



Level 2 Certificate in
WAREHOUSING AND STORAGE

Qualification Specification

Qualification recognition number: 601/2269/9

Qualification Reference: L2CWS

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Section One

Centre Requirements

1.1 Introduction

Introduction to FutureQuals

FutureQuals is forward thinking, learner and customer-focused, and committed to delivering inspiring learning and skills.

Our Values

“We are a Visionary, Supportive, Innovative and Professional Awarding Organisation that is committed to excellence.”

Our Vision

“We envisage a place in which every learner realises their full potential.”

Our Mission

“To provide respected and valued qualifications and assessment to enable quality assured learning.”

FutureQuals is recognised to deliver regulated qualifications by Ofqual in England, CCEA Regulation in Northern Ireland, the Scottish Qualifications Authority (SQA Accreditation) and Qualifications Wales to offer a comprehensive and diverse range of qualifications across a wide range of vocational areas many of which are transferable across industries and sectors.

A full list of FutureQuals current qualifications can be accessed at <https://www.futurequals.com>

We have developed a genuine understanding and insight into all types of educational organisations, which ensures that we are highly responsive to their needs. We offer a wide range of benefits and support for our learners, our approved centres, and their assessment and quality assurance teams.

FutureQuals offers a wide range of benefits and support for all of our educational products and services including:

- Vocational qualifications accredited by the UK regulators and recognised by employers, universities and professional bodies
- 24/7 online management systems for the registration of learners, ensuring highly efficient services and access to assessment and results
- A diverse range of qualifications
- A flexible approach to assessment
- A network of professionals who examine and quality assure our regulated qualifications and assessments
- Regular updates on new developments in education and training
- Unrivalled customer service support and extensive guidance materials.

Introduction to Qualification Specification

Welcome to the FutureQuals Specification for the **Level 2 Certificate in Warehousing and Storage**. The aim of this specification is to provide our centres with guidance to assist in the administration, delivery and assessment of this qualification. It is recommended that you study this specification in detail and become fully conversant with the procedures and accompanying documents.

This specification is a live document and, as such, will be updated when required. Centres will be notified when changes are made. It is the responsibility of the approved centre to ensure the most up to date version of the Approved Specification is in use.

This document is copyright but may be copied by approved centres for the purpose of assessing learners. It may also be copied by learners for their own use.

1.2 Data Protection

FutureQuals is registered with the Data Protection Act and handles all data in accordance with the required procedures of the Act.

1.3 Complaints

FutureQuals aims to constantly monitor the levels of service provided and report on performance indicators on a regular basis. We will endeavour to be open about the levels of service we aim to offer all our customers.

However, if we fall short of expectations or our own standards, we want to give the opportunity for those affected to provide feedback so we can put things right.

Our Complaints Policy, which includes information on how to make a complaint, can be found on the FutureQuals website.

1.4 Enquiries

Any enquires relating to this qualification should be addressed to:

Future (Awards and Qualifications) Ltd
EMP House
Telford Way
Coalville
Leicestershire
LE67 3HE

Tel: 01530 836662

E-mail: qualifications@futurequals.com

Website: <https://www.futurequals.com/>

Section Two

Qualification Information

2.1 Qualification Outline

Purpose and Aims

The purpose of this **FAQ Level 2 Certificate in Warehousing and Storage** is to provide the learner with the skills, knowledge and understanding required to work in Warehousing and Storage in the logistics industry.

The qualification has been designed to support those involved with distributive operations such as dealing with the handling and storing of goods within a commercial, industrial or remover's warehouse, or freight Warehouse operatives, depending on the size of the company, undertake a range of duties, working alone or in a team, including loading/unloading of vehicles and selecting and packing customer orders, ensuring goods are ready for dispatch on time. Senior Warehouse staff take additional responsibility for looking after teams to ensure tasks are completed on time and in line with organisational and customer requirements.

The Total Qualification Time (TQT) for this qualification is: 260

Guided Learning (GL) for this qualification is: 99 hours

Minimum credits required to achieve the qualification: 26

Suitable for age ranges: 16-18, 19+

Method of assessment: Portfolio of Evidence. This qualification is internally assessed and internally quality assured by Centre staff and externally quality assured by FutureQuals' External Quality Advisors (EQAs).

If the method of assessment includes formative assessments such as practical tasks, written questions, multiple choice/short answer and knowledge assessment tasks where supervision of a learner assessment is required, assessment must be undertaken in line with the requirements set on in the FutureQuals Instructions for Conducting Controlled Assessments Policy. This document is published on the Policies and Procedures section of the FutureQuals website.

Grading: There is no specific grading criteria for this qualification.

Entry guidance: There are no formal qualification entry requirements that a learner must have completed before taking this qualification and no requirement for learners to have prior skills, knowledge or understanding.

Exit Requirements: None

2.2 Additional Information

This qualification is regulated by the Office of the Qualifications and Examinations Regulator (Ofqual) in England <https://register.ofqual.gov.uk/Qualifications>.

It may be eligible for public funding as determined by the Department for Education (DfE) under Sections 96 and 97 of the Learning and Skills Act 2000.

For information regarding potential sources of funding please visit the following websites:

<https://hub.fasst.org.uk/Pages/default.aspx>

<https://www.gov.uk/government/organisations/education-and-skills-funding-agency>

alternatively, contact your local funding office.

You should use the Qualification Accreditation Number (QAN) when you wish to seek public funding for your learners. Each component within a qualification will also have a unique reference number (Component Reference Number), which is listed in this specification. The qualification title and component reference numbers will appear on the learner's final certification document. Learners need to be made aware of this detail when they are recruited by the centre and registered with FutureQuals.

2.3 Progression

The FAQ Level 2 Certificate in Warehousing and Storage has been designed to support progression on to other Level 3 qualifications in Warehousing and Storage.

2.4 Assessment Principles

The FAQ Level 2 Certificate in Warehousing and Storage must be assessed according to the FutureQuals Assessment Principles.

2.5 Qualification Structure

To achieve the FAQ Level 2 Certificate in Warehousing and Storage learners must achieve a minimum of 26 credits. They must gain 7 credits from Mandatory Group M. Two components from Optional group O1, one component from each of the Optional groups O2, O3 and O4 and any combination from Optional group O5 to a minimum of 6 credits.

Group M - Mandatory				
Component Number	URN	Component Name	Credit Value	Level
1	K/502/1072	Health, Safety and Security at work	3	2
2	H/601/7919	Develop effective working relationships with colleagues in logistics operations	4	2

Group O1 – Optional Components			
URN	Component Name	Credit Value	Level
R/601/7916	Pick goods in logistics operations	3	2
Y/601/7917	Wrap and pack goods in logistics operations	3	2
T/601/7925	Place goods in storage in logistics operations	4	2
F/601/7930	Process orders for customers in logistics operations	3	2
J/601/7931	Assemble orders for dispatch in logistics operations	3	2

Group O2 – Optional Components			
URN	Component Name	Credit Value	Level
M/601/7910	Maintain the cleanliness of equipment in logistics operations	3	2
F/601/7913	Keep work areas clean in logistics operations	3	2
L/601/7929	Maintain hygiene standards in handling and storing goods in logistics operations	3	2

Group O3 – Optional Components			
URN	Component Name	Credit Value	Level
J/601/7914	Moving and/or handling goods in logistics operations	4	2
H/601/7922	Use equipment to move goods in logistics operations	3	2
A/601/8994	Use a forklift side-loader in logistics operations	1	2
M/601/8992	Use an industrial forklift truck in logistics operations	1	2
T/601/8993	Use a hoist in logistics operations	1	2
F/601/8995	Use a compact crane in logistics operations	1	2

Group O4 – Optional Components			
URN	Component Name	Credit Value	Level
T/601/7911	Keep stock at required levels in logistics operations	3	2
D/601/7935	Check stock levels and stock records	3	2

Group O5 – Optional Components			
URN	Component Name	Credit Value	Level
D/601/7921	Operate equipment to perform work requirements in logistics operations	8	2
K/601/7923	Receive goods in logistics operations	3	2

J/601/7928	Maintain the safety and security of hazardous goods and materials in logistics operations	6	3
L/601/7932	Process returned goods in logistics operations	3	2
R/601/7933	Sort goods and materials for recycling or disposal in logistics operations	3	2
Y/601/7934	Supervise the receipt, storage or dispatch of goods	6	3
Y/601/7920	Contribute to the provision of customer service in logistics operations	3	2
H/600/6578	Principles of food safety in logistics	1	2

2.6 Barred Components and Exemptions

Components with the same title at different levels, or components with the same content, cannot be combined in the same qualification.

Section Three

Assessment Principles and Component Specifications

3.1 Assessment Principles

FutureQuals qualifications will always include Assessment Principles whether they have been developed by a Sector Skills Council (SSC) or FutureQuals own. The latest version of the generic Assessment Principles are available on the FutureQuals website and should be used in conjunction with any qualification-specific assessment principles. You can view the principles here: <https://www.futurequals.com/assets/AssessmentPrinciples.pdf>.

Any Assessment Principles specific to a qualification will always be re-produced in the specification they relate to.



3.2 Mandatory Component Specifications

Component 1: Health, Safety and Security at work

Component Reference Number: K/502/1072

Level: 2

Credit: 3

GL: 20

Component Summary

This component is for those who take responsibility for their own health, safety and security in the workplace, and monitor the workplace for hazards. The job role involves contributing to safety and security in the workplace, taking action in the event of an incident, raising the alarm, following correct procedures for shutdown and evacuation, using emergency equipment correctly and safely, and monitoring the workplace for hazards.

Assessment Guidance

Must be assessed in line with the Skills for [Logistics Assessment Guidance for the Qualifications and Credit Framework](#).

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1. Be able to work safely	1.1 Take appropriate action in the event of fire, emergencies or accidents
	1.2 Identify where alarms, emergency exits, escape routes, emergency equipment and assembly points are located
	1.3 Demonstrate safe and appropriate use of emergency equipment
	1.4 Distinguish between different alarm sounds
	1.5 Comply with equipment operating procedures and manufacturer's instructions
	1.6 Demonstrate safe handling and lifting techniques
	1.7 Demonstrate correct use and maintenance of any protective clothing and/or equipment
	1.8 Comply with personal responsibilities under the Health & Safety at Work Act / COSHH
	1.9 Identify who the nominated first aiders are
2. Be able to monitor the workplace for hazards	2.1 Identify hazardous substances that are used in the workplace and demonstrate methods of making them safe or reducing their danger in the event of an accident
	2.2 Identify hazards posed by machinery that is used in the workplace and demonstrate methods of making safe or reducing their danger in the event of an accident
	2.3 Demonstrate how to handle and store hazardous substances including debris

	2.4 Demonstrate how to store materials and equipment
	2.5 Explain what the most likely accidents and emergencies in the workplace are and how to deal with them
	2.6 Comply with personal responsibilities under the COSHH (Control of Substances Hazardous to Health)
3. Be able to contribute to workplace security	3.1 Outline and comply with the organisation's rules, codes, guidelines and standards relating to security
	3.2 Explain how to deal with loss of property

Component 2: Develop effective working relationships with colleagues in logistics operations

Component Reference Number: H/601/7919

Level: 2

Credit:4

GL: 15

Component Summary

This component is about developing working relationships with those on various contracts of employment working in logistics operations. It deals with supporting colleagues and when to seek support from others, and methods for reducing conflicts with others.

Assessment Guidance

Must be assessed in line with the [Skills for Logistics Assessment Guidance for the Qualifications and Credit Framework](#).

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1. Know how to develop effective working relationships with colleagues in logistics operations	1.1 Explain the relevant organisational policies and procedures for developing effective working relationships in logistics operations that relate to: <ul style="list-style-type: none"> • health, safety and security • quality standards • confidentiality • equality and diversity
	1.2 Describe own roles and responsibilities and those of colleague
	1.3 Explain the importance of good communication methods
	1.4 Explain the importance of feedback to improve work performance
	1.5 Explain how to identify learning needs and the opportunities for learning that are available
	1.6 Explain how to deal constructively with misunderstandings and difficulties that can arise in working relationships
2. Be able to develop effective working relationships with colleagues in logistics operations	2.1 Communicate with colleagues effectively
	2.2 Confirm tasks, priorities and responsibilities clearly and accurately with colleagues
	2.3 Respond to requests from colleagues that fall within your responsibility
	2.4 Report any circumstances that prevent the achievement of quality standards
	2.5 Obtain information and assistance from colleagues

	2.6 Seek relevant feedback on work achievements and performance from relevant people
	2.7 Determine own learning needs based on feedback and observation of own performance
	2.8 Agree a learning plan that outlines realistic development opportunities and timescales



3.3 Optional Component Specifications

Component: Pick goods in logistics operations

Component Reference Number: R/601/7916

Level: 2

Credit: 3

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1. Know how to pick goods in logistics operations	1.1 Explain the relevant organisational policies and procedures picking goods in logistics operations that relate to: <ul style="list-style-type: none">• health, safety and security requirements• environmental factors• special requirements• personal protective equipment• picking methods
	1.2 Identify any specific hazards in relation to moving and handling the goods
	1.3. Describe the types of equipment that can be used to pick the goods
	1.4 Describe the correct handling methods for the goods
	1.5 Describe the roles and responsibilities of colleagues in relation to picking goods
	1.6 Identify problems that can occur when picking and handling the goods.
	1.7 Explain appropriate action when dealing with identified problems
2. Be able to pick the goods in logistics operations	2.1 Locate the goods to be picked
	2.2 Apply correct picking methods/equipment for the type of goods and size of order
	2.3 Use the correct handling methods and/or picking equipment to pick the goods
3. Be able to prepare the goods for assembling orders in logistics operations	3.1 Place the goods into the appropriate location, receptacle or onto pallets
	3.2 Position the picked goods ready for assembling orders
	3.3 Use the correct handling methods and/or equipment to place the goods correctly for assembling orders

Component: Wrap and pack goods in logistics operations

Component Reference Number: Y/601/7917

Level: 2

Credit: 3

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1. Know how to prepare the goods for wrapping and packing in logistics operations¹</p>	<p>1.1 Explain the relevant organisational policies and procedures for packing the goods in logistics operations that relate to:</p> <ul style="list-style-type: none"> • health, safety and security requirements • environmental factors • special requirements • personal protective equipment • waste minimisation and disposal
	<p>1.2 Describe the types of wrapping and packing materials to be used for packing the goods</p>
	<p>1.3. Describe the tools and equipment to be used for packing the goods</p>
	<p>1.4 Describe the roles and responsibilities of colleagues in relation to packing the goods</p>
	<p>1.5 Identify problems that can occur when wrapping and packing the goods</p>
	<p>1.6 Explain appropriate action when dealing with identified problems</p>
<p>2. Be able to wrap and pack the goods in logistics operations</p>	<p>2.1 Check that the goods being packed match the specifications provided in the information</p>
	<p>2.2 Comply with all health, safety and security issues relating to wrapping and packing the goods</p>
	<p>2.3 Schedule the packing of the goods according to agreed work instructions</p>
	<p>2.4 Protect goods from damage while they are being packed</p>
	<p>2.5 Use the appropriate tools and equipment safely in accordance with organisational procedures</p>
	<p>2.6 Pack, wrap and seal goods using the correct type and quantity of packing materials</p>
	<p>2.7 Minimise waste</p>
	<p>2.8 Label the packages with the correct information for further use</p>
	<p>2.9 Dispose of waste materials correctly and promptly</p>

Component: Use a forklift side-loader in logistics operations

Component Reference Number: A/601/8994

Level: 2

Credit: 1

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1. Know how to prepare a forklift side-loader in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures in relation to using a forklift side-loader, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • legal requirements • operating requirements • personal protective equipment • reporting defects
	<p>1.2 Describe how to carry out all manufacturers' pre-start, checks</p>
	<p>1.3. Explain the operation of the vehicle instruments and controls</p>
	<p>1.4 Describe how to prepare the forklift side-loader for each lift</p>
	<p>1.5 Explain the observations required to ensure the safety of self and others</p>
	<p>1.6 Identify problems that can occur when preparing the forklift side-loader for work</p>
	<p>1.7 Explain appropriate action when dealing with the identified problems</p>
<p>2. Use a forklift side-loader in logistics operations</p>	<p>2.1 Use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations</p>
	<p>2.2 Carry out all manufacturers' pre-start, checks</p>
	<p>2.3 Manoeuvre the forklift side-loader safely and include:</p> <ul style="list-style-type: none"> • the appropriate use of signals • using the appropriate speed for the forklift side-loader and manoeuvre • monitoring the actions of other • ensuring there is no damage to the forklift side-loader and surrounding environment • ensuring the vehicle is in a suitable position for the required activities

	2.4 Stack goods using the forklift side-loader
	2.5 De-stack goods using the forklift side-loader
	2.6 Carry out shut down, isolation and securing procedures
	2.7 Carry out all manufacturers' post operational checks

Component: Operate equipment to perform work requirements in logistics operations

Component Reference Number: D/601/7921

Level: 2

Credit: 8

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1. Know how to operate equipment to perform work requirements in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures for operating equipment in a logistics operations that relate to:</p> <ul style="list-style-type: none"> • health, safety and security requirements • environmental factors • special requirements • personal protective equipment • operating requirements
	<p>1.2 Describe the different types of equipment that can be used for the work activities</p>
	<p>1.3. Explain:</p> <ul style="list-style-type: none"> • the characteristics and capabilities • how to set up and adjust • common types of defect <p>of the equipment that can be used to perform the work activities</p>
	<p>1.4 Explain how to set up and adjust the equipment to be used to perform the work activities</p>
	<p>1.5 Identify problems that can occur when operating the equipment</p>
	<p>1.6 Explain appropriate action when dealing with identified problems</p>
<p>2. Be able to check that the appropriate equipment is available, safe to use and operational in logistics operations</p>	<p>2.1 Check that the equipment is suitable, safe and available for use</p>
	<p>2.2 Check that the equipment is set up in accordance with work instructions and organisational procedures</p>
	<p>2.3 Carry out routine checks before and after using the equipment</p>
	<p>2.4 Adjust the equipment in accordance with manufacturer’s instructions, safety and work requirements</p>

3. Be able to operate and monitor the equipment to maintain safe operation throughout the work activity min logistics operations	3.1 Select the equipment for the work activity
	3.2 Use the equipment safely in accordance with work requirements, operational and organisational procedures and practises
	3.3 Use the correct Personal Protective Equipment when operating the equipment
	3.4 Monitor the equipment and report and/or record any defects and damage to the equipment immediately, according to manufacturer's instructions, operational and organisational procedures and practises
4. Be able to shut down the equipment and complete post operational maintenance procedures	4.1 Shut down the equipment safely and in accordance with manufactures instructions, operational and organisational procedures and practices
	4.2 Complete post operation maintenance procedures for the equipment in accordance with manufacturer's instructions, operational and organisational procedures and practises

Component: Check stock levels and stock records

Component Reference Number: D/601/7935

Level: 2

Credit: 3

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1. Know how to check stock levels and stock records in logistics operations	1.1 Explain the relevant organisational policies and procedures for checking stock levels and stock records in logistics operations, that relate to: <ul style="list-style-type: none">• health, safety and security• environmental factors• special requirements• stock control systems• reporting and recording systems
	1.2 Explain the purpose of a stock check
	1.3. Explain the roles and responsibilities of colleagues involved with checking stock levels and stock records
	1.4 Describe the format, structure and content of stock check reporting required by the organisation
	1.5 Explain how to identify discrepancies in stock figures and records
	1.6 Identify problems that can occur when checking stock levels and stock records
	1.7 Explain appropriate action when dealing with identified problems
2. Be able to check stock levels and stock records in logistics operations	2.1 Carry out the checking of the stock levels according to organisational procedures
	2.2 Record the results of the stock check accurately
	2.3 Check the findings against the records to identify any discrepancies
	2.4 Check for any discrepancies
	2.5 Disseminate the information to relevant people

Component: Keep work areas clean in logistics operations

Component Reference Number: F/601/7913

Level: 2

Credit: 3

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1. Know the requirements relating to the cleaning of work areas in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures for cleaning work areas in logistics operations, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • environmental factors • legal requirements • operating requirements • personal protective equipment • personal health and hygiene standards • replenishment • waste disposal
	<p>1.2 Describe different procedures to maintain cleanliness in different work areas</p>
	<p>1.3. Explain the importance of keeping the workplace clean and tidy for health and safety purposes</p>
	<p>1.4 Identify problems that can occur when maintaining the cleanliness of work areas</p>
	<p>1.5 Explain appropriate action when dealing with the identified problems</p>
<p>2. Be able to carry out correct cleaning procedures in logistics operations</p>	<p>2.1 Use Personal Protective Equipment correctly</p>
	<p>2.2 Clean the work area thoroughly using the correct cleaning materials</p>
	<p>2.3 Protect people in the work area from cleaning hazards during the cleaning process</p>
	<p>2.4 Use the correct signage during the cleaning process</p>
	<p>2.5 Follow operational procedures to ensure that other people are not inconvenienced during the cleaning process</p>

3. Be able to follow post cleaning procedures in logistics operations	3.1 Dispose of any waste in accordance with organisational procedures
	3.2 Ensure any unused cleaning materials are stored correctly according to manufacturer's instructions
	3.3 Replenish used materials

Component: Process orders for customers in logistics operations

Component Reference Number: F/601/7930

Level: 2

Credit: 3

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1. know how prepare for the processing of orders to customers in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures for processing orders for customers in logistics operations, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • environmental factors • special requirements • stock control and ordering systems • the importance of confidentiality
	<p>1.2 Describe different types of customer</p>
	<p>1.3. Explain the information required for processing customer orders</p>
	<p>1.4 Identify problems that can occur when processing orders for customers</p>
	<p>1.5 Explain appropriate action when dealing with identified problems</p>
	<p>2.Be able to process orders for customers in logistics operations</p>
<p>2.2 Provide customers with the correct delivery information</p>	
<p>2.3 Pass on orders and invoicing information to the appropriate people</p>	
<p>2.4 Demonstrate how to deal with enquires relating to the processing of orders</p>	
<p>2.5 Communicate effectively with different types customers</p>	
<p>2.6 Store customers’ details securely and in accordance with organisational policies and procedures</p>	

Component: Use a compact crane in logistics operations

Component Reference Number: F/601/8995

Level: 2

Credit: 1

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1. Know how to prepare a crane for work in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures in relation to using a compact crane in logistics operations that relate to:</p> <ul style="list-style-type: none"> • health safety and security • legal requirements • operating requirements • personal protective equipment • reporting defects
	<p>1.2 Describe how to carry out all manufacturers' pre-start, checks</p>
	<p>1.3. Explain the operation of the instruments and controls</p>
	<p>1.4 Identify problems that can occur when using a compact crane</p>
	<p>1.5 Explain appropriate action when dealing with identified problems</p>
<p>2. Use a compact crane in logistics operations</p>	<p>2.1 Use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations</p>
	<p>2.2 Carry out all manufacturers' pre-start, checks</p>
	<p>2.3 Use the compact crane safely and correctly</p>
	<p>2.4 Carry out shut down, isolation and securing procedures</p>
	<p>2.5 Carry out all manufacturers' post operational checks</p>

Component: Principles of food safety in logistics

Component Reference Number: H/600/6578

Level: 2

Credit: 1

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1. Understand how individuals must take responsibility for food safety	1.1 Outline the roles and responsibilities in an organisation's food safety procedures.
	1.2 Describe how to report and record food safety hazards and illnesses.
	1.3. Outline the legal responsibilities of drivers and warehouse staff with regard to keeping food safe.
2 .Understand how to keep him/herself clean and hygienic	2.1 Explain appropriate action when dealing with identified problems
3 .Be able to maintain the safety and security of hazardous goods and materials in logistics operations	3.1 Explain the importance of personal hygiene in contributing to overall food safety.
	3.2 Describe effective personal hygiene practices, for example, protective clothing, hand washing, personal illnesses, cuts and wounds and avoiding unsafe behaviour.
4. Understand how to keep storage areas and vehicles clean.	4.1 Explain how to keep storage areas and vehicles clean and tidy through the effective use of cleaning methods and equipment.
	4.2 State how to use and store chemicals safely to avoid contamination.
	4.3 Outline the importance of pest control
5 .Understand how to keep food safe	5.1 State the risks to food and food packaging in transit, storage and at delivery from microbial, chemical, physical and allergenic hazards.
	5.2 Describe food safety procedures for delivery, storage, date marking and stock rotation
	5.3 Explain the importance of food and environmental temperature controls
	5.4 State why accurate records should be kept of food that is delivered or returned.
	5.5 State the reasons why food may be returned
	5.6 State the controls to needed to maintain food safety in the event of controls not being met
	5.7 State the corrective actions that are required to reduce the risk of food contamination when controls are not met

Component: Use equipment to move goods in logistics operations

Component Reference Number: H/601/7922

Level: 2

Credit: 3

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1. Know how to use equipment to move goods in logistics operations	1.1 Explain the relevant organisational policies and procedures for using equipment in a logistics operation that relate to: <ul style="list-style-type: none"> • health, safety and security requirements • environmental factors • special requirements • personal protective equipment • operating requirements • hazards • loss or damage to goods
	1.2 Describe the characteristics of the different types of goods to be moved
	1.3. Describe different types of equipment that can be used for moving and transferring goods
	1.4 Describe methods for lifting, moving and setting down different types of goods
	1.5 Explain how the equipment is used
	1.6 Explain the importance of positioning goods in a suitable way for future use
	1.7 Identify problems that can occur when using the equipment
	1.8 Explain appropriate action when dealing with identified problems
	2. Be able to use equipment to move goods in logistics operations
2.2 Identify the correct equipment for lifting the goods	
2.3 Check that the area of work is safe and secure for the movement and transfer of the goods	
2.4 Undertake the pre-checks required for the equipment	
2.5 Confirm the location for the goods to be positioned and set down	
2.6 Undertake the operation in a safe and controlled manner with due regard to the surrounding environment	

Component: Moving and/or handling goods in logistics operations

Component Reference Number: J/601/7914

Level: 2

Credit: 4

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1. Know how to move and/or handle goods in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures for moving and/or handling goods in logistics operations that relate to:</p> <ul style="list-style-type: none"> • health safety and security • environmental factors • special requirements • legal requirements • operating requirements • personal protective equipment
	<p>1.2 Identify any specific hazards in relation to moving and/or handling the goods</p>
	<p>1.3. Describe methods for moving and/or handling the goods safely</p>
	<p>1.4 Explain circumstances when assistance is required to move and/or handle the goods and how this assistance is applied</p>
	<p>1.5 Identify problems that can occur when moving and/or handling the goods</p>
	<p>1.6 Explain appropriate action when dealing with identified problems</p>
	<p>2. Be able to move and/or handle the goods in logistics operations</p>
<p>2.2 Use suitable handling methods to move the goods safely and correctly</p>	
<p>2.3 Position and set down the goods in the required location</p>	
<p>2.4 Place the goods so that they can be easily identified and accessed</p>	

Component: Maintain the safety and security of hazardous goods and materials in logistics operations

Component Reference Number: J/601/7928

Level: 2

Credit: 6

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1. Know how to maintain the safety and security of hazardous goods and materials in logistics operations	1.1 Explain the relevant organisational policies and procedures for maintaining the safety and security of hazardous goods and materials in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • environmental factors • special requirements • storage conditions • monitoring systems
	1.2 Explain the appropriate action to take in an emergency
	1.3. Explain the meaning of different hazardous markings and areas
	1.4 Describe storage and distribution requirements for the hazardous goods and materials including any precautions that must be taken
	1.5 Explain the use of equipment that can be used when maintaining the safety and security of hazardous goods and materials
	1.6 Explain appropriate action when dealing with identified problems
2. Be able to maintain the safety and security of hazardous goods and materials in logistics operations	2.1 Obtain all relevant information on the hazardous goods and materials
	2.2 Demonstrate that the correct precautions have been undertaken in accordance with health and safety and organisational policies and procedures
	2.3 Monitor the condition of the hazardous goods and materials in accordance with manufacturer’s instructions and organisational policies and procedures
	2.4 Manoeuvre the hazardous goods and materials safely with the appropriate equipment according to agreed procedures

Component: Assemble orders for dispatch in logistics operations

Component Reference Number: J/601/7931

Level: 2

Credit: 3

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1. know how to assemble orders for dispatch in logistics operations	1.1 Explain the relevant organisational policies and procedures for assembling orders for dispatch in logistics operations, that relate to: <ul style="list-style-type: none">• health, safety and security• personal protective equipment• environmental factors• special requirements• stock recording systems• scheduling
	1.2 Describe the characteristics of the order to be assembled
	1.3. Explain the handling methods and equipment to be used when assembling the orders
	1.4 Identify problems that can occur when assembling orders for dispatch
	1.5 Explain appropriate action when dealing with identified problems
	2. Be able to assemble the orders for dispatch in logistics operations
2.2 Check that the area used to dispatch to goods is clean and clear of obstructions and hazards	
2.3 Check that the goods are in stock and accessible for assembly	
2.4 Assemble the order with the correct type and quantity of goods ready for dispatch, in accordance with the information obtained	
2.5 Demonstrate how to maintain the condition of the goods whilst the order is being assembled	

Component: Receive goods in logistics operations

Component Reference Number: K/601/7923

Level: 2

Credit: 3

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1. know how to receive goods in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures on the goods being received in logistics operations, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • environmental factors • special requirements • operational requirements • stock control
	<p>1.2 Describe the different sources and types of information required for receiving the goods</p>
	<p>1.3. Describe the equipment and facilities required in the area receiving goods</p>
	<p>1.4 Explain the correct handling methods for different types of goods</p>
	<p>1.5 Explain the correct procedures for unloading vehicles</p>
	<p>1.6 Identify problems that can occur when receiving goods</p>
	<p>1.7 Explain appropriate action when dealing with identified problems</p>
<p>2. Be able to receive goods in logistics operations</p>	<p>2.1 Check the goods received match the specifications provided in the information</p>
	<p>2.2 Check that any equipment to be used has been prepared correctly in accordance with manufacturer’s instructions, work requirements, operational and organisational procedures and practises</p>
	<p>2.3 Check that the area to be used for receiving the goods is clean and free from obstructions and hazards</p>
	<p>2.4 Demonstrate the correct method for handling, moving and setting down the goods</p>
	<p>2.5 Use the correct handling equipment for lifting, moving and setting down the goods in accordance with organisational procedures and practices</p>
	<p>2.6 Check the goods have been unloaded safely in accordance with storage requirements</p>
	<p>2.7 Complete all required documentation accurately</p>

Component: Maintain hygiene standards in handling and storing goods in logistics operations

Component Reference Number: L/601/7929

Level: 2

Credit: 3

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1. Know how to maintain hygiene standards when handling and storing goods in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures for maintaining hygiene standards in handling and storing goods in logistics operations, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • protective clothing • personal hygiene • environmental factors • special requirements • waste disposal
	<p>1.2 Identify problems that can occur when maintaining hygiene standards when handling and storing goods</p>
	<p>1.3. Explain appropriate action when dealing with identified problems</p>
<p>2. Be able to maintain standards of hygiene when handling and storing goods in logistics operations</p>	<p>2.1 Maintain standards of personal hygiene required for the handling and storage of goods in specific storage environments</p>
	<p>2.2 Use the correct protective clothing in relation to the goods and the storage environment</p>
	<p>2.3 Apply the hygiene standards required to maintain the quality and condition of the goods and the storage environment</p>
	<p>2.4 Handle the goods using the correct handling methods and equipment</p>
	<p>2.5 Dispose of waste in accordance with organisational policies and procedures</p>

Component: Receive goods in logistics operations

Component Reference Number: L/601/7932

Level: 2

Credit: 3

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1. Know how to process returned goods in logistics operations	1.1 Explain the relevant organisational policies and procedures for processing returned goods in logistics operations, that relate to: <ul style="list-style-type: none">• health, safety and security• personal protective equipment• environmental factors• special requirements• customer rights• stock recording systems• scheduling• waste management
	1.2 Describe the main reasons for goods being returned
	1.3. Explain the process for goods being returned
	1.4 Identify problems that can occur when processing returned goods
	1.5 Explain appropriate action when dealing with identified problems
	2. Be able process returned goods in logistics operations
2.2 Return the goods to the appropriate locations	
2.3 Update stock control records accurately	
2.4 Label any goods that are to be returned to the supplier or manufacturer	
2.5 Dispose of any waste correctly and promptly in accordance with work instructions, requirements, organisational procedures and practices	

Component: Maintain the cleanliness of equipment in logistics operations

Component Reference Number: M/601/7910

Level: 2

Credit: 3

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1. Know how to prepare self and equipment for inspection and cleaning in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures, in relation to inspecting and maintaining the cleanliness of equipment in logistics operations, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • legal requirements • operating requirements • personal protective equipment • waste disposal • replenishment
	<p>1.2 Describe how to ensure the equipment is safe before routine inspection and cleaning</p>
	<p>1.3. Explain the following, in relation to the equipment that is to be inspected and cleaned:</p> <ul style="list-style-type: none"> • cleaning routines • methods • materials
	<p>1.4 Identify problems that can occur with the inspecting and maintaining the cleanliness of the equipment</p>
	<p>1.5 Explain appropriate action when dealing with identified problems</p>
<p>2. Be able to inspect and maintain the cleanliness of equipment in logistics operations</p>	<p>2.1 Use the correct use of Personal Protective Clothing when inspecting and cleaning the equipment</p>
	<p>2.2 Use the correct cleaning routines according to organisational procedures and the required timescales</p>
	<p>2.3 Use the use of approved cleaning methods and materials as specified in the manufacturer's instructions</p>

3. Be able to undertake post cleaning procedures for keeping the equipment in good working order in logistics operations	3.1 Dispose of waste in accordance with health and safety, and operational procedures
	3.2 Check that the equipment can be safely returned to operating conditions after cleaning
	3.3 Store any unused cleaning materials correctly according to manufacturer's instructions
	3.4 Replenish used materials

Component: Use an industrial forklift truck in logistics operations

Component Reference Number: M/601/8992

Level: 2

Credit: 1

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1. Know how to prepare the forklift for work in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures, in relation to using a forklift truck in logistics operations, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • legal requirements • operating requirements • personal protective equipment • reporting defects
	<p>1.2 Describe how to carry out all manufacturers' pre-start, checks</p>
	<p>1.3. Explain the operation of the vehicle instruments and controls</p>
	<p>1.4 Describe how to prepare the forklift truck for each lift</p>
	<p>1.5 Explain the observations required to ensure the safety of self and others</p>
	<p>1.6 Identify problems that can occur when preparing the forklift truck for work</p>
	<p>1.7 Explain appropriate action when dealing with the identified problems</p>
<p>2. Use a forklift truck in logistics operations</p>	<p>2.1 Use the correct Personal Protective Clothing when undertaking manoeuvring and lifting operations</p>
	<p>2.2 Carry out all manufacturers' pre-start, checks</p>
	<p>2.3 Manoeuvre the forklift truck safely and include:</p> <ul style="list-style-type: none"> • the appropriate use of signals • using the appropriate speed for the forklift truck and manoeuvre • monitoring the actions of others • ensuring there is no damage to the forklift truck and surrounding environment • ensuring the vehicle is in a suitable position for the required activities

	2.4 Stack goods using the forklift truck
	2.5 De-stack goods using the forklift truck
	2.6 Carry out shut down, isolation and securing procedures
	2.7 Carry out all manufacturers' post operational checks

Component: Sort goods and materials for recycling or disposal in logistics operations

Component Reference Number: R/601/7933

Level: 2

Credit: 3

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1. Know how to sort goods and materials for recycling or disposal in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures for sorting goods and materials for recycling and disposal in logistics operations, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • environmental factors • special requirements • waste management • roles and responsibilities of colleagues
	<p>1.2 Explain the types of goods and materials that are suitable for recycling and those that are not</p>
	<p>1.3. Identify problems that can occur when sorting goods for recycling or disposal</p>
	<p>1.4 Explain appropriate action when dealing with identified problems</p>
<p>2. Be able to sort the goods and materials for recycling or disposal in logistics operations</p>	<p>2.1 Undertake initial checks to determine the suitability of the goods and materials for recycling or disposal</p>
	<p>2.2 Sort the goods and materials correctly</p>
	<p>2.3 Remove any parts of the goods and materials that are not suitable for recycling and dispose of them correctly</p>
	<p>2.4 Handle the goods and materials using the correct handling methods and equipment</p>
	<p>2.5 Position the goods or materials suitable for recycling or disposal into the correct locations</p>
	<p>2.6 Prepare the goods or materials for further processing according to the organisation's specifications for recycling or disposal</p>

Component: Keep stock at required levels in logistics operations

Component Reference Number: T/601/7911

Level: 2

Credit: 3

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1. Know how to maintain required stock levels in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures, in relation to keeping stock at required levels in logistics operations, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • legal requirements • operating requirements • rotation methods
	<p>1.2 Describe when to replenish stock</p>
	<p>1.3. Describe how the regular or routine checks on stock levels are carried out</p>
	<p>1.4 Explain the process for dealing with any damaged, faulty or out of date items</p>
	<p>1.5 Describe the correct handling methods and/or equipment to move stock</p>
	<p>1.6 Describe correct labelling procedures</p>
	<p>1.7 Identify problems that can occur when maintaining stock levels</p>
	<p>1.8 Explain appropriate action when dealing with the identified problems</p>
	<p>2. Be able to maintain stock at required levels in logistics operations</p>
<p>2.2 Identify any damaged, faulty or out of date items and move them to the appropriate location</p>	
<p>2.3 Use stock rotation methods to ensure the stock is utilised effectively</p>	
<p>2.4 Replenish the stock</p>	
<p>2.5 Handle the goods using safe and correct handling methods</p>	
<p>2.6 Label stock accurately according to organisational requirements</p>	
<p>2.7 Position the stock in the correct locations for further use</p>	
<p>2.8 Update the stock records after replenishing stock levels according to organisational requirements</p>	

Component: Place goods in storage in logistics operations

Component Reference Number: T/601/7925

Level: 2

Credit: 4

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1. Know how to place goods in storage logistics operations	1.1 Explain the relevant organisational policies and procedures for placing the goods into storage in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • environmental factors • special requirements • storage conditions • stock rotation
	1.2 Describe the different sources and types of information required for placing the goods
	1.3. Describe the areas for storing different types of goods
	1.4 Explain the importance of preparing storage areas before placing goods
	1.5 Describe the equipment and facilities required in the area receiving goods
	1.6 Explain the correct handling methods for different types of goods
	1.7 Identify problems that can occur when placing goods in storage
	1.8 Explain appropriate action when dealing with identified problems
	2. Be able to place goods in storage in logistics operations
2.2 Use the correct handling methods and/or equipment to place the goods into storage	
2.3 Place the goods in the correct location for space utilisation, to prevent damage and meet distribution requirements	
2.4 Update stock control records accurately	
2.5 Communicate clearly and accurately, with appropriate people, the monitoring and storage arrangements for the goods	

Component: Use a hoist in logistics operations

Component Reference Number: T/601/8993

Level: 2

Credit: 1

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1. Know how to prepare the hoist for work in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures, in relation to preparing the hoist for work in logistics operations, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • legal requirements • operating requirements • personal protective equipment • reporting defects
	<p>1.2 Describe how to carry out all manufacturers' pre-start, checks</p>
	<p>1.3. Describe how to check that all related equipment is positioned in relation to manufacturers' instructions</p>
	<p>1.4 Describe how to carry out the emergency lowering procedure</p>
	<p>1.5 Identify problems that can occur when using a hoist in logistics operations</p>
	<p>1.6 Explain appropriate action when dealing with the identified problems</p>
	<p>2. Use a hoist in logistics operations</p>
<p>2.2 Carry out all manufacturers' pre-start, checks</p>	
<p>2.3 Prepare an exclusion zone in the relevant area</p>	
<p>2.4 Agree signal codes with the signaller</p>	
<p>2.5 Use the hoist safely and correctly</p>	
<p>2.6 Carry out shut down, isolation and securing procedures</p>	
<p>2.7 Carry out all manufacturers' post operational checks</p>	

Component: Contribute to the provision of customer service in logistics operations

Component Reference Number: Y/601/7920

Level: 2

Credit: 3

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1. Know how to contribute to the provision of customer services in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • maintaining effective customer relations • personal appearance and hygiene • reporting procedures and systems • recording information • confidentiality • complaints
	<p>1.2 Describe different types of customers in relation to own organisation</p>
	<p>1.3. Describe the importance of :</p> <ul style="list-style-type: none"> • promoting the organisation’s image positively • effective communication • good customer service
	<p>1.4 Identify the services available to customers in own organisation</p>
	<p>1.5 Describe the implications of:</p> <ul style="list-style-type: none"> • a negative image on your organisation • poor communication • poor customer service
	<p>1.6 Describe:</p> <ul style="list-style-type: none"> • own role in dealing with customer complaints and • the limits of your responsibility
	<p>1.7 Identify who to report to when you are unable to deal with a customer enquiry or request</p>

<p>2. Be able to contribute to the provision of customer services in logistics operations</p>	<p>2.1 Follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • maintaining effective customer relations • personal appearance and hygiene • reporting procedures and systems • recording information • confidentiality • complaints
	<p>2.2 Develop positive relationships with customers</p>
	<p>2.3 Ensure that own personal appearance and hygiene meet organisational policies and standards</p>
	<p>2.4 Communicate effectively with customers</p>
	<p>2.5 Ensure that all information available is up-to-date and accurate</p>
	<p>2.6 Identify customer needs</p>
	<p>2.7 Deal effectively with customer enquiries</p>
	<p>2.8 Ensure the customer is promptly informed of any action that is taken</p>
	<p>2.9 Maintain customer confidentiality</p>
	<p>2.10 Update customer records accurately</p>
	<p>2.11 Record customer enquiries and outcomes accurately using the organisation's procedures and systems</p>
	<p>2.12 Deal with customer complaints effectively</p>

Component: Supervise the receipt, storage or dispatch of goods

Component Reference Number: Y/601/7934

Level: 2

Credit: 6

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1. Know how to supervise the receipt, storage or dispatch of goods in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures for supervising the receipt, storage or dispatch of goods in logistics operations, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • environmental factors • special requirements • stock rotation • monitoring and testing
	<p>1.2 Explain sources of information required to determine the capacity and limitations of the storage facility</p>
	<p>1.3. Describe the equipment that can be used for the receipt, storage or dispatch of the goods</p>
	<p>1.4 Identify problems that can occur when monitoring the receipt, storage or dispatch of goods</p>
	<p>1.5 Explain appropriate action when dealing with identified problems</p>
	<p>2 Be able to supervise the receipt, storage or dispatch of goods in logistics operations</p>
<p>2.2 Check the storage conditions and equipment required to receive, store or dispatch the goods</p>	
<p>2.3 Organise the movement or rotation of goods to assist receiving, storing or dispatching goods</p>	
<p>2.4 Demonstrate how to use the organisations resources effectively</p>	
<p>2.5 Communicate effectively with others</p>	
<p>2.6 Complete records for supervising the receipt, storage or dispatch of goods accurately</p>	

Centre Information

4.1 Centre Operations Manual

Information regarding centre support, learner registration, certification, reasonable adjustments and special consideration, complaints and appeals can be found in the [Centre Operations Manual](#).

4.2 Initial Assessment and Centre Learner Support

It is important that centres carry out an initial assessment to identify what knowledge and degree of skills the learner already has, and to identify if any support or reasonable adjustments will be required to enable them to be assessed fairly. This may include an assessment of minimum core personal skills in English, Mathematics and ICT.

This can be recorded so that centres can identify any associated needs and record this in appropriate plans. This will help in planning the learning programme. It is important at the initial assessment stage to ensure that learners commence a programme at the appropriate level.

Centres should assess each learner's potential and make a professional judgement about his/her ability to successfully complete the programme of study and achieve the qualification.

This assessment will need to take account of:

- the support available to the learner within the centre during his/her programme of study
- any specific support that might be necessary to allow the learner to access the assessment for the qualification
- diagnoses of the requirements of the learner, making use of specialist advice from external sources, as appropriate.

Centres should identify any learner requirements and how they may affect successful completion of the particular programme. Programme teams should refer closely to the qualification specifications when discussing possible options for learners. They should advise learners on the appropriateness of the qualification to the learner and identify more suitable qualifications if necessary.

It is our intention that there should be no discrimination on the grounds of a protected characteristic. FutureQuals and approved centres have a responsibility to ensure that the process of assessment is robust and fair and allows a learner to show what they know and can do without compromising the assessment criteria.

Details on how to make adjustments for learners to ensure fair access to assessment is set out in the FutureQuals' *Reasonable Adjustment and Special Considerations* policy.

4.3 Identification requirements and Learner Authenticity

Identification Requirements

It is a Centre's responsibility to confirm the identity of a learner as part of its registration process. A Centre may do this by requesting sufficient personal data and a unique learner number (ULN) to ensure the learner can be clearly and uniquely identified.

The use of a ULN is now a mandatory requirement for publicly funded education and when submitting Individualised Learner Record (ILR) returns.

Centres must have systems in place to ensure that an individual completing an assessment is the person he/she is claiming to be.

Therefore, Centres are required to ensure that each learner's identification is checked and that the type of identification provided by each learner is recorded before assessments are undertaken. FutureQuals External Quality Assurers will check this record during quality assurance monitoring activities.

The following would be permitted proof of a Learners Identity:

- a valid passport (any nationality)
- a signed UK photo card driving licence
- valid warrant card issued by HM Forces or the Police
- other photographic ID card, e.g. employee ID card (must be current employer), student ID card, travel card
- UK biometric residence permit.

If an assessment is taking place in a learner's place of work and a learner is unable to supply any of the above, authentication of a learner's identity by a third-party representative, for example his/her line manager or a member of his/her workplace Human Resources Team can be accepted.

Learner Authenticity

It is a regulatory requirement that every assessment submission is authenticated as the work of the named learner whether submitted to a centre or to FutureQuals. Therefore, the FutureQuals Evidence Logbook requires that a declaration of authenticity is signed by a learner for each assessment submitted.

By signing the declaration a learner is acknowledging that if the statement is untrue, an assessment breach has been committed.

If a centre uses electronic systems or e-portfolios, an alternate form of formal declaration of authenticity must be completed with each assessment that is submitted.

If a centre uses its own version of the FutureQuals' Evidence Logbook it must ensure that the version used captures the same information i.e. the assessment method, evidence reference, the assessor's decision (including the signature and date to evidence completion assessment) and the learner's declaration of authenticity.

Any submission that does not carry a formal declaration of authenticity will not be externally quality assured. If an alternate formal declaration of authenticity is completed by a learner it must, as a minimum, include the statement:

Statement of confirmation of authenticity

I declare that the work presented for this component is entirely my own work.

The learner must sign and date the declaration.

4.4 Legal Considerations

Learners and centres should be aware of regulations affecting those who deal with children, young people and vulnerable adults in the country the qualification is delivered in.

The Prevent Duty Guidance available from the Home Office, makes clear the important role of further education leaders in stopping extremists seeking to radicalise learners on campuses and in supporting learners at risk of extremist influences.

Ofsted has responsibility for monitoring the Prevent Duty in publicly funded further education and skills providers.

FutureQuals[™]

INSPIRING LEARNING AND SKILLS

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