

City & Guilds Level 1 Award/Certificate in Warehousing and Storage

Qualification Handbook

Level 1 Award 1016-01

QAN – 501/1690/3

Level 1 Certificate 1016-01

QAN – 501/1691/5



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City & Guilds Level 1 Award/Certificate in Warehousing and Storage Qualification Handbook

Qualification title	Number	QAN	GLH	TQT
City & Guilds Level 1 Award in Warehousing and Storage	1016-01	501/1690/3	92	120
City & Guilds Level 1 Certificate in Warehousing and Storage	1016-01	501/1691/5	132	160

Version and date	Change detail	Section
1.1 Aug 2012	Corrected learning outcomes on summary page of Unit 105	Units
1.2 May 2018	Last registration and certification dates removed	Introduction to the qualifications
	Removal of QCF	Throughout
	QAN amended for Level 1 Certificate in Warehousing and Storage	Shown above
	TQT added	Shown above
1.3 March 2022	Added City & Guilds to Qualification title	Front cover, page 3, footers throughout
	Updated City & Guilds office address	
	Clarified GLH and TQT information	Page 3, 10

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1 Introduction to the qualifications

This document contains the information that centres need to offer the following qualifications:

Qualification title and level	City & Guilds qualification number	Qualification accreditation number	Last registration date	Last certification date
Level 1 Award in Warehousing and Storage	1016-01	501/1690/3	Consult the Walled Garden/Online Catalogue for last dates	Consult the Walled Garden/Online Catalogue for last dates
Level 1 Certificate in Warehousing and Storage	1016-01	501/1691/5	Consult the Walled Garden/Online Catalogue for last dates	Consult the Walled Garden/Online Catalogue for last dates

Area	This qualification...
Why has the qualification been developed?	...replaces the following qualification: <ul style="list-style-type: none"> Level 1 NVQ in Warehousing and Storage (1009-01), QAN number 500/4040/6, which expires on 31/03/2011
Who did we develop the qualification with?	...was developed, for the industry, in association with Skills for Logistics, Sector Skills Council.

1.1 Qualification Units

City & Guilds unit ref	Unit accreditation number	Unit title	Credit value	Guided Learning Hours
101	A/501/4966	Health and safety in the workplace	2	20
202	H/601/7919	Develop effective working relationships with colleagues in logistics operations	4	15
102	H/601/3708	Maintain the cleanliness of equipment in logistics operations	2	20
103	M/601/3713	Keep stock at required levels in a logistics environment	2	20
104	Y/601/3723	Keep work areas clean in a logistics environment	2	20
105	M/601/3727	Moving or handling goods manually in logistics facilities	2	20
106	A/601/3729	Pick goods in a logistics environment	2	20
107	M/601/3730	Wrap and pack goods in a logistics environment	2	20
108	Y/601/3754	Operate equipment to perform work requirements in a logistics environment	3	30
109	M/601/3758	Use equipment to move goods in logistics facilities	2	20
110	M/601/3761	Receive goods in a logistics environment	3	30
111	T/601/3762	Maintain hygiene standards in handling and storing goods in a logistics environment	2	20
112	A/601/3763	Assemble orders for dispatch in a logistics environment	3	20
113	J/601/3765	Sort goods and materials for recycling or disposal in a logistics environment	3	30

1.2 Rules of Combination

Level 1 Award in Warehousing and Storage

City & Guilds number	Mandatory Group (2 credits to be achieved)	Level	Credit Value
101	Health and safety in the workplace	1	2
Group 1 (minimum of 10 credits to be achieved)			
202	Develop effective working relationships with colleagues in logistics operations	2	4
102	Maintain the cleanliness of equipment in logistics operations	1	2
103	Keep stock at required levels in a logistics environment	1	2
104	Keep work areas clean in a logistics environment	1	2
105	Moving or handling goods manually in logistics facilities	1	2
106	Pick goods in a logistics environment	1	2
107	Wrap and pack goods in a logistics environment	1	2
108	Operate equipment to perform work requirements in a logistics environment	1	3
109	Use equipment to move goods in logistics facilities	1	2
110	Receive goods in a logistics environment	1	3
111	Maintain hygiene standards in handling and storing goods in a logistics environment	1	2
112	Assemble orders for dispatch in a logistics environment	1	3
113	Sort goods and materials for recycling or disposal in a logistics environment	1	3

Candidates must achieve a total of 12 credits to achieve this qualification

Level 1 Certificate in Warehousing and Storage

City & Guilds number	Mandatory Group (2 credits to be achieved)	Level	Credit Value
101	Health and safety in the workplace	1	2
Group 1 (minimum of 14 credits to be achieved)			
202	Develop effective working relationships with colleagues in logistics operations	2	4
102	Maintain the cleanliness of equipment in logistics operations	1	2
103	Keep stock at required levels in a logistics environment	1	2
104	Keep work areas clean in a logistics environment	1	2
105	Moving or handling goods manually in logistics facilities	1	2
106	Pick goods in a logistics environment	1	2
107	Wrap and pack goods in a logistics environment	1	2
108	Operate equipment to perform work requirements in a logistics environment	1	3
109	Use equipment to move goods in logistics facilities	1	2
110	Receive goods in a logistics environment	1	3
111	Maintain hygiene standards in handling and storing goods in a logistics environment	1	2
112	Assemble orders for dispatch in a logistics environment	1	3
113	Sort goods and materials for recycling or disposal in a logistics environment	1	3

Candidates must achieve a total of 16 credits to achieve this qualification

Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

Qualification title and level	GLH	TQT
Level 1 Award in Warehousing and Storage	92	120
Level 1 Certificate in Warehousing and Storage	132	160

1.3 Opportunities for progression

On completion of the Level 1 Award/Certificate in Warehousing and Storage qualification(s) learners may progress onto other City & Guilds qualifications:

- Level 2 Certificate in Warehousing and Storage Skills
- Level 3 NVQ in Logistics Operations Management
- Level 2 ILM Award and Certificate in Team Leading
- Level 2 ILM NVQ Certificate in Team Leading
- Level 3 Award in Effective Management
- Level 3 NVQ Certificate in Management

2 Centre requirements

This section outlines the approval processes for Centres to offer this qualification, and any resources that Centres will need in place, including qualification-specific requirements for Centre staff.

Centres already offering City & Guilds qualifications in this subject area

Centres approved to offer the qualification below may apply for fast track approval of the Level 1 Certificate in Warehousing and Storage qualification:

- Level 1 NVQ in Warehousing and Storage (1009-01)

Centres can use the fast track approval route providing:

- there have been no changes to the way the qualifications are delivered
- they meet all of the approval criteria specified in the fast track form guidance notes.

Fast track approval is available for 12 months from the launch of the qualification. After this time, the qualification is subject to the **standard** Qualification Approval Process. Centres are responsible for checking that fast track approval is still current at the time of application.

The **Fast Track Approval Form** is available to download from the City & Guilds website.

2.1 Resource requirements

2.1.1 Assessors

- Assessors must be occupationally and technically competent in the area which they are assessing, at or above the level of the unit being assessed.
- Assessors must hold or be working towards a suitable assessor qualification - hold a D32 and/or D33, or an A1 and/or A2, qualification, or be working towards an A1 and/or A2.
- Trainee Assessors must have a plan, which is overseen by the relevant centre, to achieve the relevant assessor qualification within an agreed timescale.
- Assessors must be fully conversant with the units against which the assessments and verifications are to be undertaken.
- All assessment decisions made by those working towards a relevant assessor qualification must be verified by a qualified Assessor.
- Assessors must carry out assessment according to the relevant Learning and Development National Occupational Standards (NOS) (approved January 2010). The NOS can be found at www.ukstandards.org.uk

2.1.2 Internal Verifiers

Units must be verified by an Internal Verifier who is accountable to the centre.

Internal Verifiers must:

- hold a D34 or V1 Internal Verifier qualification or be working towards a V1 have sufficient and relevant technical/occupational familiarity with the units that are verified
- be fully conversant with the standards and assessment criteria in the units to be assessed
- understand City & Guild's quality assurance systems and requirements for this qualification

Trainee Internal Verifiers must have:

- a plan that is overseen by the recognised centre, to achieve an appropriate Internal Verifier qualification within an agreed timescale

All verification decisions made by those working towards a relevant IV qualification must be verified by a qualified Internal Verifier.

2.1.3 External Verifiers

The qualification must be verified externally by an External Verifier who is accountable to the assessment centre.

External Verifiers must:

- hold or be working towards a suitable External Verifier qualification
- have sufficient and relevant technical/occupational familiarity with the units that are externally verified
- be fully conversant with the standards and assessment criteria in the units to be assessed
- understand City & Guild's quality assurance systems and requirements for this qualification

Trainee External Verifiers must have:

- a plan that is overseen by the recognised assessment centre, to achieve an appropriate External Verifier qualification within an agreed timescale

2.1.4 Employer Direct Model

The Employer Direct Model permits employers to use staff members who do not hold assessor and verifier qualifications, to carry out assessment and verification. To use this Model, the employer **must** demonstrate that their in-house training, development and assessment processes map 100% against the National Occupational Standards, on which the Assessor and Verifier qualifications are based.

The mapping process **must** be agreed by City & Guilds as providing the equivalent level of rigour and robustness as achievement of the approved assessment/verification qualification.

Each application to use the Employer Direct Model will be considered on an individual organisation and qualification basis and will be subject to agreement with City & Guilds and the Sector Skills Council, Skills for Logistics. Prospective organisations must be able to confirm that their in-house practices conform to the requirements of the Standards in association with City & Guilds.

2.2 Candidate entry requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification which they already hold.

There are no formal entry requirements for candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

2.2.1 Age restrictions

Depending upon the equipment used for this qualification, age restrictions may apply.

2.2.2 Other legal considerations

The following legal considerations apply to this qualification.

- Some machinery must only be operated by those who have the appropriate licence.

3 Course design and delivery

3.1 Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:

- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.
- any units the candidate has already completed, or credit they have accumulated, which is relevant to the qualifications they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualifications they will be working towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

3.2 Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Centres may design course programmes of study in any way which:

- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualifications.

4 Assessment

4.1 Summary of assessment methods

For this qualification, candidates will be required to complete the following assessments:

- a portfolio of evidence for **each** unit.

4.2 Health and safety

Health and safety of customers and employees must be maintained throughout the assessment process. If any person carrying out assessment or verification activities feels that due regard to health and safety is not being taken, they should refuse to continue with the activity(ies) until satisfied that the situation has been resolved.

4.3 Evidence requirements

Evidence requirements for this qualification are endemic within each unit.

A holistic approach towards the collection of evidence is recommended. Assessing activities generated by the whole work experience, rather than focusing on specific tasks. The evidence should then be referenced across to all of the units it fits into.

Simulation / Realistic working environment

Should be used as a last resort where allowed.

- The main source of evidence must be by observation, in the candidate's workplace. Comparable working environments may only be used where it is not possible to assess across the range of standards at the candidate's workplace, and only with **agreement from the External Verifier**.
- Circumstances in which simulation may take place are where the:
 - learner is required to complete a work particular activity that does not occur on a regular basis and therefore opportunities to complete the activity do not easily arise
 - learner is required to respond to a situation that rarely occurs, such as responding to an emergency situation
 - the safety of the learner and/or resources would be put at risk
- When simulation is used, those who assess must be confident that the simulation replicates the workplace to such an extent that the learner will be able to fully transfer their occupational competence to the workplace and real situations

4.4 Recognition of prior learning and experience (RPL)

Recognition of Prior Learning (RPL) recognises the contribution a person's previous experience could contribute to a qualification.

- Evidence from past achievement may be included as permissible evidence within assessment methods.
- Evidence of prior knowledge and understanding can be offered as supplementary evidence, as long as it is a measurable assessed outcome of learning which links to the unit of assessment.
- Assessors should make best use of all the assessment methods available to them in ensuring the most reliable and effective use is made of claims of prior learning and experience which relate to the individual circumstances.
- All candidates must demonstrate current competence with respect to recognition of prior learning (RPL).

4.5 Recording forms

City & Guilds has developed generic recording forms for centres to use, which can be downloaded from the City & Guilds website.

Centres may devise or customise alternative documents, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre.

5 Units

Availability of units

The units for this qualification follows.

Structure of units

The units in this qualification are written in a standard format and comprise the following:

- City & Guilds reference number
- title
- level
- credit value
- learning outcomes which are comprised of a number of assessment criteria
- endorsement by a sector or other appropriate body

The unit accreditation numbers can be found in Section 1.1 of this document.

Level 1

Credit value 2

Learning Outcome

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

1. understand health and safety rights and responsibilities
2. understand the health and safety requirements of employers
3. understand how to prevent and deal with accidents
4. understand how to perform workplace tasks safely.

Guided learning hours

It is recommended that **20** guided learning hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

The content of this unit has been produced by ASDAN - Award Scheme Development Accreditation Network and imported into this qualification by the SSC, Skills for Logistics.

Outcome 1 Understand health and safety rights and responsibilities

The learner can:

1. identify the key aspects of health and safety legislation relevant to own situation
2. state the main health and safety responsibilities of employers
3. state the health and safety responsibilities of employees
4. explain why it is always important to follow health and safety rules.

Outcome 2 Understand the health and safety requirements of employers

The learner can:

1. describe how the tasks he/she has to do can be done safely
2. state how to report a hazard in the workplace
3. follow the instructions during a fire drill
4. identify the location of:
 - fire/emergency alarm
 - fire fighting equipment
 - fire exits
 - assembly points
 - first aid box
 - first aid assistance
 - accident book.

Outcome 3 Understand how to prevent and deal with accidents

The learner can:

1. identify common causes of accidents in a particular work context
2. list ways such accidents can be prevented
3. state how an accident should be reported
4. list, in order, the steps to follow in the event of personal injury
5. describe when and how to call for emergency assistance.

Outcome 4 Understand how to perform workplace tasks safely

The learner can:

1. carry out tasks safely
2. use and store equipment safely
3. maintain a clean and tidy work area.

Unit 202

Develop effective working relationships with colleagues in logistics operations

Level 2

Credit value 4

Learning Outcome

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

1. know how to develop effective working relationships with colleagues in logistics operations
2. be able to develop effective working relationships with colleagues in logistics operations.

Guided learning hours

It is recommended that **15** guided learning hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit has been produced by OCR Awarding Organisation and imported into this qualification by the SSC, Skills for Logistics.

Outcome 1 Know how to develop effective working relationships with colleagues in logistics operations

The learner can:

1. 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
2. describe own roles and responsibilities and those of colleague
3. explain the importance of good communication methods
4. explain the importance of feedback to improve work performance
5. explain how to identify learning needs and the opportunities for learning that are available
6. explain how to deal constructively with misunderstandings and difficulties that can arise in working relationships.

Outcome 2 Be able to develop effective working relationships with colleagues in logistics operations

The learner can:

1. communicate with colleagues effectively
2. confirm tasks, priorities and responsibilities clearly and accurately with colleagues
3. respond to requests from colleagues that fall within your responsibility
4. report any circumstances that prevent the achievement of quality standards
5. obtain information and assistance from colleagues
6. seek relevant feedback on work achievements and performance from relevant people
7. determine own learning needs based on feedback and observation of own performance
8. agree a learning plan that outlines realistic development opportunities and timescales.

Unit 102

Maintain the cleanliness of equipment in logistics operations

Level 1

Credit value 2

Learning Outcome

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

1. be able to prepare self and equipment for inspection and cleaning in a logistics environment
2. be able to follow instructions and clean equipment
3. be able to follow post cleaning procedures for keeping the equipment in good working order
4. understand problems that can occur with keeping the equipment in good working order.

Guided learning hours

It is recommended that **20** guided learning hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit has been produced by ABC Awards and imported into this qualification by the SSC, Skills for Logistics.

Outcome 1 Be able to prepare self and equipment for inspection and cleaning in a logistics environment

The learner can:

1. show how the equipment is safe before routine inspection and cleaning
2. follow instructions and wear suitable personal protective equipment to clean the equipment.

Outcome 2 Be able to follow instructions and clean equipment

The learner can:

1. demonstrate the correct cleaning routines according to organisational procedures and the required timescales
2. follow instructions and demonstrate the use of approved cleaning methods and materials as specified in the manufacturer's instructions.

Outcome 3 Be able to follow post cleaning procedures for keeping the equipment in good working order

The learner can:

1. dispose of waste in accordance with health and safety, and operational procedures
2. check that the equipment can be safely returned to operating conditions after cleaning
3. return any unused cleaning materials to the correct storage area,
4. follow procedures to re-stock used materials.

Outcome 4 Understand problems that can occur with keeping the equipment in good working order

The learner can:

1. carry out tasks safely
2. use and store equipment safely
3. maintain a clean and tidy work area.

Unit 103

Keep stock at required levels in a logistics environment

Level 1

Credit value 2

Learning Outcome

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

1. be able to follow instructions to maintain required stock levels
2. be able to follow instructions to maintain stock control records
3. be able to identify problems with keeping stock at the required levels.

Guided learning hours

It is recommended that **20** guided learning hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit has been produced by ABC Awards and imported into this qualification by the SSC, Skills for Logistics.

Unit 103

Keep stock at required levels in a logistics environment

Outcome 1 Be able to follow instructions to maintain required stock levels

The learner can:

1. identify required stock levels
2. make regular or routine checks on stock levels
3. follow instructions to identify any damaged, faulty or out of date items
4. use the correct handling methods and/or equipment to move stock
5. label stock accurately for further use
6. ensure effective stock rotation methods.

Outcome 2 Be able to follow instructions to maintain stock control records

The learner can:

1. follow instructions to update stock control records promptly and accurately.

Outcome3 Be able to identify problems with keeping stock at the required levels

The learner can:

1. identify problems that can occur with stock levels
2. show how to take appropriate action to deal with identified problems.

Unit 104

Keep work areas clean in a logistics environment

Level 1

Credit value 2

Learning Outcome

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

1. be able to identify requirements relating to the cleaning of work areas in a warehousing and storage facility
2. be able to follow instructions to carry out correct cleaning procedures
3. be able to follow post cleaning procedures
4. be able to identify problems with the cleaning of work areas.

Guided learning hours

It is recommended that **20** guided learning hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit has been produced by ABC Awards and imported into this qualification by the SSC, Skills for Logistics.

Unit 104

Keep work areas clean in a logistics environment

Outcome 1 Be able to identify requirements relating to the cleaning of work areas in a warehousing and storage facility

The learner can:

1. identify the following issues for cleaning work areas in a warehousing and storage facility:
 - health, safety and security requirements
 - environmental factors
 - special requirements
2. identify suitable personal protective equipment and cleaning materials to keep work area clean and tidy
3. maintain personal health and hygiene standards at work.

Outcome 2 Be able to follow instructions to carry out correct cleaning procedures

The learner can:

1. follow instructions and use the correct personal protective equipment
2. use identified materials to thoroughly clean the work
3. follow instructions to protect people in the work area from cleaning hazards during the cleaning process
4. follow instructions to ensure that other people are not inconvenienced during the cleaning process.

Outcome 3 Be able to follow post cleaning procedures

The learner can:

1. dispose of any waste in accordance with organisational procedures
2. return any unused cleaning materials to the correct storage area
3. follow procedures to re-stock used materials.

Outcome 4 Be able to identify problems with the cleaning of work areas

The learner can:

1. identify problems that can occur when cleaning work areas
2. show how to take appropriate action to deal with identified problems.

Unit 105

Moving or handling goods manually in logistics facilities

Level 1

Credit value 2

Learning Outcome

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

1. be able to confirm with appropriate people the goods that require moving or handling
2. be able to manually move or handle the goods
3. be able to identify any problems with moving or handling the goods manually and take appropriate action to deal with them.

Guided learning hours

It is recommended that **20** guided learning hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit has been produced by ABC Awards and imported into this qualification by the SSC, Skills for Logistics.

Outcome 1 Be able to confirm with appropriate people the goods that require moving or handling

The learner can:

1. identify and use sources of information relating to the goods to be moved or handled this may include:
 - health and safety
 - environmental factors
 - special requirements
2. identify any specific hazards in relation to manually handling the goods
3. identify methods for manual handling.

Outcome 2 Be able to manually move or handle the goods

The learner can:

1. identify the goods to be moved or handled
2. use suitable handling methods to move the goods safely and correctly
3. position and set down the goods in the required location
4. place the goods so that they can be easily identified and accessed
5. recognise when assistance is required to move or handle the goods and seek help from appropriate people.

Outcome 3 Be able to identify any problems with moving or handling the goods manually and take appropriate action to deal with them

The learner can:

1. identify problems that can occur when moving or handling the goods manually
2. show how to take appropriate action to deal with identified problems.

Level 1

Credit value 2

Learning Outcome

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

1. be able to prepare for picking the goods
2. be able to follow instructions to pick the goods
3. be able to follow instructions to prepare the goods for assembling orders
4. be able to identify problems with picking goods at any stage.

Guided learning hours

It is recommended that **20** guided learning hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit has been produced by ABC Awards and imported into this qualification by the SSC, Skills for Logistics.

Unit 106 Pick goods in a logistics environment

Outcome 1 Be able to prepare for picking the goods

The learner can:

1. identify the relevant information required for picking the goods this may include:
 - health, safety and security requirements
 - environmental factors
 - special requirements
2. identify where the required goods are stored.

Outcome 2 Be able to follow instructions to pick the goods

The learner can:

1. identify the goods to be picked
2. follow instructions to apply picking methods for the type of goods and size of order
3. use the correct handling methods and/or picking equipment to pick the goods.

Outcome 3 Be able to follow instructions to prepare the goods for assembling orders

The learner can:

1. place the goods into the appropriate containers or onto pallets
2. position the picked goods ready for assembling orders
3. use the correct handling methods and/or equipment to place the goods correctly for assembling orders.

Outcome 4 Be able to identify problems with picking goods at any stage

The learner can:

1. identify problems that can occur when picking goods
2. show how to take appropriate action to deal with identified problems.

Unit 107

Wrap and pack goods in a logistics environment

Level 1

Credit value 2

Learning Outcome

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

1. be able to prepare the goods for packing
2. be able to pack the goods
3. be able to identify problems with the packing of the goods at any stage.

Guided learning hours

It is recommended that **20** guided learning hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit has been produced by ABC Awards and imported into this qualification by the SSC, Skills for Logistics.

Outcome 1 Be able to prepare the goods for packing

The learner can:

1. identify the relevant information required for packing the goods, this may include:
 - health, safety and security requirements
 - environmental factors
 - special requirements
2. check that the goods being packed match the specifications provided in the information
3. identify the types of wrapping and packing materials to be used for packing the goods
4. identify the tools and equipment to be used for packing the goods.

Outcome 2 Be able to pack the goods

The learner can:

1. follow instructions to schedule the packing of goods according to agreed work instructions
2. show how the goods are protected from damage while they are being packed
3. use the appropriate tools and equipment safely in accordance with organisational procedures
4. demonstrate how the goods are packed, wrapped and sealed using the correct type and quantity of packing materials
5. show how waste can be minimised
6. label the packages with the correct information for further use
7. dispose of waste materials correctly and promptly.

Outcome 3 Be able to identify problems with the packing of the goods at any stage

The learner can:

1. identify problems that can occur when wrapping and packing goods
2. show how to take appropriate action to deal with identified problems.

Unit 108

Operate equipment to perform work requirements in a logistics environment

Level 1

Credit value 3

Learning Outcome

There are five learning outcomes to this unit. The learner will:

1. be able to confirm the work required and the appropriate equipment to undertake it
2. be able to follow instructions to check that the appropriate equipment is available, safe to use and operational
3. be able to operate and monitor the equipment to maintain safe operation throughout the work activity
4. be able to shut down the equipment and complete post operational maintenance procedures
5. be able to identify problems with the operation of the equipment.

Guided learning hours

It is recommended that **30** guided learning hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit has been produced by ABC Awards and imported into this qualification by the SSC, Skills for Logistics.

Unit 108

Operate equipment to perform work requirements in a logistics environment

Outcome 1 Be able to confirm the work required and the appropriate equipment to undertake it

The learner can:

1. confirm with appropriate people the work activities that require the operation of equipment
2. identify with appropriate people the equipment to be used
3. confirm with appropriate people that you have completed the appropriate level of training to operate the equipment
4. identify any personal protective equipment to be used when operating the equipment.

Outcome 2 Be able to follow instructions to check that the appropriate equipment is available, safe to use and operational

The learner can:

1. check that the equipment is available for use
2. check that the equipment is set up in accordance with instructions
3. carry out routine checks before and after using the equipment
4. follow instructions to adjust the equipment in accordance with safety and work requirements
5. identify common types of defect in relation to the equipment that is to be used.

Outcome 3 Be able to operate and monitor the equipment to maintain safe operation throughout the work activity

The learner can:

1. use the equipment safely in accordance with work requirements, operational and organisational procedures and practises
2. use the correct personal protective equipment when operating the equipment
3. monitor the equipment and report and/or record any defects and damage to the equipment immediately, according to instructions, operational and organisational procedures and practises.

Outcome 4 Be able to shut down the equipment and complete post operational maintenance procedures

The learner can:

1. shut down the equipment safely and in accordance with instructions, operational and organisational procedures and practises
2. complete post operation maintenance procedures for the equipment in accordance with instructions, operational and organisational procedures and practises.

Outcome 5 Be able to identify problems with the operation of the equipment

The learner can:

1. identify problems that can occur when operating the equipment
2. show how to take appropriate action to deal with identified problems.

Unit 109

Use equipment to move goods in logistics facilities

Level 1

Credit value 2

Learning Outcome

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

1. be able to confirm with appropriate people the goods to be moved and that they are suitable for lifting
2. be able to follow instructions to check that the area of work is safe and secure for the movement and transfer of the goods
3. be able to move the goods correctly and safely
4. be able to identify problems with moving the goods.

Guided learning hours

It is recommended that **20** guided learning hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit has been produced by ABC Awards and imported into this qualification by the SSC, Skills for Logistics.

Outcome 1 Be able to confirm with appropriate people the goods to be moved and that they are suitable for lifting

The learner can:

1. confirm with appropriate people the goods to be moved
2. confirm with appropriate people how the goods are to be moved
3. identify with appropriate people any equipment to be used in moving the goods
4. identify with appropriate people any relevant health and safety regulations that apply to the movement of goods within the facility.

Outcome 2 Be able to follow instructions to check that the area of work is safe and secure for the movement and transfer of the goods

The learner can:

1. show how to check that the work area is safe and secure for the movement of goods
2. identify any hazards or difficulties in carrying out the movement of goods within the facility and report them to the appropriate people.

Outcome 3 Be able to move the goods correctly and safely

The learner can:

1. check that the equipment to be used has been prepared correctly in accordance with instructions, work requirements, operational and organisational procedures and practises
2. use the correct method for handling, lifting, moving and setting down the goods safely and securely
3. confirm with appropriate people the location for the positioning of the goods in accordance with work instructions
4. show how to set down and position the goods in a suitable way for future use
5. undertake the operation in a safe and controlled manner with due regard to the surrounding environment
6. use organisational procedures for dealing with loss or damage to the goods.

Outcome 4 Be able to identify problems with moving the goods

The learner can:

1. identify problems that can occur when moving the goods
2. show how to take appropriate action to deal with identified problems.

Level 1

Credit value 3

Learning Outcome

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

1. be able to obtain information and confirm with appropriate people the goods to be received
2. be able to follow instructions to check the goods being received
3. be able to receive the goods correctly and safely
4. be able to identify problems when receiving goods.

Guided learning hours

It is recommended that **30** guided learning hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit has been produced by ABC Awards and imported into this qualification by the SSC, Skills for Logistics.

Outcome 1 Be able to obtain information and confirm with appropriate people the goods to be received

The learner can:

1. identify relevant information on the goods being received, this may include the following:
 - health, safety and security
 - environmental factors
 - special requirements
2. confirm the goods to be received with the appropriate people
3. identify any hazards or difficulties in carrying out the movement of goods and report them to the appropriate people.

Outcome 2 Be able to follow instructions to check the goods being received

The learner can:

1. receive the goods in line with organisational procedures
2. check the goods received match the specifications provided in the information.

Outcome 3 Be able to receive the goods correctly and safely

The learner can:

1. check that the equipment to be used has been prepared correctly in accordance with instructions, work requirements, operational and organisational procedures and practises
2. check that the area to be used for receiving the goods is clean and free from obstructions and hazards
3. use the correct method for handling, lifting, moving and setting down the goods
4. use the correct handling equipment for lifting, moving and setting down the goods in accordance with safety and organisational procedures and practises
5. check that the goods have been unloaded safely in accordance with storage requirements.

Outcome 4 Be able to identify problems when receiving goods

The learner can:

1. identify problems that can occur when receiving goods
2. show how to take appropriate action to deal with identified problems.

Unit 111

Maintain hygiene standards in handling and storing goods in a logistics environment

Level 1

Credit value 2

Learning Outcome

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

1. be able to confirm health, safety and security issues relating to the goods and the storage environment
2. be able to apply high standards of personal hygiene and the correct use of appropriate clothing
3. be able to maintain the quality and condition of the goods in a warehousing and storage environment
4. be able to handle goods using the correct handling methods and equipment
5. be able to identify problems with the maintenance of hygiene standards.

Guided learning hours

It is recommended that **20** guided learning hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit has been produced by ABC Awards and imported into this qualification by the SSC, Skills for Logistics.

Unit 111

Maintain hygiene standards in handling and storing goods in a logistics environment

Outcome 1 Be able to confirm health, safety and security issues relating to the goods and the storage environment

The learner can:

1. confirm with appropriate people the following:
 - health safety and security
 - environmental factors
 - special requirementsin relation to the goods and the storage environment.

Outcome 2 Be able to apply high standards of personal hygiene and the correct use of appropriate clothing

The learner can:

1. conform to the standards of personal hygiene required for the handling and storage of goods in specific storage environments
2. follow instructions and wear appropriate clothing in the correct manner.

Outcome 3 Be able to maintain the quality and condition of the goods in a warehousing and storage environment

The learner can:

1. identify any special requirements needed to maintain the safety and quality of the goods in storage
2. show how to maintain the quality of the goods in storage according to the organisational procedures and practises.

Outcome 4 Be able to handle goods using the correct handling methods and equipment

The learner can:

1. identify and use the correct handling methods for different types of goods
2. identify and use the correct handling equipment for the goods
3. dispose of waste in accordance with operational procedures.

Outcome 5 Be able to identify problems with the maintenance of hygiene standards

The learner can:

1. identify problems that can occur when maintaining hygiene standards
2. show how to take appropriate action to deal with identified problems.

Unit 112

Assemble orders for dispatch in a logistics environment

Level 1

Credit value 3

Learning Outcome

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

1. be able to prepare for the assembly of orders
2. be able to handle goods using the correct handling methods and equipment during the assembly of the order
3. be able to assemble the orders
4. be able to prepare goods for dispatch
5. be able to dispatch the goods
6. be able to identify problems with assembling or dispatching orders.

Guided learning hours

It is recommended that **20** guided learning hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit has been produced by ABC Awards and imported into this qualification by the SSC, Skills for Logistics.

Unit 112

Assemble orders for dispatch in a logistics environment

Outcome 1 Be able to prepare for the assembly of orders

The learner can:

1. identify the relevant information for the assembly of orders including:
 - health, safety and security
 - environmental factors
 - special requirements or restrictions
2. identify the position of the required goods
3. show that the goods are in stock and accessible for assembly.

Outcome 2 Be able to handle goods using the correct handling methods and equipment during the assembly of the order

The learner can:

1. identify and use the correct handling methods and/or equipment for different types of goods
2. identify any special loading or transportation requirements relating to the assembly of the order.

Outcome 3 Be able to assemble the orders

The learner can:

1. check any requirements to maintain the condition of the goods while the order is being assembled
2. assemble the order with the correct type and quantity of goods.

Outcome 4 Be able to prepare goods for dispatch

The learner can:

1. identify the relevant information on the goods to be dispatched including:
 - health, safety and security
 - environmental factors
 - special requirements or restrictions
2. confirm the goods being dispatched match the information provided.

Outcome 5 Be able to dispatch the goods

The learner can:

1. check that the area used to dispatch the goods is clean and clear of obstructions and hazards
2. check that any equipment to be used with the goods is available and safe to use
3. operate any equipment safely and in accordance with organisational procedures and practices
4. follow agreed work instructions to schedule the dispatch of the goods.

Outcome 6 Be able to identify problems with assembling or dispatching orders

The learner can:

1. identify problems that can occur when assembling or dispatching orders
2. show how to take appropriate action to deal with identified problems.

Unit 113

Sort goods and materials for recycling or disposal in a logistics environment

Level 1

Credit value 3

Learning Outcome

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

1. be able to prepare goods or materials for recycling or disposal
2. be able to sort the goods or materials for recycling or disposal
3. be able to identify problems with the recycling or disposal of goods and materials.

Guided learning hours

It is recommended that **30** guided learning hours should be allocated for this unit, although patterns of delivery are likely to vary.

Support of the unit by a sector or other appropriate body

This unit has been produced by ABC Awards and imported into this qualification by the SSC, Skills for Logistics.

Outcome 1 Be able to prepare goods or materials for recycling or disposal

The learner can:

1. identify types of goods and materials that are suitable for recycling or disposal
2. identify any relevant information relating to the goods and materials to be sorted or disposed of, this may include:
 - health, safety and security
 - environmental factors
 - special requirements
3. show how to obtain information from appropriate people when there is a difficulty in identifying if the goods or materials are suitable for recycling or disposal.

Outcome 2 Be able to sort the goods or materials for recycling or disposal

The learner can:

1. sort the goods or materials correctly
2. correctly remove any parts of the goods or materials that are not suitable for recycling
3. handle the goods or materials using the correct handling methods and equipment
4. position the goods or materials suitable for recycling or disposal into the correct locations
5. prepare the goods or materials for further processing according to the recycling or disposal specifications.

Outcome 3 Be able to identify problems with the recycling or disposal of goods and materials

The learner can:

1. identify problems that can with the recycling or disposal of goods and materials
2. show how to take appropriate action to deal with identified problems.

Relationships to other qualifications

Links to other qualifications and frameworks

City & Guilds has identified the connections to previous qualifications. This mapping is provided as guidance and suggests areas of overlap and commonality between the qualifications. It does not imply that candidates completing units in one qualification are automatically covering all of the content of the qualifications listed in the mapping.

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications.

Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

Providing City & Guilds qualifications – a guide to centre and qualification approval

contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

Ensuring quality contains updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document contains information on:

- Management systems
- Maintaining records
- Assessment
- Internal verification and quality assurance
- External verification.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- ***Walled Garden***
Find out how to register and certificate candidates on line
- ***Events***
Contains dates and information on the latest Centre events
- ***Online assessment***
Contains information on how to register for GOLLA assessments.

Useful contacts

Type	Contact	Query
UK learners	E: learnersupport@cityandguilds.com	<ul style="list-style-type: none"> • General qualification information
International learners	E: intcg@cityandguilds.com	<ul style="list-style-type: none"> • General qualification information
Centres	E: centresupport@cityandguilds.com	<ul style="list-style-type: none"> • Exam entries • Registrations/enrolment • Certificates • Invoices • Missing or late exam materials • Nominal roll reports • Results
Single subject qualifications	E: singlesubjects@cityandguilds.com	<ul style="list-style-type: none"> • Exam entries • Results • Certification • Missing or late exam materials • Incorrect exam papers • Forms request (BB, results entry) • Exam date and time change
International awards	E: intops@cityandguilds.com	<ul style="list-style-type: none"> • Results • Entries • Enrolments • Invoices • Missing or late exam materials • Nominal roll reports
Walled Garden	E: walledgarden@cityandguilds.com	<ul style="list-style-type: none"> • Re-issue of password or username • Technical problems • Entries • Results • GOLA • Navigation • User/menu option problems
Employer	E: business@cityandguilds.com	<ul style="list-style-type: none"> • Employer solutions • Mapping • Accreditation • Development Skills • Consultancy
Publications		<ul style="list-style-type: none"> • Logbooks • Centre documents • Forms • Free literature

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: feedbackandcomplaints@cityandguilds.com

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