articulated or draw bar vehicle

Qualification Framework	: RQF
Title	: Unload the rigid vehicle correctly
Unit Level	: Level 2
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: T/602/2851 : Unload the rigid vehicle correctly

know how to unload the rigid vehicle correctly	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to ensuring the rigid vehicle is unloaded correctly, that relate to: health, safety and security personal protective clothing legal requirements operating requirements monitoring requirements handling methods
01.02	Explain the required information to include: the person responsible for receiving the load how the rigid vehicle should be prepared for unloading and delivery when and how to re-distribute the load the appropriate equipment for moving the load proof of delivery procedures or systems
01.03	Explain how to prepare the rigid vehicle for unloading
01.04	Identify problems that can occur when unloading the rigid vehicle correctly
01.05	Explain the appropriate action to take, in order to deal with identified problems
be able to unload the rigid vehicle correctly	
02.01	Follow all organisational policies and procedures, in relation to ensuring the rigid vehicle is unloaded correctly, that relate to: health, safety and security personal protective equipment legal requirements operating requirements monitoring requirements
02.02	Communicate effectively with others
02.03	Identify the person responsible for receiving the load
02.04	Manoeuvre the rigid vehicle into a safe and suitable position for unloading
02.05	Prepare the rigid vehicle correctly for unloading
02.06	Demonstrate how to properly plan for unloading the rigid vehicle
02.07	Correctly identify the part of the load to be unloaded
02.08	Use the correct handling method to move the load
02.09	Follow the correct proof of delivery procedures

Qualification Framework	: RQF
Title	: Use a forklift side-loader in logistics operations
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 2
Unit Credit Value	: 1
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: A/601/8994 : Use a forklift side-loader in logistics operations

Know how to prepare a forklift side-loader in logistics operations	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures in relation to using a forklift side-loader, that relate to: • health, safety and security • legal requirements • operating requirements • personal protective equipment • reporting defects
01.02	Describe how to carry out all manufacturers pre-start, checks
01.03	Explain the operation of the vehicle instruments and controls
01.04	Describe how to prepare the forklift side-loader for each lift
01.05	Explain the observations required to ensure the safety of self and others
01.06	Identify problems that can occur when preparing the forklift side-loader for work
01.07	Explain appropriate action when dealing with the identified problems
Use a forklift side-loader in logistics operations	
02.01	Use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations
02.02	Carry out all manufacturers pre-start, checks
02.03	Manoeuvre the forklift side-loader safely and include: • the appropriate use of signals • using the appropriate speed for the forklift side-loader and manoeuvre • monitoring the actions of others • ensuring there is no damage to the forklift side-loader and surrounding environment • ensuring the vehicle is in a suitable position for the required activities
02.04	Stack goods using the forklift side-loader
02.05	De-stack goods using the forklift side-loader
02.06	Carry out shut down, isolation and securing procedures
02.07	Carry out all manufacturers post operational checks

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

Unit: F/601/8995 : Use a compact crane in logistics operations

Know how to prepare a crane	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures in relation to using a compact crane in logistics operations that relate to: • health safety and security • legal requirements • operating requirements • personal protective equipment • reporting defects
01.02	Describe how to carry out all manufacturers pre-start, checks
01.03	Explain the operation of the instruments and controls
01.04	Identify problems that can occur when using a compact crane
01.05	Explain appropriate action when dealing with identified problems
Use a compact crane in logistics operations	
02.01	Use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations
02.02	Carry out all manufacturers pre-start, checks
02.03	Use the compact crane safely and correctly
02.04	Carry out shut down, isolation and securing procedures
02.05	Carry out all manufacturers post operational checks

Qualification Framework	: RQF
Title	: Operate and monitor the articulated or draw bar vehicle systems
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 16
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/602/2741 : Operate and monitor the articulated or draw bar vehicle systems

know how to operate and monitor the articulated or draw bar vehicle systems	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, that relate to: health, safety and security legal requirements articulated or draw bar vehicle operating systems articulated or draw bar vehicle monitoring systems
01.02	Describe the purposes and functions of the articulated or draw bar vehicles instruments
01.03	Explain the articulated or draw bar vehicle requirements for: fuel additives oil water
01.04	Identify problems that can occur when operating and monitoring the articulated or draw bar vehicle systems
01.05	Explain the appropriate action to take, in order to deal with identified problems
be able to operate and monitor the articulated or draw bar vehicle systems	
02.01	Follow all organisational policies and procedures that relate to: health, safety and security legal requirements articulated or draw bar vehicle operating systems articulated or draw bar vehicle monitoring systems
02.02	Operate the articulated or draw bar vehicle controls to maintain the safety, security of yourself, the articulated or draw bar vehicle and others
02.03	Operate fuel delivery systems correctly and safely
02.04	Demonstrate how to minimise wear and tear on the articulated or draw bar vehicle systems

Qualification Framework	: RQF
Title	: Operate and monitor the rigid vehicle systems
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 16
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/602/2836 : Operate and monitor the rigid vehicle systems

know how to operate and monitor the rigid vehicle systems	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, that relate to: health, safety and security legal requirements rigid vehicle operating systems rigid vehicle monitoring systems
01.02	Describe the purposes and functions of the rigid vehicles instruments
01.03	Explain the rigid vehicle requirements for: fuel additives oil water
01.04	Identify problems that can occur when operating and monitoring the rigid vehicle systems
01.05	Explain the appropriate action to take, in order to deal with identified problems
be able to operate and monitor the rigid vehicle systems	
02.01	Follow all organisational policies and procedures that relate to: health, safety and security legal requirements rigid vehicle operating systems rigid vehicle monitoring systems
02.02	Operate the rigid vehicle controls to maintain the safety, security of yourself, the rigid vehicle and others
02.03	Operate fuel delivery systems correctly and safely
02.04	Demonstrate how to minimise wear and tear on the rigid vehicle systems

Qualification Framework	: RQF
Title	: Use equipment to move goods in logistics operations
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 18
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: H/601/7922 : Use equipment to move goods in logistics operations

know how to use equipment to move goods in logistics operations	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures for using equipment in a logistics operation that relate to: • health, safety and security requirements • environmental factors • special requirements • personal protective equipment • operating requirements • hazards • loss or damage to goods
01.02	Describe the characteristics of the different types of goods to be moved
01.03	Describe different types of equipment that can be used for moving and transferring goods
01.04	Describe methods for lifting, moving and setting down different types of goods
01.05	Explain how the equipment is used
01.06	Explain the importance of positioning goods in a suitable way for future use
01.07	Identify problems that can occur when using the equipment
01.08	Explain appropriate action when dealing with identified problems
be able to use equipment to move goods in logistics operations	
02.01	Check the goods are suitable for lifting
02.02	Identify the correct equipment for lifting the goods
02.03	Check that the area of work is safe and secure for the movement and transfer of the goods
02.04	Undertake the pre-checks required for the equipment
02.05	Confirm the location for the goods to be positioned and set down
02.06	Undertake the operation in a safe and controlled manner with due regard to the surrounding environment

Qualification Framework	: RQF
Title	: Moving and/or handling goods 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: J/601/7914 : Moving and/or handling goods in logistics operations

know how to move and/or handle goods in logistics operations	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures for moving and/or handling goods in logistics operations that relate to: health safety and security environmental factors special requirements legal requirements operating requirements personal protective equipment
01.02	Identify any specific hazards in relation to moving and/or handling the goods
01.03	Describe methods for moving and/or handling the goods safely
01.04	Explain circumstances when assistance is required to move and/or handle the goods and how this assistance is applied
01.05	Identify problems that can occur when moving and/or handling the goods
01.06	Explain appropriate action when dealing with identified problems
be able to move and/or handle the goods in logistics operations	
02.01	Identify the goods to be moved and/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

Qualification Framework	: RQF
Title	: Use an industrial forklift truck in logistics operations
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 2
Unit Credit Value	: 1
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance.

Unit: M/601/8992 : Use an industrial forklift truck in logistics operations

Know how to prepare the forklift for work in logistics operations	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to using a forklift truck in logistics operations, that relate to: • health, safety and security • legal requirements • operating requirements • personal protective equipment • reporting defects
01.02	Describe how to carry out all manufacturers pre-start, checks
01.03	Explain the operation of the vehicle instruments and controls
01.04	Describe how to prepare the forklift truck for each lift
01.05	Explain the observations required to ensure the safety of self and others
01.06	Identify problems that can occur when preparing the forklift truck for work
01.07	Explain appropriate action when dealing with the identified problems
Use a forklift truck in logistics operations	
02.01	Use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations
02.02	Carry out all manufacturers pre-start, checks
02.03	Manoeuvre the forklift truck safely and include: • the appropriate use of signals • using the appropriate speed for the forklift truck and manoeuvre • monitoring the actions of others • ensuring there is no damage to the forklift truck and surrounding environment • ensuring the vehicle is in a suitable position for the required activities
02.04	Stack goods using the forklift truck
02.05	De-stack goods using the forklift truck
02.06	Carry out shut down, isolation and securing procedures
02.07	Carry out all manufacturers post operational checks

Qualification Framework	: RQF
Title	: Operate and monitor the van systems
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 16
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/602/2847 : Operate and monitor the van systems

Know how to operate and monitor the van systems	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, that relate to: health, safety and security legal requirements van operating systems van monitoring systems
01.02	Describe the purposes and functions of the vans instruments
01.03	Explain the vans requirements for: fuel additives oil water
01.04	Identify problems that can occur when operating and monitoring the van systems
01.05	Explain the appropriate action to take, in order to deal with identified problems
Be able to operate and monitor the van systems	
02.01	Follow all organisational policies and procedures that relate to: health, safety and security legal requirements van operating systems van monitoring systems
02.02	Operate the vehicle controls to maintain the safety, security of yourself, the van and others
02.03	Operate fuel delivery systems correctly and safely
02.04	Demonstrate how to minimise wear and tear on the van systems

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

Unit: T/601/8993 : Use a hoist in logistics operations

Know how to prepare the hoist for work in logistics operations	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to preparing the hoist for work in logistics operations, that relate to: • health, safety and security • legal requirements • operating requirements • personal protective equipment • reporting defects
01.02	Describe how to carry out all manufacturers pre-start, checks
01.03	Describe how to check that all related equipment is positioned in relation to manufacturers instructions
01.04	Describe how to carry out the emergency lowering procedure
01.05	Identify problems that can occur when using a hoist in logistics operations
01.06	Explain appropriate action when dealing with the identified problems
Use a hoist in logistics operations	
02.01	Use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations
02.02	Carry out all manufacturers pre-start, checks
02.03	Prepare an exclusion zone in the relevant area
02.04	Agree signal codes with the signaller
02.05	Use the hoist safely and correctly
02.06	Carry out shut down, isolation and securing procedures
02.07	Carry out all manufacturers post operational checks