

| Unit  |  |                                   | Element  |       |          |
|---|--|--|--|-------|----------|
| <b>Contribute to effective working relationships</b>  |  |  | <b>Maintain own performance in achieving quality standards</b>   |       |          |
|   |  | Code   | TGR3.1   | issue | May 2003 |
| <p>Description of this element</p> <p>You must be able to maintain your own performance in achieving quality standards. You must be able to confirm tasks, priorities and responsibilities clearly and accurately with the person setting them and perform those tasks in a way that is consistent with good practice within your organisation. You must maintain your personal appearance, equipment and work area in accordance with operational and organisation procedures, and report clearly, accurately and promptly to the relevant person any circumstances that prevent the achievement of the appropriate quality standards. You must seek constructive feedback on work achievement and performance from the appropriate people and identify your own learning needs accurately from this feedback and observation of your own performance. You must seek and take realistic opportunities to meet your own learning needs.</p> |  |  |  |       |          |
|   | <b>You must be able to:-</b>   |  | <b>You must know and understand:-</b>  |       |          |
| P/W/Q   | 1. Confirm tasks, priorities and responsibilities clearly and accurately with the person setting them                              |  | a) The importance of understanding your own work role and the quality standards and output targets associated with it  |       |          |
| P/W/Q   | 2. Perform work tasks in ways that are consistent with good practice in your organisation  |  | b) The quality and output requirements of yourself and colleagues  |       |          |
| O/W/Q   | 3. Maintain your personal appearance, equipment and the work area in accordance with operational and organisation procedures       |  | c) Accepted working practices  |       |          |
| O/W/Q   | 4. Report clearly, accurately and promptly the circumstances that prevent achievement of quality standards, to the relevant person |  | d) Requirements for special clothing, standards of appearance and methods for maintaining your equipment and work area |       |          |
| O/W   | 5. Seek constructive feedback on work achievement and performance from people in a position to give it                             |  | e) Circumstances that may prevent you meeting these standards  |       |          |
| Q/W   | 6. Identify your own learning needs accurately from feedback and observation of your own performance                               |  | f) The importance of feedback in improving personal work performance   |       |          |
| Q/W   | 7. Seek and take realistic opportunities to meet your learning needs   |  | g) How to identify learning needs  |       |          |
|   |  |  | h) Opportunities for learning that are available and how to select the relevant ones                                   |       |          |
|   |  |  | i) Reporting mechanisms if quality standards cannot be achieved  |       |          |
|    |  | <i>Recommended methods of collecting evidence</i> P = performance    O = outcome    Q = questioning    W = witness |  |       |          |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from performance, outcome of performance and questioning supported by witness testimony. The candidate will need to have knowledge and understanding of the importance of understanding their own work role and the quality standards and output targets associated with it. They will need to know what the quality and output requirements for themselves and colleagues are and what accepted good working practices are. They will need to know whether they need special clothing, what the standards of appearance are, and how to maintain their equipment and work area. The candidate will need to understand what circumstances may prevent meeting standards and why feedback is important in improving personal work performance, and who can give constructive feedback. They will need to know how to identify learning needs and they will need to know what opportunities for learning are available and how to select relevant ones. They will also need to know who should be told when quality standards cannot be achieved

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the work being carried out.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Evidence should come from observing the candidate during his or her normal and typical work activities. The assessor must look to confirm that the candidate can maintain own performance in achieving quality standards. The candidate will need to demonstrate that they can do this during the differing **work contexts** of busy trading periods and normal trading periods. The candidate will need to show that they can maintain **quality standards** in quality of output, quantity of output and health and safety requirements. The candidate will also need to show how they can identify with **learning opportunities**, formal or informal.

Evidence from records produced and maintained by the candidate on current and previous work done in how they maintain own performance in achieving quality standards should also be readily available for the assessor to inspect.

Evidence from personal statements for the whole unit should explain how you work with others and how by doing so, you do your job well resulting in high quality standards of work. This would include :

- how you deal with colleagues on a daily basis
- how you deal with a colleague who disagrees with you about something
- how you would cope with colleagues who may disagree about responsibilities or working methods
- how you would deal with any unfair discrimination or harassment within the workplace
- show that you are able to keep commitments made to colleagues
- explain who you report to and for what areas, and on what occasions you will need to discuss specific issues with your immediate boss
- in what circumstances you have to seek your boss's authority
- you ask people to give you constructive feedback on how you do your job
- you decide on learning needs and future opportunities to improve further

*NOTE.. Trading periods within the Road Haulage and Distribution Sector are operating periods.*

| Unit  |  |   | Element  |       |
|---|--|--|--|-------|
| <p align="center"><b>Contribute to effective working relationships</b></p>  |  |  | <p><b>Work with colleagues to optimise productivity</b></p>  |       |
|   |  | Code   | TGR 3.2  | issue |
| <p>Description of this element</p> <p>You must be able to work with colleagues to optimise productivity. You must confirm the responsibility for shared tasks with colleagues accurately and clearly and offer support to colleagues if required that is relevant to their priorities and consistent with your own responsibilities. You must accurately identify any misunderstandings and conflicts that are detrimental to working relationships and seek constructive solutions promptly. You must promptly action any requests by others that fall within your responsibility and explain clearly and politely and propose constructive alternatives when it is not possible for you to agree to others requests. When you need to ask for assistance or information from colleagues you must do so in clear and constructive manner</p> |  |  |  |       |
|   | <p><b>You must be able to:-</b></p>  |  | <p><b>You must know and understand:-</b></p>   |       |
| P/O/W   | 1. Confirm responsibility for shared tasks clearly and accurately with colleagues  | a)   | The importance of clarifying roles and responsibilities  |       |
| P/O/W   | 2. Offer support to colleagues that is relevant to their priorities and consistent with meeting your own responsibilities                    | b)   | The importance of supporting colleagues and the difference it make to productivity   |       |
| O/W/Q   | 3. Accurately identify misunderstanding and conflicts that are detrimental to working relationships and seek constructive solutions promptly | c)   | Ways of supporting colleagues  |       |
| P/W/Q   | 4. Promptly action requests by others that fall within your responsibility   | d)   | How to recognise when colleagues need support and how to decide if giving support is consistent with your responsibilities |       |
| P/O/W   | 5. Explain clearly and politely and propose constructive alternatives when it is not possible for you to agree to others' requests           | e)   | The importance of recognising difficulties and misunderstandings and way of dealing with them constructively               |       |
| P/O/W   | 6. Ask colleagues for information and assistance in a clear and constructive manner  | f)   | How to make and respond to requests for support constructively, including how to respond when you cannot action requests   |       |
|   |  | g)   | The importance of keeping confidential information   |       |
|    |  | <p><i>Recommended methods of collecting evidence</i>    P = performance    O = outcome    Q = questioning    W = witness</p> |  |       |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from performance, outcome of performance, questioning supported by witness testimony. The candidate will need to have knowledge and understanding of the importance of clarifying roles and responsibilities and what quality requirements relate to the work. They will need to understand the importance of supporting colleagues and the difference it makes to quality and output. They will also need to know ways of supporting colleagues and how to recognise when colleagues need support and how to determine whether giving support is consistent with own responsibilities. The candidate will need to understand the importance of recognising difficulties and misunderstandings and ways of dealing with them constructively, including informal methods and formal approaches such as: grievance and disciplinary procedures. They will need to know and understand how to make and respond to requests for support constructively, including occasions when you cannot action the request. They will also need to know the importance of keeping confidential information

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the work being carried out.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Evidence should come from observing the candidate during his or her normal and typical work activities. The assessor needs to ensure that the candidate can work with colleagues to optimise productivity. The candidate will need to demonstrate how they work with **colleagues**, be they fellow workers, managers or employee representatives. They will also demonstrate the **support offered to others**, be it by giving information, giving advice, sharing work or training. The assessor will also need to see how the candidate deals with **misunderstandings and conflicts**, these could be personal differences, disputes about responsibilities and working methods, unfair discrimination and harassment.

Evidence from records produced and maintained by the candidate on current and previous occasions to work with colleagues to optimise productivity was carried out, should also be readily available for the assessor to inspect.

Evidence from personal statements for the whole unit should explain how you work with others and how by doing so, you do your job well resulting in high quality standards of work. This would include :

- how you deal with colleagues on a daily basis
- how you deal with a colleague who disagrees with you about something
- how you would cope with colleagues who may disagree about responsibilities or working methods
- how you would deal with any unfair discrimination or harassment within the workplace
- show that you are able to keep commitments made to colleagues
- explain who you report to and for what areas, and on what occasions you will need to discuss specific issues with your immediate boss
- in what circumstances you have to seek your boss's authority
- you ask people to give you constructive feedback on how you do your job
- you decide on learning needs and future opportunities to improve further

*NOTE.. Trading periods within the Road Haulage and Distribution Sector are operating periods.*

| Unit  |   | Element   |   |
|---|---|---|---|
| <p align="center"><b>Contribute to the maintenance of health, safety and security in the workplace</b></p>  |   |  | <p><b>Maintain the security of people, goods and premises</b></p>         |
|   |   |   | Code  |
| <p><b>Description of this element</b></p> <p>You must be able to maintain the security of people, goods and premises. You must monitor the behaviour of people and identify any possible <b>risks to security</b>. You must make sure you implement any organisational procedures for protecting <b>goods, cash, people, equipment and premises</b> and identify any risks of violence, harassment theft or damage. These risks must be identified promptly and the appropriate action taken to minimise them. Any breaches in security must be identified promptly and action taken must be in accordance with relevant legislation, regulation and codes of practice. If any thefts occur, these must be identified promptly and reported to the relevant personnel. Any incidents or risks that occur must be reported promptly to the appropriate person.</p> |   |   |   |
|   | <p><b>You must be able to:-</b></p>   |   | <p><b>You must know and understand:-</b></p>                              |
| O/Q   | 1. Monitor the behaviour of people and identify any possible risks to security  | a)  | Organisational procedures for protecting goods, cash, people and premises |
| O/W/Q   | 2. Ensure that you implement any organisational procedures for protecting goods, cash, people and premises                              | b)  | Procedures for dealing with theft and suspected theft                     |
| O/Q   | 3. Identify any risks of violence, harassment, theft or damage and take the appropriate action promptly to minimise the risks           | c)  | Procedures for managing harassment in the workplace                       |
| O/Q   | 4. Identify any breaches of security promptly and take action in accordance with relevant legislation, regulation and codes of practice | d)  | The relevant legislation, regulation and codes of practice                |
| O/W/Q   | 5. Identify if any thefts occur and report them promptly to the relevant personnel  | e)  | Reporting procedures for security incidents or risks                      |
| O/W/Q   | 6. Report any incidents or risks to security that occur to the appropriate person promptly  |   |   |
|  <p><i>Recommended methods of collecting evidence</i>    P = performance    O = outcome    Q = questioning    W = witness</p>  |   |   |   |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be primarily from outcome of performance, supported by questioning and witness testimony. The candidate will need to have knowledge and understanding of the organisational procedures for protecting goods, cash, people and premises. They will need to know the procedures for dealing with theft and suspected theft and similarly the procedures for managing harassment in the workplace. The candidate will also need to know reporting procedures for security incidents or risks.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to security of people, goods and premises that they have responsibilities for.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Performance evidence should come from observing the candidate during his or her normal and typical work activities. It should be evident that the candidate can maintain the security of people, goods and premises. The assessor would have to be confident that the candidate can demonstrate how to maintain the security of **goods: being displayed, being stored or being moved**. Similarly demonstrate how they have to deal with **risks to security: from criminal activities, violent and abusive behaviour, terrorism or harassment**.

**Note:** range/scope of performance is highlighted in **BOLD/Italics**

Evidence from records produced and maintained by the candidate on current and previous work done to maintain the security of people, goods and premises should also be readily available for the assessor to inspect.

Evidence from personal statements for this element needs to explain how to deal with risks to security of people and premises, and that you can take action to reduce the risk of theft or damage to stock and/or premises. This will include:

- what your responsibilities are with regards to security within the working environment
- describe any changes you feel would improve security at work
- the type of paperwork you complete with regard to security, (e.g. delivery notes, logging on sheets, security badges etc.)
- describe what action you would take in the event of a security breach and who you would inform
- explain the procedures you have to follow if you observe something on site which contravenes the security of the workplace
- describe the process in the event of a break-in at your premises. if off-site, this could involve your vehicle

**NOTE. The 'workplace' is any area where the candidate works. This can include a vehicle, a customer's premises, an office etc.**

| Unit   |  | Element  |  |
|--|--|--|--|
| <p align="center"><b>Contribute to the maintenance of health, safety and security in the workplace</b></p>   |  |   | <p><b>Contribute to maintaining a healthy and safe workplace</b></p> |
|  |  |  | Code   |
| <p><b>Description of this element</b></p> <p>You must be able to contribute to maintaining a healthy and safe workplace. You must monitor the working environment, work practices, materials and equipment frequently enough to identify <b>risks to health and safety</b>, and implement the <b>approved procedures</b> to minimise these risks if they occur in accordance with relevant legislation, regulation and codes of practice. You must handle and transport goods, equipment and substances safely and store them securely in the appropriate manner in accordance with relevant legislation, regulation and codes of practice. You must issue clear warnings of potential risks to all personnel who could be at risk and take <b>prompt</b> action to prevent injury or damage. Risks to health and safety and incidents must be promptly and accurately reported to the relevant personnel. Any <b>safety equipment and clothing</b> you use must be used in accordance with relevant legislation, regulation and codes of practice. If an incident means the workplace must be evacuated, you must stop working immediately and leave by the approved escape routes.</p> |  |  |  |
|  | <p><b>You must be able to:-</b></p>  | <p><b>You must know and understand:-</b></p>   |  |
| O/Q  | 1. Monitor the working environment, work practices, materials and equipment frequently enough to identify risks to health and safety   | a) What constitutes a risk to health and safety within your working environment  |  |
| O/Q  | 2. Identify any risks to health and safety accurately and implement the approved procedures promptly to minimise the risks in accordance with relevant legislation, regulation and codes of practice | b) Organisational procedures for monitoring and controlling risks  |  |
| P/O/Q  | 3. Handle and transport goods, equipment and substances safely and store them securely in the appropriate manner in accordance with relevant legislation, regulation and codes of practice           | c) Relevant legislation, regulation and codes of practice e.g. HASAW, COSHH, Customer liability legislation              |  |
| O/W/Q  | 4. Issue clear warnings of potential risks to all personnel who could be at risk   | d) Organisational procedures dealing with emergencies, including individual roles and responsibilities and alarm systems |  |
| O/Q  | 5. Take prompt action to prevent injury or damage when risks have been identified  | e) The safety equipment and clothing available and its correct use   |  |
| O/W/Q  | 6. Report risks to health and safety and incidents promptly and accurately to the relevant personnel   | f) Procedures for contacting the emergency services  |  |
| O/Q  | 7. Use any safety equipment and clothing in accordance with relevant legislation, regulation and codes of practice   | g) The location of the approved escape routes  |  |
| O/Q  | 8. Stop working immediately when it is necessary to evacuate the workplace and use the approved escape routes  | h) Who, if anyone, in the organisation is authorised to administer life saving procedures                                |  |
|   | <p><i>Recommended methods of collecting evidence</i>    P = performance    O = outcome    Q = questioning    W = witness</p>   |  |  |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from outcome of performance and performance, supported by witness testimony and questioning. The candidate will need to have knowledge and understanding of organisational procedures for monitoring and controlling risks. They must know about organisational procedures for dealing with emergencies, including individual roles and responsibilities and alarm systems. They must also know of the procedures for contacting the emergency services. The candidate will also need to know of the safety equipment and clothing available and its correct use. They will need to know about the location of the approved escape routes and they will need to know who, if anyone, in the organisation is authorised to administer life saving procedures

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the work and the work environment. (e.g. HASAW, COSHH, Customer liability legislation)

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Performance evidence should come from observing the candidate during his or her normal and typical work activities and it should be evident that the candidate can contribute to maintaining a healthy and safe workplace. The assessor would have to be confident that the candidate can identify **risks to: people and property**. That the candidate can determine where there are **risks arising from: the behaviour of self or others, fixed or moveable equipment, goods, substances and materials or the physical environment in which the candidate works**. The candidate will also need to demonstrate the **action taken to: eliminate the risk, prevent injury and damage, and to protect people and property**.

Evidence from records produced and maintained by the candidate on current and previous work done to contribute to maintaining a healthy and safe workplace should also be readily available for the assessor to inspect.

Evidence from personal statements for this element is to explain that you have an awareness of health and safety and that you are aware of risks to other people and yourself, that you keep the workplace clean and tidy and free from hazards, and that you can lift and handle goods safely. This will include:

- information on the major equipment (e.g. for moving goods, for cleaning, used in the office etc)
- a description of what you would do in the event of an emergency or accident
- what to do in the event of a fire and evacuation of the building
- that you identify any hazards and report them to the correct people
- that you keep your work and rest area in a clean condition and the reason for doing so
- what you do about items which may be damaged or unsafe
- an explanation of how you show that wastage is kept to a minimum
- explain how you lift items correctly without injury and why you may ask someone to help you
- describe what protective clothing you might need to use

**NOTE. The 'workplace' is any area where the candidate works. This can include a vehicle, a customer's premises, an office etc.**

| Unit  |  | Element  |   |
|---|--|--|---|
| <p align="center"><b>Contribute to the maintenance of health, safety and security in the workplace</b></p>  |  |   | <p><b>Maintain the cleanliness of the working environment</b></p> |
|   |  |  | Code  |
| <p><b>Description of this element</b></p> <p>You must be able to maintain the cleanliness of the working environment. You must keep your work area clean and tidy using the appropriate <b>cleaning materials</b> and <b>protective clothing or equipment</b>. When protective clothing and equipment are used they must either be disposed of correctly or cleaned and securely stored. Any waste materials must be handled safely in accordance with relevant legislation, regulation and codes of practice and removed as it is created to be stored in the appropriate location. You must carry out your work and deal with any spillages that occur safely and efficiently with the minimum of inconvenience or risk to others or the working environment.</p> |  |  |   |
|   | <p><b>You must be able to:-</b></p> <ol style="list-style-type: none"> <li>1. Keep your work area clean and tidy</li> <li>2. Handle waste safely and in accordance with relevant legislation, regulation and codes of practice</li> <li>3. Use any necessary protective clothing and equipment correctly</li> <li>4. Clean protective equipment and clothing after you have used it and store it securely</li> <li>5. Remove waste and rubbish as it is created and store it in the appropriate location</li> <li>6. Carry out your work safely and efficiently with the minimum of inconvenience to others or the working environment</li> <li>7. Deal with any spillages that occur safely and efficiently with the minimum of inconvenience to others or the working environment</li> </ol> | <p><b>You must know and understand:-</b></p> <ol style="list-style-type: none"> <li>a) The importance of keeping the workplace clean and tidy</li> <li>b) The standards of cleanliness expected by the organisation</li> <li>c) What cleaning materials should be used, where to find them and how they are replaced</li> <li>d) Procedures for disposing or recycling waste</li> <li>e) Procedures for protecting other people from hazards in areas being cleaned</li> </ol> |   |
|   | <p>O/W<br/>P/O/Q<br/>O/Q<br/>O/Q<br/>P/O/Q<br/>O/W/Q<br/>O/W/Q</p>   |  |   |
|    | <p><i>Recommended methods of collecting evidence</i>    P = performance    O = outcome    Q = questioning    W = witness</p>   |  |   |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be primarily from performance and outcome of performance, supported by questioning and witness testimony. The candidate will need to have knowledge and understanding of the importance of keeping the workplace clean and tidy, and also what standards of cleanliness are expected by the organisation. They will need to know what cleaning materials should be used, where to find them and how they are replaced. The candidate will need to have knowledge of procedures for disposing or recycling waste and procedures for protecting other people from hazards in areas being cleaned

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the work being carried out.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Performance evidence should come from observing the candidate during his or her normal and typical work activities and it should be evident that the candidate can maintain the cleanliness of the working environment. The assessor would have to be confident that the maintenance and cleaning of the working environment follows appropriate/suitable **routines**: *normal working routine and routines for dealing with spillages*.

**Note:** range/scope of performance is highlighted in **BOLD/Italics**

Evidence from records produced and maintained by the candidate on current and previous work done to maintain the cleanliness of the working environment should also be readily available for the assessor to inspect.

Evidence from personal statements for this element is to explain that you have an awareness of health and safety and that you are aware of risks to other people and yourself, that you keep the workplace clean and tidy and free from hazards, and that you can lift and handle goods safely. This will include:

- information on the major equipment (e.g. for moving goods, for cleaning, used in the office etc)
- a description of what you would do in the event of an emergency or accident
- what to do in the event of a fire and evacuation of the building
- that you identify any hazards and report them to the correct people
- that you keep your work and rest area in a clean condition and the reason for doing so
- what you do about items which may be damaged or unsafe
- an explanation of how you show that wastage is kept to a minimum
- explain how you lift items correctly without injury and why you may ask someone to help you
- describe what protective clothing you might need to use

**NOTE.** *The 'workplace' is any area where the candidate works. This can include a vehicle, a customer's premises, an office etc.*

| Unit   |  | Element  |   |
|--|--|--|---|
| <p align="center"><b>Contribute to the maintenance of health, safety and security in the workplace</b></p>   |  |  <p align="center">Road Haulage<br/>and Distribution<br/>Training Council</p> | <p><b>Manually lift and handle goods safely</b></p> |
|  |  |  | Code  |
| <p><b>Description of this element</b></p> <p>You must be able to manually lift and handle goods safely. You must take all suitable precautions before lifting to protect yourself and others and use lifting and handling techniques that conform to recognised good practice. When you use lifting or handling <b>equipment</b>, you must check that it is fit to be used and use it in accordance with the manufacturers guidelines and operational and organisational procedures. Anyone who helps you with lifting and handling must be clearly advised of their responsibilities for lifting and handling and the use of equipment, and these must be confirmed with them before you start.</p> |  |  |   |
|  | <p><b>You must be able to:-</b></p>  | <p><b>You must know and understand:-</b></p>   |   |
| P/Q/W  | 1. Take suitable precautions before lifting, to protect yourself and others  | a) Techniques for safe lifting and handling  |   |
| P/Q  | 2. Use lifting and handling techniques that conform to recognised good practice  | b) Use of lifting and handling equipment   |   |
| P/Q  | 3. Check and confirm the fitness for use of any equipment before you use it  | c) The implications for your own and for others safety and health if incorrect or inappropriate techniques are used  |   |
| P/Q  | 4. Use any necessary lifting and handling equipment in accordance with manufacturers instructions and operational and organisational procedures                  | d) Your own and your employers responsibilities for health and safety at work  |   |
| O/W/Q  | 5. Clearly advise anyone who helps you of their responsibilities for lifting and handling and the use of equipment and confirm these with them before you start. |  |   |
|  <p><i>Recommended methods of collecting evidence</i>    P = performance    O = outcome    Q = questioning    W = witness</p>   |  |  |   |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from performance and outcome of performance, supported by questioning and witness testimony. The candidate will need to have knowledge and understanding of techniques for safe lifting and handling. They will need to know where and how to use of lifting and handling equipment. The candidate will need to understand the implications for their own and for others safety and health if incorrect or inappropriate techniques are used. They will also need to know their own and their employers responsibilities for health and safety at work

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to manually lifting and handling goods safely.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Performance evidence should come from observing the candidate during his or her normal and typical work activities. It should be evident that the candidate can manually lift and handle goods safely. The assessor would have to be confident that the candidate checks for any necessary **precautions: warning notices and signs, protective clothing, creating sufficient space and obtaining assistance to lift**. The candidate will also need to check for the requirements and the suitability and use of **equipment: lifting equipment and handling equipment**

**Note:** range/scope of performance is highlighted in **BOLD/Italics**

Evidence from records produced and maintained by the candidate on current and previous work done to manually lift and handle goods safely should also be readily available for the assessor to inspect.

Evidence from personal statements for this element is to explain that you have an awareness of health and safety and that you are aware of risks to other people and yourself, that you keep the workplace clean and tidy and free from hazards, and that you can lift and handle goods safely. This will include:

- information on the major equipment (e.g. for moving goods, for cleaning, used in the office etc)
- a description of what you would do in the event of an emergency or accident
- what to do in the event of a fire and evacuation of the building
- that you identify any hazards and report them to the correct people
- that you keep your work and rest area in a clean condition and the reason for doing so
- what you do about items which may be damaged or unsafe
- an explanation of how you show that wastage is kept to a minimum
- explain how you lift items correctly without injury and why you may ask someone to help you
- describe what protective clothing you might need to use

NOTE. The 'workplace' is any area where the candidate works. This can include a vehicle, a customer's premises, an office etc.

| Unit  |  | Element  |   |
|---|--|--|---|
| <p align="center"><b>Receiving loads and dispatching goods</b></p>  |  |  <p align="center">Road Haulage<br/>and Distribution<br/>Training Council</p> | <p><b>Prepare to receive loads or dispatch goods</b></p>  |
|   |  |  | code  |
| <p>Description of this element</p> <p>You must be able to prepare to receive loads or dispatch goods. <b>Goods are items that make up a load. A load is any goods moved by road.</b> You will need to confirm the load to be received or goods dispatched and identify any specialised requirements e.g. mechanical handling equipment (MHE) or personal protective equipment (PPE), in accordance with operational and organisational procedures. You will identify a suitable area that has the required facilities and ensure that it is clean and free from hazards and obstructions. You will need to take into consideration safety and environmental issues in accordance with relevant legislation, regulation and codes of practice. You will need to identify any problems with the area to receive loads or despatch goods and take the appropriate actions in accordance with operational and organisational procedures. Where you need to communicate with other personnel, you should do so in an appropriate manner.</p> |  |  |   |
|   | <p><b>You must be able to:-</b></p>  |  | <p><b>You must know and understand:-</b></p>  |
| P/Q/W   | 1. Confirm the load to be received or goods to be dispatched   | a)   | The sources of information for loads being received or goods being despatched                         |
| P/Q/W   | 2. Obtain the relevant documentation for the load in accordance with operational and organisational procedures   | b)   | Operational and organisational procedures relevant to the loads or goods being received or despatched |
| P/Q/W   | 3. Identify the area to be used and ensure it is ready to receive or dispatch the goods.   | c)   | The facilities required in the area to receive loads or dispatch goods                                |
| P/Q/W   | 4. Make sure the area is clean and free from obstructions and hazards.   | d)   | Sources of health, safety and environmental information relevant to the loads or goods                |
| O/Q/W   | 5. Ensure that any special requirements or equipment to receive or dispatch goods are sourced in accordance with relevant legislation, regulation and codes of practice              | e)   | Relevant legislation, regulation and codes of practice  |
| O/Q/W   | 6. Identify any health, safety or environmental issues relating to the goods and where required make provision for them in accordance with operational and organisational procedures | f)   | Types and sources of specialised equipment required to receive or dispatch goods                      |
| O/Q/W   | 7. Identify any problems with the area to receive loads or dispatch goods and take the appropriate action in accordance with operational and organisational procedures               | g)   | Methods of communication e.g. oral, written, electronic   |
|    | <p><i>Recommended methods of collecting evidence</i></p>   | <p>P = performance    O = outcome    Q = questioning    W = witness</p>  |   |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element primary evidence will be performance and outcome of performance, supported by questioning and witness testimony. The candidate will need to have knowledge and understanding of the sources of information and documentation for the loads being received or the goods to be despatched, they will need to know what method of loading and unloading needs to be carried out and what the procedures are for receiving and dispatching goods. They will need to know what facilities there are for loading and unloading and the types and sources for specialist equipment that can be used to receive and dispatch goods. They will also need to know and understand any specific instructions relating to health, safety or environmental information relative to the loads or the goods.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the source and the use of specialist facilities and equipment for receiving loads and dispatching goods.

Evidence should come from observing the candidate during his or her normal and typical work activities when preparing to receive loads or dispatch goods. It should be evident that the candidate can identify with the loads and goods to be handled, the type, the size and quantities involved and can suitably prepare the area for the receipt or dispatch. The assessor will need to see documentation and papers relating to the collection and delivery of the loads and the candidate will need to show how they identify any specialist requirements that may be needed and how and where they would source equipment to aid the movement and handling of the loads and goods. The assessor will need to see communication with others both internal to the warehouse and those visiting the warehouse. The assessor must also ensure that the candidate can recognise hazards and obstructions that could interfere with the loads being delivered or goods being dispatched and can implement appropriate actions for dealing with hazardous goods.

Evidence from records produced and maintained by the candidate on current and previous work done to prepare and receive loads or dispatch goods should also be readily available for the assessor to inspect

When assessing knowledge and understanding it would be expected that any questioning would be recorded

| Unit  |  | Element   |   |
|---|--|---|---|
| <p align="center"><b>Receiving loads and dispatching goods</b></p>  |  |  | <p><b>Receive loads or dispatch goods</b></p>   |
|   |  |   | <p>code    LOG 11.2    issue    May 2003</p>  |
| <p>Description of this element</p> <p>You must be able to receive loads or dispatch goods. <b>Goods are items that make up a load. A load is any goods moved by road.</b> You will need to confirm the documentation and identify the loads to be received or goods to be dispatched. You will also confirm any specialised equipment required e.g. mechanical handling equipment (MHE) or personal protective equipment (PPE) is appropriate to the load or goods to be moved. Where required you will take into account any health, safety and environmental issues and will then receive or dispatch goods into or out of storage in accordance with operational and organisational procedures. You will need to identify any problems with receiving loads or despatching goods and take the appropriate actions in accordance with operational and organisational procedures. Where you need to communicate with other personnel, you should do so in an appropriate manner.</p> |  |   |   |
|   | <p><b>You must be able to:-</b></p>  |   | <p><b>You must know and understand:-</b></p>  |
| P/O/W   | 1. Confirm the documentation and identify the loads to be received or goods to be dispatched   | a)  | The relevant documentation relating to loads to be received or goods to be dispatched |
| P/O/W   | 2. Ensure any specialised equipment required is suitable for the loads to be received or goods to be dispatched and it is operated in accordance with relevant legislation, regulation and codes of practice | b)  | The nature and characteristics of the loads to be received or goods to be dispatched  |
| Q/W   | 3. Identify any health, safety and environmental issues relating to the loads to be received or goods to be dispatched   | c)  | Any special requirements relating to the load or goods                                |
| P/O/W   | 4. Receive loads or dispatch goods into or out of storage in accordance with operational and organisational procedures   | d)  | Types of specialised equipment  |
| P/O/W   | 5. Confirm the quality requirements relative to the loads to be received or goods to be dispatched in accordance with operational and organisational procedures  | e)  | Relevant legislation, regulation and codes of practice                                |
| O/W/Q   | 6. Identify any problems with receiving loads or dispatching goods and take the appropriate action in accordance with operational and organisational procedures  | f)  | Sources of health, safety and environmental issues relative to the load or goods      |
| P/O/W   | 7. Complete documentation relating to loads to be received or goods to be dispatched in accordance with operational and organisational procedures  | g)  | Relevant operational and organisational procedures                                    |
|   |  | h)  | Methods of communication e.g. oral, written, electronic                               |
| <p> Recommended methods of collecting evidence    P = performance    O = outcome    Q = questioning    W = witness</p>   |  |   |   |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will come from performance, questioning and outcome of performance, supported by witness testimony. The candidate will need to have knowledge and understanding of the information and documentation for the loads being received or the goods to be despatched, they will need to know what method of loading and unloading needs to be carried out and what the procedures are for receiving and dispatching goods. They will need to know what facilities there are for loading and unloading and the types and sources for specialist equipment that can be used to receive and dispatch goods. They will also need to know and understand any specific instructions relating to health, safety or environmental information relative to the loads or the goods.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the source and the use of specialist facilities and equipment for receiving loads and dispatching goods.

Evidence should come from observing the candidate during his or her normal and typical work activities when they are to receive loads or dispatch goods. It should be evident that the candidate can identify with the loads and goods to be handled, the type, the size and quantities involved and can receive loads and dispatch goods safely and securely to requirements. The assessor will need to see documentation and papers relating to the collection and delivery of the loads and the candidate will need to show how they identify any specialist requirements that may be needed and how and where they would source equipment to aid the movement and handling of the loads and goods. The assessor will need to see communication with others both internal to the warehouse and those visiting the warehouse. The assessor must also ensure that the candidate can recognise hazards and obstructions that could interfere with the loads being delivered or goods being dispatched and can implement appropriate actions for dealing with hazardous goods.

Evidence from records produced and maintained by the candidate on current and previous work done for receiving loads or dispatching goods should also be readily available for the assessor to inspect

When assessing knowledge and understanding it would be expected that any questioning would be recorded

| Unit   |  | Element   |   |
|--|--|---|---|
| <p style="text-align: center;"><b>Placing goods in storage</b></p>   |  |  |   |
|  |  | <p style="text-align: center;"><b>Prepare the storage area</b></p>                |   |
|  |  | Code  | LOG 12.1   issue May 2003   |
| <p>Description of this element</p> <p>You must be able to prepare the storage area. You will need to confirm the storage arrangements for goods to be stored. You will need to obtain the documentation relating to the goods to be stored and identify and confirm the source of any special requirements needed to place the goods into storage e.g. mechanical handling equipment (MHE) or personal protective equipment (PPE). You will identify the area for storing the goods taking into account any specialised storage requirements e.g. controlled or secure environments. All storage must be in compliance with relevant legislation, regulation and codes of practice. Where there are any problems relating to the storage area, communicate these to the relevant personnel and take any action required. When you are required to communicate with personnel, you should do so in an appropriate manner.</p> |  |   |   |
|  | <p><b>You must be able to:-</b></p>  | <p><b>You must know and understand:-</b></p>                                      |   |
| P/O/W  | 1. Identify the relevant documentation for the goods to be stored in accordance with operational and organisational procedures                         | a)  | Sources to obtain the relevant documentation relating to the goods to be stored |
| P/O/W  | 2. Identify the area to be used for storage  | b)  | Types of goods being stored   |
| P/O/W  | 3. Ensure identified area is prepared to accept goods and is safe in accordance with relevant legislation, regulation and codes of practice.           | c)  | Areas for storage relevant to the type of goods to be stored                    |
| P/O/W  | 4. Ensure identified area meets with any specialised storage requirements  | d)  | Health, safety and environmental issues relevant to the storage of goods        |
| O/W/Q  | 5. Identify and confirm the source of any specialised equipment required to place the goods into storage   | e)  | Relevant legislation, regulation and codes of practice                          |
| Q/W/O  | 6. Identify any health, safety and environmental issues relating to the goods to be stored   | f)  | Special requirements relating to the storage of goods                           |
| O/W/Q  | 7. Identify any problems with the area to store the goods and take the appropriate action in accordance with operational and organisational procedures | g)  | Relevant operational and organisational procedures                              |
|  |  | h)  | Methods of communication e.g. oral, written, electronic                         |
|   |  |   |   |
| <p><i>Recommended methods of collecting evidence</i>    P = performance    O = outcome    Q = questioning    W = witness</p>   |  |   |   |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element the evidence will come from performance, outcome of performance and questioning, supported by witness testimony. The candidate will need to have knowledge and understanding of the sources of information and documentation for the goods being stored, they will need to know the types of goods, the area of storage and if there are any special requirements for the storage of the goods. Including any specific instructions relating to health, safety or environmental requirements relative to the goods being stored.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to preparations of the storage area and the storage of the goods.

Evidence should come from observing the candidate during his or her normal and typical work activities when preparing the storage area. It should be evident that the candidate can identify with the goods to be stored, the type, the size and quantities involved and can suitably prepare the storage area. The assessor will need to see documentation and papers relating to the goods being stored and the candidate will need to show how they identify any specialist requirements that may be needed and how and where they would source equipment to aid the movement and handling of the goods. The assessor will need to see communication with others both internal to the warehouse and those visiting the warehouse. The assessor must also ensure that the candidate can recognise hazards and obstructions that could interfere with the storage of the goods and can implement appropriate actions to maintain the quality of the goods and for dealing with hazardous goods.

Evidence from records produced and maintained by the candidate on current and previous work done to prepare the storage area should also be readily available for the assessor to inspect

When assessing knowledge and understanding it would be expected that any questioning would be recorded

| Unit  |   | Element  |   |  |
|---|---|--|---|--|
| <p style="text-align: center;"><b>Placing goods in storage</b></p>  |   |   |   |  |
|   |   |  |   | <p style="text-align: center;"><b>Place goods into storage</b></p> |
|   |   | Code   | LOG 12.2  |  |
|   |   | issue  | May 2003  |  |
| <p>Description of this element</p> <p>You must be able to place goods into storage safely and correctly. You will identify the goods to be stored and confirm the area to be used for storage. You will use any specialised equipment required e.g. mechanical handling equipment (MHE) or personal protective equipment (PPE) in accordance with operational and organisational procedures. You must be aware of all relevant health, safety and environmental considerations in accordance with relevant legislation, regulation and codes of practice. You will place the goods into storage and complete the relevant records and documentation in accordance with operational and organisational procedures. You must also take into consideration any monitoring and storage arrangements for the goods in store. All storage must be in compliance with relevant legislation, regulation and codes of practice. If any problems occur with the storing of the goods, take the appropriate action in accordance with operational and organisational procedures. When you are required to communicate with personnel, you should do so in an appropriate manner.</p> |   |  |   |  |
|   | <p><b>You must be able to:-</b></p>   |  | <p><b>You must know and understand:-</b></p>  |  |
| P/O/W   | 1. Identify the goods to be stored and check them against the documentation   |  | a) Operational and organisational procedures relating to the storage of the goods   |  |
| P/O/W   | 2. Confirm the area to be used for storage  |  | b) Types of specialised equipment that may be required for the storage of goods and their uses  |  |
| Q/O/W   | 3. Confirm any health, safety and environmental issues relating to the goods to be stored in accordance with relevant legislation, regulation and codes of practice |  | c) Operational characteristics relevant to the type of specialised equipment being used   |  |
| P/O/W   | 4. Operate or use any specialised equipment required in accordance with operational and organisational procedures   |  | d) Health, safety and environmental issues applicable to storage  |  |
| P/O/W   | 5. Place goods into storage in accordance with operational and organisational procedures  |  | e) Relevant legislation, regulation and codes of practice   |  |
| P/O/W   | 6. Identify any problems with the storing of the goods and take the appropriate action in accordance with operational and organisational procedures                 |  | f) Special requirements relating to the storage of goods in accordance with documentation and operational and organisational procedures |  |
| P/O/W   | 7. Complete records in accordance with operational and organisational procedures  |  | g) Methods of communication e.g. oral, written, electronic  |  |
| Q/O/W   | 8. Identify any monitoring and storage arrangements for the goods and record and communicate these arrangements to the appropriate personnel                        |  |   |  |
|    |   | <p><i>Recommended methods of collecting evidence</i>    P = performance    O = outcome    Q = questioning    W = witness</p> |   |  |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element the evidence will come from performance, outcome of performance and questioning, supported by witness testimony. The candidate will need to have knowledge and understanding of the information and documentation for the goods being stored, they will need to know the types of goods, the area of storage and any operational characteristics of specialist equipment involved with the storage of the goods. This would include any specific instructions relating to health, safety or environmental requirements relative to the goods being stored.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating placing goods into storage.

Evidence should come from observing the candidate during his or her normal and typical work activities when placing goods into storage. It should be evident that the candidate can identify with the goods to be stored, the type, the size and quantities involved and can confirm that the storage area is suitably prepared. The assessor will need to see documentation and papers relating to the goods being stored and the candidate will need to show how they identify any specialist requirements that may be needed and how and where they operate and control any specialist equipment used to maintain the quality of goods in storage. The assessor will need to see communication with others both internal to the warehouse and those visiting the warehouse. The assessor must also ensure that the candidate can recognise hazards and obstructions that could interfere with the storage of the goods and can implement appropriate actions to maintain the quality of the goods and for dealing with hazardous goods.

Evidence from records produced and maintained by the candidate on current and previous work done to place goods into storage should also be readily available for the assessor to inspect

When assessing knowledge and understanding it would be expected that any questioning would be recorded

| Unit   |   | Element   |          |
|--|---|---|----------|
| Placing goods in storage   |   |  |          |
|  |   |   |          |
|  |   | Code  | LOG 12.3 |
|  |   | issue   | May 2003 |
| Description of this element  |   |   |          |
| <p>You must be able to carry out an audit. <b>An audit could include equipment, stock or systems.</b> You must confirm the requirements and parameters for the audit in accordance with operational and organisational procedures, and obtain the relevant documentation and equipment required to carry out the audit. You must identify and health, safety and environmental issues relating to the audit, and then carry out the audit in accordance with operational and organisational procedures. You must report and discrepancies found during the audit to the relevant person and complete all records and documentation in accordance with operational and organisational procedures.</p> |   |   |          |
|  | <b>You must be able to:-</b>  | <b>You must know and understand:-</b>   |          |
| P/O/W  | 1. Confirm the requirements and parameters for the audit in accordance with operational and organisational procedures                                   | a) The types of audit and how to conduct them                                     |          |
| P/O/W  | 2. Obtain the relevant documentation and equipment required to carry out the audit  | b) Health, safety or environmental issues applicable to the audit requirements    |          |
| P/O/W  | 3. Identify any health, safety and environmental issues relating to the audit in accordance with relevant legislation, regulation and codes of practice | c) The relevant legislation, regulation and codes of practice                     |          |
| P/O/W  | 4. Carry out the audit in accordance with operational and organisational procedures   | d) Recording and documentation procedures   |          |
| Q/O/W  | 5. Report any discrepancies found during the audit to the relevant person in accordance with operational and organisational procedures                  | e) The relevant operational and organisational procedures                         |          |
| P/O/W  | 6. Maintain records and documentation in accordance with operational and organisational procedures  | f) Methods of communication e.g. oral, written, electronic                        |          |
|  <i>Recommended methods of collecting evidence</i> P = performance    O = outcome    Q = questioning    W = witness   |   |   |          |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element the main evidence will come from performance and questioning, supported by outcome of performance and witness testimony. The candidate will need to have knowledge and understanding of the types of audit and how these are conducted, they will need to understand the documentation procedures involved with the audit and this would include any specific instructions relating to health, safety or environmental issues applicable to the audit requirements.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice to carry out a stock audit.

Evidence should come from observing the candidate during his or her normal and typical work activities when carrying out a stock audit. It should be evident that the candidate can confirm the parameters and the depth to which the audit is to be carried out and they will need to show that they can relate to the documentation with the type of audit involved. The candidate will need to demonstrate how the audit is conducted, what equipment and documentation is involved and show how the results of the audit information are recorded and documented. The assessor will need to see that the candidate does check for health, safety or environmental issues that will influence how the audit is conducted. The assessor will also need to observe communications carried out by the candidate during carrying out the audit.

Evidence from records produced and maintained by the candidate on current and previous work done on carrying out stock audits should also be readily available for the assessor to inspect

When assessing knowledge and understanding it would be expected that any questioning would be recorded

| Unit   |   | Element   |          |
|--|---|---|----------|
| <b>Assemble orders for dispatch</b>  |   |  |          |
|  |   |   |          |
|  |   | Code  | LOG 13.1 |
|  |   | issue   | May 2003 |
| <p>Description of this element</p> <p>You must be able to identify availability of the goods to be dispatched. You will obtain the relevant documentation and identify the location of the goods using the stock records. You must ensure that the goods are in stock and accessible to be dispatched. You should take into account any specialised equipment required to either pick or assemble the orders e.g. mechanical handling equipment (MHE) and any personal protective equipment (PPE). You will need to be aware of health, safety and environmental issues taking into account relevant legislation, regulation and codes of practice. Where any problems occur with assembling the orders for dispatch, you will take appropriate action in accordance with operational and organisational procedures. When you are required to communicate with personnel, you should do so in an appropriate manner.</p> |   |   |          |
|  | <b>You must be able to:-</b>  | <b>You must know and understand:-</b>   |          |
| P/O/W  | 1. Obtain the relevant documentation relating to the order to be processed.   | a) Sources of the relevant documentation required to identify order requirements  |          |
| P/O/W  | 2. Identify the position of the relevant goods from the stock record  | b) Source and content of the stock record   |          |
| P/O/W  | 3. Ensure that goods are in stock and accessible to be dispatched   | c) Restrictions relating to the dispatching of goods                              |          |
| P/O/W  | 4. Identify any specialised equipment required to remove goods from storage   | d) Types of specialised equipment required to assemble the order                  |          |
| Q/O/W  | 5. Identify any specialised loading or transportation requirements referred to in the documentation   | e) Relevant operational and organisational procedures                             |          |
| Q/O/W  | 6. Identify any health, safety and environmental issues in accordance with relevant legislation, regulation and codes of practice                               | f) Relevant legislation, regulation and codes of practice                         |          |
| Q/O/W  | 7. Identify any problems that occur with the assembly of the order and take the appropriate action in accordance with operational and organisational procedures | g) Relevant health, safety and environmental issues                               |          |
|  |   | h) Methods of communication e.g. oral, written, electronic                        |          |
|  <p><i>Recommended methods of collecting evidence</i>    P = performance    O = outcome    Q = questioning    W = witness</p>   |   |   |          |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element primary evidence will be performance and questioning, supported by outcome of performance and witness testimony. The candidate will need to have knowledge and understanding of the sources of information for what goods are in stock and what documentation is used with the ordering of goods. They will need to be aware of any restrictions on the goods and the movement of stock and the types of any specialist equipment used to assemble the order. They will also need to know and understand any specific instructions relating to health, safety or environmental issues relative to the goods to be dispatched.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice for any health, safety and environmental issues relating to assembling orders and the dispatch of goods.

Evidence should come from observing the candidate during his or her normal and typical work activities when assembling orders for dispatch. The candidate will show how they obtain the instructions and documents that identifies the goods, how they have to confirm that the goods are available and that they are in stock. The candidate will demonstrate how the order is identified and how they locate the goods and how the goods are to be moved, this will include identifying any specialised equipment to used. The assessor will need to see that the candidate can identify with the type of goods, the size and the characteristics of the goods to ensure they are not damaged or indeed hazardous when moved. The assessor will also need to see communication and exchange of information with others in the warehouse on the orders to be assembled and the goods for dispatch.

Evidence from records produced and maintained by the candidate on current and previous work done to assemble orders for dispatch should also be readily available for the assessor to inspect

When assessing knowledge and understanding it would be expected that any questioning would be recorded

| Unit  |  | Element  |                         |
|---|--|--|-------------------------|
| <b>Assemble orders for dispatch</b>   |  |                                   |                         |
|   |  |  |                         |
|   |  | Code   | LOG 13.2 issue May 2003 |
| <p>Description of this element</p> <p>You must be able to assemble goods ready for dispatch. You will obtain the relevant documentation for the order to be assembled. You will then locate the goods to be assembled using the stock records and identify any specialised equipment required to assemble the order e.g. mechanical handling equipment (MHE) and any personal protective equipment (PPE). You should then assemble orders in accordance with the documentation and operational and organisational procedures. Where necessary you should label the different parts of the order and update the stock records. Where any problems occur with assembling the orders, you will take the appropriate action in accordance with operational and organisational procedures. When you are required to communicate with personnel, you should do so in an appropriate manner.</p> |  |  |                         |
|   | <b>You must be able to:-</b>   | <b>You must know and understand:-</b>  |                         |
| P/O/W   | 1. Confirm the relevant documentation relating to the order to be dispatched   | a) Sources of relevant documentation to identify order requirements  |                         |
| P/O/W   | 2. Confirm the location of the goods to be dispatched using the stock record   | b) Nature and characteristics of the goods within the order being assembled  |                         |
| P/O/W   | 3. Obtain and use any specialised equipment required to assemble the order in accordance with relevant legislation, regulation and codes of practice | c) Relevant operational and organisational procedures  |                         |
| Q/O/W   | 4. Check and confirm any requirements for the maintenance of the condition of the goods while the order is being assembled                           | d) Relevant legislation, regulation and codes of practice  |                         |
| P/O/W   | 5. Assemble and label the orders in accordance with the documentation and instructions   | e) Relevant health, safety and environmental issues  |                         |
| P/O/W   | 6. Update the stock records in accordance with operational and organisational procedures   | f) Stock recording systems   |                         |
| P/O/W   | 7. Identify any health, safety and environmental issues in accordance with relevant legislation, regulation and codes of practice                    | g) Methods of communication e.g. oral, written, electronic   |                         |
| Q/O/W   | 8. Where problems arise with assembling the order, take appropriate action in accordance with operational and organisational procedures              | h) Recording and documentation procedures  |                         |
| Q/O/W   | 9. Complete documentation relating to order being assembled in accordance with operational and organisational procedures                             |  |                         |
|    |  | <i>Recommended methods of collecting evidence</i> P = performance    O = outcome    Q = questioning    W = witness |                         |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element main evidence will come from performance and questioning, supported by outcome of performance and witness testimony. The candidate will need to have knowledge and understanding of the sources of information about the goods being ordered and the nature and characteristics of the goods that will make up the order. They will need to know about the procedures that have to be followed and the documentation requirements that have to be completed in respect of the goods being taken from stock and equally those used with the make up of the order. They will also need to know and understand any specific instructions relating to health, safety or environmental issues relative to the goods making up the order.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice for any health, safety and environmental issues relating to the goods for the order.

Evidence should come from observing the candidate during his or her normal and typical work activities when assembling orders for dispatch. The candidate will demonstrate the making up of the order by confirming the order for the goods against the relevant documentation and locate the goods in stock from records and information from stock control. The candidate will have to demonstrate how the goods are removed from stock and using specialised equipment where required the goods are assembled to the order requirements. The assessor will need to see that the candidate maintains the quality of the goods during assembling the order and ensures that the candidate has taken account of any health, safety or environmental issues relevant to the handling of the goods and for maintaining the condition of the goods ready for their dispatch. The assessor will also need to see communication and exchange of information with others in the warehouse on the order being assembled and the goods being dispatched.

Evidence from records produced and maintained by the candidate on current and previous work done to assemble orders for dispatch should also be readily available for the assessor to inspect

When assessing knowledge and understanding it would be expected that any questioning would be recorded

| Unit  |   | Element   |  |
|---|---|---|--|
| <p align="center"><b>Maintain the safety and quality of goods</b></p>   |   |  | <p><b>Monitor and maintain the quality of goods in storage</b></p> |
|   |   |   | <p>Code    LOG 14.1    issue    May 2003</p>                       |
| <p>Description of this element</p> <p>You must be able to monitor and maintain the quality of goods in storage. You will identify the goods to be monitored and ensure any special requirements are catered for e.g. temperature, compatibility and condition of packaging. You will need to take into account health, safety and environmental considerations and ensure that relevant legislation, regulation and codes of practice are followed. You will need to maintain the condition and quality of the goods in storage in accordance with the relevant monitoring schedule and identify any changes that affect their condition. You must take the appropriate action promptly to rectify any variations in the condition and quality of the goods in storage in accordance with operational and organisational procedures. You must maintain records and communicate with personnel in an appropriate manner.</p> |   |   |  |
|   | <p><b>You must be able to:-</b></p>   |   | <p><b>You must know and understand:-</b></p>                       |
| P/O/W   | 1. Confirm the goods in storage against the relevant documentation  | a)  | The nature and characteristics of the goods in storage             |
| Q/O/W   | 2. Identify any specialised requirements needed to monitor and maintain the quality and condition of the goods  | b)  | The storage requirements identified in the documentation           |
| Q/O/W   | 3. Identify any health, safety and environmental issues relating to the goods in storage  | c)  | How to check and maintain the quality of goods in storage          |
| Q/O/W   | 4. Maintain the condition and quality of the goods in storage in accordance with the relevant monitoring schedule   | d)  | Relevant health, safety and environmental issues                   |
| Q/O/W   | 5. Identify any changes that affect the condition and quality of goods in storage   | e)  | Relevant legislation, regulation and codes of practice             |
| Q/O/W   | 6. Take the appropriate action to rectify any variations in the condition and quality of the goods in storage in accordance with relevant legislation, regulation and codes of practice | f)  | Methods of monitoring and adjusting storage environment            |
| Q/O/W   | 7. Maintain records and communicate with the relevant personnel in accordance with operational and organisational procedures  | g)  | Recording and documentation procedures                             |
| P/O/W   |   | h)  | Methods of communication e.g. oral, written, electronic            |
|  <p><i>Recommended methods of collecting evidence</i>    P = performance    O = outcome    Q = questioning    W = witness</p>  |   |   |  |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element the main evidence will come from questioning and performance, supported by outcome of performance and witness testimony. The candidate will need to have knowledge and understanding of the information and documentation on the goods being stored, they will need to know the types of goods and the area of storage. They will need to know the methods of monitoring and the procedures to follow when checking the goods in storage and they will need to know of any health, safety or environmental issues relating to the goods in storage. The candidate will also need to know of any specific controls to maintain the condition of the goods and what recording and documentation procedures are involved with the storage of the goods.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the storage of goods.

Evidence should come from observing the candidate during his or her normal and typical work activities when monitoring the storage of goods. It should be evident that the candidate can identify with the goods being stored. The assessor will need to see documentation and papers relating to the goods being stored and the candidate will need to show how they identify any specialist requirements that need to be monitored and how and where they operate and control any specialist equipment used to maintain the quality of goods in storage. The assessor will need to see communication with others both internal to the warehouse and those visiting the warehouse. The assessor must also ensure that the candidate can recognise changes and conditions that can affect the goods in storage and can implement appropriate actions to maintain the quality of the goods and for dealing with any change or risk to the goods. The assessor must also see how the records and documentation are maintained on the monitoring of the goods in store by the candidate.

Evidence from records produced and maintained by the candidate on current and previous work done monitoring goods in storage should also be readily available for the assessor to inspect

When assessing knowledge and understanding it would be expected that any questioning would be recorded

| Unit  |  | Element   |  |
|---|--|---|--|
| <p><b>Maintain the safety and quality of goods</b></p>  |  |  |  |
|   |  |   |  |
|   |  | Code  | LOG 14.2   |
|   |  | issue   | May 2003   |
| <p>Description of this element</p> <p>You must be able to implement contingency plans to deal with problems or incidents. When a problem or incident occurs, you must report it in accordance with operational and organisational procedures. You must take into account the limits of your responsibility when you are considering what action is appropriate to deal with the problem or incident. You must also take into account any relevant health, safety and environmental issues. You must take the appropriate action to deal with the problem or incident in accordance with operational and organisational procedures. All actions taken must comply with relevant legislation, regulation and codes of practice. You will confirm that the action you have taken has been effective and record and communicate your actions to the relevant personnel.</p> |  |   |  |
|   | <p><b>You must be able to:-</b></p>  |   | <p><b>You must know and understand:-</b></p>   |
| Q/W/O   | 1. Confirm the problem or incident   |   | a) The nature and characteristics of the goods in storage  |
| Q/W/O   | 2. Report the problem or incident in accordance with operational and organisational procedures                                   |   | b) How to check and maintain the quality of goods in storage   |
| Q/W/O   | 3. Consider actions for dealing with problem or incident in accordance with operational and organisational procedures            |   | c) Relevant health, safety or environmental issues   |
| Q/W/O   | 4. Identify any health, safety and environmental issues relating to the problem or incident                                      |   | d) Remedial actions relevant to the problem or incident  |
| Q/W/O   | 5. Take the appropriate action to deal with the problem or incident in accordance with operational and organisational procedures |   | e) Limits of responsibilities of operational personnel   |
| Q/W/O   | 6. Confirm that the action taken has been effective  |   | f) Relevant legislation, regulation and codes of practice  |
| Q/W/O   | 7. Record and communicate to the relevant personnel that the appropriate action has been taken                                   |   | g) Recording and documentation procedures in accordance with operational and organisational procedures |
|   |  |   | h) Methods of communication e.g. oral, written, electronic   |
|    |  |   |  |
| <p><i>Recommended methods of collecting evidence</i>    P = performance    O = outcome    Q = questioning    W = witness</p>  |  |   |  |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element the evidence will come from questioning, supported by witness testimony and outcome of performance. The candidate will need to have knowledge and understanding of the nature and characteristics of the goods in storage. They will need to know what checks are carried out on the goods in store and what conditions have to be maintained for the goods in storage, they will also need to know of any health, safety or environmental issues relating to the goods in storage. The candidate will need to know of any specific controls to maintain the condition of the goods and what remedial actions are required to deal with problems or incidents relating to the condition of the goods in store. The candidate must also have a clear understanding of their responsibilities and what recording and documentation procedures are involved with maintaining the safety and quality of the goods in storage.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to maintaining the safety and the quality of goods.

Evidence should come from observing the candidate during his or her normal and typical work activities when maintaining the safety and quality of goods. It should be evident that the candidate can identify with the goods and implement contingency plans for dealing with problems or incidents impacting on the safety and quality of the goods. The candidate will need to relate to the types of problems and incidents that can occur and what actions are required for dealing with them and when actions have been taken describe how these were carried out and if they have been successful. The assessor will need to see documentation and papers relating to problems or incidents and actions taken by the candidate.

Evidence from records produced and maintained by the candidate on current and previous work done maintaining the safety and quality of the goods in storage and implementing contingency plans for dealing with problems or incidents with the goods in store should also be readily available for the assessor to inspect.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

| Unit   |   | Element   |   |
|--|---|---|---|
| <p align="center"><b>Maintain hygiene standards in handling and storing goods</b></p>  |   |  | <p><b>Maintain personal hygiene standards</b></p>   |
|  |   |   | <p>Code    LOG 15.1    issue    May 2003</p>  |
| <p>Description of this element</p> <p>You must be able to maintain personal hygiene standards. You must confirm the standards of personal hygiene required for the work environment. You will need to identify and use personal attire relevant to the work environment, and identify any health and environmental issues that relate to the goods and the storage environment. You will take into consideration personal hygiene standards in all your operational activities and inform the appropriate personnel of any issues with personal health and hygiene in accordance with operational and organisational procedures. You must ensure you conform to all relevant legislation, regulation and codes of practice at all times.</p> |   |   |   |
|  | <p><b>You must be able to:-</b></p>   | <p><b>You must know and understand:-</b></p>                                      |   |
| P/O/W  | 1. Confirm the standards of personal hygiene required for the work environment  | a)  | The standards of personal hygiene required for specific work environments                                 |
| P/O/W  | 2. Identify and use personal attire relevant to the work environment  | b)  | Personal attire relevant to specific work environments  |
| Q/O/W  | 3. Identify any health and environmental issues relating to the goods and the storage environment   | c)  | The characteristics and natures of the work environment   |
| P/O/W  | 4. Take into consideration personal hygiene standards in all operational activities carried out in the work environment                         | d)  | Relevant legislation, regulation and codes of practice  |
| Q/O/W  | 5. Inform the appropriate personnel of any issues with personal health and hygiene in accordance with operational and organisational procedures | e)  | Operational and organisational procedures for reporting issues with personal health and hygiene standards |
| P/O/W  | 6. Ensure you conform with all relevant legislation, regulation and codes of practice   |   |   |
|   | <p><i>Recommended methods of collecting evidence</i></p>  | <p>P = performance    O = outcome    Q = questioning    W = witness</p>           |   |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element the main evidence will come from performance and questioning, supported by outcome of performance and witness testimony. The candidate will need to have knowledge and understanding of the nature and characteristics of the work environment in which they operate and the standards of personal hygiene required relating to that work environment. They will need to know of any health, safety or environmental issues relating to the goods in storage. They will also need to know procedures for reporting and dealing with issues on personal health and hygiene standards.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to maintaining hygiene standards in handling and storing goods.

Evidence should come from observing the candidate during his or her normal and typical work activities in maintaining personal hygiene standards when handling and storing goods. It should be evident that the candidate can identify with any health and environmental issues relating to the goods in store and wears the appropriate personal attire for the work environment in which they operate. The assessor will need to ensure that the candidate carries out their work with a conscious awareness for their personal hygiene and that the candidate follows procedure when communicating and informing others of personal health and hygiene issues in respect of the storage environment and the goods in store.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

| Unit   |   | Element   |   |
|--|---|---|---|
| <p align="center"><b>Maintain hygiene standards in handling and storing goods</b></p>  |   |  | <p><b>Maintain standards of hygiene in the storage environment</b></p>                    |
|  |   |   | <p>Code    LOG 15.2    issue    May 2003</p>  |
| <p>Description of this element</p> <p>You must be able to maintain standards of hygiene in the storage environment. You will identify any specialised requirements needed to maintain the quality and condition of the goods and the storage environment. You will identify any health and environmental issues relating to the goods in storage and ensure any equipment used in the storage environment complies with the relevant hygiene standards. You will maintain the hygiene standards of the storage environment in accordance with relevant legislation, regulation and codes of practice, and if any problems occur with the maintenance of these standards you must take the appropriate remedial action. You must dispose of any waste material in the appropriate manner in accordance with legislation, regulation and codes of practice. You must also maintain correct records and communicate with the relevant personnel in accordance with operational and organisational procedures.</p> |   |   |   |
|  | <p><b>You must be able to:-</b></p>   | <p><b>You must know and understand:-</b></p>                                      |   |
| P/O/W  | 1. Confirm the standards of hygiene required for the goods in storage   | a)  | Hygiene standards relevant to the goods and the equipment used in the storage environment |
| P/O/W  | 2. Identify any specialised requirements needed to maintain the quality and condition of the goods and the storage environment  | b)  | Specialised requirements for maintaining the goods and the storage environment            |
| Q/O/W  | 3. Identify any health and environmental issues relating to the goods in storage  | c)  | Health and environmental issues relating to the goods in storage                          |
| P/O/W  | 4. Ensure that any equipment used in the storage environment complies with the relevant hygiene standards   | d)  | Relevant legislation, regulation and codes of practice                                    |
| P/O/W  | 5. Maintain the hygiene standards of the storage environment relative to the goods in storage in accordance with relevant legislation, regulation and codes of practice   | e)  | Relevant operational and organisational procedures  |
| Q/O/W  | 6. Take the appropriate action when any problems occur with the hygiene standards of the storage environment in accordance with operational and organisational procedures | f)  | Methods of waste disposal   |
| P/O/W  | 7. Dispose of any waste in accordance with relevant legislation, regulation and codes of practice   | g)  | Recording and documentation procedures  |
| P/O/W  | 8. Maintain records and communicate with the relevant personnel in accordance with operational and organisational procedures  | h)  | Methods of communication e.g. oral, written, electronic                                   |
|   | <p><i>Recommended methods of collecting evidence</i>    P = performance    O = outcome    Q = questioning    W = witness</p>  |   |   |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element the main evidence will come from performance and questioning, supported by outcome of performance and witness testimony. The candidate will need to have knowledge and understanding of the hygiene standards relevant to the goods and equipment used in the storage environment. They will need to know of any special requirements for maintaining the goods and the storage environment. They will need to know of any health, safety or environmental issues relating to the goods in storage. They will also need to know documentation and recording procedures involved and they will need to know methods of waste disposal.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to maintaining hygiene standards in handling and storing goods.

Evidence should come from observing the candidate during his or her normal and typical work activities in maintaining hygiene standards when handling and storing goods. It should be evident that the candidate confirms the standards of hygiene required and can identify with any specialised requirements for maintaining the quality and condition of the goods in store. The assessor will need to ensure that the candidate works and complies with the relevant standards of hygiene for the storage environment, including the use of equipment in the storage environment and the methods used for the disposal of waste. The assessor will see that the candidate follows procedure when communicating and informing others of health and hygiene issues in respect of the storage environment and the goods in store. The assessor must also see how the records and documentation are maintained on maintaining hygiene standards in handling and storing goods.

Evidence from records produced and maintained by the candidate on current and previous work done maintaining hygiene standards in handling and storing goods should also be readily available for the assessor to inspect

When assessing knowledge and understanding it would be expected that any questioning would be recorded

| Unit  |   | Element   |  |
|---|---|---|--|
| <p align="center"><b>Operate specialised plant and machinery to performance requirements (Lifting and transferring)</b></p>   |   |    | <p><b>Prepare and set up plant and machinery</b></p> |
|   |   |   | Code   |
| <p><b>Description of the Unit</b></p> <p>The unit is designed to assess the candidate's competence in operating specialised plant and machinery to performance requirements, to interpret instruction and information to carry out operations. It confirms the competence to prepare the plant and machinery to meet the work activity planned and that the equipment is safe, set up and fully operational to carry out the work. It provides for operating the plant and machinery in the work activity and places emphasis on the consequences of the activity and the need to ensure safety and security in the work environment, including the need to be aware of others, whether work personnel or members of the public, who may have contact with the activity. Similarly this competence should also be in evidence in respect of property. Concluding the work activity, ensuring plant and machinery is secure and maintained in an operable condition completes the competence of the unit. Throughout the range of activities envisaged there is the need to communicate with others and this too is recognised in the competence of operating the specialised plant and machinery to performance requirements.</p> |   |   |  |
|   | <p><b>You must be able to:-</b></p>   | <p><b>You must know and understand:-</b></p>  |  |
| O/Q/W   | 1 Work requirements are confirmed with the appropriate person(s) as to the extent, method and detail of the work activity to be undertaken            | a) Hazards and conditions that affect the work activity   |  |
| O/W/Q   | 2 <b>Hazards and conditions</b> that affect the work activity are identified and actions agreed with the appropriate person(s)                        | b) Types of equipment in relation to the work activity  |  |
| O/Q   | 3 The <b>equipment</b> to be used is confirmed as available and applicable to the work activity   | c) Setting up equipment for the work activity   |  |
| P/O/Q   | 4 Pre-start checks are carried out on the equipment, its energy and ancillary supplies in accordance with approved operating procedures and practices | d) Methods of adjustment for varying equipment performance  |  |
| P/O/Q   | 5 The <b>equipment</b> is prepared, set up and adjusted for the work activity in accordance with instructions, safety and the work requirements       | e) Pre-start routine checks   |  |
| P/O/Q   | 6 Operational performance of the <b>equipment</b> and its associated systems is confirmed as correct, safe and appropriate to the work activity       | f) Types of defects in the equipment  |  |
| Q/W   | 7 Defects and damage of the <b>equipment</b> are recorded and appropriate action taken for any correction   | g) Format and procedures for recording and communicating information  |  |
| O/Q/W   | 8 Records are maintained in accordance with organisational procedures and requirements  | h) Approved procedures and practices in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational) |  |
| Q/W   | 9 Problems and conditions outside the responsibility of the job holder are referred to an authorised person   | i) Responsibilities under the Health and Safety Statutory Requirements  |  |
| P/O/Q   | 10 Work is carried out to <b>approved procedures and practices</b> and in compliance with statutory requirements                                      |   |  |
|    |   | <p align="center">Recommended methods of collecting evidence    P = performance    O = outcome    Q = questioning    W = witness</p>  |  |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from performance, outcome of performance and questioning, supported by witness testimony. The candidate will need to have knowledge and understanding of any hazards and conditions that affect the work activity. They will need to know the types of equipment to be used with the work activity, what is required in setting up the equipment for the work activity, the methods of adjustment for varying equipment performance, what pre-start routine checks are involved and what types of defects in the equipment and its performance that they need to be alert too. The candidate will need have knowledge and understanding of the format and procedures for recording and communicating information, what the approved procedures and practices are in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational) and they will need to know their responsibilities under the Health and Safety Statutory Requirements

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to operations with the selected specialist plant and machinery.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Performance evidence should come from observing the candidate during his or her normal and typical work activities. It should be evident that the candidate is able to prepare and set up the selected specialist plant and machinery /equipment to be used for the lifting and transferring of loads. The assessor would have to be confident that the candidate confirms the work requirement and the area of work, and that they identify with any **hazards and conditions that affect the work activity** : *adverse circumstances affecting plant and machinery stability, load stability, load security, load handling, restricted access, services apparatus, fixed and temporary furnishings and structures, neighbouring work and traffic activities, encroaching personnel*. The candidate will show that they can identify with the type of **equipment to be used in the work activity**: *the selected specialised plant and machinery category and the key aspects associated with its operations - stability arrangements when operational and at rest for jacks and brakes, power and transmission to include travel, traversing, lifting, system controls to include manoeuvring, lifting and safety, lifting gear and attachments*. The candidate will also show how they set up and adjust the equipment for the work activity and how they carry out pre-start checks on the equipment, energy and ancillary supplies. The assessor must see that the candidate can start, run and confirm operational performance of equipment and control systems and that they carry out work safely. The assessor must also see that the candidate maintains records as required and that all aspects of the work is carried out according to **approved procedures and practices**: *organisational, regulatory, emergency, operational*.

**Note:** range/scope of performance is highlighted in **BOLD/Italics**

Evidence from records produced and maintained by the candidate on current and previous work done to prepare and set up the selected specialist plant and machinery should also be readily available for the assessor to inspect.

| Unit  |                                     | Element  |   |  |
|---|-------------------------------------|--|---|--|
| <p align="center"><b>Operate specialised plant and machinery to performance requirements (Lifting and transferring)</b></p>   |                                     |  <p align="center">Road Haulage<br/>and Distribution<br/>Training Council</p> | <p><b>Operate plant and machinery to meet work requirements</b></p>     |  |
|   |                                     |  | Code  | PR3.2  |
| <p><b>Description of the Unit</b></p> <p>The unit is designed to assess the candidate's competence in operating specialised plant and machinery to performance requirements, to interpret instruction and information to carry out operations. It confirms the competence to prepare the plant and machinery to meet the work activity planned and that the equipment is safe, set up and fully operational to carry out the work. It provides for operating the plant and machinery in the work activity and places emphasis on the consequences of the activity and the need to ensure safety and security in the work environment, including the need to be aware of others, whether work personnel or members of the public, who may have contact with the activity. Similarly this competence should also be in evidence in respect of property. Concluding the work activity, ensuring plant and machinery is secure and maintained in an operable condition completes the competence of the unit. Throughout the range of activities envisaged there is the need to communicate with others and this too is recognised in the competence of operating the specialised plant and machinery to performance requirements.</p> |                                     |  |   |  |
|   | <p><b>You must be able to:-</b></p> |  | <p><b>You must know and understand:-</b></p>                            |  |
| P/O/Q   | 1                                   | Area of work is identified and confirmed in accordance with instructions and to the specified work requirements  | a)  | Characteristics and capabilities of the equipment being used   |
| Q/W   | 2                                   | Any changes in <b>hazards and conditions</b> that impinge on the work and safety are communicated to the appropriate person(s)                                 | b)  | Hazards and conditions that affect the work activity   |
| P/O/Q   | 3                                   | Operations are carried out safely in accordance with instructions and operational procedures to meet the specified work requirement                            | c)  | Methods of communication used  |
| P/O/Q   | 4                                   | <b>Equipment</b> is monitored to maintain safety of performance throughout the work activity   | d)  | Requirements for recording and communicating information   |
| O/Q   | 5                                   | <b>Methods of communication</b> are used in accordance with the designated procedure   | e)  | Accident and incident procedures   |
| Q/W   | 6                                   | Any accident(s) and incident(s) during operations are dealt with promptly and appropriately in accordance with <b>approved procedures and practices</b>        | f)  | Approved procedures and practices in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational) |
| O/Q   | 7                                   | Records are maintained in accordance with organisational procedures and requirements   | g)  | Responsibilities under the health and safety statutory requirements  |
| Q/W   | 8                                   | Problems and conditions outside the responsibility of the job holder are referred to an authorised person  |   |  |
| P/O/Q   | 9                                   | Work is carried out to <b>approved procedures and practices</b> and in compliance with statutory requirements  |   |  |
|    |                                     | <p><i>Recommended methods of collecting evidence</i></p>   | <p>P = performance    O = outcome    Q = questioning    W = witness</p> |  |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from performance, outcome of performance and questioning supported by witness testimony. The candidate will need to have knowledge and understanding of the characteristics and capabilities of the equipment being used, and of any hazards and conditions that affect the work activity. They will need to know the methods of communication used and what the requirements are for recording and communicating information. The candidate will need to know about accident and incident procedures, what the approved procedures and practices are in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational) and they will need to know their responsibilities under the Health and Safety Statutory Requirements

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to operations with the selected specialist plant and machinery.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Performance evidence should come from observing the candidate during his or her normal and typical work activities. It should be evident that the candidate is able to operate plant and machinery to performance requirements. The assessor would have to be confident that the candidate does identify with the area of work and can recognise any **hazards and conditions that may affect the work activity**: *adverse circumstances affecting plant and machinery stability, load stability, load security, load handling, restricted access, services apparatus, fixed and temporary furnishings and structures, neighbouring work and traffic activities, encroaching personnel*. The candidate must show how they operate, control and maintain the performance and safety of **the equipment being used**: *the selected specialised plant and machinery category and the key aspects associated with its operations - stability arrangements when operational and at rest for jacks and brakes, power and transmission to include travel, traversing, lifting, system controls to include manoeuvring, lifting and safety, lifting gear and attachments*. The candidate must also show that they contribute to a safe working environment during carrying out their work. The assessor must see that the candidate uses clear and the designated **methods of communications**: *visual and oral*. The assessor must also see that the candidate maintains records as required and that all aspects of the work is carried out according to **approved procedures and practices**: *organisational, regulatory, emergency, operational*.

**Note:** range/scope of performance is highlighted in **BOLD/Italics**

Evidence from records produced and maintained by the candidate on current and previous work done to operate plant and machinery to performance requirements should also be readily available for the assessor to inspect.

| Unit  |  | Element   |   |
|---|--|---|---|
| <p align="center"><b>Operate specialised plant and machinery to performance requirements (Lifting and transferring)</b></p>   |  |                                      | <p><b>Shut down and secure plant and machinery</b></p>  |
|   |  |   | Code  |
| <p><b>Description of the Unit</b></p> <p>The unit is designed to assess the candidate's competence in operating specialised plant and machinery to performance requirements, to interpret instruction and information to carry out operations. It confirms the competence to prepare the plant and machinery to meet the work activity planned and that the equipment is safe, set up and fully operational to carry out the work. It provides for operating the plant and machinery in the work activity and places emphasis on the consequences of the activity and the need to ensure safety and security in the work environment, including the need to be aware of others, whether work personnel or members of the public, who may have contact with the activity. Similarly this competence should also be in evidence in respect of property. Concluding the work activity, ensuring plant and machinery is secure and maintained in an operable condition completes the competence of the unit. Throughout the range of activities envisaged there is the need to communicate with others and this too is recognised in the competence of operating the specialised plant and machinery to performance requirements.</p> |  |   |   |
|   | <p><b>You must be able to:-</b></p>  |   | <p><b>You must know and understand:-</b></p>  |
| O/Q   | 1 Work activity is concluded to instruction and in accordance with the specified requirements  |   | a) Procedures for concluding work activity  |
| O/Q/W   | 2 <b>Hazards and conditions</b> that affect the shutdown or the equipment's security are identified and allowed for during and on completion of the shutdown |   | b) Hazards and conditions that affect the shutdown or equipment security  |
| P/O/Q   | 3 <b>Equipment</b> is shut down and left secure in accordance with <b>approved procedures and practices</b>  |   | c) Parking and securing requirements for the equipment  |
| O/Q   | 4 Any defects and damage of <b>equipment</b> are recorded and appropriate action taken for its correction  |   | d) Post-stop maintenance requirements for the equipment   |
| P/O/Q   | 5 <b>Equipment</b> is maintained and ready for use in accordance with <b>post-stop maintenance</b> requirements  |   | e) Approved procedures and practices in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational) |
| O/Q/W   | 6 Records are maintained in accordance with organisational procedures and requirements   |   | f) Responsibilities under the health and safety statutory requirements  |
| Q/W   | 7 Problems and conditions outside the responsibility of the job holder are referred to an authorised person  |   |   |
| P/O/Q   | 8 Work is carried out to <b>approved procedures and practices</b> and in compliance with statutory requirements  |   |   |
|    |  | <p>Recommended methods of collecting evidence    P = performance    O = outcome    Q = questioning    W = witness</p> |   |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from performance, outcome of performance and questioning supported by witness testimony. The candidate will need to have knowledge and understanding of procedures for concluding work activity any hazards and conditions that affect the shutdown or equipment security. They will need to know of the parking and securing requirements for the equipment and the post-stop maintenance requirements for the equipment. The candidate will need have knowledge and understanding of what the approved procedures and practices are in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational) and they will need to know their responsibilities under the Health and Safety Statutory Requirements

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to operations with the selected specialist plant and machinery.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Performance evidence should come from observing the candidate during his or her normal and typical work activities. It should be evident that the candidate is able to shut down and secure plant and machinery. The assessor would have to be confident that the candidate is able to conclude the work activity to instruction and approved procedure and does shut down equipment safely and correctly. The candidate will need to show that they identify with any **hazards and conditions that affect the shutdown or equipment security** : *adverse circumstances affecting plant and machinery stability, load stability, load security, load handling, restricted access, services apparatus, fixed and temporary furnishings and structures, neighbouring work and traffic activities, encroaching personnel.* The candidate will show that they can identify with the type of **equipment involved**: *the selected specialised plant and machinery category and the key aspects associated with its operations - stability arrangements when operational and at rest for jacks and brakes, power and transmission to include travel, traversing, lifting, system controls to include manoeuvring, lifting and safety, lifting gear and attachments.* They will show how they carry out **post-stop maintenance**:- *routine checks, visual wear and tear inspection, damage assessment, energy supplies, safety checks.* The assessor must ensure that all aspects of the work is carried out according to **approved procedures and practices**: *organisational, regulatory, emergency, operational.*

**Note:** range/scope of performance is highlighted in **BOLD/Italics**

Evidence from records produced and maintained by the candidate on current and previous work done to shut down and secure plant and machinery should also be readily available for the assessor to inspect.

RHDTTC National Occupational Standards

Element PR10.1 from the SPMO Standards Unit  
'Lift, transfer and position loads'

| Unit  |  | Element   |   |                              |        |
|---|--|---|---|------------------------------|--------|
| Lift, transfer and position loads   |  |  |   | Prepare for movement of load |        |
|   |  |   |   | Code                         | PR10.1 |
| <b>Description of the Unit</b><br><p>The unit is designed for the candidate to demonstrate competence to lift, transfer and position loads. To prepare for the movement of loads using specialised equipment, lifting the load and transferring by mechanical means to a designated location, positioning, setting down and releasing the load safely and securely. (Covers general and specific materials handling, e.g. cargo, supplies, goods, equipment.)</p> |  |   |   |                              |        |
|   | <b>You must be able to:-</b>   |   | <b>You must know and understand:-</b>   |                              |        |
| O/Q   | 1 Load to be moved, its location and destination are accurately identified from relevant information and instructions                              |   | a) The different types of loads, their characteristics and movement requirements  |                              |        |
| P/O/Q   | 2 The area of work is checked for safety and confirmed secure for the movement and transfer of loads   |   | b) Types of equipment used for the movement and transfer of loads in the context of the operations and work activity  |                              |        |
| O/Q   | 3 Method of movement and transfer is assessed and appropriate measures taken to ensure safety of the operation                                     |   | c) Preparation and set-up requirements for the specified equipment  |                              |        |
| O/Q/W   | 4 Difficulties in carrying out the movement and transfer are identified and clarified with the appropriate person(s)                               |   | d) Methods for lifting and movement of load relative to the specified equipment and characteristics of the load   |                              |        |
| O/Q   | 5 <b>Potential hazards</b> in the work area are accurately identified and action taken in accordance with <b>approved procedures and practices</b> |   | e) Types of workplace hazards encountered and the working practices for dealing with them   |                              |        |
| O/Q   | 6 <b>Equipment</b> to be used is confirmed as suitably prepared and set up for the work requirement  |   | f) Organisational and operational requirements for keeping records  |                              |        |
| O/Q/W   | 7 Records are maintained in accordance with organisation and operational requirements  |   | g) Approved procedures and practices in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational) |                              |        |
| Q/W   | 8 Problems and conditions outside the responsibility of the job holder are referred to an authorised person  |   | h) Responsibilities under the health and safety statutory requirements  |                              |        |
| P/O/Q   | 9 Work is carried out to <b>approved procedures and practices</b> and in compliance with statutory requirements                                    |   |   |                              |        |
|    |  | <i>Recommended methods of collecting evidence</i>                                 |   |                              |        |
|   |  | P = performance    O = outcome    Q = questioning    W = witness                  |   |                              |        |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from performance, outcome of performance and questioning supported by witness testimony. The candidate will need to have knowledge and understanding of the different types of loads, their characteristics and movement requirements. They will need to know about the types of equipment used for the movement and transfer of loads in the context of the operations and work activity. The candidate will need to have knowledge of the preparation and set-up requirements for the specified equipment. They will need to know about the methods for lifting and movement of load relative to the specified equipment and characteristics of the load. The candidate will have to know about and understand the types of workplace hazards encountered and the working practices for dealing with them. They will need to know what the organisational and operational requirements for keeping records. The candidate will also need to know what the approved procedures and practices are in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational) and they will need to know their responsibilities under the Health and Safety Statutory Requirements

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the lifting, transferring and positioning loads.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Performance evidence should come from observing the candidate during his or her normal and typical work activities. It should be evident that the candidate is able to prepare for movement of load. The assessor would have to be confident that the candidate does **Identify load and method of movement and can identify potential hazards of the working area that affect the safety, operation and the activity:** *encroaching personnel, neighbouring activities, obstructions, damaged loads*. The candidate must confirm the **equipment involved:** *Identifiable category of specialised plant and machinery, lifting and transferring attachments and accessories*. They will also need to show that they confirm the equipment is suitably prepared and set up for movement of load and they check the safety and security of the work area. The assessor must also see that the candidate maintains records as required and that all aspects of the work is carried out according to **approved procedures and practices:** *organisational, regulatory, emergency, operational*.

**Note:** range/scope of performance is highlighted in **BOLD/Italics**

Evidence from records produced and maintained by the candidate on current and previous work done to prepare for movement of load should also be readily available for the assessor to inspect.

RHDTTC National Occupational Standards

Element PR10.2 from the SPMO Standards Unit  
'Lift, transfer and position loads'

| Unit  |                              | Element   |   |   |             |
|---|------------------------------|---|---|---|-------------|
| Lift, transfer and position loads   |                              |    |   | Lift and transfer load to its designated location |             |
|   |                              |   |   | Code  | PR10.2      |
| <b>Description of the Unit</b><br><p>The unit is designed for the candidate to demonstrate competence to lift, transfer and position loads. To prepare for the movement of loads using specialised equipment, lifting the load and transferring by mechanical means to a designated location, positioning, setting down and releasing the load safely and securely. (Covers general and specific materials handling, e.g. cargo, supplies, goods, equipment.)</p> |                              |   |   |   |             |
|   | <b>You must be able to:-</b> |   | <b>You must know and understand:-</b>   |   |             |
| O/Q   | 1                            | Load is selected and confirmed suitable to lift   | a) The different types of loads, their characteristics and movement requirements  |   |             |
| P/O/Q   | 2                            | Lifting and handling of the load is carried out safely and takes account of the load's characteristics  | b) Types of specified equipment and related operating procedures  |   |             |
| P/O   | 3                            | Load is lifted and transferred to the designated location safely, securely and without loss or damage   | c) Methods for lifting and transferring of load relative to the specified equipment and nature of the load  |   |             |
| P/O   | 4                            | Operations are undertaken in a safe, effective and controlled manner with due regard to the <b>surrounding environment</b>  | d) Procedures for dealing with loss and damage to loads   |   |             |
| O/Q/W   | 5                            | Any loss of or damage to the load or the <b>surrounding environment</b> is reported to the appropriate person(s) and action taken in accordance with <b>approved procedures and practices</b> | e) Approved procedures and practices in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational) |   |             |
| Q/W   | 6                            | Problems and conditions outside the responsibility of the job holder are referred to an authorised person   | f) Responsibilities under the health and safety statutory requirements  |   |             |
| P/O/Q   | 7                            | Work is carried out to <b>approved procedures and practices</b> and in compliance with statutory requirements   |   |   |             |
|    |                              | <i>Recommended methods of collecting evidence</i>   |   |   |             |
|   |                              | P = performance   | O = outcome   | Q = questioning                                   | W = witness |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from performance, outcome of performance and questioning supported by witness testimony. The candidate will need to have knowledge and understanding of the different types of loads, their characteristics and movement requirements and the types of specified equipment and related operating procedures. They will need to know the methods for lifting and transferring of load relative to the specified equipment and the nature of the load. The candidate will need to know procedures for dealing with loss and damage to loads and what the approved procedures and practices are in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational) and they will need to know their responsibilities under the Health and Safety Statutory Requirements

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the lifting, transferring and positioning loads.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Performance evidence should come from observing the candidate during his or her normal and typical work activities. The assessor would have to be confident that the candidate can repeatedly lift and transfer load to its designated location correctly and safely. The candidate will have to show a clear awareness of the **surrounding environment**: *property, neighbouring activities, the natural and built environment*. They will also have to show how they contribute to maintaining the safety of the working environment during carrying out the activities. The candidate will also demonstrate that all aspects of the work is carried out according to **approved procedures and practices**: *organisational, regulatory, emergency, operational*.

**Note:** range/scope of performance is highlighted in **BOLD/Italics**

Evidence from records produced and maintained by the candidate on current and previous work done to lift and transfer load to its designated location should also be readily available for the assessor to inspect.

RHDTTC National Occupational Standards

Element PR10.3 from the SPMO Standards Unit  
'Lift, transfer and position loads,

| Unit  |  | Element   |   |                            |        |
|---|--|---|---|----------------------------|--------|
| Lift, transfer and position loads   |  |  |   | Position and set down load |        |
|   |  |   |   | Code                       | PR10.3 |
| <b>Description of the Unit</b><br><p>The unit is designed for the candidate to demonstrate competence to lift, transfer and position loads. To prepare for the movement of loads using specialised equipment, lifting the load and transferring by mechanical means to a designated location, positioning, setting down and releasing the load safely and securely. (Covers general and specific materials handling, e.g. cargo, supplies, goods, equipment.)</p> |  |   |   |                            |        |
|   | <b>You must be able to:-</b>   |   | <b>You must know and understand:-</b>   |                            |        |
| O/Q   | 1 Location for positioning and setting down the load is confirmed in accordance with the information and instruction   |   | a) The different types of loads and their characteristics   |                            |        |
| P/O   | 2 Load is positioned, set down and released in its designated location   |   | b) Types of specified equipment and related operating procedures  |                            |        |
| P/O/Q   | 3 Operations are carried out safely, in optimum time and meet with the work requirements   |   | c) Methods for positioning and setting down loads relative to the specified equipment   |                            |        |
| Q/W   | 4 Any loss of or damage to the load or the <b>surrounding environment</b> is reported and appropriate action taken in accordance with <b>approved procedures and practices</b> |   | d) Action to be taken in the event of incident or accident  |                            |        |
| Q/W   | 5 Any incident(s) and accident(s) during movement are reported in accordance with <b>approved procedures and practices</b>   |   | e) Organisational and operational requirements for keeping records  |                            |        |
| Q/W   | 6 Problems and conditions outside the responsibility of the job holder are referred to the authorised person   |   | f) Approved procedures and practices in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational) |                            |        |
| O/Q   | 7 Records are maintained in accordance with organisation and operational requirements  |   | g) Responsibilities under the health and safety statutory requirements  |                            |        |
| P/O/Q   | 8 Work is carried out to <b>approved procedures and practices</b> and in compliance with statutory requirements  |   |   |                            |        |
|    |  | <i>Recommended methods of collecting evidence</i>                                 |   |                            |        |
|   |  | P = performance    O = outcome    Q = questioning    W = witness                  |   |                            |        |

**Evidence requirement.**

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from performance, outcome of performance and questioning supported by witness testimony. The candidate will need to have knowledge and understanding of the different types of loads and their characteristics. They will need to know about the types of specified equipment and related operating procedures and the methods for positioning and setting down loads relative to the specified equipment. The candidate will have to know about what action is to be taken in the event of incident or accident. They will need to know what the organisational and operational requirements for keeping records. They will also need to know what the approved procedures and practices are in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational) and they will need to know their responsibilities under the Health and Safety Statutory Requirements

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the lifting, transferring and positioning loads.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Performance evidence should come from observing the candidate during his or her normal and typical work activities. It should be evident that the candidate is able to position and set down load. The assessor would have to be confident that the candidate can manoeuvre, position and set down the load correctly and that they carry out the operation safely. The candidate will have to show a clear awareness of the **surrounding environment**: *property, neighbouring activities, the natural and built environment*. The candidate will also demonstrate that all aspects of the work is carried out according to **approved procedures and practices**: *organisational, regulatory, emergency, operational*.

**Note:** range/scope of performance is highlighted in **BOLD/Italics**

Evidence from records produced and maintained by the candidate on current and previous work done to position and set down load should also be readily available for the assessor to inspect.