



Industry Qualifications

National and Scottish Vocational Qualifications

Warehousing and Storage

Introduction

NVQs (SVQs in Scotland) are practical work-based qualifications that are recognised by employers and colleges throughout the UK. They are awarded to people who have proved their skill, knowledge and understanding of all aspects of their job. This means these qualifications will demonstrate that an employee is occupationally competent in their job role. A range of S/NVQs have been developed in order to meet the current and future skill demands of the Logistics sector.

The qualification – Warehousing and Storage

In consultation with the freight logistics industry, awarding bodies and other partners, Skills for Logistics have developed a Warehousing and Storage S/NVQ at two levels. The qualification is specifically aimed at employees dealing with the handling and storing of goods within a commercial, industrial or removers' warehouse or freight facility. This is a significantly different qualification to the Distribution, Warehouse and Storage Operations S/NVQ and reflects industry demands for a qualification focusing on the freight transport sector. A full list of units is shown overleaf.

The Level 1 Qualification is designed for an employee working in roles such as a trainee warehouse operative or removal person. They must demonstrate a sufficient level of competence to complete 2 mandatory units plus 4 optional units to gain the award. The units include health and safety in the workplace and the ability to work effectively with colleagues. They also cover the technical competences required to carry out tasks effectively.

The Level 2 Qualification is for employees working in roles such as a warehouse operative or removals person and builds upon the competencies required at level 1. A person taking this award would be experienced in their job role, handling goods and products that come through a warehouse or stockroom. To obtain this award, employees must show a sufficient level of competence to complete 2 mandatory units plus 6 optional units. Units include health and safety in the workplace and building relationships with colleagues and customers. They also cover the technical competences required to carry out all the tasks involved with the efficient running of a warehouse or stockroom..

Candidates at **either level** are encouraged to achieve as many units against which they can demonstrate competence and not just the minimum number required for a full award.



Level 1

Mandatory units

- Maintain health, safety, and security in logistics operations
- Contribute to effective working relationships with colleagues in logistics operations

Optional units – select 4 units

- Keep equipment in good working order
- Keep stock at required levels
- Keep work areas clean
- Handle goods manually in logistics facilities
- Pick goods to assemble orders for dispatch
- Wrap and pack goods

Employees must obtain both mandatory units plus 4 optional units for a full award.

Level 2

Mandatory units

- Maintain health, safety, and security in logistics operations
- Develop effective working relationships with colleagues in logistics operations

Optional units – select 6 units

- Provide customers with information and advice on goods and services
- Operate equipment to perform work requirements
- Move goods in logistics facilities
- Receive goods from deliveries
- Place goods in storage
- Maintain the safety and quality of goods
- Maintain the safety of hazardous goods and materials
- Maintain hygiene standards in handling and storing goods
- Process orders for dispatch to customers
- Assemble orders for dispatch
- Dispatch goods for delivery
- Process returned goods
- Sort goods and materials for recycling
- Manage the receipt, storage, or dispatch of goods
- Audit stock levels and stock records

Employees must obtain both mandatory units plus 4 optional units for a full award.

To find an N/SVQ training provider please contact one of the following Awarding Bodies:

City & Guilds –	www.cityandguilds.co.uk	Tel: 0207 294 2800
Edexcel –	www.edexcel.org.uk	Tel: 0844 576 0026
EDI –	www.ediplc.com	Tel: 08707 202909
OCR –	www.ocr.org.uk	Tel: 02476 851509
SQA (Scotland) –	www.sqa.org.uk	Tel: 0845 279 1000
Awards UK -	www.awardsuk.org	Tel: 0845 213 5530
PAA/VQSET -	www.paa-uk.org	Tel: 01543 254223