

# SFLSCM129(SQA Unit Code-DX6F 04)

## SfL129 Obtain information on distribution requirements



---

### Overview

#### **What this standard is about**

This standard is about obtaining information on distribution requirements. It deals with obtaining information in regard to distribution requirements. It involves collating and analysing information, assessing benefits and risks, resolving any problems and providing results of analysis and making recommendations in regard to distribution requirements.

#### **Who this standard is for**

This standard is for supply chain practitioners. This could, for example be in purchasing, freight logistics operations or transport management roles.

## SFLSCM129(SQA Unit Code-DX6F 04)

### SfL129 Obtain information on distribution requirements

---

#### Performance criteria

- You must be able to:*
- P1 confirm information on the **supplies** being distributed
  - P2 obtain information on distribution requirements
  - P3 collate and prepare data for the analysis
  - P4 analyse information on the distribution requirements
  - P5 identify any problems in the distribution
  - P6 provide the results of the analysis to **colleagues**

# SFLSCM129(SQA Unit Code-DX6F 04)

## SfL129 Obtain information on distribution requirements

---

### Knowledge and understanding

*You need to know and understand:*

- K1 analysis methods and procedures
- K2 cost and benefit analysis methods and procedures
- K3 information sources on **supply chain** processes
- K4 logistics theories, models, and practices
- K5 organisational objectives and activities
- K6 performance measurement and benchmarking theories, models, and practices
- K7 **supply chain** management theories, models, and practices

# SFLSCM129(SQA Unit Code-DX6F 04)

## SfL129 Obtain information on distribution requirements

---

### Additional Information

#### Glossary

1. **Colleagues:** Permanent, temporary, agency staff
2. **Supplies:** Any combination of goods or services that are procured, delivered or stored in the supply chain
3. **Supply chain:** Procurement, purchasing and supply, logistics, transport, and operations management, within and between international boundaries

## SFLSCM129(SQA Unit Code-DX6F 04)

### SfL129 Obtain information on distribution requirements

<b>Developed by</b>	Skills for Logistics
<b>Version number</b>	1
<b>Date approved</b>	May 2010
<b>Indicative review date</b>	April 2014
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Logistics
<b>Original URN</b>	NSfL129
<b>Relevant occupations</b>	Professional Occupations; Managers and Senior Officials; Business Analyst; Transportation operations and maintenance; Retail and commercial enterprise; Retailing and wholesaling; Warehouse and distribution; Business management; Production Managers; Functional Managers; Quality and Customer Care Managers; Managers in Distribution, Storage and Retail; Business and Statistical Professionals; General; Vehicle Trades; Transport Associate Professionals; Business and Finance Associate Professionals
<b>Suite</b>	Supply Chain Management
<b>Key words</b>	Distribution, supplies, transport, supply chain

## SKAA320 (SQA Unit Code FD3K 04) V2

Allocate and monitor the progress and quality of work in your area of responsibility



---

### Overview

This unit is about ensuring that the work required in your area of responsibility is effectively planned and fairly allocated to individuals and/or teams. It also involves monitoring the progress and quality of the work of individuals and/or teams to ensure that the required level or standard of performance is being met and reviewing and updating plans of work in the light of developments. The 'area of responsibility' may be, for example, a branch or department or functional area or an operating site within an organisation.

The unit is divided into three parts. The first part describes what you have to do. The second part describes the knowledge and understanding you must have. The third part describes how you should behave.

The unit is recommended for first line managers and middle managers.

## SKAA320 (SQA Unit Code FD3K 04) V2

### Allocate and monitor the progress and quality of work in your area of responsibility

---

#### performance criteria

*you must be able to:*

- P1 explore alternative ways of filling vacant posts
- P2 confirm the work required in your area of responsibility with your manager and seek clarification, where necessary, on any outstanding points and issues
- P3 plan how the work will be undertaken, seeking views from people in your area of responsibility, identifying any priorities or critical activities and making best use of the available resources
- P4 ensure that work is allocated to individuals and/or teams on a fair basis taking account of skills, knowledge and understanding, experience and workloads and the opportunity for development
- P5 ensure that individuals and/or teams are briefed on allocated work, showing how it fits with the vision and objectives for the area and the overall organisation, and the standard or level of expected performance
- P6 encourage individuals and/or team members to ask questions, make suggestions and seek clarification in relation to allocated work
- P7 monitor the progress and quality of the work of individuals and/or teams on a regular and fair basis against the standard or level of expected performance and provide prompt and constructive feedback
- P8 support individuals and/or teams in identifying and dealing with problems and unforeseen events
- P9 motivate individual and/or teams to complete the work they have been allocated and provide, where requested and where possible, any additional support and/or resources to help completion
- P10 monitor your area for conflict, identifying the cause(s) when it occurs and dealing with it promptly and effectively
- P11 identify unacceptable or poor performance, discuss the cause(s) and agree ways of improving performance with individuals and/or teams
- P12 recognise successful completion of significant pieces of work or work activities by individuals and/or teams
- P13 use information collected on the performance of individuals and/or teams in any formal appraisals of performance
- P14 review and update plans of work for your area, clearly communicating any changes to those affected

## SKAA320 (SQA Unit Code FD3K 04) V2

### Allocate and monitor the progress and quality of work in your area of responsibility

---

#### Knowledge and understanding

*You need to know and understand:*

#### **General knowledge and understanding**

- K1 how to select and successfully apply different methods for communicating with people across an area of responsibility
- K2 the importance of confirming/clarifying the work required in your area of responsibility with your manager and how to do this effectively
- K3 how to identify and take due account of health and safety issues in the planning, allocation and monitoring of work
- K4 how to produce a plan of work for your area of responsibility, including how to identify any priorities or critical activities and the available resources
- K5 the importance of seeking views from people working in your area and how to take account of their views in producing the plan of work
- K6 why it is important to allocate work to individuals and/or teams on a fair basis and how to do so effectively
- K7 why it is important that individuals and/or teams are briefed on allocated work and the standard or level of expected performance and how to do so effectively
- K8 the importance of showing individuals and/or teams how their work fits with the vision and objectives of the area and those of the organisation
- K9 ways of encouraging individuals and/or teams to ask questions and/or seek clarification in relation to the work which they have been allocated
- K10 effective ways of regularly and fairly monitoring the progress and quality of work of individuals and/or teams against the standards or level of expected performance
- K11 how to provide prompt and constructive feedback to individuals and/or teams
- K12 why it is important to monitor your area for conflict and how to identify the cause(s) of conflict when it occurs and deal with it promptly and effectively
- K13 why it is important to identify unacceptable or poor performance by individuals and/or teams and how to discuss the cause(s) and agree ways of improving performance with them
- K14 the type of problems and unforeseen events that may occur and how to support individuals and/or teams in dealing with them
- K15 the additional support and/or resources which individuals and/or teams might require to help them complete their work and how to assist in providing this
- K16 how to select and successfully apply different methods for encouraging, motivating and supporting individuals and/or teams to complete the work



## SKAA320 (SQA Unit Code FD3K 04) V2

### Allocate and monitor the progress and quality of work in your area of responsibility

---

they have been allocated, improve their performance and for recognising their achievements

- K17 how to log information on the ongoing performance of individuals and/or teams and use this information for formal performance appraisal purposes
- K18 the importance of reviewing and updating plans of work for your area in the light of developments, how to reallocate work and resources and clearly communicate the changes to those affected

*You need to know and understand:*

#### **Sector specific knowledge and understanding**

- K19 industry/sector requirements for the development or maintenance of knowledge, understanding and
- K20 industry/sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work

*You need to know and understand:*

#### **Knowledge and understanding relevant to your organisation**

- K21 the individuals and/or teams in your area of responsibility
- K22 the vision and objectives for your area of responsibility
- K23 the vision and objectives of the overall organisation
- K24 the work required in your area of responsibility
- K25 the available resources for undertaking the required work
- K26 the plan of work for your area of responsibility
- K27 the organisation's written health and safety policy statement and associated information and
- K28 your organisation's policy and procedures in terms of personal development
- K29 organisational standards or level of expected performance
- K30 organisational policies and procedures for dealing with poor performance
- K31 organisational grievance and disciplinary policies and procedures
- K32 organisational performance appraisal systems

## SKAA320 (SQA Unit Code FD3K 04) V2

### Allocate and monitor the progress and quality of work in your area of responsibility

---

#### Additional Information

##### Behaviours

1. Recognising changes in circumstances promptly and adjusting plans and activities accordingly
2. Prioritising objectives and planning work to make best use of time and resources
3. Making time available to support others
4. Taking personal responsibility for making things happen
5. Showing an awareness of your own values, motivations and emotions
6. Showing integrity, fairness and consistency in decision-making
7. Clearly agreeing what is expected of others and holding them to account
8. Seeking to understand people's needs and motivations
9. Taking pride in delivering high quality work
10. Vigilant for possible risks and hazards
11. Encouraging and supporting others to make the best use of their abilities
12. Using a range of leadership styles appropriate to different people and situations

##### Links to other NOS

This unit is taken from the generic standards developed by the Management Standards Centre where it appears as unit D6

## SKAA320 (SQA Unit Code FD3K 04) V2

Allocate and monitor the progress and quality of work in your area of responsibility

---

<b>Developed by</b>	SkillsActive
---------------------	--------------

---

<b>Version number</b>	1
-----------------------	---

---

<b>Date approved</b>	July 2009
----------------------	-----------

---

<b>Indicative review date</b>	July 2014
-------------------------------	-----------

---

<b>Validity</b>	Current
-----------------	---------

---

<b>Status</b>	Imported
---------------	----------

---

<b>Originating organisation</b>	Management Standards Centre
---------------------------------	-----------------------------

---

<b>Original URN</b>	SA44NA320
---------------------	-----------

---

<b>Relevant occupations</b>	Associate Professionals and Technical Occupations; Leisure, travel and tourism; Sport, leisure and recreation; Sports and Fitness Occupations
-----------------------------	---

---

<b>Suite</b>	Sport and Play Surfaces Level 3
--------------	---------------------------------

---

<b>Key words</b>	allocate, monitor, progress, quality, work, area, responsibility
------------------	--

---

#### Overview

This standard is about planning to take forward agreements to manage and improve own performance in a business environment. It includes negotiating and agreeing realistic targets for own work, reflecting on and learning from any mistakes, using feedback as the basis for improvements and coping with pressure and setbacks. It is for administrators who have responsibility for planning to manage and improve their own performance as part of their role.

Links: All categories

Specific skills:

1. analysing
2. communicating
3. decision making
4. organising
5. planning
6. presenting information
7. researching
8. problem-solving
9. using technology

## CFABAA626(SQA Unit Code-FD9Y 04) V2

### Plan how to manage and improve own performance in a business environment

---

#### Performance criteria

*You must be able to:*

#### **Plan and be accountable for own work**

- P1 negotiate and agree realistic targets for own work
- P2 prioritise targets and agree achievable timescales
- P3 plan how to make best use of own time and other resources needed and choose appropriate working methods
- P4 keep other people informed of progress
- P5 meet deadlines or re-negotiate targets, timescales and plans in good time
- P6 take responsibility for own work and accept responsibility for any mistakes made
- P7 reflect on and learn from own mistakes
- P8 follow agreed guidelines, procedures and, where appropriate, codes of practice
- P9 set high standards for own work and show drive and commitment to achieve these standards

*You must be able to:*

#### **Improve own performance**

- P10 encourage and accept feedback from other people
- P11 evaluate own work and use feedback from other people to identify where to make improvements
- P12 identify ways to improve work, consistently put them into practice and test how effective they are
- P13 identify where further learning and development could improve performance
- P14 develop and follow through a learning plan that meets own needs
- P15 review progress and update plans for improvement and learning

*You must be able to:*

#### **Behave in a way that supports effective working**

- P16 cope with pressure and overcome difficulties and setbacks
- P17 assert your own needs and rights when necessary

## **CFABAA626(SQA Unit Code-FD9Y 04) V2**

Plan how to manage and improve own performance in a business environment

---

P18 show a willingness to take on new challenges

P19 adapt readily to change

P20 treat other people with honesty, respect and consideration

P21 help and support other people

## CFABAA626(SQA Unit Code-FD9Y 04) V2

### Plan how to manage and improve own performance in a business environment

---

#### Knowledge and understanding

*You need to know and understand:*

##### **Plan and be accountable for own work**

- K1 how to plan own work and be accountable to others
- K2 how to negotiate realistic targets for own work and the purpose and benefits of doing this
- K3 how to prioritise targets and set timescales
- K4 the purpose of keeping other people informed about progress
- K5 the purpose of providing other people with sufficient notice if revisions to plans are needed
- K6 how to acknowledge and learn from mistakes
- K7 the relevant guidelines, procedures and codes of practice
- K8 the purpose and value of setting high standards for your work and how to set these standards

*You need to know and understand:*

##### **Improve own performance**

- K9 how to evaluate own work
- K10 the purpose and benefits of testing out possible improvements to own work
- K11 how learning and development can help to improve own work, benefit the organisation and further own career
- K12 the main career progression routes available
- K13 the learning and development opportunities that are available
- K14 how to develop a learning plan

*You need to know and understand:*

##### **Behave in a way that supports effective working**

- K15 how to cope with pressure
- K16 the value and benefits of being resilient when setbacks are experienced
- K17 the purpose and benefits of being assertive, what this means and situations when you should be assertive
- K18 the purpose and value of being ready to take on new challenges and adapt to change

## **CFABAA626(SQA Unit Code-FD9Y 04) V2**

### **Plan how to manage and improve own performance in a business environment**

---

K19 types of behaviour that show you are honest, respectful and considerate and the types of behaviour that show you are not

K20 how to help and support others and why this is important



## CFABAA626(SQA Unit Code-FD9Y 04) V2

Plan how to manage and improve own performance in a business environment

---

<b>Developed by</b>	Skills CFA
---------------------	------------

---

<b>Version number</b>	2
-----------------------	---

---

<b>Date approved</b>	January 2013
----------------------	--------------

---

<b>Indicative review date</b>	December 2016
-------------------------------	---------------

---

<b>Validity</b>	Current
-----------------	---------

---

<b>Status</b>	Original
---------------	----------

---

<b>Originating organisation</b>	Skills CFA
---------------------------------	------------

---

<b>Original URN</b>	CFABAA626
---------------------	-----------

---

<b>Relevant occupations</b>	Business, Administration and Law; Administration; Administration and Secretarial Occupations; Licenced Animal Technologist
-----------------------------	--

---

<b>Suite</b>	Business and Administration NOS (2013); Animal Technology
--------------	---

---

<b>Key words</b>	business, administration, personal performance
------------------	--

# SFLFSLE155

## SfL155 Apply and Monitor Food Safety Management Procedures - H2DF 04



---

### Overview

#### **What this standard is about**

This standard is about applying and monitoring food safety management procedures in a logistics environment. It covers the knowledge and skills required of workers in the logistics sector in relation to the EU regulations that make it a legal requirement for all businesses that deal with food (ie food, drink and animal feeds) to have Food Safety Management Systems embedded into their operating and management systems.

#### **Who this standard is for**

This standard is relevant to those who work in all parts of the food supply chain, including vehicle drivers, warehousing and storage operatives, supervisors and managers

## SFLFSLE155

### SfL155 Apply and Monitor Food Safety Management Procedures - H2DF 04

---

#### Performance criteria

*You must be able to:*

- P1 Identify relevant food safety hazards and appropriate control measures
- P2 Allocate and supervise food safety responsibilities
- P3 Identify and meet staff **training** and development needs
- P4 Ensure all specified operational controls are completed in accordance with **food safety management procedures**
- P5 Keep accurate and complete records of checks in accordance with **food safety management procedures**
- P6 Take appropriate **corrective action(s)** with the appropriate degree of urgency when **control measures** fail
- P7 Report to the **appropriate person** any **procedures** that do not comply with **control measures**
- P8 Seek expert advice and support for matters outside your own level of authority or expertise
- P9 Recommend adjustments to **food safety management procedures** in line with changes in organisational needs

# SFLFSLE155

## SfL155 Apply and Monitor Food Safety Management Procedures - H2DF 04

---

### Knowledge and understanding

*You need to know and understand:*

- K1 the importance of having food safety **procedures** and the types of **food safety hazards**
- K2 what **control measures** are including **critical control points**
- K3 your responsibilities under your **organisation's food safety management procedures**, including the **critical control points** relating to your work activity
- K4 how to communicate responsibilities for **food safety management procedures** to colleagues and ensure they are understood
- K5 how to ensure that staff receive appropriate **training** to meet their food safety responsibilities
- K6 the impact of **tolerance** at **critical control points** and **control points** on food safety and your **organisation**
- K7 the type and frequency of checks that you should perform to control food safety within your work activities
- K8 the reporting **procedures** when control **measures** fail
- K9 the records required for controlling food safety, and how to maintain them
- K10 the importance of 'traceability' and why it is important to food safety
- K11 types and methods of **corrective action** to control **food safety hazards**
- K12 what continuous improvement is and why it is important to contribute to the improvement process
- K13 legislation on food safety within your area of responsibility
- K14 sources of information on food safety legislation
- K15 how enforcement officers should be dealt with **Organisational procedures relating to food safety**

### Additional Information

#### Glossary

1. **Control measures:** Actions required to prevent or remove a food safety hazard, or reduce it to an acceptable level
2. **Control point:** A key stage in the food chain where appropriate action should be taken to prevent a food safety hazard or to reduce the associated risk
3. **Corrective action:** The action to be taken when a critical limit is breached
4. **Critical control point:** A key stage in the food chain where appropriate action should be taken to prevent a food safety hazard or to reduce the associated risk
5. **Food safety hazards:** Something which may cause harm to the consumer and can be:
  - microbiological (for example, bacteria, moulds, viruses)
  - chemical (for example, pesticides used on fruit and vegetables, chemicals used in cleaning or for pest control)
  - physical (for example, insects, parasites, glass)
  - allergenic (for example nuts, milk, eggs)
6. **Food safety management procedures:** The policies, practices, controls and documentation that ensure that food is safe for consumers, e.g. Hazard Analysis and Critical Control Points (HACCP).
7. **Procedures:** A series of clear steps or instructions on how to do things; rules. Some companies document their procedures formally in writing, and others simply have procedures that all staff understand and follow but which are not written down.
8. **Tolerance:** The difference between the planned or standard limits allowed and the actual values monitored

## SFLFSLE155

### SfL155 Apply and Monitor Food Safety Management Procedures - H2DF 04

<b>Developed by</b>	Skills for Logistics
<b>Version number</b>	1
<b>Date approved</b>	June 2009
<b>Indicative review date</b>	September 2012
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Logistics
<b>Original URN</b>	NFS4
<b>Relevant occupations</b>	Transportation operations and maintenance; Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Vehicle Trades; Food Preparation Trades; Process Operatives; Transport Drivers and Operatives; Transport Associate Professionals
<b>Suite</b>	Food Safety in a Logistics Environment
<b>Key words</b>	Food Safety Procedures

## **3121 Monitor and maintain storage conditions in a food environment**

**SQA Unit Code**

**H3KS 04**

**Level 3**

**SCQF Level 6**

**Credit value 5**

### **Unit Summary**

This unit is about the skills needed for you to monitor and maintain storage conditions in food and drink manufacture and/or supply operations. Monitoring and maintaining storage conditions is important to product quality and safety. This will include knowing how to keep the storage area clean and tidy, identifying, recording and taking action to correct any changes and problems in storage conditions.

You will need to be able to maintain storage conditions. You also need to show you can monitor changes in storage conditions.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in the stores area, and your job requires you monitor the storage conditions.

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements set out below. Your performance evidence must include at least one observation by your assessor.

You must be able to:	You need to show: Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b>
<p>1. Maintain storage conditions</p> <p>This means you:</p> <p>Keep environmental conditions at the specified levels to protect goods and materials from avoidable deterioration</p> <p>Implement safety and security procedures fully and accurately</p> <p>Keep the storage area clean, tidy and free from obstructions and hazards</p>	<p>Evidence of maintaining storage conditions as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>
<p>2. Monitor changes in storage conditions</p> <p>This means you:</p> <p>Identify unacceptable variances in storage conditions by regular, careful monitoring</p>	<p>Evidence of monitoring changes in storage conditions as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

Identify and record accurately any unacceptable variances and defects in the storage facility and equipment

Take action within the limits of your authority to correct variances and defects to protect goods and materials, and report this action to the relevant people

Use the results of monitoring to identify realistic suggestions for improving storage conditions, and present your suggestions clearly to the relevant people

You need to know and understand:

Evidence of knowledge and understanding should be collected during observation of performance in the workplace. Where it cannot be collected by observing performance, other assessment methods should be used.

1. Types and characteristics of goods and materials in storage
2. Why it is important to check goods and materials
3. What checks to make and how to make them
4. How to determine when variances in storage conditions are unacceptable
5. Types of defects and how to recognise them
6. What action to take to deal with unacceptable variances and defects and who to report to
7. How to recognise discrepancies and defects, and goods and materials whose condition presents a hazard
8. What the procedures are for marking non-conforming items and keeping them apart from the rest of the goods and materials
9. What safety and security procedures to implement
10. Relevant national and local regulations that affect storage of goods and materials
11. How to determine whether ideas for making improvements to the monitoring of storage facilities and goods and materials are realistic

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning;
- evidence from company systems (e.g. Food Safety Management System)
- reviewing the outcomes of work
- checking any records of documents completed
- checking accounts of work that the candidate or others have written



## **3120 Organise the receipt and storage of goods and materials in a food environment**

**SQA Unit Code**

**H3L1 04**

**Level 3**

**SCQF Level 6**

**Credit value 6**

### **Unit Summary**

This unit is about the skills needed for you to organise the receipt and storage of goods and materials in food and drink manufacture and/or supply operations. Organising the receipt and storage of goods and materials is important in ensuring that incoming goods are checked and handled effectively. It includes organising the storage facilities and keeping reliable stock records. It also involves monitoring the quality of goods, the way in which goods are moved and stored and being able to evaluate different ways of doing things so that profitable changes can be made.

You will need to be able to monitor and assess incoming deliveries against requirements. You also need to show you can organise and maintain storage facilities. You must also show you can monitor and maintain stock movement and storage practice.

This unit is for you if you work in food and drink manufacture and/or supply operations and are involved in receiving and storing food and drink goods.

In order to be assessed as competent you must demonstrate to your assessor that you can consistently perform to the requirements set out below. Your performance evidence must include at least one observation by your assessor.

You must be able to:	You need to show:
<p>1. Monitor and assess incoming deliveries against requirements This means you:</p> <p>Assemble enough able staff and brief them adequately before deliveries are received</p> <p>Ensure that the goods receiving area is prepared and that adequate storage space is prepared for the delivery</p> <p>Check that deliveries are unloaded safely and securely</p> <p>Ensure that goods are promptly checked against requirements</p>	<p>Evidence must be work-based, simulation alone is only allowed where shown in <b><i>bold italics</i></b></p> <p>Evidence of monitoring and assessing incoming deliveries against requirements as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

<p>Ensure that documentation is complete and accurate and processed promptly Check delivery records to see whether your organisation's service requirements have been met by individual suppliers</p> <p>Identify discrepancies and delivery problems accurately, and resolve them promptly</p>	
<p>2. Organise and maintain</p> <p>This means you:</p> <p>Organise storage facilities to take account of storage facilities operational needs, safety requirements and the preservation of the condition of goods</p> <p>Provide staff with accurate, up to date information and appropriate training in the operation of the storage system</p> <p>Allocate and clearly explain roles and responsibilities in storing and moving goods develop and update contingency plans to cope with abnormal situations</p> <p>Check regularly that people are storing and moving goods competently, safely and securely keep complete, accurate and up-to-date stock records that can be accessed by everyone who needs them</p>	<p>Evidence of organising and maintaining as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>
<p>3. Monitor and maintain stock movement and storage practice</p> <p>This means you:</p> <p>Maintain a routing for checking stock and storage, and carry out spot checks at appropriate intervals</p> <p>Ensure that out of date stock at risk of deteriorating is identified promptly, and that prompt remedial action is taken which meets both organisational and legal requirements</p> <p>Monitor the storage and movement of stock, to check that your organisation's requirements are being met</p>	<p>Evidence of monitoring and maintaining stock movement and storage practice as part of your role in accordance with workplace procedures and within the limits of your own responsibilities.</p>

You need to know and understand:

Evidence of knowledge and understanding should be collected during observation of performance in the workplace. Where it cannot be collected by observing performance, other assessment methods should be used.

1. how to prepare for the receipt and handling of different types of goods
2. procedures for receiving goods, including dealing with discrepancies and late deliveries
3. staff involved in or affected by a delivery schedule and the information they need to be able to receive goods efficiently
4. your business' criteria for accepting goods
5. why it is important to check incoming goods against requirements promptly after unloading
6. recording and control systems including procedures for checking goods received
7. safety and security procedures for receiving goods and materials
8. how to assess the storage needs for goods on order
9. how to protect goods from deterioration and damage in a variety of circumstances
10. how to determine appropriate storage layout and solve storage problems efficiently, safely and securely
11. how to run the stock recording and controlling systems efficiently and accurately
12. legal requirements for storing goods and materials in food manufacture Chain
13. when and who to check stock and storage, including both routine and spot checks
14. legal and organisational requirements for removing out of date stock
15. your organisation's requirements for storing and moving stock, and how to monitor that these requirements are being met
16. how to evaluate the profitability of ideas for improving the procedures for moving and storing stock
17. the causes of stock deterioration and damage and how these affect products
18. your business' requirements and quality standards for storage
19. what information colleagues require to be able to operate the storage system effectively
20. company policy and procedures relating to goods susceptible to damage or deterioration
21. your business' systems and procedures for moving and storing goods and materials

Evidence of performance may employ examples of the following assessment:

- observation
- written and oral questioning;
- evidence from company systems (e.g. Food Safety Management System)
- reviewing the outcomes of work
- checking any records of documents completed
- checking accounts of work that the candidate or others have written

---

### Overview

It is the responsibility of all individuals, in all working contexts, to operate to certain standards of health, safety and security. This standard covers the key activities that are required to prevent (as far as possible) any accidents, health problems or emergencies from occurring and to promote good health, safety and security practice.

An important aspect of this standard is risk assessment. You will be able to conduct a risk assessment prior to work activities, and to take action to minimise the potential risks to yourself and others within the workplace. Work activities must adhere to health and safety codes of practice and relevant legislation.

### Performance criteria

#### You must be able to:

- P1 carry out a formal risk assessment for work activities as required by legislation
- P2 identify the hazards, evaluate the risks and implement suitable control measures
- P3 where existing control measures are in place ensure that they are adequate and applied
- P4 communicate the findings of the risk assessment to those at risk and promote good health and safety practice
- P5 work in a way which sets a good example, minimises risks to your own health and safety and promotes a positive health and safety culture
- P6 implement safe methods of lifting and handling to reduce risk of injury
- P7 handle, use and store equipment and materials correctly in accordance with guidance
- P8 handle, use and store potentially hazardous substances correctly in accordance with instructions and legal requirements
- P9 manage waste correctly in accordance with instructions and relevant legal requirements
- P10 wear appropriate clothing and Personal Protective Equipment (PPE) for the environment and the work to be undertaken
- P11 take care to protect yourself against injury, disease or other health problems
- P12 adopt a good standard of personal hygiene at all times
- P13 adopt procedures and safe systems of working when working alone or at risk of abuse
- P14 implement appropriate procedures safely, correctly and without delay in an emergency situation
- P15 maintain appropriate records in accordance with organisational and legal requirements
- P16 carry out active and reactive monitoring to ensure that protective measures are effective in the workplace

### Knowledge and understanding

You need to know and understand:

- K1 the difference between 'hazard' and 'risk' and how to carry out a risk assessment
- K2 the hierarchy of measures to control risks (including elimination, substitution, relevant engineering controls, safe systems of work, training/instruction and PPE)
- K3 how to communicate the findings of the risk assessment and health and safety precautions to those at risk
- K4 relevant health and safety legislation and the standards of protection to be achieved as set out in the codes of practice
- K5 your legal and organisational responsibility in relation to health, safety and security
- K6 the importance of creating a positive health and safety culture
- K7 the risks of personal injury, contracting disease or other health problems associated with your work and how these can be minimised
- K8 the importance of adopting safe working practices to prevent acute and chronic ill health
- K9 the effects that work-related accidents, incidents and ill health can have on people and businesses and how these can be minimised
- K10 how to recognise where manual handling would be hazardous and measures to take to minimise the risks
- K11 safe methods of using, maintaining and storing equipment and materials in accordance with guidance
- K12 the key elements of the regulations relating to the handling, use and storage of potentially hazardous substances
- K13 how hazardous and non-hazardous waste should be managed
- K14 appropriate clothing and PPE for different work activities
- K15 the importance of personal hygiene as an effective means of safeguarding health
- K16 the risks of working in isolation or in remote locations and the need for safe systems of work and emergency procedures
- K17 procedures for different types of emergencies relevant to the industry in which you are working including accidents, incidents and near misses
- K18 legislative requirements for recording and reporting accidents, incidents and near misses
- K19 where to obtain information, advice and support in relation to health and safety
- K20 the difference between active and reactive monitoring and circumstances in which each type is appropriate

---

## Glossary

Hazard: something with potential to cause harm

Risk: likelihood of the hazard's potential being realised

# LANCS3- SQA Unit Code H59B 04

Promote, monitor and maintain health, safety and security



---

Developed by      Lantra

---

Version number      1

---

Date Approved      March 2012

---

Indicative review date      March 2017

---

Validity      Current

---

Status      Original

---

Originating organisation      Lantra

---

Original URN      LANCU3

---

Relevant occupations      Agriculture, Horticulture and Animal Care; Environmental Conservation; Game and Wildlife Management; Horse Care; Arboriculture and Forestry; Coppicing; Fencing; Florist

---

Suite      Agricultural Crop Production; Animal Care; Animal Technology; Environmental Conservation; Floristry; Fencing; Gamekeeping and Wildlife Management; Livestock Production; Horticulture; Equine; Treework; Crofters and Smallholders

---

Keywords      health; safety; security; risk assessment

---



Communicate effectively with all stakeholders

---

**Overview**

**What this standard is about**

This standard is about communicating effectively with all stakeholders, whether these are internal or external to the organisation. You will need to understand who your organisation's stakeholders are and the impact they may have on the organisation if communications are not clear or appropriate.

You will also need to use appropriate communications to develop and maintain relationships with stakeholders and where dealing with sensitive information you will need to maintain confidentiality at all times.

**Who is this standard for**

This standard is suitable for anyone working in logistics operations where they have to build and maintain relationships with internal and external stakeholders

Communicate effectively with all stakeholders

---

### Performance criteria

You must be able to:

1. Identify the purpose of the communication and the outcomes to be achieved
2. Identify the stakeholders that can impact on the logistics operation and their expectations
3. Select and use appropriate communication methods to build and maintain effective relationships with stakeholders
4. Check the understanding of the information you have given to stakeholders and ask questions
5. Take appropriate action to reduce any barriers to effective communication
6. Develop, maintain and improve relationships with internal and external stakeholders to promote effective operations
7. Report any issues arising from external communications that could affect the organisation
8. Take appropriate precautions when communicating confidential or sensitive information
9. Maintain business and stakeholder confidentiality at all times

Communicate effectively with all stakeholders

---

## Knowledge and understanding

You need to know and understand:

1. The reasons for identifying the purpose of communication, the audience and aims to be achieved
2. The different methods of communication and the situations in which to use them
3. The reasons for identifying the impact different stakeholders have on the operation
4. The relevant legislation, organisational policies and procedures that apply to communicating with internal and external stakeholders
5. The reasons why stakeholder expectations are identified
6. The range of internal and external stakeholders that you will be communicating with
7. The reasons for checking people's understanding of the information you have given them and why you should allow them to ask questions
8. The barriers to effective communication e.g. culture, language, literacy levels, disability, environmental and social
9. How to modify communications to meet the needs of different stakeholders
10. Why it is important to develop, maintain and improve effective relationships with internal and external stakeholders to promote effective operations
11. The kinds of issues that can arise from external communications and why it is important to advise senior management about them
12. The type of information that might be sensitive or confidential
13. The relevant legislation and organisational requirements for storing information

Communicate effectively with all stakeholders

<b>Developed by</b>	Skills for Logistics
<b>Version Number</b>	1
<b>Date Approved</b>	January 2015
<b>Indicative Review Date</b>	December 2017
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Logistics
<b>Original URN</b>	SfLL&G3
<b>Relevant Occupations</b>	Manager; Managers in Distribution; Managers in Distribution, Storage and Retailing; Warehouse and distribution; Transport Drivers and Operatives; Storage and Retailing; Transport Associate Professionals, Managers and Senior Officials; Retailing and wholesaling; Retail and commercial enterprise
<b>Suite</b>	Traffic Office; Logistics Operations; Supply Chain Management
<b>Keywords</b>	Communication, Communicate, Internal Stakeholders, External Stakeholders



---

#### Overview

This standard is about ensuring that the work required of your team is effectively and fairly allocated amongst team members, taking account of their skills, knowledge and competence, their workloads and opportunities for their development.

This standard is relevant to managers, supervisors and team leaders who allocate work to team members.

This standard links closely to *CFAM&LDB3 Quality assure work in your team* and *CFAM&LDB4 Manage people's performance at work*.

## CFAM&LDB2 - SQA Code HC8V 04

### Allocate work to team members

---

#### Performance criteria

- You must be able to:*
- P1 Confirm the work required of the team with your manager and seek clarification, where necessary, on any outstanding points and issues.
  - P2 Plan how the team will undertake its work, identifying any priorities or critical activities and making effective use of the available resources.
  - P3 Allocate work to team members on a fair basis taking account of:
    - P3.1 their skills, knowledge and competence
    - P3.2 their backgrounds and experience,
    - P3.3 their existing workloads, and
    - P3.4 opportunities for their development.
  - P4 Brief team members on the work they have been allocated and the standard of performance expected.
  - P5 Encourage team members to ask questions, make suggestions and seek clarification in relation to the work they have been allocated.
  - P6 Address any concerns team members may have about their work.

## CFAM&LDB2 - SQA Code HC8V 04

### Allocate work to team members

---

#### Knowledge and understanding

*You need to know and understand:*

##### **General knowledge and understanding**

- K1 Different ways of communicating effectively with members of a team.
- K2 The importance of confirming/clarifying the work required of the team with your manager and how to do this effectively.
- K3 How to plan the work of a team, including how to identify any priorities or critical activities and the available resources.
- K4 Why it is important to allocate work across the team on a fair basis and how to do so.
- K5 Why it is important to brief team members on the work they have been allocated and the standard or level of expected performance and how to do so.
- K6 Ways of encouraging team members to ask questions and/or seek clarification and make suggestions in relation to the work which they have been allocated.
- K7 Concerns team members may have about their work and how to address these concerns.

*You need to know and understand:*

##### **Industry/sector specific knowledge and understanding**

- K8 Industry/sector specific legislation, regulations, guidelines, codes of practice relating to carrying out work.
- K9 Industry/sector requirements for the development or maintenance of knowledge, skills and competence.

*You need to know and understand:*

##### **Context specific knowledge and understanding**

- K10 The purpose and objectives of your team.
- K11 The work required of your team.
- K12 The available resources for undertaking the required work.
- K13 Your team's plan for undertaking the required work.
- K14 The knowledge, skills, competence and workloads of team members.
- K15 The backgrounds and experience of team members.
- K16 Team members' existing workloads.
- K17 Opportunities for team members' development.
- K18 Your organisation's policy and procedures for personal and professional

## **CFAM&LDB2 - SQA Code HC8V 04**

### **Allocate work to team members**

development.

K19 Reporting lines in the organisation and the limits of your authority.

K20 Your organisation's standards or levels of expected performance.



## CFAM&LDB2 - SQA Code HC8V 04

### Allocate work to team members

---

#### Behaviours

- When performing to this standard, you are likely to demonstrate the following behaviours:*
- 1 Seize opportunities presented by the diversity of people
  - 2 Identify people's information needs
  - 3 Identify people's preferred ways of communicating
  - 4 Use communication media and styles appropriate to different people and situations
  - 5 Act within the limits of your authority
  - 6 Show integrity, fairness and consistency in decision-making
  - 7 Prioritise objectives and plan work to make the effective use of time and resources
  - 8 Clearly agree what is expected of others and hold them to account
  - 9 Check individuals' commitment to their roles and responsibilities
  - 10 Create a sense of common purpose
  - 11 Model behaviour that shows, and inspires others to show, respect, helpfulness and cooperation

## CFAM&LDB2 - SQA Code HC8V 04

### Allocate work to team members

---

#### Skills

*When performing to this standard, you are likely to demonstrate the following skills:*

- Communicating
- Decision-making
- Delegating
- Empowering
- Information management
- Leading by example
- Monitoring
- Planning
- Presenting information
- Prioritising
- Problem solving
- Reporting
- Setting objectives
- Team building
- Time management
- Valuing and supporting others

The candidate and assessor must only sign below when all Performance Criteria and Knowledge points have been met.

**Unit assessed as being complete**

<b>Candidate's Name:</b>	
<b>Candidate's Signature:</b>	
<b>Date submitted to assessor as complete:</b>	

<b>Assessor's Name:</b>	
<b>Assessor's Signature:</b>	
<b>Date assessed as complete:</b>	

**Internal Verification —**

to be completed in accordance with centre's IV strategy

<b>Evidence for this Unit was sampled on the following date/s:</b>	<b>IV's Signature</b>	<b>IV's Name</b>

This Unit has been subject to an admin check in keeping with the centre's IV strategy.

<b>Date of admin check</b>	<b>IV's Signature</b>	<b>IV's Name</b>

**Unit completion confirmed**

<b>IV's Name:</b>	
<b>IV's Signature:</b>	
<b>Date complete:</b>	

### Overview

This standard covers the skills and knowledge you will need to carry out packaging operations on finished products which may be for protective, decorative, marketing or transportation purposes. This could include wrapping, boxing, bagging or bottling.

This will involve packaging finished products according to defined operating procedures. You will be expected to monitor and control the packaging operation, minimising any waste, making adjustments within the limits of your permitted authority and ensuring that the packaged products meet the required specification. Meeting production targets will be an important issue and your production records must show consistent and satisfactory performance.

Your responsibilities will require you to comply with organisational policy and procedures for the packaging activities undertaken, and to report any problems with the packaging activities that you cannot personally resolve, or are outside your permitted authority to the appropriate people.

You will be expected to work to instructions, with minimum supervision, taking personal responsibility for your actions and for the quality and accuracy of the work that you produce. You will also be expected to complete any necessary documentation accurately and legibly.

Your underpinning knowledge will be sufficient to provide a sound basis for your work, and will enable you to adopt an informed approach to applying the required work instructions and packaging procedures. You will have an understanding of the packaging operation used, and its application, and will know about the equipment, materials and consumables in adequate depth to provide a sound background for carrying out the activities, making allowable adjustments when required, to ensure that the required specification is achieved.

You will understand the safety precautions required when working with the packaging tools and equipment. You will be required to demonstrate safe working practices throughout, and will understand the responsibility you owe to yourself and others in the workplace.

This standard on packaging products involves:

1. working with minimum supervision
2. using the correct tools, equipment and materials for the packaging operation
3. performing the packaging operation

## **SEMPMO215 – SQA Unit Code HK66 04**

### **Producing packaged products**

4. monitoring and controlling the packaging operation
5. making adjustments within your permitted authority
6. reporting unsolvable problems or problems that you are not responsible for, to the appropriate person
7. completing any necessary documentation accurately and legibly
8. working in ways which maintain the safety of yourself and others

## SEMPMO215 – SQA Unit Code HK66 04

### Producing packaged products

#### Performance criteria

*You must be able to:*

- P1 work safely at all times, complying with health and safety, environmental and other relevant regulations, directives and guidelines
- P2 obtain and follow the correct job instructions and any relevant packaging procedure and quality specifications
- P3 use the correct packaging tools, equipment, materials for the packaging operations being performed
- P4 perform the packaging operation according to instructions and safe operating procedures
- P5 follow the correct sequence of events in the finishing operation
- P6 monitor and control the packaging operation and identify any faults, variations or problems that occur
- P7 make any necessary adjustments within your permitted authority
- P8 report any problems that you cannot solve or are outside your permitted authority to the appropriate person
- P9 minimise any waste during the packaging operation
- P10 produce finished products which comply with the packaging specification and quality requirements
- P11 work to achieve your production targets
- P12 deal appropriately with packaged components and complete documentation in accordance with organisational procedures (or requirements)

# SEMPMO215 – SQA Unit Code HK66 04

## Producing packaged products

### Knowledge and understanding

*You need to know and understand:*

- K1 the relevant health and safety requirements of the work area in which you are carrying out the packaging operations
- K2 the specific safe working practices, packaging procedures and environmental regulations that need to be observed
- K3 the hazards associated with carrying out the packaging operations and how can they be minimised
- K4 what actions need to be taken in case of emergencies
- K5 what personal protective equipment (PPE) needs to be used during the packaging activities and where can it be obtained
- K6 how to obtain the necessary job instructions, operating procedures and packaging specifications that are used, and how to interpret them
- K7 what tools and equipment are used for the packaging operations undertaken and how to check that they are in a safe and usable condition
- K8 how to operate, monitor and control the packaging equipment to achieve the required specification
- K9 the specific packaging operations to be performed
- K10 why it is important to follow the specified packaging sequence and procedure at all times
- K11 what methods can be used to minimise waste during packaging operations
- K12 what faults, problems or variations can occur in the packaging operation
- K13 how to identify faults, problems or variations in the packaging operation
- K14 what allowable adjustments can you make to achieve specification in the packaging operation
- K15 why it is important to report faults, variations or problems that are outside your permitted authority and or you cannot solve
- K16 how to check the quality of the packaged products, against the required quality standards and what tools and equipment are used
- K17 what documentation may need to be completed, and why it is important to complete it accurately and legibly
- K18 what your responsibilities are with regard to the reporting lines and procedures in your working area
- K19 who the appropriate people are and what are their responsibilities within your working area

# SEMPMO215 – SQA Unit Code HK66 04

## Producing packaged products

### Additional Information

#### Scope/range related to performance criteria

You must be able to:

1. Follow the relevant packaging procedures and safety requirements to include **all** of the following:
  - 1.1. health and safety regulations
  - 1.2. packaging equipment / tool operating instructions
  - 1.3. safe working practices
  - 1.4. job instructions
  - 1.5. company standards and procedures
2. Perform packaging operations using **one** of the following methods:
  - 2.1. hand packaging operations
  - 2.2. fully automated machine packaging operations
  - 2.3. manually operated machine packaging operations
  - 2.4. combined packaging operations
3. Carry out checks of the packaged products to include the following:
  - 3.1. completeness of packaging operations and **three** other checks from the following
  - 3.2. quality of finish and appearance
  - 3.3. security of packaging
  - 3.4. freedom from damage
  - 3.5. quantity
  - 3.6. freedom from contamination
  - 3.7. volume
4. Make permitted adjustments to solve production faults, variations or problems to related to **two** of the following:
  - 4.1. quality
  - 4.2. accuracy
  - 4.3. material utilisation
  - 4.4. operational safety
  - 4.5. manufacturing changes
  - 4.6. productivity
5. Report problems that you cannot solve and or are outside your permitted authority to the appropriate person to include **one** of the following:
  - 5.1. supervisor
  - 5.2. team leader
  - 5.3. quality control
6. Work to achieve production targets for **both** of the following:
  - 6.1. output
  - 6.2. quality



## SEMPMO215 – SQA Unit Code HK66 04

### Producing packaged products

<b>Developed by</b>	SEMTA
<b>Version number</b>	2
<b>Date approved</b>	February 2016
<b>Indicative review date</b>	March 2019
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	SEMTA
<b>Original URN</b>	SEMPMO215
<b>Relevant occupations</b>	Engineering and manufacturing technologies; Manufacturing technologies; Process, Plant and Machine Operatives; Process Operatives
<b>Suite</b>	Performing Manufacturing Operations Suite 2
<b>Key words</b>	joining; manufacturing; operations; equipment; machine; hand; tool; manually; automated; soldering; bonding; gluing; brazing; packaging

# CFACSD8 – SQA Unit Code HK20 04

## Work with others to improve customer service



---

### Overview

This Standard is part of the Customer Service Theme of Development and Improvement. This Theme covers activities and approaches that play a vital part in customer service by seeking and implementing improvements and developments. Remember that customers include everyone you provide a service to. They may be external to your organisation or they may be internal customers.

Teamwork is a key component of delivering and improving excellent customer service. The people you work with to improve customer service may include one or more of the following: team members; colleagues; suppliers; service partners; supervisors; managers; team leaders. The delivery of excellent customer service depends on your skills and those of others. It involves communicating with each other and agreeing how you can work together to give more effective service. You need to work together positively. You must also monitor your own and the team's performance and change the way you do things if that improves customer service. This Standard is about how you develop a relationship with others to improve your customer service performance.

# CFACSD8 - SQA Unit Code HK20 04

## Work with others to improve customer service

---

### Performance criteria

#### Improve customer service by working with others

*You must be able to:*

- P1 contribute constructive ideas for improving customer service
- P2 identify what you have to do to improve customer service and confirm this with others
- P3 agree with others what they have to do to improve customer service
- P4 co-operate with others to improve customer service
- P5 keep your commitments made to others
- P6 make others aware of anything that may affect plans to improve customer service

#### Monitor your own performance when improving customer service

*You must be able to:*

- P7 discuss with others how what you do affects customer service performance
- P8 identify how the way you work with others contributes towards improving customer service

#### Monitor team performance when improving customer service

*You must be able to:*

- P9 discuss with others how teamwork affects customer service performance
- P10 work with others to collect information on the team's customer service performance
- P11 identify with others how customer service teamwork could be improved
- P12 take action with others to improve customer service performance

## CFACSD8 - SQA Unit Code HK20 04

### Work with others to improve customer service

---

#### Knowledge and understanding

*You need to know and understand:*

- K1 who else is involved either directly or indirectly in the delivery of customer service
- K2 the roles and responsibilities of others in your organisation
- K3 the roles of others outside your organisation who have an impact on your services or products
- K4 what the goals or targets of your organisation are in relation to customer service and how these are set
- K5 how your organisation identifies improvements in customer service

## CFACSD8 - SQA Unit Code HK20 04

Work with others to improve customer service

---

<b>Developed by</b>	Skills CFA
---------------------	------------

---

<b>Version number</b>	2
-----------------------	---

---

<b>Date approved</b>	January 2013
----------------------	--------------

---

<b>Indicative review date</b>	January 2016
-------------------------------	--------------

---

<b>Validity</b>	Current
-----------------	---------

---

<b>Status</b>	Original
---------------	----------

---

<b>Originating organisation</b>	Skills CFA
---------------------------------	------------

---

<b>Original URN</b>	CFACSD8
---------------------	---------

---

<b>Relevant occupations</b>	Customer Service Occupations
-----------------------------	------------------------------

## CFACSD8 - SQA Unit Code HK20 04

### Work with others to improve customer service

---

#### Suite

Customer Service (2013)

---

#### Key words

customer service; contact centres; developing; improving; communication; problem solving; behaviours; work with others; teamwork; giving information; receiving information; services; products

## Manage costs and resources in logistics operations to meet customer requirements

---

### Overview

#### What this standard is about

This standard is about managing costs and resources in logistics operations to meet customer requirements. It also includes the current and future demands on the organisation including people, skills and manpower requirements.

It includes identifying and using performance indicators to evaluate the achievement of objectives within the resources available and project outcomes.

The role includes investigating any deviations to service provision, identifying improvements and recommending them to decision makers.

#### Who this standard is for

This standard is aimed at individuals with responsibility for managing costs and resource within the organisation.

## Manage costs and resources in logistics operations to meet customer requirements

### Performance criteria

You must be able to:

1. Identify own area and limits of responsibility for operational planning
2. Identify the vision, purpose, aims and objectives of the logistics operation to meet customer requirements and future demands
3. Identify and evaluate new ideas against tried and tested solutions for logistics operational planning
4. Use a range of sources to inform and develop performance indicators for the quality of delivery
5. Develop operational plans and manage **resources** to meet current and future operational needs and customer requirements
6. Confirm that key personnel and individuals are briefed on operational plans and outcomes
7. Identify the resources required to achieve the objectives set within the operational plan
8. Identify appropriate data collection methods for the objective measurement of the achievement of outcomes
9. Prioritise objectives and plan work to make the best use of **resources** available to achieve aims and objectives of the organisation
10. Manage and implement systems, procedures and practice to monitor and measure progress against agreed performance indicators
11. Take action when **resources** are not being used effectively and efficiently
12. Identify variations and trends in the operational area identifying and opportunities for cost savings
13. Review and optimise costs and **resources** to accommodate changing circumstances
14. Confirm and investigate the circumstances of any deviations from contract, agreeing and implementing corrective action within your authority
15. Brief **decision makers** about progress, changes to the operational programme, **resources**, costs and suggest action that needs to be taken
16. Confirm that key personnel and others are supported when contributing to the monitoring and measuring of the achievement of aims against agreed performance indicators
17. Collect information and data to provide a baseline against which performance can be measured and trends identified
18. Evaluate the quality of service provision against **performance indicators**, customer requirements and operational outcomes



## Manage costs and resources in logistics operations to meet customer requirements

### Knowledge and understanding

You need to know and understand:

1. How to communicate with management, colleagues and external stakeholders to establish areas of responsibility in relation to operational planning
2. Methods and strategies to pinpoint the purpose and objectives to be met in relation to managing quality, costs and **resources**, product specifications and compliance
3. Methods, formats and systems for operational planning and how to relate this to organisational and customer requirements or needs now and in the future
4. Methods to re-evaluate planning and inject new ideas
5. Ways and methods to brief others on planning in relation to the operation
6. Ways to identify and plan resource needs linked to the planned objectives, including the different types of **resources** available
7. How to find out information relevant to setting and defining performance using Specific, Measurable, Achievable, Realistic, Time-bound objectives
8. Methods available for data collection and measuring achievement against objectives
9. How to choose the best **Logistics Service Provider** (LSP) who offers competitive market rates for transport, warehousing and storage and are able to meet Key Performance Indicators, compliance, risk management and other supply chain considerations
10. Methods of implementing **systems to monitor and record** key stages of the implementation of the plan
11. How, why and the importance of agreeing to corrective action in the circumstances of any deviations from contract
12. How to monitor and spot opportunities for cost savings
13. On-going review methods in line with organisational procedures and practices
14. How to communicate, confirm and investigate deviations from contract, including methods for taking corrective actions
15. Methods and processes for briefing decision makers on actions
16. How to support key personnel and colleagues to collect information for monitoring and measuring purposes
17. Methods and reasons for carrying out evaluation of service provision including considerations against seasonal cost variations
18. The importance of ensuring the customer understands the needs and requirements of the logistics operation

Manage costs and resources in logistics operations to meet customer requirements

---

19. How to manage the service received by the organisation from the chosen  
**Logistics Service Provider**

Manage costs and resources in logistics operations to meet customer requirements

---

## Glossary

### **Systems to monitor and record**

Systems could be used to monitor any of the following: inspection and testing, resource records, site inspection reports, contractors reports, leases, agency agreements, budgets, overseas agreements

### **Resources**

Could include any of the following: people, plant and equipment, materials and components, finance, time, specialist services, utility services, budgets 3PL, vehicles transport, warehousing

### **Decision makers**

Could include the client, contractors, sub contractors, consultants, suppliers, internal management

### **Logistics Service Provider (LSP)**

Freight Forwarder or carrier chosen to provide the International Transportation and Customs formalities.

Manage costs and resources in logistics operations to meet customer requirements

<b>Developed by</b>	Skills for Logistics
<b>Version Number</b>	1
<b>Date Approved</b>	January 2015
<b>Indicative Review Date</b>	December 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLITLO4
<b>Relevant Occupations</b>	Managers in Distribution; Managers in Distribution, Storage and Retailing; Operations Manager; Transport Associate Professionals, Managers and Senior Officials
<b>Suite</b>	International Trade and Logistics Operations; Logistics Operations
<b>Keywords</b>	Manage quality; manage costs; manage resources; costs; logistics operations

## Manage and implement security operations within logistics

---

### Overview

#### **What this standard is about**

This standard covers the activities and considerations required to manage and implement security operations within a logistics environment. It covers all modes of transport including port security, road, rail and air freight. Security needs are managed in consultation with stakeholders. Security will comply with good practice and current legislative requirements. Security operational needs and requirements will regularly be reviewed to ensure it meets organisational needs. Cooperation and liaison with relevant agencies will maintain compliance with regulatory security requirements.

#### **Who this standard is for**

This standard is aimed at individuals who have responsibility for managing security arrangements, whether on or off site and will often be a director or manager.

This standard also applies to all individuals who have a duty to facilitate the safe and efficient application of security arrangements with defined responsibilities under national and international security codes and regulations.

## Manage and implement security operations within logistics

---

### Performance criteria

You must be able to:

1. Conduct security assessments in consultation with stakeholders to establish the type and level of security required for the **logistics operation**
2. Identify and interpret work instructions and gather all relevant information to establish security requirements
3. Communicate the security findings and recommendations to the appropriate stakeholders
4. Manage and implement security operations including regular liaison with management, stakeholders and relevant authorities
5. Manage and control logistics sites to maintain conditions which are safe, tidy and secure
6. Ensure process for security checks are in place and undertaken in line with relevant regulatory requirements
7. Check that notices providing information conform to statutory requirements are sited and maintained in line with relevant regulatory requirements
8. Confirm appropriate **security systems** are in place in relation to the transport mode and goods being transported
9. Ensure that appropriate storage, temporary accommodation and work areas are identified, secure and communicated to relevant personnel
10. Communicate and monitor the implementation of security plans
11. Monitor and review **security systems** including information management and risk assessments
12. Liaise with enforcement and other relevant agencies to ensure effective security arrangements comply with relevant security requirements
13. Record all information using appropriate documentation and systems
14. Follow relevant health and safety, legislation, **codes of practice** and environmental requirements at all times

## Manage and implement security operations within logistics

## Knowledge and understanding

You need to know and understand:

1. The different types and levels of security assessment and how to conduct them
2. The different types of security risk likely to arise in your organisation
3. Ways and methods of conducting a review of **security systems**
4. How to operate **security systems** and the different systems available
5. Methods of communication used to report security findings and recommendations to stakeholders within your responsibility
6. How to design and carry out security exercises to highlight what should be done in emergency situations related to the mode of transport and goods in transit
7. Organisational methods used to manage security in relation to transport, site and location
8. Different types of security resources needed for your organisations site, transportation method and goods
9. The different **enforcement agencies** and reasons for cooperating and working together
10. The customs risks when operating in other countries and how to mitigate these risks
11. How to identify and communicate security for storage of goods in temporary accommodation
12. Where to site notices providing information in relation to security, safety and statutory requirements
13. The statutory requirements for security in different countries
14. Ways of monitoring actions and responsibilities for the implementation of security plans
15. Measures your organisation uses to protect its security and their respective benefits or constraints
16. The health and safety, relevant legislation, **codes of practice** and environmental requirements in relation to security for your organisation, mode of transport and goods in transit

Manage and implement security operations within logistics

---

**Scope/range related to knowledge and understanding**

**Logistics operations**

- UK
- International

**Enforcement agencies**

- Border forces
- Port police
- Customs

**Security system**

- On-site staff searches
- Checking seals on goods and vehicles
- Transporting goods internationally and globally
- Transporting good in the UK
- Transport mode



## Glossary

### Codes of practice

- C-TPAT – USA secure supply chain management,
- CAA – UK Aviation Security Regulations UK body,
- AEO – Europe's equivalent of C-TAP secure supply chain management,
- TAPA Transported Asset Protection Association,
- ISO2800 Security management of the supply chain

Manage and implement security operations within logistics

<b>Developed by</b>	Skills for Logistics
<b>Version Number</b>	1
<b>Date Approved</b>	January 2015
<b>Indicative Review Date</b>	December 2018
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLIT05
<b>Relevant Occupations</b>	Managers in Distribution; Managers in Distribution, Storage and Retailing; Operations Manager; Transport Associate Professionals, Managers and Senior Officials
<b>Suite</b>	International Trade and Logistics Operations; Logistics Operations
<b>Keywords</b>	Logistics; manage; security; consultation, regulatory security requirements

---

#### Overview

The new National Occupational Standards for Working with People from Different Countries or Diverse Cultures have been approved since the summer of 2008 and comprise the following generic units.

1. develop your skills to work effectively with people from different countries or diverse cultures
2. build working relationships with people from different countries or diverse cultures
3. appoint people from different countries or diverse cultures
4. manage a multicultural team
5. manage delivery of a service to people from different countries or diverse cultures
6. develop new markets with people from different countries or diverse cultures

Sector Skills Councils and Standards Setting Bodies who wish to include some element of intercultural working in their standards can import and tailor one or more of these units in the usual way

There is wide recognition by employers of the importance of effective intercultural working across the UK workforce and abroad. Intercultural working can mean, but does not assume, that a different language is spoken and can apply equally to working with people from English-speaking and non-English-speaking nations. It also applies to effective working within the vast array of multicultural workforces that can be found within the UK. Effective intercultural working is something that is learned over a period of time through experience and reflection. Some people learn more quickly and comfortably than others while some may never progress very far because of unshakeable predispositions.

#### Performance criteria

*You must be able to:*

- P1 communicate in ways that can be understood by the people from the countries or cultures you are working with
- P2 work in ways that balance other people's expectations of you with the need to achieve organisational objectives
- P3 make enough time and effort and respond flexibly and positively so that your working practice engages and includes people from different countries or diverse cultures
- P4 deal constructively with situations that you find unclear or confusing when working with people from different countries or diverse cultures and maintain respect for individuals when you are unable to understand or empathise with their views or behaviour

#### Knowledge and understanding

*You need to know and understand:*

- K1 how your use of language, body language, gestures and tone of voice may appear to people from different countries or diverse cultures and how theirs' may affect your perceptions of them
- K2 ways to minimise misunderstanding and improve communication with people with a different first language to you (for example taking the time to listen closely to what they are really saying, learning the conventions for introductions and greetings, not using your own fluency as a way to overpower others, learning some simple phrases in their language, gesturing, avoiding idioms, explaining acronyms, using pictures and diagrams, learning their language.)
- K3 the challenges in communicating with people from another culture who share the same first language with you. (for example differences in vocabulary, spelling, accent, expressions and directness.)
- K4 that people from different countries or diverse cultures will have different attitudes, expectations and service ethics than those you are used to. (for example different timekeeping, timescales, decision-making processes, perceptions of status and role, attitudes to men and women, communication styles and conventions, business relationships, business meeting conventions, attitudes to emotion, levels of hierarchy and formality.)
- K5 how to base your opinions and actions towards people from a 8 different country or diverse culture on them as an individual and not on common perception, stereotypes, prejudice or old information. (for example asking the person, judging them on their work, getting to know them.)

#### Additional Information

##### Behaviours

Underpinning personal qualities:

The points within this section should be included if possible although the title Underpinning personal qualities does not have to be used. These are a non-mandatory part of the standard but are desirable attributes and attitudes which people with different cultural experiences working together might need. They represent what people who are well disposed to intercultural working may aspire to and grow towards.

1. you enjoy working alongside people with different cultural experiences and perspectives to your own and actively try to appreciate why differences and similarities may exist
2. you are able to reflect on how your own working practices might be perceived by others and are ready to negotiate new ways of working
3. you are open to the positive potential of cultural diversity in the generation of ideas and in developing workplace productivity
4. you are sensitive to the different levels of English language skills people have and are willing to adapt your language in the interests of mutual comprehension
5. you are sensitive to how your use of language, tone of voice and behaviour may be interpreted by others
6. you are able to look critically at work practices and projects and make contributions designed to enhance intercultural cooperation and understanding
7. you are working towards greater critical understanding of difference while appreciating that this is a lifelong process
8. you are aware that others subscribe to equality and human rights in different ways, but do your best to adopt an ethical outlook which reflects how you would like to be treated yourself

<b>Developed by</b>	CFA Business Skills @ Work
<b>Version number</b>	1
<b>Date approved</b>	September 2008
<b>Indicative review date</b>	September 2010
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	CILT
<b>Original URN</b>	[ORIGINURN]
<b>Relevant occupations</b>	Agriculture, Horticulture and Animal Care; Business, Administration and Law; Information and Communication Technology; Arts, Media and Publishing; Health, Public Services and Care; Medicine and Dentistry; Nursing and Subjects and Vocations Allie Health and Social Care; Public Services; Child Development and Well Being; Agriculture; Animal care and veterinary science; Environmental conservation; Professional Occupations; Managers and Senior Officials; Information and Communication Technology; Research Professionals; Librarians and Related Professionals; Engineering Professionals; Science Professionals; Database Administration; Software Development; Systems Support; Local Area Archives; Associate Professionals and Technical Occupations; Corporate Managers and Senior Officials; Microsoft Certified Professional; Application Support; Business Analyst; Managers and Proprietors in Hospitality ; ICT for practitioners; ICT for users; Science and mathematics; Science; Engineering and manufacturing technologies; Engineering; Manufacturing technologies; Transportation operations and maintenance; Construction, planning and the built environment; Architecture; Building and construction; Urban, rural and regional planning; Retail and commercial enterprise; Retailing and wholesaling; Warehouse and distribution; Service enterprises; Hospitality and catering; Leisure, travel and tourism; Sport, leisure and recreation; Travel and tourism; Performing Arts; Crafts, creative arts and design; Media and communication; Publishing and information services; History, philosophy and theology; Archaeology and archaeological sciences; Theology and religious studies; Social sciences; Geography; Sociology and social policy; Politics; Economics; Language,

### Work with people from different countries or diverse cultures

---

literature and culture; Languages, literature and culture of the; Other languages, Linguistics; Education and training; Teaching and lecturing; Direct learning support; Preparation for life and work; Foundations for learning and life; Preparation for work; Accounting and finance; Administration; Business management; Marketing and sales; Law and legal services; Production Managers; Functional Managers; Quality and Customer Care Managers; Financial Institution and Office Manager; Managers in Distribution, Storage and Retail; Protective Service Officers; Health and Social Services Officers; Managers in Farming, Horticulture, Forestry; Managers and Proprietors In Other Services; Health Professionals; Teaching Professionals; Legal Professionals; Business and Statistical Professionals; Architects, Town Planners and Surveyors; Public Service Professionals; Science and Engineering Technicians; Draught persons and Building Inspectors; IT Service Delivery Occupations; Health Associate Professionals; Therapists; Social Welfare Associate Professionals; Protective Service Occupations; Artistic and Literary Occupations; Design Associate Professionals; Media Associate Professionals; Sports and Fitness Occupations; Administration and Secretarial Occupations; Government and Related Organisations; Finance; Communications; General; Secretarial and Related Occupations; Skilled Trades Occupations; Skilled Agricultural Trades; Metal Forming, Welding and Related Trade; Metal Machining, Fitting and Instrument ; Vehicle Trades; Electrical Trades; Construction Trades; Building Trades; Textile and Garment Trades Printing Trades; Food Preparation Trades; Skilled Trades NEC; Personal Service Occupations; Healthcare and Related Personal Services; Childcare and Related Personal Services; Animal Care Services; Leisure and Travel Service Occupations; Hairdressers and Related Occupations; Housekeeping Occupations; Personal Services Occupations NEC; Sales and Customer Services Occupations; Sales Assistants and Retail Cashiers; Sales Related Occupations; Customer Service Occupations; Process, Plant and Machine Operatives; Process Operatives; Plant and Machine Operatives; Assemblers and Routine Construction Operatives

---

#### Suite

Intercultural Working: Standards For Working With People From Different Countries And Diverse Cultures

---

#### Key words

communication, language, cultural awareness, stereotype, prejudice, cohesion, diversity, racism, respect



## **CFAIWS7** - HP8M 04

Work with people from different countries or diverse cultures

---

---

#### Overview

This standard covers three areas of responsibility concerning the receipt and storage of goods. Firstly, you must use organising skills to ensure that incoming goods are checked and handled efficiently and effectively. Secondly, you must organise the storage facilities and keep reliable stock records. The third area of responsibility involves monitoring the quality of goods and the way in which goods are moved and stored. You are expected to evaluate different ways of doing things so that profitable changes can be made.

Users of this standard will need to ensure that practice reflects up to date information and policies.

### Organise the receipt and storage of goods

---

#### Performance criteria

*You must be able to:*

- P1 assemble enough competent staff and brief them adequately before deliveries are received
- P2 ensure that the goods receiving area is prepared and that adequate storage space is prepared for the delivery
- P3 check that deliveries are unloaded safely and securely
- P4 ensure that goods are promptly checked against requirements
- P5 ensure that documentation is complete and accurate and processed promptly
- P6 check delivery records to see whether the service requirements of your organisation have been met by individual suppliers
- P7 identify discrepancies and delivery problems accurately, and resolve them promptly
- P8 organise storage facilities to take account of operational needs, safety requirements and the preservation of the condition of goods
- P9 provide staff with accurate, up to date information and appropriate training in the operation of the storage system
- P10 allocate, and clearly explain, roles and responsibilities in storing and moving goods
- P11 develop and update contingency plans to cope with abnormal situations
- P12 check regularly that people are storing and moving goods competently, safely and securely
- P13 keep complete, accurate and up-to-date stock records that can be accessed by everyone who needs them
- P14 maintain a routine for checking stock and storage, and carry out spot checks at appropriate intervals
- P15 ensure that out of date stock and stock at risk of deteriorating is identified promptly, and that prompt remedial action is taken which meets both organisational and legal requirements
- P16 monitor the storage and movement of stock to check that the requirements of your organisation are being met

# Organise the receipt and storage of goods

---

### Knowledge and understanding

*You need to know and understand:*

- K1 how to prepare for the receipt and handling of different types of goods
- K2 procedures for receiving goods, including dealing with discrepancies and late deliveries
- K3 staff involved in, or affected by, a delivery schedule, and the information they need to be able to receive goods efficiently
- K4 your organisation's criteria for accepting goods
- K5 why it is important to check incoming goods against requirements promptly after unloading
- K6 recording and control systems, including procedures for checking goods received
- K7 safety and security procedures for receiving goods
- K8 how to assess the storage needs for goods on order
- K9 how to protect goods from deterioration and damage in a variety of circumstances
- K10 how to determine appropriate storage layout, and how to solve storage problems efficiently, safely and securely
- K11 how to run the stock recording and controlling systems efficiently and accurately
- K12 legal requirements for storing stock
- K13 when and how to check stock and storage, including both routine and spot checks
- K14 legal and organisational requirements for removing out of date stock
- K15 your organisation's requirements for storing and moving stock, and how to monitor that these requirements are being met
- K16 how to evaluate the profitability of ideas for improving the procedures for moving and storing stock
- K17 the causes of stock deterioration and damage and how these affect products
- K18 your organisation's requirements and quality standards for storage
- K19 the information colleagues require to be able to operate the storage system effectively
- K20 organisational policy and procedures relating to goods susceptible to damage or deterioration
- K21 your organisation's systems and procedures for moving and storing stock

## **SFHSS10** - HP8X 04

### Organise the receipt and storage of goods

---

#### **Additional Information**

##### **External Links**

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: G3 Procurement and commissioning

## SFHSS10 - HP8X 04

### Organise the receipt and storage of goods

---

<b>Developed by</b>	Skills for Health
<b>Version number</b>	1
<b>Date approved</b>	June 2010
<b>Indicative review date</b>	June 2012
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	This NOS was originally developed by the Distributive National Training Organisational as Unit B22
<b>Original URN</b>	SS10
<b>Relevant occupations</b>	Health, Public Services and Care; Health and Social Care; Managers and Senior Officials; Associate Professionals and Technical Occupations; Health and Social Services Officers; Health Associate Professionals; Personal Service Occupations; Healthcare and Related Personal Services
<b>Suite</b>	Support Services
<b>Key words</b>	Portering, Cleaning, Housekeeping, Laundry, Health Records, Mail, Security

## SFLWS19 – SQA Unit Code J2KV 04

### Move and handle goods in logistics operations



---

#### Overview

This standard is about moving and handling goods in logistics operations, including the safe use of equipment where required. It includes identifying potential hazards and process of lifting, transferring and setting down goods.

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

# SFLWS19 – SQA Unit Code J2KV 04

## Move and handle goods in logistics operations

---

### Performance criteria

*You must be able to:*

- P1 identify the goods to be moved and handled in logistics operations and confirm they are suitable for moving
- P2 confirm that the area is safe and secure for the movement and handling of goods
- P3 identify hazards in moving and handling the goods, and take action to minimise risks
- P4 confirm the location for positioning and setting down of goods in accordance with organisational requirements
- P5 confirm that the goods are suitable for manual handling or that the correct equipment is selected, prepared and is operational
- P6 identify and use **personal protective equipment (PPE)** relevant to moving and handling goods
- P7 use required methods to move and handle goods in accordance with organisational procedures
- P8 transfer goods to their designated location without loss or damage
- P9 position and set down the goods in the designated location
- P10 place the goods so that they can be identified and accessed
- P11 identify and respond to problems with the goods during moving and handling operations
- P12 return the equipment used to move and transfer the goods to its original position after use
- P13 record work carried out according to organisational procedures
- P14 comply with organisational procedures and relevant **legal, safety and operating requirements** relating to the movement and handling of goods



# SFLWS19 – SQA Unit Code J2KV 04

## Move and handle goods in logistics operations

---

### Knowledge and understanding

*You need to know and understand:*

- K1 the characteristics of the different types of goods moved and handled and how they should to be moved
- K2 the types of **equipment** used for handling and moving goods
- K3 the workplace hazards that may be encountered and how to respond to them
- K4 the **Personal Protective Equipment (PPE)** that should be used when moving and handling goods
- K5 how to move and handle different types of goods safely in logistics operations
- K6 the methods of lifting moving and setting down goods in relation to the equipment used and the type of goods
- K7 when to ask for assistance in moving and handling goods, and who to ask
- K8 the locations of the different types of goods
- K9 how to place goods so that they can be identified and accessed
- K10 organisational procedures for responding to the loss or damage of goods
- K11 the importance of returning the equipment used to move and transfer the goods to the original position ready for future use
- K12 the roles and responsibilities of **colleagues**
- K13 the information and recording systems used by the organisation and the requirements for maintaining records
- K14 the organisational requirements and relevant **legal, safety and operating requirements** relating to the movement and handling of goods

# SFLWS19 – SQA Unit Code J2KV 04

## Move and handle goods in logistics operations

---

### Additional information

#### Glossary

**Colleagues:** permanent, temporary, agency staff, external, line manager, supervisor, customer/clients

**Personal Protective Equipment (PPE):** high visibility vests, hard hats, protective clothing, eye protection, gloves

**Equipment:** e.g. tools, implements, machinery, lifts, conveyors, cranes

**Legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working time, transport regulations

## SFLWS19 – SQA Unit Code J2KV 04

### Moving and handling goods in logistics operations

<b>Developed by</b>	Skills for Logistics
<b>Version number</b>	2
<b>Date approved</b>	February 2018
<b>Indicative review date</b>	February 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLWS19; SFLWS24
<b>Relevant occupations</b>	Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations
<b>Suite</b>	Warehousing and Storage
<b>Key words</b>	moving; handling; goods; logistics

## SFLLO39 – SQA Unit Code J2L3 04

### Apply the use of technology in logistics operations



---

#### Overview

This standard is about applying the use of technology in logistics operations. It includes checking that colleagues know how to use technology and identifying possible improvements in the use of technology.

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The standard could apply to those who look after a number of staff and have line manager responsibility.

## SFLL039 – SQA Unit Code J2L3 04

### Apply the use of technology in logistics operations

---

#### Performance criteria

*You must be able to:*

- P1 confirm that the use of **technology** in logistics operations is applied according to organisational procedures
- P2 follow specified maintenance schedules for **technology** used in logistics operations in accordance with manufacturers' instructions and organisational procedures
- P3 confirm that **colleagues** using the **technology** understand its use and are competent in its operation
- P4 monitor **colleagues** to confirm that the **technology** is used safely and in accordance with manufacturers' instructions and organisational procedures
- P5 identify any training needs associated with the use of **technology** and organise relevant training
- P6 identify ways in which the use of **technology** has improved logistics operations in your organisation, and recommend any further potential improvements
- P7 devise ways of responding to failures in **technology** in logistics operations
- P8 research and monitor new and emerging **technology** that could be used to improve efficiency of logistics operations in your organisation
- P9 identify any **issues** arising from the use of **technology** in logistics operations and take action to respond to them
- P10 record work carried out in the relevant information and recording system, in accordance with organisational procedures
- P11 comply with organisational procedures and all relevant **legal, safety and operating requirements** when applying the use of **technology** in logistics operations

## SFLL039 – SQA Unit Code J2L3 04

### Apply the use of technology in logistics operations

---

#### Knowledge and understanding

*You need to know and understand:*

- K1 the **technology** for logistics operations that is available and in use within your organisation
- K2 the manufacturers' instructions and organisational procedures for the use and maintenance of **technology** used by your organisation for logistics operations
- K3 how to research the latest technological advances in logistics operations
- K4 the implications of changes in **technology** and the costs to the organisation
- K5 the methods to check that the **technology** is being used safely and in accordance with manufacturers' instructions and organisational procedures
- K6 how to identify and respond to training needs associated with the use of **technology** in your organisation
- K7 the relevant regulatory bodies for logistics operations and their compliance requirements relating to the use of **technology**
- K8 how to devise ways of responding to any failures in **technology** in logistics operations
- K9 the roles, responsibilities, and management systems relevant to logistics operations in your organisation
- K10 the action to take when issues are identified arising from the use of **technology** in logistics operations
- K11 the information and recording systems, monitoring systems and communication methods used by your organisation
- K12 the organisational procedures and all **legal, safety and operating requirements** relating to applying the use of **technology** in logistics operations

## SFLLO39 – SQA Unit Code J2L3 04

Apply the use of technology in logistics operations

---

### Additional information

#### Glossary

1. **Technology:** stock control systems, warehouse management systems, lifting and handling equipment, route planning tools, computer software, Computerised Vehicle Route Scheduling equipment (CVRS)
2. **Issues:** lack of training, malfunction, repair programmes
3. **Colleagues:** permanent, temporary, agency staff, external
4. **Legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working time regulations, transport regulations, working practices, operating procedures, industry guidelines

## SFLLO39 – SQA Unit Code J2L3 04

Apply the use of technology in logistics operations

<b>Developed by</b>	Skills for Logistics
<b>Version number</b>	2
<b>Date approved</b>	January 2018
<b>Indicative review date</b>	January 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLLO39
<b>Relevant occupations</b>	Transportation operations and maintenance; Warehouse and distribution; Managers in Distribution, Storage and Retail; Transport Drivers and Operatives; Transport Associate Professionals
<b>Suite</b>	Logistics Operations
<b>Key words</b>	technology; maintenance; systems; information



# **SFLLO41 – SQA Unit Code J2L8 04**

## **Minimise the environmental impact of logistics operations**



---

### **Overview**

This standard is about minimising the environmental impact of logistics operations. It includes monitoring the environmental impact and identifying ways to minimise that impact. It also includes monitoring energy efficiency and reducing, re-using and recycling materials.

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The standard could apply to those who look after a number of staff and have line manager responsibility.

## SFLLO41 – SQA Unit Code J2L8 04

### Minimise the environmental impact of logistics operations

---

#### Performance criteria

*You must be able to:*

- P1 implement and promote the organisation's environmental and recycling policy to all colleagues
- P2 monitor the energy and materials used to deliver logistics operations in your organisation
- P3 monitor the effects on the **environment** of logistics operations in your organisation
- P4 assess the potential **environmental impact** of logistics operations before they are undertaken
- P5 identify and suggest ways to minimise any adverse effects of logistics operations on the **environment**
- P6 identify ways to reduce, reuse or recycle materials used in logistics operations in your organisation
- P7 identify ways to use energy and materials more efficiently for logistics operations in your organisation
- P8 dispose of surplus materials according to legislation and organisational procedures
- P9 brief partners and subcontractors on their environmental responsibilities when working with your organisation
- P10 record work carried out in the relevant information and recording system, in accordance with organisational procedures
- P11 comply with organisational procedures and all **legal, safety and operating requirements** when monitoring the environmental impact of logistics operations

## SFLLO41 – SQA Unit Code J2L8 04

### Minimise the environmental impact of logistics operations

---

#### Knowledge and understanding

*You need to know and understand:*

- K1 the environmental protection measures used within your organisation and how these relate to logistics operations
- K2 how to select and use systems to assess the **environmental impact** of logistics operations
- K3 the environmental issues affecting the logistics industry
- K4 your organisation's environmental and recycling policy and how this impacts on the cost of logistics operations
- K5 the relevant legislation and regulations applying to the disposal of surplus materials
- K6 how to recycle and dispose of surplus materials in your organisation
- K7 ways in which material usage can be improved to minimise the **environmental impact** in logistics operations
- K8 ways in which energy efficiency can be improved to minimise the **environmental impact** in logistics operations
- K9 the relevant regulatory bodies for logistics operations and their compliance requirements
- K10 the roles, responsibilities, and management systems relevant to logistics operations in your organisation
- K11 information and recording systems, monitoring systems and communication methods used by your organisation
- K12 the organisational procedures and all **legal, safety and operating requirements** when monitoring the **environmental impact** of logistics operations

# SFLLO41 – SQA Unit Code J2L8 04

## Minimise the environmental impact of logistics operations

---

### Additional information

#### Glossary

1. **Environment:** the natural environment, i.e. land, air and water
2. **Environmental impact:** any change to the environment resulting from an individual's or organisation's activities, products or services
3. **Legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working time regulations, transport regulations, working practices, operating procedures, industry guidelines

## SFLLO41 – SQA Unit Code J2L8 04

### Minimise the environmental impact of logistics operations

<b>Developed by</b>	Skills for Logistics
<b>Version number</b>	2
<b>Date approved</b>	January 2018
<b>Indicative review date</b>	January 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLLO41
<b>Relevant occupations</b>	Transportation operations and maintenance; Warehouse and distribution; Managers in Distribution, Storage and Retail; Transport Drivers and Operatives; Transport Associate Professionals
<b>Suite</b>	Logistics Operations
<b>Key words</b>	environment; impact; fuel; waste; disposal; contamination; pollution; risk

# SFLLO38 – SQA Unit Code J2L9 04

## Respond to problems in logistics operations



---

### Overview

This standard is about responding to problems in logistics operations and using previous experience to resolve problems. This includes identifying the most appropriate response and monitoring its effect.

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The standard could apply to those who look after a number of staff and have line manager responsibility.

## SFLLO38 – SQA Unit Code J2L9 04

### Respond to problems in logistics operations

---

#### Performance criteria

*You must be able to:*

- P1 develop procedures for identifying and resolving **problems** in logistics operations
- P2 review **problems** that have previously occurred in logistics operations, factors that have led to them, and previous actions taken to resolve them
- P3 assess the impact of the **problems** on the logistics operations, and how **colleagues** and organisations responded to them
- P4 identify the activities and **resources** required to respond to the **problems** and develop contingency plans
- P5 inform all relevant **colleagues** of the contingency plans, and provide advice and guidance on their implementation
- P6 obtain feedback from **colleagues** on the use of the contingency plans
- P7 review the effectiveness of the contingency plans according to organisational procedures
- P8 review and update procedures for identifying and resolving **problems** in logistics operations
- P9 record work carried out in the relevant information and recording system, in accordance with organisational procedures
- P10 comply with organisational procedures and all **legal, safety and operating requirements** relating to responding to problems in logistics operations

## SFLLO38 – SQA Unit Code J2L9 04

### Respond to problems in logistics operations

---

#### Knowledge and understanding

*You need to know and understand:*

- K1 the types of **problems** that can occur with different logistics operations
- K2 the operational factors that could lead to **problems** in logistics operations
- K3 how to use contingency planning methods to produce plans to respond to problems in logistics operations
- K4 how to use risk assessment methods and who is responsible for making changes to practices in the organisation
- K5 how to resolve recurring **problems** in logistics operations
- K6 the relevant regulatory bodies for logistics operations and their compliance requirements
- K7 the roles, responsibilities, and management systems relevant to logistics operations in your organisation
- K8 how to monitor and review the effectiveness of contingency plans to respond to problems in logistics operations
- K9 the information and recording systems, monitoring systems and communication methods used by your organisation
- K10 the organisational procedures and all **legal, safety and operating requirements** relating to responding to problems in logistics operations



## SFLLO38 – SQA Unit Code J2L9 04

### Respond to problems in logistics operations

---

#### Additional information

#### Glossary

1. **Problems:** availability of stock, availability of transport, delays due to route, unrealistic timings, lack of information, missing documentation, breakdowns, accidents
2. **Colleagues:** permanent, temporary, agency staff; external
3. **Resources:** stock control systems, warehouse management systems, documentation, transport types, manpower, telematics, lifting and handling equipment, route planning tools, computer software, vehicle monitoring equipment
4. **Legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working time regulations, transport regulations, working practices, operating procedures, industry guidelines

## SFLLO38 – SQA Unit Code J2L9 04

### Respond to problems in logistics operations

<b>Developed by</b>	Skills for Logistics
<b>Version number</b>	2
<b>Date approved</b>	January 2018
<b>Indicative review date</b>	January 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLLO38
<b>Relevant occupations</b>	Transportation operations and maintenance; Warehouse and distribution; Managers in Distribution, Storage and Retail; Transport Drivers and Operatives; Transport Associate Professionals
<b>Suite</b>	Logistics Operations
<b>Key words</b>	respond; contingency plan; contingencies; problems; change

# SFLSCM131 – SQA Unit Code J2LS 04

## Monitor the flow of returned supplies



---

### Overview

This standard is about monitoring the flow of returned supplies. It involves collating and analysing information with regard to the flow of returned supplies. It also involves identifying problems, providing results of analysis, and making recommendations with regard to the flow of returned supplies.

This standard is for supply chain practitioners. This could be, for example, in purchasing, freight logistics operations or transport management roles.

## SFLSCM131 – SQA Unit Code J2LS 04

### Monitor the flow of returned supplies

---

#### Performance criteria

*You must be able to:*

- P1 confirm the relevant information on the **supplies** being returned
- P2 collate and prepare information on the flow of returned **supplies**
- P3 analyse information on the flow of returned **supplies**
- P4 identify and handle problems with the flow of returned **supplies**
- P5 provide the results of the analysis to **colleagues**
- P6 recommend options for improving the flow of returned **supplies**
- P7 comply with organisational procedures for monitoring the flow of returned **supplies**

# SFLSCM131 – SQA Unit Code J2LS 04

## Monitor the flow of returned supplies

---

### Knowledge and understanding

*You need to know and understand:*

- K1 your organisation's strategic aims, objectives and activities in relation to the return of **supplies**
- K2 **supply chain** management theories, models and practices
- K3 your organisation's information sources on **supply chain** processes
- K4 how to monitor the flow of returned **supplies**
- K5 your organisation's processes and procedures for the return of **supplies**
- K6 performance measurement and benchmarking theories, models and practices
- K7 problems that can occur with the flow of returned **supplies** and how to handle them
- K8 communication methods used by your organisation

# SFLSCM131 – SQA Unit Code J2LS 04

## Monitor the flow of returned supplies

---

### Additional information

#### Glossary

1. **Colleagues:** permanent, temporary, agency staff, external
2. **Supplies:** any combination of goods or services that are procured, delivered or stored in the supply chain
3. **Supply chain:** procurement, purchasing and supply, logistics, transport, and operations management, within and between international boundaries

## SFLSCM131 – SQA Unit Code J2LS 04

### Monitor the flow of returned supplies

---

<b>Developed by</b>	Skills for Logistics
---------------------	----------------------

---

<b>Version number</b>	2
-----------------------	---

---

<b>Date approved</b>	January 2018
----------------------	--------------

---

<b>Indicative review date</b>	January 2023
-------------------------------	--------------

---

<b>Validity</b>	Current
-----------------	---------

---

<b>Status</b>	Original
---------------	----------

---

<b>Originating organisation</b>	Skills for Logistics
---------------------------------	----------------------

---

<b>Original URN</b>	SFLSCM131
---------------------	-----------

---

<b>Relevant occupations</b>	Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Transport Associate Professionals
-----------------------------	--

---

<b>Suite</b>	Supply Chain Management
--------------	-------------------------

---

<b>Key words</b>	monitor; returned supplies; supply chain
------------------	--

## SFLLO36 – SQA Unit Code J2LX 04

### Schedule logistics operations to meet customer requirements



---

#### Overview

This standard is about identifying the type of operation required and producing schedules to meet the customer requirements. It covers the requirements for planning, scheduling methods and resolving problems with the schedule. It could apply to vehicle scheduling, driver scheduling, freight scheduling and journey planning. In today's logistics operations industry scheduling may involve extensive use of technology such as Computerised Vehicle Route Scheduling (CVRS).

The standard could also cover planning issues such as costing, risk assessment, and communication with customers to manage issues.

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport offices or freight forwarding. The standard could apply to those who look after a number of staff and have line manager responsibility.



## SFLLO36 – SQA Unit Code J2LX 04

### Schedule logistics operations to meet customer requirements

---

#### Performance criteria

*You must be able to:*

- P1 confirm the logistics operations that are required to meet **customer** requirements
- P2 agree with **customers** the timings and deadlines for the provision of the logistics operations in line with service level agreements
- P3 schedule logistics operations by applying scheduling methods, tools and technology used in the organisation and follow organisational procedures
- P4 determine the logistics **resources** and sequence of tasks required to provide the logistics operations to meet customer requirements
- P5 review the factors and risks that could affect the **schedule**
- P6 schedule the logistics operations so that the supply chain continues to function effectively
- P7 record schedules in the relevant information and recording system in accordance with organisational procedures and following any relevant data and information security regulations relating to staff, customers and delivery partners
- P8 monitor the provision of logistics operations against the **schedule**
- P9 identify any **problems with the schedule**, and take the required action to resolve with them
- P10 comply with organisational procedures and all **legal, safety and operating requirements** relating to the scheduling of logistics operations

## SFLL036 – SQA Unit Code J2LX 04

### Schedule logistics operations to meet customer requirements

---

#### Knowledge and understanding

*You need to know and understand:*

- K1 the relevant methods, tools, technology, and organisational procedures used for scheduling logistics operations
- K2 the working practices, operating procedures, guidelines and codes of practice for logistics operations in your organisation
- K3 how to confirm and agree customer requirements for logistics operations
- K4 the factors that need to be taken into account when scheduling logistics operations
- K5 the activities that need to be undertaken for scheduling and managing data
- K6 the problems that could occur with schedules and meeting customer requirements
- K7 the relevant regulatory bodies for logistics operations and their compliance requirements
- K8 the roles, responsibilities, and management systems relevant to logistics operations in your organisation
- K9 the information and recording systems, monitoring systems and communication methods used by your organisation
- K10 the organisational procedures and all **legal, safety and operating requirements** relating to the scheduling of logistics operations

## SFLL036 – SQA Unit Code J2LX 04

### Schedule logistics operations to meet customer requirements

---

#### Additional information

#### Glossary

1. **Schedule:** a plan of activities or tasks
2. **Problems with the schedule:** availability of stock, availability of transport, delays due to route, unrealistic timings, lack of information, missing documentation
3. **Resources:** stock control systems, warehouse management systems, documentation, transport types, telematics, manpower, lifting and handling equipment, route planning tools, computer software, vehicle monitoring equipment
4. **Customers:** internal, external
5. **Legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working time regulations, transport regulations; working practices; operating procedures, industry guidelines

## SFLLO36 – SQA Unit Code J2LX 04

### Schedule logistics operations to meet customer requirements

<b>Developed by</b>	Skills for Logistics
<b>Version number</b>	2
<b>Date approved</b>	January 2018
<b>Indicative review date</b>	January 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLLO36
<b>Relevant occupations</b>	Transportation operations and maintenance; Warehouse and distribution; Managers in Distribution, Storage and Retail; Transport Drivers and Operatives; Transport Associate Professionals
<b>Suite</b>	Logistics Operations; Live Events Management; Advanced Wood Operations
<b>Key words</b>	schedule; plan; logistics; operations; customers; live events; exhibitions

## SFLWS29

### J3PD 04 - Process orders for customers in logistics operations



---

#### Overview

This standard is about processing orders for customers in logistics operations. It involves identifying customers' order requirements and problems with the order. It also involves processing the information which must be passed on to customers.

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

# SFLWS29

## J3PD 04 - Process orders for customers in logistics operations

---

### Performance criteria

*You must be able to:*

- P1 obtain relevant information on the **customer requirements** for ordering goods in logistics operations
- P2 provide **customers** with **delivery information**
- P3 pass on orders and invoicing information to relevant **colleagues**
- P4 respond to enquiries about the progress of the order
- P5 inform **customers** if their orders cannot be delivered within the time originally agreed
- P6 identify and respond to **problems with processing orders**
- P7 store **customers'** details securely and maintain confidentiality in accordance with organisational and legal requirements
- P8 record work undertaken according to organisational procedures
- P9 comply with organisational procedures and relevant **legal, safety and operating requirements** relating to processing orders for customers

# SFLWS29

## J3PD 04 - Process orders for customers in logistics operations

---

### Knowledge and understanding

*You need to know and understand:*

- K1 how to obtain information on the **customer requirements** for ordering goods in logistics operations
- K2 the range of **customers** you process orders for
- K3 the relevant stock control and ordering systems used by your organisation
- K4 the relevant information required by the **colleagues** who will fulfil the orders
- K5 the length of time it takes to fulfil orders for different goods provided by your organisation, and what to do if this timeframe cannot be achieved
- K6 the information required by the **colleagues** who will issue the invoice
- K7 how to store **customers'** personal and financial details securely, how to maintain confidentiality and the requirements of data protection legislation
- K8 the **special requirements** related to orders
- K9 the roles and responsibilities of **colleagues** in logistics operations
- K10 the information and recording systems used by the organisation and the requirements for maintaining records
- K11 the organisational procedures and relevant **legal, safety and operating requirements** relating to processing orders for customers

### Additional information

#### Glossary

1. **Customers:** internal, external
2. **Customer requirements:** delivery time, address, name, contact number
3. **Delivery information:** delivery time, progress
4. **Problems with processing orders:** payments, stock quantities, damaged stock
5. **Colleagues:** permanent, temporary, agency staff, external, line manager, supervisor, customer/clients
6. **Special requirements:** delivery locations, times, addresses
7. **Legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working time regulations, transport regulations



## SFLWS29

### J3PD 04 - Process orders for customers in logistics operations

<b>Developed by</b>	Skills for Logistics
<b>Version number</b>	2
<b>Date approved</b>	February 2018
<b>Indicative review date</b>	February 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLWS29
<b>Relevant occupations</b>	Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations
<b>Suite</b>	Warehousing and Storage
<b>Key words</b>	process; orders; customers; clients

# SFLWS31

## J3PF 04 - Process returned goods in logistics operations



---

### Overview

This standard is about processing returned goods in logistics operations, whether from customers, clients or within own organisation. It involves checking goods to identify condition and re-labelling where required.

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

# SFLWS31

## J3PF 04 - Process returned goods in logistics operations

---

### Performance criteria

*You must be able to:*

- P1 confirm the type, quantity and condition of the goods being returned in logistics operations
- P2 obtain information on the **reasons for returning the goods**
- P3 provide relevant details of the returned goods to the authorised colleague/s according to organisational procedures and update the organisational **stock control system**
- P4 position the returned goods in the location identified in organisational procedures and keep them separate from outgoing stock
- P5 label goods that are to be returned to the supplier or manufacturer
- P6 dispose of waste packaging in accordance with organisational procedures
- P7 identify and respond to problems with the processing of returned goods
- P8 record the work carried out according to organisational procedures
- P9 comply with organisational procedures and relevant **legal, safety and operating requirements** relating to processing returned goods

# SFLWS31

## J3PF 04 - Process returned goods in logistics operations

---

### Knowledge and understanding

*You need to know and understand:*

- K1 the main reasons for **customers** returning goods in logistics operations
- K2 the relevant organisational policy and procedures in relation to **customers'** rights to replacement goods
- K3 the relevant legal rights of **customers** when returning goods
- K4 how the goods can be returned and the arrangements required for their return
- K5 how to dispose of waste packaging that arrives with the returned goods according to organisational procedures
- K6 when and how to update the organisational **stock control system**
- K7 where to place goods for processing or return to the supplier or manufacturer
- K8 the roles and responsibilities of **colleagues** in logistics operations
- K9 the organisational requirements and relevant **legal, safety and operating requirements** relating to processing returned goods

### Additional information

#### Glossary

1. **Reasons for returning the goods:** damaged, incorrect item, incorrect quantity, no longer required, expired shelf life
2. **Stock control systems:** manual, computerised, warehouse management systems, radio frequency
3. **Colleagues:** permanent, temporary, agency staff, external, line manager, supervisor, customer/clients
4. **Customers:** internal, external
5. **Legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working time regulations, transport regulations

# SFLWS31

## J3PF 04 - Process returned goods in logistics operations

<b>Developed by</b>	Skills for Logistics
<b>Version number</b>	2
<b>Date approved</b>	February 2018
<b>Indicative review date</b>	February 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLWS31
<b>Relevant occupations</b>	Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations
<b>Suite</b>	Warehousing and Storage
<b>Key words</b>	returned; goods; warehouse; logistics

## SFLWS33

### J3PG 04 - Monitor the receipt, storage or dispatch of goods in logistics operations



---

#### Overview

This standard is about monitoring the receipt, storage or dispatch of goods in logistics operations.

The standard applies to all forms of goods including those that require temperature controlled environments.

This standard is relevant to operatives who have responsibility for the receipt, storage and dispatch of goods in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

## SFLWS33

### J3PG 04 - Monitor the receipt, storage or dispatch of goods in logistics operations

---

#### Performance criteria

*You must be able to:*

- P1 identify suitable areas for receiving, storing or dispatching goods in logistics operations
- P2 identify the **equipment** requirements for the receipt, storage or dispatch of goods
- P3 confirm the **storage conditions** required to store the goods
- P4 use the organisation's **resources** to monitor receipt, storage or dispatch of goods
- P5 monitor and confirm the quality and quantity of the goods being received, stored or dispatched
- P6 provide information on the goods and their requirements to relevant **colleagues** or customers
- P7 organise the movement or rotation of goods to assist receipt, storage or dispatch
- P8 identify and respond to problems with the receipt, storage or dispatch of goods
- P9 record completed work according to the relevant organisational procedures
- P10 comply with organisational procedures and relevant **legal, safety and operating requirements** relating to monitoring the receipt, storage or dispatch of goods



## SFLWS33

### J3PG 04 - Monitor the receipt, storage or dispatch of goods in logistics operations

---

#### Knowledge and understanding

*You need to know and understand:*

- K1 the sources of information on the capacity and limitations of storage facilities in your area of responsibility
- K2 the types of goods to be received, stored or dispatched in the organisation
- K3 the equipment required for the receipt, storage or dispatch of goods in the organisation
- K4 the storage areas relevant to the type of goods to be received, stored or dispatched in the organisation
- K5 the organisational requirements relating to the receipt, storage or dispatch of goods in logistics operations
- K6 how to monitor the quality and quantity of the goods being received, stored or dispatched
- K7 the methods of stock rotation and movement
- K8 the resources available for monitoring the receipt, storage and dispatch of goods in the organisation
- K9 the types of problems relating to the receipt, storage and dispatch of goods and how to respond
- K10 the roles and responsibilities of **colleagues** in logistics operations
- K11 the information and recording systems used by the organisation and the requirements for maintaining records
- K12 the organisational procedures and relevant **legal, safety and operating requirements** relating to monitoring the receipt, storage or dispatch of goods

## SFLWS33

### J3PG 04 - Monitor the receipt, storage or dispatch of goods in logistics operations

---

#### Additional information

#### Glossary

1. **Resources:** stock control system, warehouse management systems, documentation, stock check records
2. **Colleagues:** permanent, temporary, agency staff, external, line manager, supervisor, customer/clients
3. **Legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working time regulations, transport regulations
4. **Storage conditions:** ambient, chilled, dry, outdoors, indoors, ventilated, segregated, restricted access
5. **Equipment:** tools, implements, machinery, lifts, conveyors, cranes

## SFLWS33

### J3PG 04 - Monitor the receipt, storage or dispatch of goods

<b>Developed by</b>	Skills for Logistics
<b>Version number</b>	2
<b>Date approved</b>	February 2018
<b>Indicative review date</b>	February 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLWS33
<b>Relevant occupations</b>	Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations
<b>Suite</b>	Warehousing and Storage
<b>Key words</b>	monitor; check; receipt; receive; storage; dispatch; forward; forwarding; goods; materials; warehouse; logistics

---

## Overview

This standard is about maintaining warehousing and storage shelving and racking systems. It covers the regular risk assessment and maintenance of shelving and racking systems. The standard also covers using specialist equipment for the safe maintenance of shelving and racking systems.

This standard is for individuals who can undertake risk assessments and maintenance with limited responsibility and under specialist supervision only; it does not cover the initial specification, design and erection of warehousing shelving and racking systems.

The standard is relevant to warehouse operatives and staff who work both as individuals and in teams.

---

## Performance criteria

*You must be able to:*

1. confirm tasks, priorities and responsibilities for maintaining warehousing and storage **shelving and racking systems** within your organisation
2. identify hazards associated with maintaining warehousing and storage shelving and racking systems and undertake a risk assessment
3. confirm the shelving and racking systems are prepared for safe maintenance
4. obtain and prepare **equipment and machinery** required for maintenance procedures on shelving and racking systems
5. maintain **equipment and machinery**, and work area in accordance with organisational requirements
6. maintain shelving and racking systems in accordance with the manufacturers' requirements and to organisational quality standards
7. report any circumstances that prevent the maintenance of **shelving and racking systems** to the organisational quality standards to the relevant colleague
8. obtain advice and assistance with the maintenance of **shelving and racking systems** from relevant colleagues when required
9. record the **risk assessment** and maintenance procedures in accordance with relevant health and safety and organisational requirements
10. comply with organisational procedures and relevant **legal, safety and operating requirements** relating to the maintenance of warehousing and storage **shelving and racking systems**

## Knowledge and understanding

*You need to know and  
understand:*

1. the requirements for **Personal Protective Equipment (PPE)** when maintaining warehousing and storage **shelving and racking systems**
2. how to undertake **risk assessments** in relation to maintaining warehousing and storage **shelving and racking systems**
3. the relevant health and safety requirements that govern the use of **shelving and racking systems** and the **equipment and machinery** in your area of responsibility
4. the hazards associated with using **equipment and machinery** to maintain **shelving and racking systems** in your area of responsibility
5. the manufacturers' instructions, and relevant legal and regulatory requirements for the operation of **equipment and machinery** in your area of responsibility
6. the types of maintenance you are required to complete in relation to **shelving and racking systems** and the manufacturers' requirements
7. how to maintain **shelving and racking systems** and the consequences of not maintaining such systems
8. the organisational quality standards for maintaining **shelving and racking systems**, the circumstances that prevent you from achieving them and what action should be taken if you do not meet these standards
9. the types of problems that occur with **shelving and racking systems** and the **equipment and machinery** in your area of responsibility, and how to respond to such problems
10. the levels of responsibility in relation to the maintenance of **shelving and racking systems** and **equipment and machinery** and who to go to for advice about them
11. safe methods of storing tools, **equipment and machinery**
12. the organisational procedures and relevant **legal, safety and operating requirements** for the **risk assessment** and maintenance of **shelving and racking systems** within warehousing and storage

## Glossary

**Equipment and machinery:** on-powered tools and equipment, hand-held powered tools, lifts, cranes

**Legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working time regulations, transport regulations

**Risk assessment:** a careful examination of what in your workplace could cause harm to people, so you can weigh up whether you have taken enough precautions or should do more to prevent harm

**Shelving and racking systems:** specialist warehousing storage shelving, racks, storage cages, manual and automated warehousing and storage systems

SFL230



J3PK 04 - Maintain warehousing and storage shelving and racking systems

<b>Developed by</b>	Skills for Logistics
<b>Version Number</b>	2
<b>Date Approved</b>	February 2018
<b>Indicative Review Date</b>	February 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Logistics
<b>Original URN</b>	SFL230
<b>Relevant Occupations</b>	Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retailing; Elementary Goods Storage Occupations; Goods handling and storage occupations
<b>Suite</b>	Warehousing and Storage
<b>Keywords</b>	specialist; warehousing; storage; racking; shelving; maintaining



## Overview

This standard is about carrying out stock checks and record the results in logistics facilities as part of a planned audit or as requested.

It includes identifying individual roles and responsibilities and using the organisational reporting procedures when checking stock.

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding.

## Performance criteria

*You must be able to:*

1. confirm the purpose and timescale for undertaking the **stock check** in the logistics facility and how to record the results
2. confirm which resources are available to complete the **stock check**
3. confirm that **colleagues** taking part in the **stock check** know their individual roles and responsibilities
4. communicate the progress of the **stock check** to the relevant **colleagues**
5. confirm that the results of the **stock check** are recorded and collated in accordance with organisational procedures
6. compare the findings of the **stock check** against stock records to identify any discrepancies
7. identify and respond to problems/discrepancies identified by the **stock check**
8. identify security issues relating to the stock check and the actions arising from them
9. produce and distribute your **stock check** report to relevant **colleagues**
10. comply with organisational procedures and all relevant **legal, safety and operating requirements** relating to a **stock check**

## Knowledge and understanding

*You need to know and understand:*

1. the importance of **stock checks** and how often they are required by the organisation
2. the format, structure, and content of the **stock check** reports required by the organisation
3. the resources required to undertake a **stock check**, and how to obtain them
4. how to identify discrepancies between **stock check** figures and stock records
5. the **stock control systems** used in your organisation
6. the types of problems and issues with a **stock check** and how to respond to them
7. the reporting responsibilities and recording systems used by your organisation for maintaining records
8. the roles and responsibilities of **colleagues** in logistics operations
9. the organisational procedures and relevant **legal, safety and operating requirements** relating to a **stock checks**

## Glossary

**Colleagues:** permanent, temporary, agency staff, external, line manager, supervisor, customer/clients

**Legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working time regulations, transport regulations

**Stock check:** audit, count, recount, reconciliation

**Stock control systems:** manual, computerised, warehouse management systems, radio frequency

SFLWS34



J3PL 04 -Undertake stock checks and record the results in

logistics facilities

---

<b>Developed by</b>	Skills for Logistics
---------------------	----------------------

---

<b>Version Number</b>	2
-----------------------	---

---

<b>Date Approved</b>	February 2018
----------------------	---------------

---

<b>Indicative Review Date</b>	February 2023
-------------------------------	---------------

---

<b>Validity</b>	Current
-----------------	---------

---

<b>Status</b>	Original
---------------	----------

---

<b>Originating Organisation</b>	Skills for Logistics
---------------------------------	----------------------

---

<b>Original URN</b>	SFLWS34
---------------------	---------

---

<b>Relevant Occupations</b>	Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retailing; Elementary Goods Storage Occupations; Goods handling and storage occupations
-----------------------------	--

---

<b>Suite</b>	Warehousing and Storage
--------------	-------------------------

---

<b>Keywords</b>	check; stock; levels; records
-----------------	-------------------------------

---

## SFLLO40

### J3PM 04 - Improve the performance of logistics operations



---

#### Overview

This standard is about improving the performance of logistics operations, including identifying areas for improving performance and consulting with colleagues to assess and evaluate the impact of those improvements.

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The standard could apply to those who look after a number of staff and have line manager responsibility.

## SFLLO40

### J3PM 04 - Improve the performance of logistics operations

---

#### Performance criteria

*You must be able to:*

- P1 obtain valid and reliable information on current performance of logistics operations in your organisation
- P2 identify potential **areas for improvement** in logistics operations and agree with **colleagues** the required improvement
- P3 research, analyse and assess potential **improvement methods** that would be beneficial for the organisation and its logistics operations
- P4 recommend the most suitable methods for improving performance in logistics operations in your organisation
- P5 identify the criteria that can be used to evaluate the effect of applying the **improvement methods**
- P6 monitor the effects of applying the **improvement methods** over the required period of time
- P7 evaluate the effect of applying the **improvement methods** on quality in your organisation
- P8 identify any **problems with applying improvement methods**, and take the required action to resolve them
- P9 record work carried out in the relevant information and recording system, in accordance with organisational procedures
- P10 comply with organisational procedures and all **legal, safety and operating requirements** for improving performance in logistics operations

## SFLL040

### J3PM 04 - Improve the performance of logistics operations

---

#### Knowledge and understanding

*You need to know and understand:*

- K1 how to measure and assess your organisation's current performance in logistics operations
- K2 how to find sources of information on **improvement methods** in logistics operations
- K3 improvement approaches and analysis methods that are used in the logistics industry
- K4 which **improvement methods** are used in your organisation
- K5 how to monitor and evaluate the effects of applying **improvement methods**
- K6 the advantages, disadvantages and any potential **problems with applying** different **improvement methods**
- K7 the relevant regulatory bodies for logistics operations and their compliance requirements
- K8 the roles, responsibilities, and management systems relevant to logistics operations in your organisation
- K9 the information and recording systems, monitoring systems and communication methods used by your organisation
- K10 the organisational procedures and all **legal, safety and operating requirements** for improving performance in logistics operations



### Additional information

#### Glossary

1. **Colleagues:** permanent, temporary, agency staff, external
2. **Areas for improvement:** processes, working methods, working practices
3. **Improvement methods:** technology, mechanical equipment, staffing, training, workstation design, procedural
4. **Problems with applying:** impact on other departments/activities, cost, training needs, staffing, communication methods
5. **Legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working time regulations, transport regulations, working practices, operating procedures, industry guidelines

## SFLLO40

### J3PM 04 - Improve the performance of logistics operations

<b>Developed by</b>	Skills for Logistics
<b>Version number</b>	2
<b>Date approved</b>	January 2018
<b>Indicative review date</b>	January 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLLO40
<b>Relevant occupations</b>	Transportation operations and maintenance; Warehouse and distribution; Managers in Distribution, Storage and Retail; Transport Drivers and Operatives; Transport Associate Professionals
<b>Suite</b>	Logistics Operations
<b>Key words</b>	performance; improve; quality; service

---

### Overview

#### **What this standard is about**

This standard is about controlling supplies at storage locations and facilities. It deals with collating and analysing information in regard to the supplies being stored. It involves monitoring the location and condition of supplies, identifying any problems and providing results of analysis and recommendations in regard to the control of supplies.

#### **Who this standard is for**

This standard is for supply chain practitioners. This could, for example be in purchasing, freight logistics operations or transport management roles.

# SFLSCM117

## J3PN 04 - SfL117 Control supplies at storage locations and facilities

---

### Performance criteria

*You must be able to:*

- P1 confirm information on the **supplies** being stored
- P2 obtain information on the **supplies** being stored
- P3 collate and prepare data for the analysis
- P4 analyse information on the **storage locations and facilities**
- P5 monitor the location and condition of the **supplies** being stored
- P6 identify any problems with the **supplies** being stored
- P7 provide the results of the monitoring to **colleagues**
- P8 comply with procedures for controlling the **supplies** being stored

# SFLSCM117

## J3PN 04 - SfL117 Control supplies at storage locations and facilities

---

### Knowledge and understanding

*You need to know and understand:*

- K1 analysis methods and procedures
- K2 cost and benefit analysis methods and procedures
- K3 information sources on **supply chain** processes
- K4 logistics theories, models, and practices
- K5 organisational objectives and activities
- K6 performance measurement and bench marking theories, models, and practices
- K7 **supply chain** management theories, models, and practices

# SFLSCM117

## J3PN 04 - SfL117 Control supplies at storage locations and facilities

---

### Additional Information

#### Glossary

1. **Colleagues:** Permanent, temporary, agency staff
2. **Supplies:** Any combination of goods or services that are procured, delivered or stored in the supply chain
3. **Supply chain:** Procurement, purchasing and supply, logistics, transport, and operations management, within and between international boundaries
4. **Storage locations and facilities:** Temporary or permanent ambient, chilled, dry, outdoors, indoors, ventilated, segregated, restricted access

## SFLSCM117

### J3PN 04 - SfL117 Control supplies at storage locations and facilities

<b>Developed by</b>	Skills for Logistics
<b>Version number</b>	1
<b>Date approved</b>	May 2010
<b>Indicative review date</b>	April 2014
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating organisation</b>	Skills for Logistics
<b>Original URN</b>	NSfL117
<b>Relevant occupations</b>	Professional Occupations; Managers and Senior Officials; Business Analyst; Transportation operations and maintenance; Retail and commercial enterprise; Retailing and wholesaling; Warehouse and distribution; Business management; Production Managers; Functional Managers; Quality and Customer Care Managers; Managers in Distribution, Storage and Retail; Business and Statistical Professionals; General; Vehicle Trades; Transport Associate Professionals; Business and Finance Associate Professionals
<b>Suite</b>	Supply Chain Management
<b>Key words</b>	Supplies, storage, locations, facilities, supply chain

## J3PP 04 - Monitor the flow of supplies in the supply chain

---

### Overview

This standard is about monitoring the flow of supplies in the supply chain. It involves collating and analysing information with regard to the flow of supplies. It also involves identifying problems, providing results of analysis, and making recommendations with regard to the flow of supplies.

This standard is for supply chain practitioners. This could, for example, be in purchasing, freight logistics operations or transport management roles.



J3PP 04 - Monitor the flow of supplies in the supply chain

---

**Performance criteria**

*You must be able to:*

1. confirm information on the **supplies** that are flowing through the **supply chain**
2. analyse information to monitor the flow of **supplies**
3. identify and handle problems with the flow of **supplies**
4. provide the results of the analysis to **colleagues**
5. comply with organisational procedures for monitoring the flow of **supplies**

J3PP 04 - Monitor the flow of supplies in the supply chain

---

**Knowledge and  
understanding**

*You need to know and  
understand:*

1. your organisation's strategic aims, objectives and activities in relation to the **supply chain**
2. **supply chain** management theories, models and practices
3. your organisation's information sources on **supply chain** processes
4. how to analyse information to monitor the flow of **supplies** in the **supply chain**
5. operations management theories, models and practices
6. the types of problems which may occur with the flow of **supplies** in the **supply chain**
7. presentation theories, models and practices

## Glossary

**Colleagues:** permanent, temporary, agency staff, external

**Supplies:** any combination of goods or services that are procured, delivered or stored in the supply chain

**Supply chain:** procurement, purchasing and supply, logistics, transport, and operations management, within and between international boundaries

## J3PP 04 - Monitor the flow of supplies in the supply chain

<b>Developed by</b>	Skills for Logistics
<b>Version Number</b>	2
<b>Date Approved</b>	January 2018
<b>Indicative Review Date</b>	January 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLSCM127
<b>Relevant Occupations</b>	Transport Associate Professionals; Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retailing
<b>Suite</b>	Supply Chain Management
<b>Keywords</b>	monitor; supplies; supply chain

---

## Overview

This standard is about managing the authorisation, guarantees and approval for excise warehouse premises. It includes confirming that all registrations, approvals and guarantees are in place. The management of authorisations underpins compliance with Her Majesty's Revenue & Customs (HMRC) and other relevant legislative requirements.

This standard is relevant to all individuals involved in the management of excise warehouse operations.

## Performance criteria

*You must be able to:*

1. manage current **excise warehouse-keeper authorisation** for your organisation and premises
2. manage current **excise warehouse** approval and **duty deferment** for your organisation
3. confirm that the excise warehouse premises comply with conditions set out in law, **Her Majesty's Revenue & Customs (HMRC)** notices and all other relevant conditions imposed
4. undertake the required reviews and audits of **conditions of approval** to confirm continued compliance with relevant legislation
5. notify **Her Majesty's Revenue & Customs (HMRC)** when there are changes to your organisation's business activities
6. undertake **due diligence** checks to confirm customers are genuine traders and aware of their responsibilities in respect of **excise goods**
7. confirm customers hold relevant approvals to receive and store the relevant category of **excise goods**
8. monitor requirements for other types of **authorisation** and approvals
9. manage **guarantees** to cover both premises and movement of **duty-suspended** goods
10. comply with relevant legislation, regulations and organisational requirements for excise warehouse premises
11. confirm all relevant public notices are maintained, accessible and current

## Knowledge and understanding

*You need to know and  
understand:*

1. the obligations and conditions which **Her Majesty's Revenue & Customs (HMRC)** requires of **excise warehouse-keepers**
2. how to manage the authorisation, guarantees and approval for excise warehouse premises
3. the types of premises approval held by your organisation and the relevant legal and organisational requirements relating to approvals
4. the relevant legal and organisational conditions that are specified in your organisation's approval for **excise warehouse** premises and activities
5. your organisation's procedures for maintaining compliance, taking account of relevant changes to legislation, regulations, and remedial actions required
6. the procedures for amending approval and who to contact
7. the consequences of not following **due diligence** and compliance
8. the different types of approvals and **authorisations** available for an excise warehouse premises and the benefits and limitations of each
9. the different types, levels and review/timescale requirements for **guarantees** e.g. **Simplified Import VAT (SIVA), Excise Payment Security System (EPSS)**
10. where to find information on relevant legislation for excise warehouse premises and the implications of non-compliance
11. how to maintain and display public notices in the workplace and why this is important

## Glossary

**Authorisation:** any approval or registration provided by HMRC to allow the dealing in duty-suspended goods

**Conditions of approval:** any conditions specified in the warehouse approval letter or other documents

**Due diligence:** reasonable steps taken by a person to avoid committing an irregularity or offence; for all businesses to carry out checks to establish the credibility and legitimacy of their supplies, customers and suppliers

**Duty deferment:** a system whereby HMRC allow excise duty liabilities in a return period to accumulate and be paid by direct debit on appointed dates after the end of the period. It is a form of credit arrangement underwritten by a financial guarantee provided by the deferment account holder

**Duty-suspended goods:** any excise goods on which UK duty has not been paid

**Excise goods:** goods subject to excise duty, for example, beer, wine, made-wine, cider, sherry, spirits, mineral oils, cigarettes and other tobacco products

**Excise Payment Security System (EPSS):** a system whereby HMRC allow on application a deferment account holder to reduce or eliminate their duty deferment guarantee after a review of payment history

**Excise warehouse:** a place approved by HMRC for the holding of goods on which excise duty and VAT is suspended

**Excise warehouse-keeper:** an authorised and registered occupier of an excise warehouse, in accordance with the 'Warehouse-keepers and Owners of Warehoused Goods Regulations 1999'

**Guarantee:** an undertaking given by the guarantor to pay HMRC a sum of money up to the level of the guarantee when they request such a



---

payment

**Her Majesty's Revenue and Customs (HMRC):** the department created from the merger of HM Customs & Excise (which had responsibility for indirect taxes such as VAT and excise duties) and the Inland Revenue (which had responsibility for direct taxes such as income and corporation tax)

**Simplified Import VAT (SIVA):** a scheme to allow import VAT to be deferred with reduced security

SFLBW1

Manage the authorisation, guarantees and approval for  
excise warehouse premises- J3PR 04



<b>Developed by</b>	Skills for Logistics
<b>Version Number</b>	2
<b>Date Approved</b>	February 2018
<b>Indicative Review Date</b>	February 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLBW1
<b>Relevant Occupations</b>	Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retailing; Elementary Goods Storage Occupations; Goods handling and storage occupations
<b>Suite</b>	Warehousing and Storage
<b>Keywords</b>	warehousing; storage; goods; authorisation; duty paid; duty suspended; duty deferred

## Overview

This standard is about managing the receipt of duty-suspended and duty-paid excise goods. It covers your organisation's and Her Majesty's Revenue & Customs (HMRC) requirements for documentation, receipt and storage of goods. The standard is aimed at the authorised warehouse-keeper who is approved to own or hold duty-paid and duty-suspended goods. It also covers what to do in the event of identifying and recording discrepancies that may occur while receiving goods.

This standard is relevant to all individuals involved in managing excise warehouse operations.

## Performance criteria

*You must be able to:*

1. confirm that incoming **excise goods** are expected and comply with your warehouse approval conditions
2. check that **excise goods** received are accompanied by valid documentation
3. confirm the **duty status** and **duty point** of the **excise goods** being received
4. manage organisational procedures for checking **excise goods** and complying with relevant paperwork, and investigate **discrepancies**
5. report **discrepancies** in accordance with organisational and **Her Majesty's Revenue and Customs (HMRC)** requirements
6. manage and check that **duty-suspended, duty-deferred** and duty-paid **excise goods** are stored in the approved warehouse location
7. check that **excise goods** are booked into the organisation's booking system in accordance with organisational and **Her Majesty's Revenue and Customs (HMRC)** requirements
8. raise, record and mark stock accounts as authorised
9. confirm receipt of **excise goods** in accordance with the relevant organisational and **HMRC** requirements
10. confirm that **excise goods** comply with organisational and **Her Majesty's Revenue and Customs (HMRC)** labelling and marking requirements
11. confirm that customer **returns** are recorded and accounted for in accordance with organisational and **Her Majesty's Revenue and Customs (HMRC)** requirements

---

excise goods

---

## Knowledge and understanding

*You need to know and understand:*

1. your organisation's procedure for control of **excise goods** inwards, and approval conditions including **duty point**
2. the documentation to accompany different types of receipt
3. the relevant legal and organisational procedures to follow if **excise goods** arrive without the required documentation
4. the different status of **duty-suspended** and duty-paid **excise goods** and how to identify them
5. the procedure that applies to receiving or refusing bonded goods, including only receiving goods identified on the original order, taking account of expiry dates and batch numbers
6. the different types of **discrepancies** that require recording and the organisational procedures for reporting them
7. how to store **excise goods** received and what constitutes secure storage and required locations
8. how to undertake the booking in of **excise goods** being received and **Her Majesty's Revenue and Customs (HMRC)** requirements for booking, including the different types of booking systems available and the implications of recording incorrect information
9. your organisation's procedures for managing the receipt of **excise goods** including updating of stock accounts and other organisational systems
10. how the relevant legislative requirements differ from product to product
11. the relevant **Her Majesty's Revenue and Customs (HMRC)** requirements and organisational procedures for recording customer **returns**, and the implications of recording incorrect information

## Glossary

**Authorisation:** any approval or registration provided by **Her Majesty's Revenue and Customs (HMRC)** to allow the dealing in **duty-suspended goods**

**Discrepancies:** any information or differences between what is expected and recorded within the goods control system.

**Duty deferment:** a system whereby HMRC allow excise duty liabilities in a return period to accumulate and be paid by direct debit on appointed dates after the end of the period. It is a form of credit arrangement underwritten by a financial guarantee provided by the deferment account holder

**Duty point:** when goods become liable to duty, as a result of a legitimate or irregular occurrence or movement

**Duty status:** an indicator in the warehouse records as to whether any excisable goods are excise duty-suspended or duty-paid

**Duty suspended goods:** any excise goods on which UK duty has not been paid

**Excise goods:** any goods or items stored in the warehouse that attract excise duty

**Her Majesty's Revenue and Customs (HMRC):** the department created from the merger of HM Customs & Excise (which had responsibility for indirect taxes such as VAT and excise duties) and the Inland Revenue (which had responsibility for direct taxes such as income and corporation tax)

**Labelling and marking requirements:** requirements for the correct labelling and identification of goods and stock, in accordance with HMRC requirements

**Returns:** goods returned to the manufacturer or registered/rightful owner

SFLBW2

J3PS 04 - Manage the receipt of duty-suspended and duty-paid

excise goods



<b>Developed by</b>	Lantra
<b>Version Number</b>	2
<b>Date Approved</b>	February 2018
<b>Indicative Review Date</b>	February 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLBW2
<b>Relevant Occupations</b>	Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retailing; Elementary Goods Storage Occupations; Goods handling and storage occupations
<b>Suite</b>	Warehousing and Storage
<b>Keywords</b>	warehouse; storage; excise; goods; receive; manage; duty paid; duty

## Overview

This standard is about the management and control of the storage of excise goods in the warehouse. It is about the recording, labelling, rotation and reporting of goods. The standard includes knowledge and understanding of the different goods monitoring systems and how information should be stored to meet both organisational and Her Majesty's Revenue & Customs (HMRC) requirements.

This standard is relevant to all individuals involved in managing excise warehouse operations. The standard is particularly aimed at the authorised warehouse-keeper or others contributing to this role.



## Performance criteria

*You must be able to:*

1. manage, control and confirm that **excise goods** are stored in **identifiable locations** and marked in accordance with the relevant organisational requirements
2. confirm that the storage locations of **excise goods** are identified and marked in accordance with the relevant **Her Majesty's Revenue and Customs (HMRC)** requirements
3. mark and control **excise goods** so that they can be identified in your stock account by relevant staff and visiting **Her Majesty's Revenue and Customs (HMRC)** officers
4. update the relevant stock account whenever you move **excise goods** to a new storage location in your **excise warehouse** in accordance with the relevant organisational and **Her Majesty's Revenue and Customs (HMRC)** requirements
5. confirm warehouse operations are carried out in accordance with the relevant **Her Majesty's Revenue and Customs (HMRC)** requirements and your excise premises approval
6. undertake inventory checks and complete stock takes in accordance with the relevant **Her Majesty's Revenue and Customs (HMRC)** and organisational requirements
7. record and report **discrepancies** to **Her Majesty's Revenue and Customs (HMRC)** in accordance with the relevant organisational and **Her Majesty's Revenue and Customs (HMRC)** requirements
8. confirm samples are recorded, duty accounted and paid in accordance with the relevant **Her Majesty's Revenue and Customs (HMRC)** requirements
9. record and report damaged **excise goods** in accordance with the relevant organisational and **Her Majesty's Revenue and Customs (HMRC)** requirements
10. follow **Her Majesty's Revenue and Customs (HMRC)** and organisational procedures for recording and acknowledging **change of ownership**
11. confirm **excise goods** are handled safely in accordance with the relevant organisational and **Her Majesty's Revenue and Customs (HMRC)** requirements
12. complete and submit the information and documentation required in relation to **Her Majesty's Revenue and Customs (HMRC) warehouse returns**

SFLBW3

J3PT 04 - Manage and control the storage of excise goods in the  
warehouse

---



## Knowledge and understanding

*You need to know and understand:*

1. the types of storage locations used for **excise goods**, including locations approved for **duty-suspended, duty-deferred** and duty-paid **goods**
2. how to manage and control the storage of **excise goods** in the warehouse
3. the ways and methods required to be used by **Her Majesty's Revenue and Customs (HMRC)** to identify **excise goods**, including the warehouse location, individual racking locations and bulk storage lanes
4. how to identify **excise goods** and the stock holding capacity and storage location
5. how to record and update **excise goods** movements, including the organisations systems used and **Her Majesty's Revenue and Customs (HMRC)** requirements
6. the conditions of your organisation's approval and general **Her Majesty's Revenue and Customs (HMRC)** requirements relating to the storage of **excise goods** in the warehouse
7. the role and purpose of a stock taking programme, including relevant **Her Majesty's Revenue and Customs (HMRC)** requirements and required timings e.g. perform full annual stock take or quarterly stock take
8. why it is important to check that the **excise goods** physically counted in the stock take are reconciled with the stock balances recorded in the stock accounts at the time of the stock take
9. the types of **discrepancies** that may occur with **excise goods**, how to report them and to whom
10. the types of damage that may occur to **excise goods**, how to report them and to whom
11. **Her Majesty's Revenue and Customs (HMRC)** requirements for recording the sale and change of ownership of **excise goods** within the warehouse
12. the safe handling, storage and security requirements for **excise goods** and why they are important
13. the types of information required, how to submit it to **Her Majesty's Revenue and Customs (HMRC)**, and the implications of non-compliance

## Glossary

**Change of ownership:** the sale of any excise goods to another person whilst they are in duty-suspension in the excise warehouse. This is important because of the effect on VAT liability

**Discrepancies:** any information or differences between what is expected and recorded within the goods control system

**Duty deferment:** a system whereby HMRC allow excise duty liabilities in a return period to accumulate and be paid by direct debit on appointed dates after the end of the period. It is a form of credit arrangement underwritten by a financial guarantee provided by the deferment account holder

**Duty-suspended:** any excise goods on which UK duty has not been paid

**Excise warehouse:** a place approved by HMRC for the holding of goods on which excise duty and VAT is suspended

**Excise goods:** any goods subject to excise duty, for example, beer, wine, made-wine, cider, sherry, spirits, mineral oils, cigarettes and other tobacco products

**Her Majesty's Revenue and Customs (HMRC):** the department created from the merger of HM Customs & Excise (which had responsibility for indirect taxes such as VAT and excise duties) and the Inland Revenue (which had responsibility for direct taxes such as income and corporation tax)

**Identifiable locations:** specific controlled and uniquely-coded locations within a warehouse

**Warehouse returns:** goods returned to the manufacturer or registered/rightful owner

J3PT 04 - Manage and control the storage of excise goods in the  
warehouse

<b>Developed by</b>	Skills for Logistics
<b>Version Number</b>	2
<b>Date Approved</b>	February 2018
<b>Indicative Review Date</b>	February 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLBW3
<b>Relevant Occupations</b>	Import; Warehouse and distribution; Goods handling and storage occupations; Storage and Retailing; Managers in Distribution, Storage and Retailing
<b>Suite</b>	Warehousing and Storage; Logistics Operations
<b>Keywords</b>	specialist; excise; warehousing; storage; bonded; goods; duty paid; duty suspended

---

## Overview

This standard is about the control and removal of duty-suspended and duty-paid goods from the excise warehouse. It is about the recording of goods removed and the reporting of duties paid. It is also about identifying and recording discrepancies as these apply to the removal of goods.

The standard is also about use of organisational systems and following relevant Her Majesty's Revenue and Customs (HMRC) and legislative guidelines for recording the removal of goods.

This standard is relevant to all individuals involved in managing excise warehouse operations. The standard is aimed at the authorised warehouse-keeper or those who contribute to this role.

## Performance criteria

*You must be able to:*

1. confirm that customers comply with relevant legal and organisational procedures for **due diligence**
2. comply with relevant organisational procedures for validating **movement guarantees**
3. comply with relevant regulations for moving **excise goods**
4. use recognised system procedures for recording final destination and authorisations to receive **excise goods** and stock
5. confirm all commercial documentation is completed in accordance with relevant organisational requirements
6. confirm all **Her Majesty's Revenue and Customs (HMRC)** documentation is completed in accordance with their requirements
7. confirm that **Excise Movement Control Systems (EMCS)** or alternative systems are operated in accordance with relevant legal and organisational requirements, prior to the removal of **excise goods** from the excise warehouse
8. prepare and enter export documentation in accordance with relevant organisational requirements
9. undertake relevant organisational and **Her Majesty's Revenue and Customs (HMRC)** procedures for **submission** and **declaration** of duty incurred
10. confirm the recording of duty is completed in detail, in accordance with organisational procedures, prior to the removal of **excise goods**
11. control the removal of the **duty-suspended, duty-deferred** and duty-paid **excise goods**, that you are responsible for from an excise warehouse
12. confirm that all movements are finalised on the required **Her Majesty's Revenue and Customs (HMRC)** systems and that any **discrepancies** are reported to the **responsible person** within the organisation and **Her Majesty's Revenue and Customs (HMRC)**

## Knowledge and understanding

*You need to know and  
understand:*

1. your responsibilities in relation to controls, checks and requirements of **due diligence** in accordance with relevant legislation and organisational procedures
2. what to do when **due diligence** checks reveal the requirement for remedial action to be taken to prevent fraud or irregularities
3. where to locate and how to use the relevant organisational procedures for **movement guarantees**
4. the types of authorisation, legal implications and importance of **Systems for Exchange of Excise Data(SEED) checks**
5. the types of, and requirements for, commercial documentation, and the organisational process for updating commercial documentation in relation to **duty-suspended, duty-deferred** and duty-paid **excise goods**
6. the responsibilities of third party warehousing and clearing agents in relation to **Her Majesty's Revenue and Customs (HMRC)** documentation
7. the reason for Excise Duty Control Systems and mandatory **declarations**, including how to input information and the submission process to **Her Majesty's Revenue and Customs (HMRC)**
8. the types of systems used for **excise goods** being exported to non-European and European countries
9. the types of systems used and the organisational processes and procedures for the removal of **excise goods**
10. the types of **submission** documentation and the organisational processes and procedures for **declaration** of duty
11. how to control the removal of **duty-suspended** and duty-paid **excise goods** from an excise warehouse
12. the methods and procedures for **declarations** to **Her Majesty's Revenue and Customs (HMRC)**
13. how to record, report and document **excise goods** removal and why relevant legal requirements must be adhered to



## Glossary

**Declaration:** a formal notification declared to **Her Majesty's Revenue and Customs (HMRC)**

**Discrepancies:** any information or differences between what is expected and recorded within the goods control system

**Due diligence:** reasonable steps taken by a person to avoid committing an irregularity or offence; for all businesses to carry out checks to establish the credibility and legitimacy of their supplies, customers and suppliers

**Duty deferment:** a system whereby HMRC allow excise duty liabilities in a return period to accumulate and be paid by direct debit on appointed dates after the end of the period. It is a form of credit arrangement underwritten by a financial guarantee provided by the deferment account holder

**Duty-suspended goods:** any excise goods on which UK duty has not been paid

**Excise goods:**

any goods subject to excise duty, for example, beer, wine, made-wine, cider, sherry, spirits, mineral oils, cigarettes and other tobacco products

**Excise Movement Control Systems (EMCS):** used for the movement of duty-suspended excise goods

**Her Majesty's Revenue and Customs (HMRC):** the department created from the merger of HM Customs & Excise (which had responsibility for indirect taxes such as VAT and excise duties) and the Inland Revenue (which had responsibility for direct taxes such as income and corporation tax)

**Movement guarantees:** a requirement in relation to security, to provide a guarantee which will cover the maximum amount of duty suspended in a single movement

**Responsible person:** a named person within the organisation. This will either be: the sole proprietor of the business; one of the partners if the

business is a partnership; or a director, company secretary or an authorised signatory if the business is a corporate body

**System for Exchange of Excise Data (SEED) checks:** used to check that companies to whom excise duty-suspended goods are being consigned are legitimately authorised by the relevant authorities in United Kingdom (UK) or European Union (EU) member states to receive them

**Submission:** a formal notification submitted to **Her Majesty's Revenue and Customs (HMRC)**

SFLBW4

J3PV 04 - Control the removal of duty suspended and duty paid  
goods from the excise warehouse



<b>Developed by</b>	Skills for Logistics
<b>Version Number</b>	2
<b>Date Approved</b>	February 2018
<b>Indicative Review Date</b>	February 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLBW4
<b>Relevant Occupations</b>	Import; Warehouse and distribution; Goods handling and storage occupations; Storage and Retailing; Managers in Distribution, Storage and Retailing
<b>Suite</b>	Warehousing and Storage; Logistics Operations
<b>Keywords</b>	specialist; authorised; excise; warehousing; storage; goods; receive; duty suspended; duty paid

---

## Overview

This standard is about the managing the organisation's compliance with regulatory requirements and how this affects the organisation's operational procedures.

The standard covers reporting, investigating and recording non-compliance. It also covers knowledge and understanding of dangerous goods and duty of care for employees and visitors.

This standard is relevant to all individuals involved in managing excise warehouse operations. The standard is particularly aimed at the authorised warehouse-keeper or those who contribute to this role.

## Performance criteria

*You must be able to:*

1. identify and name the **responsible person** for managing compliance with regulations and operational procedures within the organisation
2. document and retain all operational procedures in accordance with the relevant organisational systems and requirements
3. confirm all operational procedures and policies comply with the relevant regulatory requirements
4. confirm organisational operational procedures are updated to reflect changes to relevant regulatory requirements, and that the required documentation is updated accordingly
5. manage the compliance of operational procedures according to organisational requirements
6. manage, identify and report **non-compliance** to the relevant **responsible person** in accordance with the relevant regulatory and organisational requirements
7. respond to **non-compliance** and take the required actions to prevent a recurrence
8. record and remove **dangerous goods** in accordance with the relevant regulatory and organisational requirements
9. confirm personnel use the required **Personal Protective Equipment (PPE)**
10. manage **duty of care** procedures for all visitors to the organisation and warehouse environment

## Knowledge and understanding

*You need to know and understand:*

1. how to manage the organisation's compliance with regulation and operational procedures
2. the role of the **responsible person** for organisational compliance
3. the requirements for operational procedures and policies to comply with the relevant regulatory requirements
4. the organisational procedures in place to manage compliance
5. the legal implications of **non-compliance** and the influence on business and operational decisions
6. the organisational procedures for recording updates and revisions to the regulations
7. the organisational procedures for reporting **non-compliance** to the **responsible person** and the implications of **non-compliance** for the organisation
8. the organisational procedures for identifying and rectifying **non-compliance**
9. the methods for confirming compliance with organisational and **Her Majesty's Revenue and Customs (HMRC)** requirements
10. the categories of **dangerous goods** and the reasons for recording their removal
11. the organisational guidelines for **Personal Protective Equipment (PPE)** and the risks to personnel of not using it
12. the types of visitors and organisational responsibilities in relation to **duty of care**, as well as the risks of not following procedures

---

## Glossary

**Dangerous goods:** pure chemicals, mixtures of substances, manufactured products or articles which can pose a risk to people, animals or the environment if not properly handled in use or in transport

**Duty of care:** a moral or legal obligation to ensure the safety or wellbeing of others; employers have a duty of care to their employees

**Her Majesty's Revenue and Customs (HMRC):** the department created from the merger of HM Customs & Excise (which had responsibility for indirect taxes such as VAT and excise duties) and the Inland Revenue (which had responsibility for direct taxes such as income and corporation tax)

**Non-compliance:** failure to comply with stated conditions and requirements of any approval or authorisation

**Personal Protective Equipment (PPE):** personal protective clothing and equipment, branded workwear

**Responsible person:** a named person within the organisation. This will either be: the sole proprietor of the business; one of the partners if the business is a partnership; or a director, company secretary or an authorised signatory if the business is a corporate body.

---

<b>Developed by</b>	Skills for Logistics
---------------------	----------------------

---

<b>Version Number</b>	2
-----------------------	---

---

<b>Date Approved</b>	February 2018
----------------------	---------------

---

<b>Indicative Review Date</b>	February 2023
-------------------------------	---------------

---

<b>Validity</b>	Current
-----------------	---------

---

<b>Status</b>	Original
---------------	----------

---

<b>Originating Organisation</b>	Skills for Logistics
---------------------------------	----------------------

---

<b>Original URN</b>	SFLBW5
---------------------	--------

---

<b>Relevant Occupations</b>	Import; Warehouse and distribution; Goods handling and storage occupations; Storage and Retailing
-----------------------------	---

---

<b>Suite</b>	Warehousing and Storage; Logistics Operations
--------------	---

---

<b>Keywords</b>	specialist; excise; warehousing; storage; goods; receive; duty; compliance; regulations
-----------------	---

---



## Overview

This standard is about receiving and storing duty-suspended and duty-paid excise goods. Duty is a form of taxation levied on excise goods when they pass a duty point and is payable to Her Majesty's Revenue and Customs (HMRC).

This standard is also about HMRC and the legal requirements for storing excise goods in safe and secure locations that are fit for purpose. Users of this standard will confirm that practice reflects up-to-date information, policies, organisational procedures and legislation in relation to duty and excise requirements.

This standard is relevant to all warehousing operatives in logistics operations and relates to other personnel involved in the receiving and storage of duty-suspended and duty-paid goods.

## J3PX 04 - Receive and store duty suspended and duty paid excise goods

**Performance criteria***You must be able to:*

1. confirm tasks, priorities and responsibilities with the **relevant person** in relation to receiving and storing duty-paid or **duty-suspended excise goods**
2. follow health and safety procedures relating to **Personal Protective Equipment (PPE)**, moving, handling and receiving **excise goods**, and placing the **excise goods** in the required **storage areas or locations**
3. confirm deliveries against the delivery note and original order
4. identify, record and report **discrepancies** to the **relevant person**
5. confirm all items have been received and are in accordance with the order requirement and sign for the received order
6. identify the relevant **storage areas or locations** for received **excise goods**
7. place received **excise goods** into the required **storage areas or locations** in accordance with the relevant organisational and **Her Majesty's Revenue and Customs (HMRC)** requirements
8. consider storage requirements that support the rotation of **excise goods**
9. notify the **relevant person** of the availability of **excise goods** for an urgent or outstanding order
10. follow organisational procedures for safe storage, control and disposal of **hazardous substances** in accordance with **Health and Safety Executive (HSE)** legislation
11. undertake checks of **storage areas or locations** to confirm they meet requirements, in accordance with organisational procedures
12. undertake checks of **excise goods** in accordance with relevant **Her Majesty's Revenue and Customs (HMRC)** and organisational requirements
13. identify and handle problems within the **storage areas or locations** and surrounding environment
14. process requests for **recalls or forgery alerts** for **excise goods** in accordance with organisational requirements
15. complete all relevant documentation in accordance with **Her Majesty's Revenue and Customs (HMRC)** and organisational procedures

## Knowledge and understanding

*You need to know and understand:*

1. your responsibilities and current **Her Majesty's Revenue and Customs (HMRC)** legislation applicable to receiving, storing and maintaining **duty-suspended** and duty-paid **excise goods**
2. the requirements for **Personal Protective Equipment (PPE)** and methods for maintaining your equipment and work area
3. the organisational procedures and relevant **legal, safety and operating requirements** for safe and secure storage of **duty-suspended** and duty-paid **excise goods**
4. how to control **hazardous substances**, and the health and safety requirements relating to duty-paid or **duty-suspended excise goods**
5. how to record and report **discrepancies** in accordance with organisational requirements and procedures
6. the relevant health and safety requirements relating to receiving, storing, sampling and maintaining bonded **excise goods**, including the disposal of out-of-date, damaged or contaminated and quarantined **excise goods**
7. the organisational procedures that apply to receiving **excise goods** including only receiving goods identified on the original order, expiry dates and batch numbers
8. the actions to take when **recalls or forgery alerts** are received
9. the storage and security requirements for **excise goods**
10. how to store **excise goods** in the required secure **storage areas or locations**
11. the role and purpose of an **excise goods** receiving system and how it supports daily operations
12. how to undertake **excise goods** management, including the rotation of **excise goods**, the management of expiry dates of **excise goods**, and how to identify damaged, contaminated or deteriorated **excise goods**
13. the action to take for **excise goods** that are beyond expiry date, damaged, contaminated, have an inconsistent batch number or a batch number for which **recalls or forgery alerts** have been issued
14. how to input and retrieve **excise goods** information and data in accordance with organisational procedures
15. how to maintain documentation including your organisation's

RJ3PX 04 - receive and store duty suspended and duty paid excise goods

---

backup systems in case of ICT failure

## Glossary

**Appropriate person:** supervisor, line manager, work colleague

**Discrepancies:** any information or differences between what is expected and recorded within the goods control system

**Duty-suspended goods:** any excise goods on which UK duty has not been paid

**Excise goods:** any goods or items stored in the warehouse that attract excise duty

**Hazardous substances:** spirits, lighter fuel, watch batteries, etc.

**Health and Safety Executive (HSE):** national independent watchdog for work-related health, safety and illness. It acts in the public interest to reduce work-related death and serious injury across Great Britain's workplaces

**Her Majesty's Revenue and Customs (HMRC):** the department created from the merger of HM Customs & Excise (which had responsibility for indirect taxes such as VAT and excise duties) and the Inland Revenue (which had responsibility for direct taxes such as income and corporation tax)

**Legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working time regulations, transport regulations

**Personal Protective Equipment (PPE):** personal protective clothing and equipment, branded workwear

**Recalls or forgery alerts:** information sent to the organisation in relation to suspected forgery of goods, or relating to goods that do not comply with current safety standards for human consumption or use

**Storage areas or locations:** caged/secure work areas, full warehousing facilities and partially-bonded warehouse facilities

## J3PX 04 - Receive and store duty suspended and duty paid excise goods

<b>Developed by</b>	Lantra
<b>Version Number</b>	2
<b>Date Approved</b>	February 2018
<b>Indicative Review Date</b>	February 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLBW6
<b>Relevant Occupations</b>	Import; Warehouse and distribution; Goods handling and storage occupations; Storage and Retailing; Managers in Distribution, Storage and Retailing
<b>Suite</b>	Warehousing and Storage; Logistics Operations
<b>Keywords</b>	warehousing; excise; storage; excise; goods; receive; duty suspended; duty paid

---

## Overview

This standard is about receiving and storing medicinal products in a warehouse environment to comply with the requirements of Good Distribution Practice (GDP). Good Distribution Practice (GDP) includes the legal requirements for the pharmaceutical sector, and the storage conditions that are required for medicinal products and medicinal appliances.

Operatives will follow organisational requirements relating to pharmaceutical storage and maintain practice that reflects up-to-date information and policies.

Operatives should be familiar with the particular requirements and organisational procedures for working with medicinal products, and how legislation regarding Good Distribution Practice (GDP) relates to everyday duties and work roles.

This standard is relevant to all warehousing and storage operatives in logistics operations who deal with the safe storage and receipt of medicinal products and goods.

## Performance criteria

*You must be able to:*

1. confirm the tasks, priorities and responsibilities for receiving and storing **medicinal products** in a warehouse environment with relevant **colleagues**
2. comply with the relevant health and safety, and **Good Distribution Practice (GDP)** procedures relating to **Personal Protective Equipment (PPE)** when moving, handling, receiving and placing **medicinal products** in **storage areas or locations**
3. confirm the area being used to receive **medicinal products** is clean and contains no obstructions or hazards
4. confirm deliveries against the delivery note, original notification and control data
5. undertake relevant inspections on load condition, vehicle temperature and recording equipment for received **medicinal products**
6. follow organisational procedures when checking **medicinal products** to avoid falsified or counterfeit products entering the storage facility
7. confirm the **storage areas or locations** and storage requirements for received **medicinal products** are in accordance with organisational guidelines, product requirements and environmental conditions
8. follow the relevant organisational procedures for quarantine and sampling requirements
9. place received medicinal products into the **storage areas or locations**, according to organisational security procedures, storage requirements and stock rotation
10. notify the **Responsible Person** of the availability of stock where the medicinal products are for an urgent or outstanding order
11. follow your organisation's procedures for safe storage and control of **products** relating to the maintenance and disposal of **medicinal products** and **Good Distribution Practice**
12. undertake stock checks in accordance with organisational guidelines to maintain and confirm **medicinal products** and stock information
13. manage requests for **recalls or drug alerts** following agreed organisational and manufacturer's guidelines
14. complete documentation in accordance with organisational



---

procedures for received medicinal products, stock rotation, stock  
checks, damaged goods and authorised disposals

## Knowledge and understanding

*You need to know and understand:*

1. how to receive and store medicinal products in a warehouse environment to comply with the requirements of **Good Distribution Practice (GDP)**
2. the requirements for **Personal Protective Equipment (PPE)**, standards of appearance and methods for maintaining your equipment and work area
3. your own organisational procedures, manufacturers' guidance and relevant legal requirements for safe and secure storage of **medicinal products**
4. how to follow organisational procedures and manufacturers' guidance for receiving, storing, disposing of and maintaining **medicinal products**
5. the health and safety requirements relating to receiving, maintaining and disposing of **medicinal products**
6. how to identify and maintain safe **storage areas or locations** and secure storage environments
7. the storage requirements for products and why they are important
8. the role and purpose of a stocktaking program, expiry dates, lot and batch codes for audit trace, and how this affects daily operations
9. the organisational requirements of recording stock information and to whom this should be reported
10. how to take special storage information and security requirements into consideration
11. the procedures and actions to take when **recalls or drug alerts** are received from the manufacturer
12. the action to be taken for stock which is unavailable due to it being beyond expiry date, damaged, contaminated or has an inconsistent batch number, or a batch number for which **recalls or drug alerts** have been issued
13. the organisational procedure for inputting and retrieving stock data
14. methods of checking for falsified or counterfeit products, what to do if they are found, and who to notify

## Glossary

**Colleagues:** supervisor, line manager, co-worker

**Good Distribution Practice (GDP):** the part of quality assurance which ensures that the quality of medicinal products is maintained through all stages of the supply chain. This refers to the procurement, holding, storage or distribution of medicinal products to retailers, pharmacies, wholesale dealers or person authorised to supply medicinal products who must be in possession of the relevant authorisation issued by the Secretary of State. The distribution of medicinal products includes those for both human and veterinary use and must comply with the EU rules and guidelines on Good Distribution Practice

**Medicinal products:** a substance or combination of substances administered to humans or animals through injection, application, oral ingestion, inhalation, and so forth, whose purpose is to treat or prevent disease.

**Personal Protective Equipment (PPE):** personal protective clothing and equipment, branded workwear

**Products:** hazardous and non-hazardous products, medicinal gases, combustibles, flammable liquids and solids, radioactive and temperature sensitive products, etc.

**Recalls or drug alerts:** from manufacturers, government, health service, or potential forgery information/bulletin

**Responsible Person:** the nominated person who is held accountable for delivering the requirements of GDP as defined in European Guidelines 2013/C 68/01 and:

- should be continuously contactable
- should fulfil responsibilities personally
- can delegate *duties* but not *responsibilities*

**Storage areas or locations:** caged/secure work areas, sole or partial medicinal product storage facilities

<b>Developed by</b>	Skills for Logistics
<b>Version Number</b>	2
<b>Date Approved</b>	February 2018
<b>Indicative Review Date</b>	February 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Logistics
<b>Original URN</b>	SfL231
<b>Relevant Occupations</b>	Warehouse and distribution; Managers in Distribution, Storage and Retailing; Storage and Retailing; Goods handling and storage occupations; Managers and Senior Officials; Retailing and wholesaling
<b>Suite</b>	Warehousing and Storage; Logistics Operations
<b>Keywords</b>	receive; store; medicinal products; good distribution practice

---

## Overview

This standard is about developing, implementing and maintaining a quality system to control the distribution of medicinal products.

You will be responsible for developing the quality system and confirming colleagues understand their role and responsibilities, as well as monitoring implementation to comply with relevant legislative and organisational requirements.

The quality system should include: the supply chain activities of procuring, holding, supplying or exporting medicinal products, excluding supply to the public; confirming product integrity; and complying with current legislation, regulations and guidelines, and organisational requirements.

This standard is for the nominated Responsible Person (RP) engaged in the distribution of medicinal products.

## Performance criteria

*You must be able to:*

1. confirm your organisation's **quality system** relates to the control of the distribution of **medicinal products**
2. develop, implement and update your organisation's **quality system** to control the distribution of **medicinal products**
3. confirm that activities for the distribution of **medicinal products** are defined and systematically reviewed
4. monitor the **quality system** and take Corrective and Preventative Action (CAPA) where the **quality system** is not meeting organisational requirements
5. confirm that colleagues understand their roles and responsibilities for relevant quality standards
6. confirm that the size, structure and complexity of the distributor's activities have been considered when developing or modifying the **quality system**
7. implement change using a suitable **change control system**
8. confirm the **quality system** is **formally documented** and includes an internal process management review
9. confirm the **quality system** covers outsourced activities where these are used
10. confirm the **quality system** incorporates Quality Risk Management (QRM) which is based upon scientific knowledge and is linked to the protection of the patient
11. maintain the **quality system** to meet relevant legislative and organisational requirements

## Knowledge and understanding

*You need to know and understand:*

1. your organisation's **quality system** in relation to the distribution of **medicinal products**
2. the roles and responsibilities of colleagues in your organisation for maintaining quality
3. the activities of your organisation in relation to the distribution of **medicinal products**
4. how to keep up to date with current developments, tools and techniques in quality management, and the quality expectations of customers and other stakeholders
5. how to keep colleagues up to date about their roles and responsibilities in relation to **Good Distribution Practice (GDP)** quality standards in accordance with relevant legislation and organisational requirements
6. how to confirm that organisational systems and plans are in place to meet the organisational quality standards
7. how to communicate information relating to the quality system within your organisation
8. the **formal documentation** required for your organisation's **quality system** and the internal management review process for it
9. how to take Corrective and Preventative Action (CAPA) where the **quality system** is not meeting organisational requirements
10. how to document Corrective and Preventative Action (CAPA) in accordance with relevant legislation and organisational quality standards
11. how to develop, implement and maintain a **quality system** to control the distribution of **medicinal products**

---

## Scope/range

**Quality system** includes all items as per the Medicines and Healthcare products Regulatory Agency (MHRA) rules and guidance:

- clearly specified management responsibilities
- delivery to the right recipients within a satisfactory time period
- making records contemporaneously
- documentation and investigation of deviations from established procedures
- taking appropriate Corrective and Preventative Action (CAPA), in line with the principles of quality risk management, where there are deviations from established procedures
- maintaining written job descriptions for key positions and the arrangements for deputising
- appointed Responsible Person (RP)

**Formal documentation** for the quality system should include:

- achievement of quality system objectives
- assessment of Key Performance Indicators (KPIs) including: complaints, deviations, Corrective and Preventative Action (CAPA), changes to processes, outsourced activities, self-assessment processes (risk assessments and audits), external assessments (inspections, findings and customer audits)
- emerging regulations, guidance and quality issues
- innovations to enhance the quality system
- changes to the business environment and objectives
- quality manual



---

## Glossary

**Change control system:** the common or shorthand name in the industry for the "Rules and Guidance for Pharmaceutical Distributors" which is published and kept up to date by the Medicines and Healthcare products Regulatory Agency (MHRA)

**Good Distribution Practice (GDP):** the part of quality assurance which ensures that the quality of medicinal products is maintained through all stages of the supply chain. This refers to the procurement, holding, storage or distribution of medicinal products to retailers, pharmacies, wholesale dealers or person authorised to supply medicinal products who must be in possession of the relevant authorisation issued by the Secretary of State. The distribution of medicinal products includes those for both human and veterinary use and must comply with the rules and guidelines on Good Distribution Practice (GDP)

**Medicinal products:** a substance or combination of substances administered to humans or animals through injection, application, oral ingestion, inhalation, and so forth, whose purpose is to treat or prevent disease.

<b>Developed by</b>	Skills for Logistics
<b>Version Number</b>	2
<b>Date Approved</b>	February 2018
<b>Indicative Review Date</b>	February 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLGDP1
<b>Relevant Occupations</b>	Warehouse and distribution; Managers in Distribution, Storage and Retailing; Goods handling and storage occupations; Managers and Senior Officials; Retailing and wholesaling
<b>Suite</b>	Warehousing and Storage; Logistics Operations
<b>Keywords</b>	initiate; manage; maintain; implement; quality system; medicinal products

---

## Overview

This standard is about managing resources to comply with the requirements of Good Distribution Practice (GDP) for medicinal products.

It involves managing the premises, staff and equipment required to maintain the storage and delivery environments of medicinal products to meet manufacturers' and regulatory guidelines.

This standard is for the nominated Responsible Person (RP) and all relevant staff engaged in the distribution of medicinal products.

## Performance criteria

*You must be able to:*

1. manage premises, equipment and other resources, including security, access and environment, to comply with the requirements of **Good Distribution Practice (GDP)**
2. confirm that the premises and equipment being used can store and deliver **medicinal products** according to the conditions specified by the manufacturer
3. confirm that the areas being used for the receipt of **medicinal products** provide protection for the goods in accordance with the requirements of **Good Distribution Practice (GDP)**
4. confirm that the arrangements for product segregation comply with the relevant regulatory and manufacturers' requirements, and with **Good Distribution Practice (GDP)**
5. manage the premises to keep them clean and pest-free in accordance with relevant regulations and the requirements of **Good Distribution Practice (GDP)**
6. confirm that all monitoring equipment is calibrated for use
7. manage the maintenance of equipment to comply with the requirements of **Good Distribution Practice (GDP)**
8. maintain records of all repairs, maintenance, calibration and validation activity
9. confirm **Standard Operating Procedures (SOPs)** are followed and deviations are documented and investigated
10. confirm that the roles and responsibilities of relevant personnel are documented and communicated to colleagues
11. confirm that sufficient competent personnel are available for distribution activities in accordance with organisational requirements

## Knowledge and understanding

*You need to know and understand:*

1. how to manage the premises, equipment and other resources to comply with the requirements of **Good Distribution Practice (GDP)**
2. the methods of maintaining premises and equipment for **medicinal products** according to the conditions specified by the manufacturer
3. the methods of confirming that the areas for the receipt of **medicinal products** provide protection in accordance with the requirements of **Good Distribution Practice (GDP)**
4. how to confirm that arrangements for product segregation comply with relevant regulations, manufacturers requirements and **Good Distribution Practice (GDP)**
5. how to manage premises to keep them clean and pest-free in accordance with relevant regulations and the requirements of **Good Distribution Practice (GDP)**
6. the methods of confirming that all monitoring equipment is calibrated for use
7. how to maintain equipment to comply with the requirements of **Good Distribution Practice (GDP)**
8. the types of documented records relevant for all repairs, maintenance, calibration and validation activity
9. how to confirm that **Standard Operating Procedures (SOPs)** are followed and that deviations are documented and investigated
10. how to confirm that the roles and responsibilities of relevant personnel are documented and communicated to colleagues
11. how to confirm that sufficient competent personnel are available for distribution activities in accordance to organisational requirements

---

## Glossary

**Good Distribution Practice (GDP):** the part of quality assurance which ensures that the quality of medicinal products is maintained through all stages of the supply chain. This refers to the procurement, holding, storage or distribution of medicinal products to retailers, pharmacies, wholesale dealers or person authorised to supply medicinal products who must be in possession of the relevant authorisation issued by the Secretary of State. The distribution of medicinal products includes those for both human and veterinary use and must comply with the EU rules and guidelines on Good Distribution Practice

**Medicinal products:** a substance or combination of substances administered to humans or animals through injection, application, oral ingestion, inhalation, and so forth, whose purpose is to treat or prevent disease.

**Standard Operating Procedures (SOPs):** a set of step-by-step instructions set by the organisation to help staff carry out activities. SOPs aim to achieve efficiency, quality output and uniformity of performance, while confirming compliance with legislation and regulations.

<b>Developed by</b>	Skills for Logistics
<b>Version Number</b>	2
<b>Date Approved</b>	February 2018
<b>Indicative Review Date</b>	February 2023
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLGDP5
<b>Relevant Occupations</b>	Warehouse and distribution; Managers in Distribution, Storage and Retailing; Storage and Retailing; Goods handling and storage occupations; Managers and Senior Officials; Retailing and wholesaling
<b>Suite</b>	Warehousing and Storage; Logistics Operations
<b>Keywords</b>	manage; resources; compliance; good distribution practice