

Skills for Logistics

National Occupational Standards for Warehousing and Storage

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Unit LOG1 Maintain health, safety, and security in logistics operations

You will be able to:

- 1) Follow regulations and organisational procedures for health, safety, and security at all times
- 2) Provide support to **colleagues** to check that health, safety, and security procedures are followed at all times
- 3) Use **personal protective equipment** correctly
- 4) Identify promptly any **health and safety hazards** and any **security issues**
- 5) Take immediate action to prevent injury, theft, or damage, and give priority to the protection of people over organisational performance
- 6) Respond to incidents affecting health, safety, and security by using the appropriate **safety equipment** and carrying out the **safety procedures** specified by the organisation
- 7) Stop working immediately when it is necessary to evacuate the workplace, and use the approved escape routes
- 8) Report accidents and emergencies to the appropriate people and ensure they are recorded in the appropriate electronic or manual information systems

You will know and understand:

Health, safety, and security at work

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

Legislation and regulations

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

Organisational procedures

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

Unit LOG3 Contribute to effective working relationships with colleagues in logistics operations

You will be able to:

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

You will know and understand:

Working relationships

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

Legislation and regulations

- h) sources of information on legislation and regulations
- i) legislation and regulations that apply to health and safety in the workplace
- j) legislation and regulations that apply to own area of responsibility
- k) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS1 Keep equipment in good working order

You will be able to:

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

You will know and understand:

Cleaning equipment

- a) how to make safe the equipment being inspected and cleaned
- b) the clothing and protection that should be used when cleaning or maintaining equipment
- c) cleaning routines, methods, and materials for specific items of equipment
- d) replenishment procedures
- e) safety regulations that apply to the cleaning materials and methods used
- f) how to locate and use cleaning materials, waste disposal equipment, clothing and protection
- g) methods of waste disposal
- h) types of problem arising from maintaining equipment

Legislation and regulations

- i) sources of information on legislation and regulations
- j) legislation and regulations that apply to health and safety in the workplace
- k) legislation and regulations that apply to own area of responsibility
- l) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS2 Keep stock at required levels

You will be able to:

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

You will know and understand:

Stock levels

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

Legislation and regulations

- j) sources of information on legislation and regulations
- k) legislation and regulations that apply to health and safety in the workplace
- l) legislation and regulations that apply to own area of responsibility
- m) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS3 Keep work areas clean

You will be able to:

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

You will know and understand:

Cleaning

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

Legislation and regulations

- k) sources of information on legislation and regulations
- l) legislation and regulations that apply to health and safety in the workplace
- m) legislation and regulations that apply to own area of responsibility
- n) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS4 Handle goods manually in logistics facilities

You will be able to:

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

You will know and understand:

Handling goods

- a) the types of goods being handled
- b) types of workplace hazards that may be encountered, and how to deal with them
- c) ways of safely handling different types of goods
- d) when to ask for help in handling goods, and who to ask
- e) locations of different types of goods
- f) how to place goods so that they can be easily identified and accessed
- g) procedures for dealing with loss or damage to goods

Legislation and regulations

- h) sources of information on legislation and regulations
- i) legislation and regulations that apply to health and safety in the workplace
- j) legislation and regulations that apply to own area of responsibility
- k) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS5 Pick goods to assemble orders for dispatch

You will be able to:

- 1) Obtain the relevant information required for picking the goods
- 2) Locate all the required goods in the storage areas
- 3) Apply the picking methods specified by the organisation for the type of goods and size of orders
- 4) Utilise the **picking equipment** effectively to pick the goods
- 5) Handle goods correctly using the appropriate **handling methods**
- 6) Place the goods into the appropriate **receptacles** or onto pallets
- 7) Position the picked goods ready for assembling orders
- 8) Identify any **problems with picking goods**, and take the appropriate action to deal with them
- 9) Report work activities and record them in the appropriate information systems according to organisational procedures
- 10) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Picking goods

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

Legislation and regulations

- g) sources of information on legislation and regulations
- h) legislation and regulations that apply to health and safety in the workplace
- i) legislation and regulations that apply to own area of responsibility
- j) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS6 Wrap and pack goods

You will be able to:

- 1) Obtain relevant information and confirm the goods that require packing
- 2) Check that the goods being packed match the specifications provided in the information
- 3) Schedule the packing of the goods according to the agreed work instructions
- 4) Protect the goods from damage while they are being packed
- 5) Use **tools** and operate **equipment** in accordance with organisational procedures
- 6) Pack the goods using the correct type and quantity of packing materials, and minimise any wastage
- 7) Wrap and seal the packages neatly with the appropriate materials
- 8) Label the packages with the correct information for further action
- 9) Dispose of waste materials correctly and promptly
- 10) Identify any health, safety, and security issues relating to the packing of goods, and make provision for them in accordance with organisational procedures
- 11) Identify any problems with packing the goods, and take the appropriate action to deal with them
- 12) Report work activities and record them in the appropriate information systems according to organisational procedures
- 13) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Wrapping and packing goods

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

Legislation and regulations

- g) sources of information on legislation and regulations
- h) legislation and regulations that apply to health and safety in the workplace
- i) legislation and regulations that apply to own area of responsibility
- j) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit LOG4 Develop effective working relationships with colleagues in logistics operations

You will be able to:

- 1) Communicate with colleagues using suitable communication methods
- 2) Confirm tasks, priorities, and responsibilities clearly and accurately with colleagues
- 3) Respond promptly to requests from colleagues that fall within own responsibility
- 4) Offer support to colleagues that is relevant to their priorities and consistent with meeting own responsibilities
- 5) Explain clearly and politely and propose relevant alternatives when it is not possible to agree to requests from colleagues
- 6) Report clearly, accurately, and promptly any circumstances that prevent the achievement of quality standards to the relevant person
- 7) Ask colleagues for information and assistance in a clear and constructive manner
- 8) Seek relevant feedback on work achievements and performance from people in a position to give it
- 9) Identify own learning needs accurately from feedback and observation of own performance, and utilise realistic development opportunities to meet them
- 10) Identify misunderstanding and conflicts that are detrimental to working relationships and seek constructive solutions promptly

You will know and understand:

Working relationships

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

Legislation and regulations

- j) sources of information on legislation and regulations
- k) legislation and regulations that apply to health and safety in the workplace
- l) legislation and regulations that apply to own area of responsibility
- m) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS7 Provide customers with information and advice on goods and services

You will be able to:

- 1) Respond to customers with courtesy in a way that promotes goodwill and maintains their confidence in the organisation
- 2) Find out what customers require from the information they provide, and enable them to ask questions and seek clarification
- 3) Explain clearly the features and benefits of any goods or services relevant to the requirements of customers
- 4) Provide complete, accurate, and up-to-date information and advice so that customers can make the appropriate decision
- 5) Provide relevant information and advice on the status and delivery schedule of goods or services
- 6) Find alternative ways to help customers further when the information is not satisfactory or is incomplete
- 7) Respond to any customer complaints in line with organisational policies and standards for customer service
- 8) Use suitable communication methods for providing information and advice
- 9) Report work activities and record them in the appropriate information systems according to organisational procedures
- 10) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Information and advice

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

Legislation and regulations

- i) sources of information on legislation and regulations
- j) legislation and regulations that apply to health and safety in the workplace
- k) legislation and regulations that apply to own area of responsibility
- l) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS8 Operate equipment to perform work requirements

You will be able to:

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

You will know and understand:

Operation of equipment

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

Legislation and regulations

- k) sources of information on legislation and regulations
- l) legislation and regulations that apply to health and safety in the workplace
- m) legislation and regulations that apply to own area of responsibility
- n) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS9 Move goods in logistics facilities

You will be able to:

- 1) Identify the goods to be moved from work instructions and confirm that they are suitable for lifting
- 2) Check that the area of work is safe and is secure for the movement and transfer of goods
- 3) Identify any **hazards** and potential difficulties in carrying out the operation, and resolve them with the appropriate people
- 4) Check that the **moving equipment** to be used has been prepared correctly and is operational
- 5) Confirm the location for the positioning and setting down of the goods in accordance with work instructions
- 6) Lift and transfer the goods to their designated location securely and without loss or damage
- 7) Set down the goods in a suitable position at the designated location ready for further activities
- 8) Undertake operations in a safe and controlled manner with due regard to the surrounding environment
- 9) Identify any **problems with the goods** at any stage, and take the appropriate action to deal with them
- 10) Report work activities and record them in the appropriate information systems according to organisational procedures
- 11) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Moving goods

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

Legislation and regulations

- g) sources of information on legislation and regulations
- h) legislation and regulations that apply to health and safety in the workplace
- i) legislation and regulations that apply to own area of responsibility
- j) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS10 Receive goods from deliveries

You will be able to:

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

You will know and understand:

Receiving goods

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

Legislation and regulations

- k) sources of information on legislation and regulations
- l) legislation and regulations that apply to health and safety in the workplace
- m) legislation and regulations that apply to own area of responsibility
- n) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS11 Place goods in storage

You will be able to:

- 1) Locate the goods to be stored and check them against the relevant information
- 2) Confirm the area to be used for storage, and ensure it is suitably prepared to receive the goods
- 3) Identify any health, safety, and environmental issues relating to the goods to be stored
- 4) Identify any **storage conditions** or **equipment** required to place the goods in storage
- 5) Handle goods using the correct **handling methods** and **equipment**
- 6) Place goods into storage in accordance with operational and organisational procedures for safety, space utilisation, and distribution requirements
- 7) Identify any monitoring and storage arrangements for the goods, and record and communicate these arrangements to the appropriate people
- 8) Identify any **problems with storing goods**, and take the appropriate action to deal with them
- 9) Report work activities and record them in the appropriate information systems according to organisational procedures
- 10) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Storing goods

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

Legislation and regulations

- l) sources of information on legislation and regulations
- m) legislation and regulations that apply to health and safety in the workplace
- n) legislation and regulations that apply to own area of responsibility
- o) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS12 Maintain the safety and quality of goods

You will be able to:

- 1) Identify the goods in storage and check them against the relevant information
- 2) Handle goods using the correct **handling methods** and **moving equipment**
- 3) Identify any specialised requirements needed to monitor and maintain the safety and quality of the goods
- 4) Identify any health, safety, and security issues relating to the goods in storage
- 5) Maintain the safety and quality of the goods in storage according to organisational procedures
- 6) Take the appropriate action to rectify any variations in the **condition of the goods** or the **storage conditions**
- 7) Identify any problems relating to the safety and quality of the goods, and take the appropriate action to deal with them
- 8) Report work activities and record them in the appropriate information systems according to organisational procedures
- 9) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Safety and quality of goods

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

Legislation and regulations

- g) sources of information on legislation and regulations
- h) legislation and regulations that apply to health and safety in the workplace
- i) legislation and regulations that apply to own area of responsibility
- j) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS13 Maintain the safety of hazardous goods and materials

You will be able to:

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

You will know and understand:

Hazardous goods and materials

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

Legislation and regulations

- k) sources of information on legislation and regulations
- l) legislation and regulations that apply to health and safety in the workplace
- m) legislation and regulations that apply to own area of responsibility
- n) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS14 Maintain hygiene standards in handling and storing goods

You will be able to:

- 1) Confirm any health, safety, and security issues relating to the goods and the **storage environment**
- 2) Apply the standards of personal hygiene required for the handling of goods and the **storage environment**
- 3) Identify and use appropriate clothing relevant to the goods and the **storage environment**
- 4) Identify any special requirements needed to maintain the quality and condition of the goods and the **storage environment**
- 5) Handle goods using the correct **handling methods and equipment**
- 6) Dispose of any waste in accordance with operational procedures
- 7) Identify any problems relating to the maintenance of hygiene standards, and take the appropriate action to deal with them
- 8) Report work activities and record them in the appropriate information systems according to organisational procedures
- 9) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Hygiene standards

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

Legislation and regulations

- h) sources of information on legislation and regulations
- i) legislation and regulations that apply to health and safety in the workplace
- j) legislation and regulations that apply to own area of responsibility
- k) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS15 Process orders for dispatch to customers

You will be able to:

- 1) Obtain relevant information on the customer requirements for goods
- 2) Provide all relevant details of the goods to meet customer requirements
- 3) Provide customers with the correct delivery information
- 4) Pass on orders and invoicing information to the appropriate people
- 5) Respond promptly to enquiries about the progress of the order
- 6) Inform customers promptly and politely if their orders cannot be delivered within the time originally agreed
- 7) Identify any problems with processing orders, and take the appropriate action to deal with them
- 8) Store customers' details securely and only show them to people who have a right to see them
- 9) Report work activities and record them in the appropriate information systems according to organisational procedures
- 10) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Processing orders

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

Legislation and regulations

- g) sources of information on legislation and regulations
- h) legislation and regulations that apply to health and safety in the workplace
- i) legislation and regulations that apply to own area of responsibility
- j) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS16 Assemble orders for dispatch

You will be able to:

- 1) Obtain the relevant information relating to the assembly of orders
- 2) Identify any health, safety, and environmental issues relevant to the assembly of orders
- 3) Identify the position of the required goods
- 4) Ensure that goods are in stock and accessible so that they can be dispatched
- 5) Handle goods using the correct **handling methods and equipment**
- 6) Identify any special loading or transportation requirements relating to the assembly of orders
- 7) Check and confirm any requirements to maintain the condition of the goods while the order is being assembled
- 8) Assemble the orders with the correct type and quantity of goods
- 9) Identify any **problems with assembling orders**, and take the appropriate action to deal with them
- 10) Report work activities and record them in the appropriate information systems according to organisational procedures
- 11) Comply with all relevant work and safety legislation, regulations, standards, and organisational procedures

You will know and understand:

Assembling orders

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

Legislation and regulations

- h) sources of information on legislation and regulations
- i) legislation and regulations that apply to health and safety in the workplace
- j) legislation and regulations that apply to own area of responsibility
- k) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS17 Dispatch goods for delivery

You will be able to:

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

You will know and understand:

Dispatching goods

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

Legislation and regulations

- h) sources of information on legislation and regulations
- i) legislation and regulations that apply to health and safety in the workplace
- j) legislation and regulations that apply to own area of responsibility
- k) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS18 Process returned goods

You will be able to:

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

You will know and understand:

Returned goods

- a) main reasons customers might have for returning goods
- b) customers' legal rights and organisational policy and procedures in relation to replacements
- c) how the goods can be returned, and how to make any necessary arrangements
- d) how to dispose of any waste packaging that arrives with the returned goods
- e) when and how to update the stock control system
- f) where to put goods for processing or return to the supplier or manufacturer
- g) types of problem arising from returned goods

Legislation and regulations

- h) sources of information on legislation and regulations
- i) legislation and regulations that apply to health and safety in the workplace
- j) legislation and regulations that apply to own area of responsibility
- k) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS19 Sort goods and materials for recycling

You will be able to:

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

You will know and understand:

Recycling

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

Legislation and regulations

- f) sources of information on legislation and regulations
- g) legislation and regulations that apply to health and safety in the workplace
- h) legislation and regulations that apply to own area of responsibility
- i) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS20 Manage the receipt, storage, or dispatch of goods

You will be able to:

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

You will know and understand:

Managing goods

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

Legislation and regulations

- i) sources of information on legislation and regulations
- j) legislation and regulations that apply to health and safety in the workplace
- k) legislation and regulations that apply to own area of responsibility
- l) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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

Unit WS21 Audit stock levels and stock records

You will be able to:

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

You will know and understand:

Auditing

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

Legislation and regulations

- i) sources of information on legislation and regulations
- j) legislation and regulations that apply to health and safety in the workplace
- k) legislation and regulations that apply to own area of responsibility
- l) legal requirements for the storage and distribution of specific goods and materials

Organisational procedures

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