



Qualification Specification

600/6393/2

iCQ Level 2 Certificate in Warehousing and Storage (RQF)

Qualification Details

Title : iCQ Level 2 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 2
Qualification Sub Level : None
EQF Level : Level 3
Regulation Start Date : 31-Jul-2012
Operational Start Date : 01-Aug-2012
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 : 26
Min Credits at/above Level : 26
Minimum Guided Learning Hours : 99
Maximum Guided Learning Hours : 125
Diploma Guided Learning Hours : 0
Barring Classification Code : ZZZZ
Overall Grading Type : Pass
Assessment Methods : Portfolio of Evidence
Structure Requirements : Learners must achieve the 2 mandatory units in Group A (7 credits); 2 units from Optional Group B; and 1 unit from each of the Optional Groups C, D, and E; The learners must also achieve a minimum of 6 credits from Optional Group F
Age Ranges : Pre-16 : No; 16-18 : Yes; 18+ : No; 19+ : Yes
Qualification Objective : This qualification is for those who work in a warehouse environment and who wish to develop their skills and knowledge further



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Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
OG) Overarching	Yes	0	6	6	26	0
A) Group A - Mandatory units	Yes	2	2	2	7	7
B) Group B - Optional Units	Yes	5	2	2	6	0
C) Group C - Optional Units	Yes	3	1	1	3	3
D) Group D - Optional Units	Yes	6	1	1	1	0
E) Group E - Optional Units	Yes	2	1	1	3	3
F) Group F - Optional Units	Yes	8	1	0	6	0

Group A 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

Group B Group B - Optional Units

URN	Title	Level	GLH	Credit
F/601/7930	Process orders for customers in logistics operations	2	10	3
J/601/7931	Assemble orders for dispatch in logistics operations	2	12	3
R/601/7916	Pick goods in logistics operations	2	15	3
T/601/7925	Place goods in storage in logistics operations	2	16	4
Y/601/7917	Wrap and pack goods in logistics operations	2	12	3

Group C Group C - Optional Units

URN	Title	Level	GLH	Credit
F/601/7913	Keep work areas clean in logistics operations	2	10	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

Group D Group D - Optional Units

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
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
T/601/8993	Use a hoist in logistics operations	2	2	1

Group E Group E - Optional Units

URN	Title	Level	GLH	Credit
D/601/7935	Check stock levels and stock records	2	10	3
T/601/7911	Keep stock at required levels in logistics operations	2	12	3

Group F Group F - Optional Units

URN	Title	Level	GLH	Credit
D/601/7921	Operate equipment to perform work requirements in logistics operations	2	30	8
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/601/7932	Process returned 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/601/7920	Contribute to the provision of customer service in logistics operations	2	18	3
Y/601/7934	Supervise the receipt, storage or dispatch of goods	3	20	6



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: <ul style="list-style-type: none"> • 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



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	: Assemble orders for dispatch 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: J/601/7931 : Assemble orders for dispatch in logistics operations	
know how to assemble orders for dispatch in logistics operations	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures for assembling orders for dispatch in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • environmental factors • special requirements • stock recording systems • scheduling
01.02	Describe the characteristics of the order to be assembled
01.03	Explain the handling methods and equipment to be used when assembling the orders
01.04	Identify problems that can occur when assembling orders for dispatch
01.05	Explain appropriate action when dealing with identified problems
be able to assemble the orders for dispatch in logistics operations	
02.01	Obtain information to assemble the orders for dispatch
02.02	Check that the area used to dispatch to goods is clean and clear of obstructions and hazards
02.03	Check that the goods are in stock and accessible for assembly
02.04	Assemble the order with the correct type and quantity of goods ready for dispatch, in accordance with the information obtained
02.05	Demonstrate how to maintain the condition of the goods whilst the order is being assembled

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: <ul style="list-style-type: none"> • 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	: 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	: 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: <ul style="list-style-type: none"> • 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	: 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:	
	Explain the relevant organisational policies and procedures for cleaning work areas in logistics operations, that relate to:
01.01	<ul style="list-style-type: none"> • health, safety and security • environmental factors • legal requirements • operating requirements • personal protective equipment • personal health and hygiene standards • replenishment • waste disposal
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 : 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:	
	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
01.01	
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	: 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • the appropriate use of signals • using the appropriate speed for the forklift side-loader and manoeuvre • monitoring the actions of others • ensuring there is no damage to the forklift side-loader and surrounding environment • ensuring the vehicle is in a suitable position for the required activities
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: <ul style="list-style-type: none"> • 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	: 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: <ul style="list-style-type: none"> • health, safety and security requirements • environmental factors • special requirements • personal protective equipment • operating requirements • hazards • loss or damage to goods
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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • the appropriate use of signals • using the appropriate speed for the forklift truck and manoeuvre • monitoring the actions of others • ensuring there is no damage to the forklift truck and surrounding environment • ensuring the vehicle is in a suitable position for the required activities
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	: 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:	
	Explain the relevant organisational policies and procedures, in relation to preparing the hoist for work in logistics operations, that relate to:
01.01	<ul style="list-style-type: none"> • 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

Qualification Framework	: RQF
Title	: Check stock levels and stock records
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: D/601/7935 : Check stock levels and stock records	
know how to check stock levels and stock records in logistics operations	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures for checking stock levels and stock records in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • environmental factors • special requirements • stock control systems • reporting and recording systems
01.02	Explain the purpose of a stock check
01.03	Explain the roles and responsibilities of colleagues involved with checking stock levels and stock records
01.04	Describe the format, structure and content of stock check reporting required by the organisation
01.05	Explain how to identify discrepancies in stock figures and records
01.06	Identify problems that can occur when checking stock levels and stock records
01.07	Explain appropriate action when dealing with identified problems
be able to check stock levels and stock records in logistics operations	
02.01	Carry out the checking of the stock levels according to organisational procedures
02.02	Record the results of the stock check accurately
02.03	Check the findings against the records to identify any discrepancies
02.04	Check for any discrepancies
02.05	Disseminate the information to relevant people



Qualification Framework	: RQF
Title	: Keep stock at required levels 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: T/601/7911 : Keep stock at required levels in logistics operations	
know how to maintain required stock levels in logistics operations	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures, in relation to keeping stock at required levels in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • legal requirements • operating requirements • rotation methods
01.02	Describe when to replenish stock
01.03	Describe how the regular or routine checks on stock levels are carried out
01.04	Explain the process for dealing with any damaged, faulty or out of date items
01.05	Describe the correct handling methods and/or equipment to move stock
01.06	Describe correct labelling procedures
01.07	Identify problems that can occur when maintaining stock levels
01.08	Explain appropriate action when dealing with the identified problems
be able to maintain stock at required levels in logistics operations	
02.01	Check the required stock level and the actual level of stock
02.02	Identify any damaged, faulty or out of date items and move them to the appropriate location
02.03	Use stock rotation methods to ensure the stock is utilised effectively
02.04	Replenish the stock
02.05	Handle the goods using safe and correct handling methods
02.06	Label stock accurately according to organisational requirements
02.07	Position the stock in the correct locations for further use
02.08	Update the stock records after replenishing stock levels according to organisational requirements



Qualification Framework	: RQF
Title	: Operate equipment to perform work requirements in logistics operations
Unit Level	: Level 2
Unit Sub Level	: None
Guided Learning Hours	: 30
Unit Credit Value	: 8
SSAs	: 7.2 Warehousing and Distribution
Unit Grading Structure	: Pass
Assessment Guidance	: Please refer to the Online iCQ Assessment Guidance .

Unit: D/601/7921 : Operate equipment to perform work requirements in logistics operations	
know how to operate equipment to perform work requirements in logistics operations	
Assessment Criterion - The learner can:	
01.01	Explain the relevant organisational policies and procedures for operating equipment in a logistics operations that relate to: health, safety and security requirements environmental factors special requirements personal protective equipment operating requirements
01.02	Describe the different types of equipment that can be used for the work activities
01.03	Explain: the characteristics and capabilities how to set up and adjust common types of defect of the equipment that can be used to perform the work activities
01.04	Explain how to set up and adjust the equipment to be used to perform the work activities
01.05	Identify problems that can occur when operating the equipment
01.06	Explain appropriate action when dealing with identified problems
be able to check that the appropriate equipment is available, safe to use and operational in logistics operations	
02.01	Check that the equipment is suitable, safe and available for use
02.02	Check that the equipment is set up in accordance with work instructions and organisational procedures
02.03	Carry out routine checks before and after using the equipment
02.04	Adjust the equipment in accordance with manufacturers instructions, safety and work requirements
be able to operate and monitor the equipment to maintain safe operation throughout the work activity in logistics operations	
03.01	Select the equipment for the work activity
03.02	Use the equipment safely in accordance with work requirements, operational and organisational procedures and practises
03.03	Use the correct Personal Protective Equipment when operating the equipment
03.04	Monitor the equipment and report and/or record any defects and damage to the equipment immediately, according to manufacturers instructions, operational and organisational procedures and 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 manufactures instructions, operational and organisational procedures and practises
04.02	Complete post operation maintenance procedures for the equipment in accordance with manufacturers instructions, operational and organisational procedures and practises



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: <ul style="list-style-type: none"> • 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 policies and procedures
02.03	Monitor the condition of the hazardous goods and materials in accordance with manufacturers instructions and organisational policies 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: <ul style="list-style-type: none"> • 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	: 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: LJ601/7932 : 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 : 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: <ul style="list-style-type: none"> • 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 : 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	: Supervise the receipt, storage or dispatch of goods
Unit Level	: Level 3
Unit Sub Level	: None
Guided Learning Hours	: 20
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: Y/601/7934 : Supervise the receipt, storage or dispatch of goods	
know how to supervise the receipt, storage or dispatch of goods in logistics operations	
Assessment Criterion - The learner can:	
	Explain the relevant organisational policies and procedures for supervising the receipt, storage or dispatch of goods in logistics operations, that relate to:
01.01	<ul style="list-style-type: none"> • health, safety and security • environmental factors • special requirements • stock rotation • monitoring and testing
01.02	Explain sources of information required to determine the capacity and limitations of the storage facility
01.03	Describe the equipment that can be used for the receipt, storage or dispatch of the goods
01.04	Identify problems that can occur when monitoring the receipt, storage or dispatch of goods
01.05	Explain appropriate action when dealing with identified problems
be able to supervise the receipt, storage or dispatch of goods in logistics operations	
02.01	Inspect the type, condition, quantity of the goods being received, stored or dispatched
02.02	Check the storage conditions and equipment required to receive, store or dispatch the goods
02.03	Organise the movement or rotation of goods to assist receiving, storing or dispatching goods
02.04	Demonstrate how to use the organisations resources effectively
02.05	Communicate effectively with others
02.06	Complete records for supervising the receipt, storage or dispatch of goods accurately