

EUSWO18 - SQA Unit Code H2JM 04

Store waste and operating materials within a waste management facility



Overview

This national occupational standard defines the competence required when working in an operational role in a waste management facility. It requires ensuring the waste materials and are dealt with and stored according to organisational requirements. It involves working safely and making sure any documentation is used and dealt with according to organisational requirements.

Performance criteria

You must be able to:

Sort and store waste and operating materials

- P1 wear and use personal protective equipment (PPE) in line with operational procedures
- P2 use the equipment specified for the job to sort waste and operating materials
- P3 use equipment specified for the job to move waste and operating materials
- P4 sort, store, and label waste and materials according to their nature
- P5 check and confirm the storage area is clean and tidy after movement of waste or materials

You must be able to:

Monitor and maintain storage conditions in line with operational procedures

- P6 maintain the safety and security of the storage facility areas throughout the working day
- P7 ensure the storage facility areas are kept clean and tidy throughout the working day

You must be able to:

Use and communicate data and information

- P8 check all necessary documentation is complete and up-to-date
- P9 keep and maintain records of work activities so they can be used by others for quality assurance and audit purposes
- P10 follow all procedures where you are a lone worker
- P11 follow all procedures connected with the work requirements to maintain the quality of the organisation's work

You must be able to:

Resolve problems from storing waste and operating materials

- P12 report any equipment defects and take steps to correct them as permitted by operational procedures
- P13 report any problems in storage conditions to the designated person
- P14 report problems and take steps to resolve them within the limits of the responsibility of the job role
- P15 advise colleagues or managers where situations need them to intervene
- P16 resolve situations which are outside the job role responsibility by referring them to the designated person

Knowledge and understanding

You need to know and understand:

General

- K1 the classifications and types of waste
- K2 the potential hazards associated with different wastes
- K3 how to identify work-related hazards and risks
- K4 details of operational procedures and documentation
- K5 how to deal constructively with colleagues and other people and resolve disagreements
- K6 how to use personal protective equipment (PPE) in line with operational procedures
- K7 operational procedures and why it is important to comply with them
- K8 the limits of the job responsibility when communicating with others

You need to know and understand:

Storage

- K9 label waste, when required
- K10 the requirements for keeping the storage facilities area clean and tidy
- K11 environmental requirements related to storage
- K12 storage facilities location and layout
- K13 maintain safety and security of storage
- K14 operational procedures for storage
- K15 implications of relevant legislation to sorting and storing waste and operating materials
- K16 identify defects and correct them where permissible

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Store waste and operating materials within a waste management facility

Additional information

Behaviours

You work in a manner which:

1. recognises and acts when others need support
2. takes responsibility for resolving problems in your work area

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Store waste and operating materials within a waste management facility

Developed by Energy and Utility Skills

Version number 1

Date approved May 2010

Indicative review date May 2015

Validity Current

Status Original

Originating organisation Energy and Utility Skills

Original URN WO18

Relevant occupations Public Services; Public Service and Other Associate Professionals

Suite Waste Management

Key words store, waste, operating, material, waste, management, facility, label waste, storage facility, lone worker, equipment defects

Overview

This standard covers the transportation of physical resources within the work area. Physical resources may be products, equipment, materials, liquids etc. You must be able to load, transport and unload resources safely and efficiently while maintaining the load in good condition. Some resources require careful loading and transportation in order to minimise damage.

It should be noted that this standard only refers to transportation within the work area. It does not cover transportation on public highways. If there is the need to travel on public roads, the relevant licenses are required. Transportation is by any method suitable to the resources being moved, and may be manual or through the use of mechanical equipment. To operate some machinery you will need to be appropriately trained or certificated in line with current legislation.

This standard is for anyone who transports physical resources within the work area.

**Performance
criteria**

You must be able to:

- P1 assess the resources requiring transportation to identify suitable methods of transporting them
- P2 assess the risks associated with the site and the required activity
- P3 select and prepare equipment that is appropriate for the work
- P4 assess the weight of heavy and bulky items to determine how they should be lifted
- P5 carry out lifting operations safely and in accordance with legislation position
- P6 resources safely and securely on the transportation equipment operate
- P7 transportation equipment safely in accordance with instructions and safety requirements
- P8 minimise damage through appropriate manoeuvring of the transportation equipment
- P9 monitor loads during transit and take appropriate action for any which become unsafe
- P10 unload resources and position them safely in the appropriate place
- P11 complete records as appropriate
- P12 maintain and store equipment ready for subsequent use
- P13 carry out all work in accordance with relevant environmental and health and safety legislation, risk assessment requirements, codes of practice and company policies

Knowledge and understanding

You need to know and understand:

- K1 how to select appropriate transportation equipment for different loads
- K2 how to identify hazards and assess risks
- K3 how to prepare, use and maintain equipment in a safe and effective condition
- K4 how to assess loads to determine safe methods of lifting
- K5 safe methods of lifting and carrying resources manually
- K6 the correct use of lifting equipment and legal restrictions on operations
- K7 ways of securing resources during transit in order to maintain safety and minimise damage
- K8 physical resources which are easily damaged during transportation and ways this can be minimised
- K9 ways of handling and manoeuvring transportation equipment to minimise damage to physical resources in transit
- K10 ways of monitoring the condition of physical resources during transit
- K11 methods of protecting resources from contamination
- K12 methods of protecting resources from adverse weather conditions
- K13 loading and unloading requirements for transportation such as positioning, stacking and the weight of loads
- K14 the records which need to be completed
- K15 your responsibilities under relevant environmental and health and safety legislation, codes of practice and company policies

LANCS6 SQA Unit Code H59L 04

Transport physical resources within the work area



Developed by Lantra

Version number 3.2

Date Approved March 2012

Indicative review date March 2017

Validity Current

Status Original

Originating organisation Lantra

Original URN LANCU8; LANCU9

Relevant occupations Garden Centre Worker; Nursery Worker; Greenkeeper; Groundsman; Landscaper; Gardener; Park Ranger; Agriculture, Horticulture and Animal Care

Suite Horticulture; Agricultural Crop Production; Livestock Production; Animal Technology

Keywords transport; load; unload

Overview

This unit 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 will include wrapping, boxing, bagging, bottling -----etc.

This will involve carrying out the packaging operations according to defined operating procedures. You will be expected to monitor the packaging operation, ensuring that the packaged products are to 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 to the appropriate people. You will be expected to work to instructions, taking personal responsibility for your actions and the quality and accuracy of the work that you produce. You will also be expected to complete any necessary documentation.

Your underpinning knowledge will be sufficient to provide a sound basis for your work, and to adopt an informed approach to applying the required work instructions and packaging procedures. You will have an understanding of the packaging process used, and its application, and will know about the tools, equipment, materials and consumables in adequate depth to provide a sound background for carrying out the activities to the required specification.

You will understand the safety precautions required when working with the packaging 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 unit on packaging products involves:

1. using the correct tools, equipment and materials for the packaging operation
2. carrying out the packaging operation
3. monitoring the packaging operation
4. reporting problems to the relevant person
5. completing any necessary documentation
6. working in ways which maintain the safety of yourself and others

SEMPMO115 - SQA Unit Code H040 04

Carrying out packaging operations

Performance criteria

You must be able to:

- P1 work safely at all times, complying with health and safety, environmental and other relevant regulations and guidelines
- P2 ensure you have the correct job instructions and any relevant packaging procedure and quality specifications
- P3 use the correct tools, equipment and materials for the packaging operations being performed
- P4 carry out the packaging operation according to instructions and safe operating procedures
- P5 monitor the packaging operation and identify any problems that occur
- P6 report any problems immediately to the appropriate person
- P7 produce packaged products which comply with the packaging specification and quality requirements
- P8 work to achieve your production targets
- P9 deal appropriately with the packaged products and complete any necessary documentation

SEMPMO115 - SQA Unit Code H040 04

Carrying out packaging operations

Knowledge and understanding

You need to know and understand:

- K1 what are the relevant health and safety requirements of the work area in which you are carrying out the packaging operations
- K2 what are the specific safe working practices, packaging procedures and environmental regulations that need to be observed
- K3 what are the hazards associated with carrying out the packaging operations
- K4 what actions need to be taken in case of emergencies
- K5 what personal protective equipment needs to be used during the packaging activities and where can it be obtained
- K6 how to make sure that you have the necessary job instructions, packaging equipment operating procedures and packaging specifications
- 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 what are the specific packaging operations to be performed
- K9 why it is important to follow the sequence of packaging operations at all times
- K10 how to operate the packaging equipment to achieve the required specification
- K11 what problems can occur in the packaging operation, how to identify them and who to report them to
- K12 why it is important to report problems immediately
- K13 how to check the quality of the packaging operations, against the required quality standards
- K14 what documentation may need to be completed
- K15 what your responsibilities are with regard to the reporting lines and procedures in your working area
- K16 who are the appropriate people and what are their responsibilities within your working area

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. company standards and procedures
 - 1.5. job instructions

2. Carry out packaging operations using **one** of the following methods:
 - 2.1. hand packaging operations
 - 2.2. manually controlled machine packaging operations
 - 2.3. fully automated packaging operations
 - 2.4. combined packaging operations

3. Carry out checks of the packaging operations to include the following:
 - 3.1. completeness of the packaging operations and **one** other check from the following
 - 3.2. appearance of finished product
 - 3.3. freedom from damage
 - 3.4. security of the packaging
 - 3.5. correct quantity
 - 3.6. freedom from contamination
 - 3.7. correct volume

4. Report problems to the appropriate person to include **one** of the following:
 - 4.1. supervisor
 - 4.2. team leader
 - 4.3. quality control

5. Work to achieve production targets for **both** of the following:
 - 5.1. output
 - 5.2. quality

SEMPMO115 - SQA Unit Code H040 04

Carrying out packaging operations

Developed by	SEMTA
Version number	1
Date approved	July 2003
Indicative review date	December 2012
Validity	Current
Status	Original
Originating organisation	SEMTA
Original URN	1.15
Relevant occupations	Engineering and manufacturing technologies; Manufacturing technologies; Process, Plant and Machine Operatives; Process Operatives
Suite	Performing Manufacturing Operations Suite 1
Key words	joining, manufacturing, operations, equipment, machine, hand, tool, manually, automated, soldering, bonding, gluing, brazing

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

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

Overview

To perform competently, you will need to show that you can operate in a range of conditions. You will need to demonstrate therefore that you can deal effectively with the following:

- 1 single items of equipment requiring no major adjustment, and requiring some clearance of blockages and limited fault diagnosis
- 2 visual checks of packs, product security and safety
- 3 procedures relating to legal requirements and quality standards
- 4 problems with equipment, materials and packs, services and quality
- 5 primary, secondary or tertiary packs
- 6 face to face handovers, within teams or with someone in another team, during the working period and at the end of the working period
- 7 documentation referring to the packaging and packaging records

This unit deals with the following:

- 1 Commence packaging run
- 2 Pack product
- 3 Hand over the operation
- 4 Stop packaging run

During this work you must take account of the relevant worksite operational requirements, procedures and safe working practices AS THEY APPLY TO YOU.

Previous Version

Unit 3.2 SEMTA National Occupational Standards in Packaging (STM4)

COGPACK15 HP8R 04

Pack Product by Machine

Performance criteria

- You must be able to:*
- P1 use the appropriate Personal Protective Equipment (PPE)
 - P2 check that the specified services, equipment and materials are ready for use
 - P3 complete pre-start-up checks correctly
 - P4 start the operation without undue delay
 - P5 identify and deal with problems correctly
 - P6 ensure that the product is packed to the correct specification
 - P7 segregate and label correctly materials and packs which do not meet the specification
 - P8 maintain the required output rates
 - P9 prepare correctly the packs for transfer
 - P10 report the current operational status accurately within the acceptable time limits, at the correct time and place
 - P11 maintain the correct operational status when you have taken over responsibility
 - P12 ensure that you have followed the correct procedures when handing over to someone else
 - P13 prepare to stop the packaging run according to the specified procedures
 - P14 leave the equipment and work area in the appropriate condition

COGPACK15 HP8R 04

Pack Product by Machine

Knowledge and understanding

You need to know and understand:

- K1 which Personnel Protective Equipment (PPE) is appropriate and why
- K2 the services which are available
- K3 the machine sequence for packaging operations
- K4 which pieces of equipment are needed and are in place
- K5 how to verify against the documentation that the materials are correct
- K6 how to complete correct product security checks
- K7 which documents to obtain and when
- K8 the acceptable time limits for the completion of tasks
- K9 the procedures for reporting problems
- K10 the methods for dealing with problems
- K11 how to interpret and identify packaging instructions
- K12 the procedures for segregating materials and packs
- K13 labelling procedures
- K14 how to take and identify samples
- K15 the rate at which to operate the equipment
- K16 how to monitor and maintain the levels of materials
- K17 how to make machine adjustments within your level of responsibility
- K18 how to clear blockages within your level of responsibility
- K19 how to prepare packs for transfer
- K20 how to handle and dispose of non-recoverable packs and materials
- K21 the requirements of the handover procedure
- K22 what information is to be transferred and in what format
- K23 how to identify and emphasise significant information
- K24 the operational quality standards required
- K25 how to deplete the materials
- K26 when you should prepare to stop the run
- K27 how and when to switch off services and equipment
- K28 the condition in which the area should be left
- K29 how and where to remove packs and part packs

COGPACK15 HP8R 04

Pack Product by Machine

Developed by Cogent

Version number 1

Date approved June 2009

Indicative review date June 2011

Validity Current

Status Original

Originating organisation Senta

Original URN 3.2

Relevant occupations Engineering and manufacturing technologies; Manufacturing technologies; Process, Plant and Machine Operatives; Process Operatives

Suite Packaging

Key words packaging, run, commence, pack, handover, stop, monitor, operation

COGPAC18 - HP8T 04

Maintain personal hygiene standards in a packing environment



Overview

This unit is about keeping yourself clean and hygienic when you are at work.

This unit is for you if you work in packing operations which involve food and drink or require you to enter the food manufacturing or processing area.

During this work you must take account of the relevant worksite operational requirements, procedures and safe working practices AS THEY APPLY TO YOU.

CCOGPAC18 - HP8T 04

Maintain personal hygiene standards in a packing environment

Performance criteria

- You must be able to:*
- P1 keep your hair, skin and nails clean and hygienic
 - P2 wear clean clothes
 - P3 follow your organisation's procedures on what jewellery and accessories can be worn
 - P4 wear protective clothing and headgear that is clean, fit for use and worn correctly as appropriate to task
 - P5 follow your organisation's procedures on when you need to change your protective clothing
 - P6 follow the recommended procedures for washing your hands at all appropriate times
 - P7 avoid unsafe behaviour that could contaminate the food you are working with
 - P8 report any cuts, boils, grazes, injuries, illness and infections promptly to the appropriate person
 - P9 make sure any cuts, boils, skin infections and grazes are treated and covered with an appropriate dressing

CCOGPAC18 - HP8T 04

Maintain personal hygiene standards in a packing environment

Knowledge and understanding

You need to know and understand:

- K1 why it is important to have clean hair, skin, nails and clothing
- K2 why jewellery and other accessories may put food safety at risk
- K3 the types of protective clothing and headgear you need for your work
- K4 why it is important to follow the recommended procedures to wash your hands at the appropriate times
- K5 why it is important to avoid unsafe behaviour when you are working with food
- K6 why it is important to report any cuts, boils, grazes and injuries
- K7 why it is important to report illness and infections, particularly stomach illnesses, before entering the production area
- K8 why it is important to keep work areas clean and tidy
- K9 why it is important to keep tools, utensils and equipment in good order, clean condition and stored correctly
- K10 the types of food waste in the workplace
- K11 what product contamination and cross-contamination are and how to minimise the risk of them occurring through your work practices
- K12 why the direct handling of food should be kept to a minimum

Additional Information

Glossary

Allergen

A food or food ingredient that can cause an allergic reaction

Accessories

Additional items apart from clothing and jewellery, for example, false nails

Appropriate person

This could be the appointed first aider working at the same level, higher level supervisor, charge-hand or manager

Contamination

An unwanted substance (hazard) in the product, such as:

- 1 Bacteria and other organisms
- 2 Chemicals (for example, cleaning agents)
- 3 Physical objects (for example, glass or metal) Substances that cause an allergic reaction (for example, nuts, milk, eggs)

Hazard

Anything that may cause harm to the consumer and can be:

- 1 Microbiological (for example, bacteria, moulds, viruses, parasites)
- 2 Chemical (for example, pesticides used on fruit and vegetables, chemicals used in cleaning or for pest control)
- 3 Physical (for example, insects, glass, nails)
- 4 Substances that cause an allergic reaction (for example, nuts, milk, eggs)

CCOGPAC18 - HP8T 04

Maintain personal hygiene standards in a packing environment

Developed by Cogent

Version number 1

Date approved April 2012

Indicative review date April 2017

Validity Current

Status Original

Originating organisation Cogent

Original URN COGPAC18

Relevant occupations Engineering and manufacturing technologies; Manufacturing technologies; Process, Plant and Machine Operatives; Process Operatives

Suite Packing

Key words packing, product, machine, safety, handover, commence

Receive and Store automotive stock

Overview

This standard is about receiving parts into storage, putting them into the required location, updating stock control systems and completing necessary documentation in a dealership, fast fit centre, parts distribution centre or similar situation.

Receive and Store automotive stock

Performance criteria

You must be able to:

1. select and wear suitable **personal protective equipment** throughout all parts receipt and storage activities
2. make sure the parts receiving area is clean, tidy and free from obstructions and hazards prior to deliveries of expected orders
3. accept deliveries after checking they confirm to the type, quality and quantity of parts expected
4. report any **discrepancies** in deliveries and storage problems to the relevant person promptly
5. access available information systems to identify the location for parts correctly
6. place parts in the correct locations in the time allowed
7. put parts into storage in a way that makes best use of the space available
8. put parts into storage in such a way that they can be accessed at the right time according to stock rotation requirements, where applicable
9. work in a way which minimises the risk of:
 - 9.1 accidents and or injury to yourself and others
 - 9.2 damage to the received parts
 - 9.3 damage to parts already in stock
 - 9.4 damage to facilities
10. enter details of the stock received into the stock control system in a timely and accurate way
11. receipt and storage documentation is accurate, complete and passed to the relevant person(s) promptly in the required format

Receive and Store automotive stock

Knowledge and understanding

You need to know and understand:

Legislative and organisational procedures and requirements

1. your organisation's systems and procedures for:
 - 1.1 the receipt and storage of goods (including those for 'special order' parts) parts
 - 1.2 storage, rotation and management
 - 1.3 update of stock records
 - 1.4 completion of parts receipt and storage documentation
2. the person to whom discrepancies and storage problems should be reported
3. the differing security, safety (e.g. COSHH) and environmental conditions required for parts storage, including the storage and handling of replacement air bags, and the reasons for these
4. the requirements for and the importance of wearing personal protective equipment when handling and moving parts
5. the costs associated with damaged parts and why it is important that damaged parts are reported promptly

Parts handling and storage

6. how to perform visual and physical quality checks at the time of receipt of parts
7. how to locate where parts are stored using the parts information system in operation in your organisation
8. how to **handle and move parts** safely
9. how to use the mechanical handling equipment available in your parts operation
10. how to store parts to make best use of available space
11. how to store parts to conform with any stock rotation requirements
12. good housekeeping practices and the consequences of not carrying them out
13. when and where handling equipment should be used

Stock records and stock control

14. how to access and interpret information to determine what parts deliveries are expected
15. how to update stock records on the receipt of goods
16. how to complete relevant parts receipt and storage documentation

Receive and Store automotive stock

17. the parts numbering system for the makes and types of parts you deal with
18. the storage requirements for special and or easily damaged parts (e.g. body panels)
19. how the parts stock control system works

Glossary

Discrepancies:

Examples include shortfalls, order omissions, damages, colour variations, and wrong type of part, etc

Handling and moving of parts:

This is manual and or mechanically assisted lifting and carrying work, depending on the size and type of parts being handled. It should be noted that individuals who operate fork lift trucks must:

- a. have completed successfully an approved basic training course in fork lift truck operation, and
- b. hold a certificate of basic training issued by an approved organisation

Parts:

These are vehicle parts, any accessories and consumables

Personal Protective Equipment:

Examples include overalls, safety shoes, gloves, goggles and barrier cream

Receive and Store automotive stock

Developed by	IMI
Version Number	2
Date Approved	November 2014
Indicative Review Date	November 2017
Validity	Current
Status	Original
Originating Organisation	IMI
Original URN	IMIVF44
Relevant Occupations	Vehicle Fitters; Vehicle Fitting Operations (Automotive); Vehicle Parts Operative; Vehicle Parts Operators; Vehicle Parts Supervisor
Suite	Vehicle Fitting
Keywords	Receive store automotive stock

EUSWO11 - HP9A 04

Acceptance of waste



Overview

This national occupational standard defines the competence required in the acceptance of waste. It requires being able to check and confirm the waste being delivered is within the scope of the site waste management regulatory requirements. The delivery vehicle may be a specialist carrier or belong to members of the public. Situations which do not meet operational requirements need to be reported.

EUSWO11 - HP9A 04

Acceptance of waste

Performance criteria

You must be able to:

Accept waste

- P1 check the incoming vehicle conforms to the site duty of care requirements
- P2 ensure that vehicles comply with entry and exit procedures and movement around the site
- P3 check the vehicle occupants comply with site health and safety requirements
- P4 check the waste reception area and equipment is operational and safe
- P5 reject unsuitable waste in accordance with organizational procedures

You must be able to:

Use and communicate data and information

- P6 record all received waste on the required documentation
- P7 report abnormalities in received waste by bringing them to the attention of the designated person
- P8 record and report the reception of any unacceptable waste in accordance with organisational requirements
- P9 report to the designated person when the storage facilities do not meet operational requirements
- P10 report breaches in site security
- P11 report defective equipment
- P12 report problems outside the job role limits of authority

You must be able to:

Resolve problems which arise from the acceptance of waste

- P13 have defects rectified on specialist handling equipment before using it
- P14 take immediate steps, in accordance with operational procedures, where unsafe conditions arise Behaviour which underpins effective performance

EUSWO11 - HP9A 04

Acceptance of waste

Knowledge and understanding

You need to know and understand:

General

- K1 the classifications and types of waste
- K2 the potential hazards associated with different wastes
- K3 how to identify work-related hazards and risks
- K4 details of operational procedures and documentation
- K5 how to deal constructively with colleagues and other people and resolve disagreements
- K6 how to use personal protective equipment (PPE) in line with operational procedures
- K7 operational procedures and why it is important to comply with them
- K8 the limits of the job responsibility when communicating with others

You need to know and understand:

Acceptance of waste

- K9 how to recognise classifications of waste that you may encounter in your job role
- K10 the operational procedures for validation and rejection of waste
- K11 limitations on responsibility for the dissemination of information outside the organisation
- K12 the transport, acceptance, and rejection documentation to comply with legal and organizational requirements
- K13 the permit or license conditions covering the acceptance of waste at your site
- K14 how to deal with documentation which does not comply with site permit or licence or Duty of Care legislation
- K15 other relevant environment permit details applicable to the facility
- K16 how to deal with emergencies
- K17 the classifications, using European Waste Codes, of waste that can be permitted on the site

EUSWO11 - HP9A 04

Acceptance of waste

Additional information

Behaviours

You work in a manner which:

1. recognises and acts when others need support
2. takes responsibility for resolving problems in your work area

EUSWO11 - HP9A 04

Acceptance of waste

Developed by Energy and Utility Skills

Version number 1

Date approved May 2010

Indicative review date May 2015

Validity Current

Status Original

Originating organisation Energy and Utility Skills

Original URN WO11

Relevant occupations Public Services; Public Service and Other Associate Professionals

Suite Waste Management

Key words acceptance, waste, reception, received, classification, validation, rejection, European Waste Codes

Monitor stored goods and materials in food and drink operations

Overview

This standard covers the skills and knowledge needed to monitor stored goods and materials in food and drink operations.

Monitoring food and drink goods and materials in storage is important to identifying and reporting any defects and discrepancies in goods and materials; marking and keeping apart any defective goods and materials; and taking action to deal with any goods and materials that may be hazardous.

This standard is for you if you work in food and drink operations and the associated supply operations and are involved in the stores area, and your job requires you monitor food and drink goods and materials in storage.

Monitor stored goods and materials in food and drink operations

Performance criteria

You must be able to:

Monitor goods and materials effectively

1. check goods and materials in a way that meets your company's requirements
2. identify defects and discrepancies in goods and materials
3. report defects and discrepancies in accordance with organisational requirements
4. mark out clearly and separate out any goods and materials whose condition presents a hazard
5. use the results of monitoring to identify realistic suggestions to improve the monitoring of goods and materials

Monitor stored goods and materials in food and drink operations

Knowledge and understanding

You need to know and understand:

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



Monitor stored goods and materials in food and drink operations

Developed by	NSAFD
Version Number	3
Date Approved	September 2017
Indicative Review Date	January 2022
Validity	Current
Status	Original
Originating Organisation	Improve
Original URN	IMPSD114S, IMPSD115K
Relevant Occupations	Engineering and manufacturing technologies; Manufacturing technologies; Process, Plant and Machine Operatives; Plant and Machine Operatives
Suite	Supply Chain Management
Keywords	Receive; Goods; Storage; Stock; Control; Supply; Security

Overview

This standard covers the skills and knowledge needed to move and handle products and materials in food and drink operations.

It is important to ensure that the moving and handling of products and materials in food and drink workplaces are carried out safely and hygienically, using correct techniques and equipment, and in accordance with organisational requirements.

This standard is for you if you work in food and drink operations and the associated supply operations and your job requires you to move and handle products and materials in the workplace.

Performance criteria

You must be able to:

1. select products or materials to be moved
2. assess the products or materials to be moved to determine best method for moving and handling
3. check lifting and moving equipment complies with health and safety regulations
4. check the required products or materials and check that they are of the correct quantity and quality
5. check that there is space available to move the products or materials
6. identify which parts of the moving process involve most risk to products or materials and people, and take steps to reduce those risks
7. use handling techniques and equipment that comply with health and safety regulations to avoid damage to the products or materials, yourself and others
8. move products or materials to the designated location using the correct transport route
9. deal with damage to products or materials during moving in accordance with company procedures
10. return handling equipment to the right place and check that it is ready for future use
11. complete all necessary documentation within agreed timescales
12. move and handle materials following health, safety and hygiene standards

Knowledge and understanding

You need to know and understand:

1. relevant health, safety and hygiene standards when moving and handling materials and why it is important to follow them
2. methods and equipment that can be used to move and handle products or materials
3. the checks to make before products or materials are moved, including equipment checks
4. how to carry out safety checks on lifting equipment and why it is important to do so
5. the safe lifting limits for yourself and any lifting equipment
6. why it is important to check that the load is suitable to be moved and that you use the right handling equipment for the task
7. designated locations for accumulated products and materials and why these should be used
8. why accumulated products and materials should be moved
9. how to identify which products and materials need removing from the production line
10. the routes to take and why it is important to follow them
11. the hazards to yourself and others when moving and handling products and materials
12. what to do if you find that the products and/or materials or handling equipment are defective or damaged
13. why it is important to maintain the temperature of the materials and the temperature of the location the materials are being moved to
14. the rules and procedures for the different work areas that affect you when moving and handling products and materials
15. the purpose of electronic recording and scanning systems for moving and handling materials
16. the limits of your own authority and why it is important to work within these limits
17. the importance of effective communication



Move and handle products and materials in food and drink operations

Developed by	NSAFD
Version Number	2
Date Approved	September 2017
Indicative Review Date	January 2022
Validity	Current
Status	Original
Originating Organisation	Improve
Original URN	IMPSD203S, IMPSD204K
Relevant Occupations	Engineering and manufacturing technologies; Manufacturing technologies; Process Operatives; Process, Plant and Machine Operatives; Plant and Machine Operatives
Suite	Supply Chain Management
Keywords	Food; Supplies; Production

Contribute to the provision of customer service

Overview

This standard is about contributing to the provision of customer service.

The role involves creating and maintaining customer satisfaction and developing relationships through communication. It includes understanding business and customer confidentiality, the organisation's image and the limits of your own authority when communicating with 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.

Contribute to the provision of customer service

Performance criteria

You must be able to:

1. contribute to developing relationships with **customers** while working within your own level of responsibility
2. maintain your personal appearance, **special clothing**, equipment and the work area in accordance with your organisation's procedures
3. contribute to the provision of **customer** agreements that meet customer requirements, are within organisational/operational constraints and the limits of your own authority
4. contribute to the provision of the level of customer service required by your organisation
5. **communicate** with **customers** in a way that maintains effective working relationships and promotes confidence and trust
6. listen to **customer** needs and provide them with information about the service you are providing, following organisational policy and procedures
7. refer **customer** requests outside the limits of your authority to the relevant colleagues in your organisation
8. contribute to maintain business and **customer** confidentiality at all times
9. **communicate with customers** and handle complaints within the limits of your responsibility, including establishing the nature of a complaint about the service you are providing
10. follow relevant organisational procedures in the event of a failure to provide the agreed service to a **customer**

Contribute to the provision of customer service

Knowledge and understanding

You need to know and understand:

1. the organisation's approach to developing and maintaining relationships with **customers**
2. the importance of maintaining your personal appearance as a representative of your organisation
3. the range and features of services available, and how these relate to **customer** requirements
4. how operational constraints and the limits of your own authority impact on service provision
5. the importance of clear communication, understanding **customer** needs and the implications of not communicating clearly with customers
6. why information about the service you are providing must be clear and what to do when information to meet **customer** needs is not available
7. the importance of maintaining organisational and **customer** confidentiality at all times
8. why customer records are important, which colleagues in your organisation they need to be shared with, and the possible consequences of incorrect record-keeping
9. the importance of providing the correct level of **customer** service and the consequences of failing to do so
10. the organisation's approach to providing service related information to **customers**
11. the type of **customer** request that must be referred to other colleagues and the importance of keeping **customers** informed of any action being taken
12. the range of **customers** likely to be encountered external and internal to the organisation
13. your organisation's complaints procedure and the consequences of not following these procedures
14. the importance of meeting agreed schedules with customers and the action to take if you fail to meet the schedule

Contribute to the provision of customer service

Glossary

Communicate: oral, electronic, written

Customer(s): internal and external

Special clothing: Personal Protective Equipment (PPE), protective clothing, branded workwear

Contribute to the provision of customer service

Developed by Skills for Logistics

Version Number 3

Date Approved February 2018

Indicative Review Date February 2023

Validity Current

Status Original

Originating Organisation Skills for Logistics

Original URN SFL12

Relevant Occupations Transport Associate Professionals; Transport Drivers and Operatives; Transportation operations and maintenance; Warehouse and distribution; Managers in Distribution

Suite Traffic Office; Logistics Operations

Keywords customer; service; complaints; communication

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

Developed by Skills for Logistics

Version number 2

Date approved February 2018

Indicative review date February 2023

Validity Current

Status Original

Originating organisation Skills for Logistics

Original URN SFLWS19; SFLWS24

Relevant occupations Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations

Suite Warehousing and Storage

Key words moving; handling; goods; logistics

SFLWS32 – SQA Unit Code J2L0 04

Sort goods and materials for recycling or disposal in logistics operations



Overview

This standard is about sorting goods and materials for recycling or disposal in logistics operations. It involves identifying which goods and materials are suitable for recycling and which for disposal, preparing the goods and materials for onward movement, and responding to problems that arise when sorting the goods and 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.

SFLWS32 – SQA Unit Code J2L0 34

Sort goods and materials for recycling or disposal in logistics operations

Performance criteria

You must be able to:

- P1 identify the **goods and materials** and conduct initial checks to determine their suitability for **recycling** or **disposal**
- P2 sort the **goods and materials** according to the relevant organisational procedures for **recycling** or **disposal** in logistics operations
- P3 obtain information and advice where you are unable to identify or classify **goods and materials**
- P4 handle **goods and materials** using **handling methods** and **equipment** in accordance with organisational procedures
- P5 remove parts of the **goods and materials** that cannot be recycled and dispose of them according to organisational procedures
- P6 position the **goods and materials** that are suitable for **recycling** or **disposal** in the required locations
- P7 prepare the **goods and materials** for further processing according to organisational requirements
- P8 identify and respond to problems with **recycling** or **disposal**
- P9 record work carried out according to organisational procedures
- P10 comply with organisational procedures and relevant **legal, safety and operating requirements** relating to **recycling** or **disposal** of goods

SFLWS32 – SQA Unit Code J2L0 34

Sort goods and materials for recycling or disposal in logistics operations

Knowledge and understanding

You need to know and understand:

- K1 the types of **goods and materials** that are suitable for **recycling**, and those that are not in logistics operations
- K2 the relevant organisational safety requirements applicable to sorting, **recycling** or **disposal** of **goods and materials**
- K3 the relevant organisational procedures for sorting, **recycling** or **disposal** of **goods and materials** in logistics operations
- K4 how to obtain information on the types of **goods and materials** for **recycling** and **disposal**
- K5 the types of problems arising from **recycling** or **disposal** of **goods and materials**
- K6 the roles and responsibilities of **colleagues** in logistics operations
- K7 the information and recording systems used by the organisation and the requirements for maintaining records
- K8 the organisational requirements and relevant **legal, safety and operating requirements** relating to **recycling** or **disposal** of goods

SFLWS32 – SQA Unit Code J2L0 34

Sort goods and materials for recycling or disposal in logistics operations

Additional information

Glossary

1. **Goods and materials:** any waste or discarded materials, damaged goods
2. **Recycling:** goods or materials which can be used again
3. **Disposal:** goods or materials which are not required for further reuse
4. **Colleagues:** permanent, temporary, agency staff, external, line manager, supervisor, customer/clients
2. **Handling methods:** manual, mechanical, gravity
5. **Legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working time, transport regulations
6. **Equipment:** tools, implements, machinery, lifts, conveyors, cranes

SFLWS32 – SQA Unit Code J2L0 34

Sort goods and materials for recycling or disposal in logistics operations

Developed by	Skills for Logistics
Version number	2
Date approved	February 2018
Indicative review date	February 2023
Validity	Current
Status	Original
Originating organisation	Skills for Logistics
Original URN	SFLWS32
Relevant occupations	Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations
Suite	Warehousing and Storage
Key words	sort; separate; check; goods; materials; recycle; dispose; forwarding

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.

SFLLO39 – 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

SFLLO39 – 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

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

SFLWS22 – SQA Unit Code J2L5 04

Maintain working relationships with colleagues in logistics operations



Overview

This standard is about maintaining working relationships with colleagues in logistics operations. It includes supporting colleagues, when to seek assistance and support from colleagues, and methods for reducing conflict.

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.

SFLWS22 – SQA Unit Code J2L5 04

Maintain working relationships with colleagues in logistics operations

Performance criteria

- You must be able to:*
- P1 use relevant **communication methods** to communicate and maintain working relationships with **colleagues** in logistics operations
 - P2 confirm tasks, priorities and responsibilities with **colleagues**
 - P3 respond to requests from **colleagues** for support to meet organisational output requirements within your area of responsibility
 - P4 explain to **colleagues** when it is not possible to respond to their requests
 - P5 request support from **colleagues** to meet organisational output requirements within your area of responsibility
 - P6 report to relevant **colleagues**, situations that prevent the achievement of organisational output requirements
 - P7 obtain feedback on own performance from relevant **colleagues**
 - P8 identify areas where own work practice can be improved
 - P9 deal with any conflicts in working relationships and contribute to resolving them in your area of responsibility
 - P10 comply with organisational procedures and relevant **legal, safety and operating requirements** relating to working relationships

SFLWS22 – SQA Unit Code J2L5 04

Maintain working relationships with colleagues in logistics operations

Knowledge and understanding

You need to know and understand:

- K1 how to communicate with **colleagues** to maintain working relationships within the organisation
- K2 the organisational working practices, quality standards and output requirements associated with your own and **colleagues** work in logistics operations
- K3 how to request support and respond to requests for support from **colleagues** within your area of responsibility
- K4 how to respond when you cannot action **colleagues** requests
- K5 how to recognise when **colleagues** require support
- K6 how to decide if providing support is consistent with your responsibilities
- K7 the importance of listening to **colleagues** to help to improve personal working practice
- K8 how to identify your learning requirements and the opportunities for learning that are available
- K9 how to identify conflicts in working relationships and contribute to resolving them and when to seek assistance
- K10 the roles and responsibilities of **colleagues**
- K11 the relevant organisational procedures and **legal, safety and operating requirements** relating to working relationships

SFLWS22 – SQA Unit Code J2L5 04

Maintain working relationships with colleagues in logistics operations

Additional information

Glossary

Communication methods: verbal, written, electronic

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

SFLWS22 – SQA Unit Code J2L5 04

Maintain working relationships with colleagues in logistics operations

Developed by Skills for Logistics

Version number 2

Date approved February 2018

Indicative review date February 2023

Validity Current

Status Original

Originating organisation Skills for Logistics

Original URN SFLWS22

Relevant occupations Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations

Suite Warehousing and Storage

Key words working relationships; colleagues; warehouse; logistics

Maintain health, safety and security in logistics operations

Overview

This standard is about maintaining health, safety and security in logistics operations by identifying and reducing risks to self and colleagues. It covers the use of Personal Protective Equipment and how to follow procedures for evacuating logistics facilities.

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.

Maintain health, safety and security in logistics operations

Performance criteria

You must be able to:

1. follow regulations and organisational procedures to maintain health, safety, and security in logistics operations
2. provide support to **colleagues** to maintain health, safety, and security in logistics operations
3. use **Personal Protective Equipment (PPE)** in line with organisational policy
4. identify and report health and safety hazards and security issues to relevant colleagues
5. take action in accordance with your organisation's procedures to prevent injury, theft or damage, and give priority to the protection of people before operational tasks
6. respond to incidents affecting health, safety and security, using the relevant **safety equipment** while following organisational safety procedures
7. identify when it is necessary to evacuate the workplace, using approved escape routes and assembly points
8. report accidents and near misses to the relevant colleagues and maintain records in accordance with your organisation's procedures
9. comply with your organisation's procedures and all relevant **legal, safety and operating requirements** relating to health, safety and security in logistics operations

Maintain health, safety and security in logistics operations

Knowledge and understanding

You need to know and understand:

1. the relevant legislation, regulations, and organisational procedures that apply to maintaining health, safety and security in logistics operations
2. the responsibilities of colleagues with regards to maintaining health, safety, and security in logistics operations
3. the types of **Personal Protective Equipment (PPE)** that should be used for logistics operations, and how to use them correctly
4. the types of health, safety, and security issues that could occur in the workplace
5. which **safety equipment** and procedures should be used for the different types of incidents that may occur
6. the accident and emergency procedures of the organisation, including individual roles and responsibilities
7. the organisations alarm systems and procedures for contacting the emergency services
8. the location of approved escape routes and assembly points relevant to your area of work within logistics operations
9. your responsibilities for reporting accidents and emergencies and maintaining records in accordance with your organisation's procedures
10. the roles and responsibilities of **colleagues** for handling accidents and emergencies

Glossary

Colleagues: permanent, temporary, agency staff, external

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

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

Safety equipment: cages, chains, cut-off switches, isolators, signs, PPE, walkways, alarms

Maintain health, safety and security in logistics operations

Developed by	Skills for Logistics
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Version Number	3
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Date Approved	February 2018
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Indicative Review Date	February 2023
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Validity	Current
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Status	Original
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Originating Organisation	Skills for Logistics
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Original URN	SFL15
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Relevant Occupations	Transport Associate Professionals; Transport Drivers and Operatives; Transportation operations and maintenance; Warehouse and distribution; Managers in Distribution
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Suite	Traffic Office; Logistics Operations
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Keywords	health; safety; security; emergencies; hazards
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SFLWS16

J3P3 04 -Maintain the cleanliness of equipment in logistics operations



Overview

This standard is about maintaining the cleanliness of equipment in logistics operations. This does not mean undertaking maintenance; this will be the responsibility of maintenance engineers or external contractors. It covers using tools and materials to clean equipment and leaving it in a safe and clean condition.

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.

SFLWS16

J3P3 04 -Maintain the cleanliness of equipment in logistics operations

Performance criteria

You must be able to:

- P1 confirm the **equipment** used for logistics operations is safe before cleaning
- P2 use suitable **Personal Protective Equipment (PPE)**, tools and materials to maintain the cleanliness of the **equipment** in logistics operations
- P3 undertake the correct cleaning routines according to organisational procedures
- P4 use approved cleaning tools and materials as specified in the manufacturer's instructions
- P5 dispose of waste in accordance with organisational procedures
- P6 return tools and unused cleaning materials to the correct storage area
- P7 confirm that the **equipment** used for logistics operations is in a useable condition after cleaning
- P8 identify and respond to problems with the **equipment** used for logistics operations
- P9 record the work carried out according to organisational procedures
- P10 comply with organisational procedures and relevant **legal, safety and operating requirements** for cleaning **equipment**

SFLWS16

J3P3 04 -Maintain the cleanliness of equipment in logistics operations

Knowledge and understanding

You need to know and understand:

- K1 how to make **equipment** used for logistics operations safe for cleaning
- K2 how to maintain the cleanliness of the **equipment** used for logistics operations
- K3 how to locate Personal Protective Equipment (PPE), tools and cleaning materials
- K4 the **Personal Protective Equipment (PPE)**, tools and materials that should be used when cleaning **equipment** in logistics operations
- K5 the relevant safety regulations that apply to the tools and cleaning materials used
- K6 the cleaning routines, tools and materials required for specific items of **equipment** as specified in the manufacturer's instructions
- K7 the stock replenishment procedures for cleaning materials
- K8 the types of problems arising when cleaning **equipment** and how to respond to them
- K9 the roles and responsibilities of **colleagues**
- K10 the organisational procedures for the disposal of cleaning materials and other waste
- K11 the recording systems used by the organisation and the requirements for maintaining records
- K12 the relevant organisational procedures and **legal, safety and operating requirements** relating to cleaning **equipment** in logistics operations

SFLWS16

J3P3 04 -Maintain the cleanliness of equipment

Additional information

Glossary

1. **Equipment:** e.g. tools, implements, machinery, lifts, conveyors, cranes
2. **Personal Protective Equipment (PPE):** personal protective clothing and equipment, branded workwear
3. **Colleagues:** permanent, temporary, agency staff, external, line manager, supervisor, customer/clients
4. **Legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working time regulations, transport regulations

SFLWS16

J3P3 04 -Maintain the cleanliness of equipment

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Validity Current

Status Original

Originating organisation Skills for Logistics

Original URN SFLWS16

Relevant occupations Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations

Suite Warehousing and Storage

Key words maintenance, cleanliness, equipment

SFLWS17

J3P4 04 - Maintain stock at required levels in logistics operations



Overview

This standard is about maintaining stock at required levels in logistics operations including, for example, procurement levels, pick face levels and daily usage levels. It involves following stock rotation methods, labelling and positioning stock. It also involves updating stock records.

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.

SFLWS17

J3P4 04 - Maintain stock at required levels in logistics operations

Performance criteria

- You must be able to:*
- P1 identify the required **stock levels** in order to maintain the correct quantity within your area of responsibility in logistics operations
 - P2 confirm existing **stock levels**
 - P3 identify damaged, faulty, or out-of-date items and move them to the required location
 - P4 follow the organisation's procedures and methods for stock rotation
 - P5 use safe **handling methods** to handle stock in accordance with organisational requirements
 - P6 label stock according to organisational requirements
 - P7 position stock in the correct location/s for further use
 - P8 identify and respond to problems with maintaining stock at the required levels
 - P9 maintain accurate information to keep up-to-date records of stock replenishment in logistics operations
 - P10 comply with organisational procedures and relevant **legal, safety and operating requirements** for maintaining stock at required levels

SFLWS17

J3P4 04 - Maintain stock at required levels in logistics operations

Knowledge and understanding

You need to know and understand:

- K1 why it is important to maintain stock at the required levels in logistics operations
- K2 how often stock level should be checked and how to identify whether stock requires replenishing
- K3 how to recognise and remove damaged, faulty or out-of-date stock
- K4 the stock rotation methods for different types of stock
- K5 the **handling methods** for different types of stock
- K6 how to label and position stock
- K7 the relevant **stock control systems** used in the organisation
- K8 the types of problems that arise from maintaining stock and how to respond to them
- K9 the roles and responsibilities of **colleagues**
- K10 the organisational procedures for maintaining stock at the required levels
- K11 the relevant **legal, safety and operating requirements** relating to maintain stock at required levels

SFLWS17

J3P4 04 - Maintain stock at required levels in logistics operations

Additional information

Glossary

1. **Stock levels:** procurement level, pick face level, daily usage
2. **Handling methods:** manual, mechanical, gravity
3. **Stock records:** manual, computerised, warehouse management systems
4. **Stock control systems:** manual, computerised, warehouse management systems, radio frequency
5. **Colleagues:** permanent, temporary, agency staff, external, line manager, supervisor, customer/clients
6. **Legal, safety and operating requirements:** safety regulations, codes of practice, load restrictions, working time regulations, transport regulations

SFLWS17

J3P4 04 - Maintain stock at required levels in logistics operations

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Status Original

Originating organisation Skills for Logistics

Original URN SFLWS17

Relevant occupations Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations

Suite Warehousing and Storage

Key words stock levels, stock rotation, handling

SFLWS18

J3P5 04 - Keep work areas clean and tidy in logistics operations



Overview

This standard is about keeping work areas clean and tidy in logistics operations, and maintaining required hygiene standards.

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.

SFLWS18

J3P5 04 - Keep work areas clean and tidy in logistics operations

Performance criteria

You must be able to:

- P1 identify the relevant health, safety and security requirements relating to the cleaning of **work areas** in logistics operations in your organisation
- P2 use **Personal Protective Equipment (PPE)**, tools and cleaning materials to clean and tidy the **work areas**
- P3 clean and tidy the **work areas** to keep cleanliness, hygiene and security at the level required by the organisation
- P4 implement safety precautions to protect **people** in the **work areas** from **cleaning hazards** during cleaning procedures
- P5 minimise inconvenience to other **people** in the **work areas** when cleaning
- P6 dispose of waste in accordance with operational procedures
- P7 return tools and cleaning materials to the relevant storage area and follow organisational procedures for replenishment
- P8 comply with personal health and hygiene standards in all work activities
- P9 identify and respond to problems relating to the cleaning of **work areas** in logistics operations in your organisation
- P10 record the work carried out according to organisational procedures
- P11 comply with the organisational procedures and all relevant **legal, safety and operating requirements** relating to keeping the workplace clean

SFLWS18

J3P5 04 - Keep work areas clean and tidy in logistics operations

Knowledge and understanding

You need to know and understand:

- K1 the types of health, safety and security requirements applicable to different **work areas** in logistics operations in your organisation
- K2 the organisational procedures for keeping **work areas** clean and tidy
- K3 the importance of keeping **work areas** clean and tidy for health and safety purposes
- K4 the safety precautions required when using different cleaning methods and materials
- K5 how to use cleaning materials, waste disposal equipment and **Personal Protective Equipment (PPE)**
- K6 the stock replenishment procedures for cleaning materials
- K7 methods of waste disposal
- K8 the standards of personal hygiene required for specific storage environments and activities
- K9 why maintaining cleanliness is important for hygiene
- K10 the types of problems relating to cleaning and tidying **work areas** in logistics operations in your organisation
- K11 the roles and responsibilities of **colleagues**
- K12 the information and recording systems used by the organisation and the requirements for maintaining records
- K13 the organisational procedures and relevant **legal, safety and operating requirements** relating to maintaining work areas

SFLWS18

J3P5 04 - Keep work areas clean and tidy in logistics operations

Additional information

Glossary

1. **Work areas:** offices, rooms, break areas, warehouse, shop floor, racking, aisles, gangways, corridors, toilets, washrooms, vehicles/equipment, loading/unloading areas, inside/outside
2. **Personal Protective Equipment (PPE):** personal protective clothing and equipment, branded workwear
3. **Cleaning hazards:** slippery floors, trip hazards, hazardous chemicals, tools/machinery
4. **Colleagues:** permanent, temporary, agency staff, external, line manager, supervisor, customer/clients
5. **Legal, safety and organisational requirements** safety regulations, codes of practice, load restrictions, working time regulations, transport regulations
6. **People:** Colleagues, visitors, customers/clients

SFLWS18

J3P5 04 - Keep work areas clean and tidy in logistics operations

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Originating organisation Skills for Logistics

Original URN SFLWS18

Relevant occupations Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations

Suite Warehousing and Storage

Key words clean; work areas; warehouse; storage

SFLWS20

J3P6 04 - Pick goods in logistics operations



Overview

This standard is about picking goods in logistics operations ready for dispatch or to assemble orders. It includes identifying the goods, being aware of potential problems and the use of picking equipment.

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.

SFLWS20

J3P6 04 - Pick goods in logistics operations

Performance criteria

- You must be able to:*
- P1 obtain the relevant information required for picking goods in logistics operations
 - P2 locate all the required goods in the relevant storage areas
 - P3 identify and use **Personal Protective Equipment (PPE)** relevant to the goods and the storage conditions
 - P4 apply the picking methods specified by the organisation for the type of goods and size of orders
 - P5 use picking **equipment** in accordance with organisational requirements
 - P6 place the picked goods into relevant **receptacles** or onto pallets
 - P7 position the picked goods ready for assembling orders
 - P8 identify and respond to **problems with picking goods**
 - P9 record work carried out according to organisational procedures
 - P10 comply with the organisational procedures and relevant **legal, safety and operating requirements** relating to picking goods

SFLWS20

J3P6 04 - Pick goods in logistics operations

Knowledge and understanding

You need to know and understand:

- K1 the information required to pick goods in logistics operations
- K2 the **stock control systems** in use in your organisation
- K3 the nature and characteristics of the goods being picked in logistics operations
- K4 the **Personal Protective Equipment (PPE)** that should be used when picking goods from storage
- K5 the picking methods that can be used for different types of goods and storage systems
- K6 the types of **equipment** available for use when picking goods
- K7 the handling methods required for different types of goods
- K8 the types of **problems with picking goods** and how to respond to them
- K9 the roles and responsibilities of **colleagues** in logistics operations within your organisation
- K10 the organisational requirements and relevant **legal, safety and operating requirements** relating to picking goods

SFLWS20

J3P6 04 - Pick goods in logistics operations

Additional information

Glossary

Receptacles: containers, boxes, crates, bags, bins, barrels, drums, tubes, sacks

Problems with picking goods: identification, location, weight, size, quantity, accessibility, types of goods (e.g. hazardous)

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

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

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

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

SFLWS20

J3P6 04 - Pick goods in logistics operations

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Validity Current

Status Original

Originating organisation Skills for Logistics

Original URN SFLWS20

Relevant occupations Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations

Suite Warehousing and Storage

Key words pick, goods, select, handle; warehouse; logistics

Overview

This standard is about wrapping and packing goods as part of logistics operations. It includes identifying the goods, using tools and equipment correctly, and wrapping or packing goods. It also includes labelling packages, disposing of waste materials, and maintaining health, safety and security.

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 that the goods being wrapped or packed in logistics operations match the order specifications
2. identify and use **Personal Protective Equipment (PPE)** relevant to the wrapping and packing requirements
3. protect the goods while they are being wrapped or packed
4. use tools and operate **equipment** in accordance with organisational procedures
5. wrap or pack the goods using the required materials, and minimise wastage
6. label the wrapped and packaged goods with the required information
7. dispose of waste materials in accordance with organisational procedures
8. identify health, safety and security issues relating to the wrapping or packing of goods, and respond in accordance with organisational procedures
9. identify and respond to problems with wrapping or packing the goods in logistics operations
10. record the wrapping and packaging of goods in accordance with organisational procedures
11. comply with organisational procedures and relevant **legal, safety and operating requirements** relating to the wrapping and packing of goods

Knowledge and understanding

You need to know and understand:

1. the sources and types of information about the goods being wrapped and packed, including the information relevant to health, safety and environmental factors
2. the **Personal Protective Equipment (PPE)** that should be used when wrapping and packing goods in logistics operations
3. the types of wrapping and packing material available in logistics operations, and what they are used for
4. the tools and **equipment** used for wrapping and packing goods
5. how to wrap and pack different types of goods without damaging them
6. how to minimise the wastage of wrapping and packing materials
7. the types of problems relating to wrapping and packing goods, including health, safety and security
8. the roles and responsibilities of **colleagues** involved in the wrapping and packing of goods
9. the recording systems used by the organisation and the requirements for maintaining records
10. the organisational procedures and relevant **legal, safety and operating requirements** relating to the wrapping and packing of goods

Glossary

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

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

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

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

J3P7 04 - Wrap and pack goods in logistics operations

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Status	Original
Originating Organisation	Skills for Logistics
Original URN	SFLWS21
Relevant Occupations	Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retailing; Elementary Goods Storage Occupations; Goods handling and storage occupations
Suite	Warehousing and Storage; International Trade and Logistics Operations; Logistics Operations
Keywords	wrap; pack; goods; packages; material; materials; packaging

SFLWS23

J3P8 04 -Operate equipment for logistics operations



Overview

This standard is about operating equipment for logistics operations and covers the use of both mobile and fixed equipment. It includes identifying the equipment for the task, confirming it is safe to use and returning the equipment to its original position after use.

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.

SFLWS23

J3P8 04 -Operate equipment for logistics operations

Performance criteria

- You must be able to:*
- P1 identify the relevant **equipment** for the task to be undertaken within logistics operations
 - P2 identify and use **personal protective equipment (PPE)** relevant to the goods and the **storage conditions**
 - P3 confirm that the **equipment** is available, safe to use and operational
 - P4 prepare, adjust and operate the **equipment** in accordance with relevant instructions, safety and work requirements
 - P5 monitor the **equipment** to maintain safe operation and record defects or damage to the **equipment**
 - P6 return the **equipment** securely to its original position after use
 - P7 identify and respond to problems with using the **equipment** in accordance with organisational requirements
 - P8 record work carried out according to organisational procedures
 - P9 comply with organisational procedures and relevant **legal, safety and operating requirements** relating to the operation of **equipment**

SFLWS23

J3P8 04 -Operate equipment for logistics operations

Knowledge and understanding

You need to know and understand:

- K1 the relevant **equipment** to use for the task to be carried out in your area of responsibility in logistics operations
- K2 the **Personal Protective Equipment (PPE)** that should be used when operating equipment for logistics operations
- K3 the characteristics and capabilities of the **equipment** being used
- K4 how to set up, adjust and operate the **equipment** for the task to be undertaken
- K5 the common types of problems that may occur with the **equipment** you use
- K6 the routine checks that are required before and after the use of **equipment**
- K7 the relevant post-stop maintenance procedures for the **equipment**
- K8 the relevant organisational procedures and practices for operating **equipment** for logistics operations
- K9 how to identify and respond to problems with the **equipment**
- K10 the roles and responsibilities of **colleagues**
- K11 the recording systems used by the organisation and their requirements for maintaining records
- K12 the organisational procedures and relevant **legal, safety and operating requirements** relating to the **equipment** and its use

SFLWS23

J3P8 04 -Operate equipment for logistics

Additional information

Glossary

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

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

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

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

SFLWS23

J3P8 04 -Operate equipment for logistics

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Validity Current

Status Original

Originating organisation Skills for Logistics

Original URN SFLWS23

Relevant occupations Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations

Suite Warehousing and Storage

Key words operate; equipment; warehouse; logistics

SFLWS25

J3P9 04 - Receive goods into logistics facilities



Overview

This standard is about receiving goods into logistics facilities. It involves confirming the goods are received and handled safely, identifying any risks and keeping records up to date.

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.

SFLWS25

J3P9 04 - Receive goods into logistics facilities

Performance criteria

- You must be able to:*
- P1 confirm that the goods being received match the specification provided in the delivery information
 - P2 confirm that the area used to receive the goods is clean and free of obstructions and hazards
 - P3 identify and use **Personal Protective Equipment (PPE)** relevant to receiving goods into logistics facilities
 - P4 confirm that vehicles are safe and secure before unloading
 - P5 handle goods using **handling methods** and **equipment** in accordance with relevant organisational and legal requirements
 - P6 confirm that the goods are unloaded safely in accordance with storage requirements
 - P7 identify health, safety and security issues relating to receiving goods, and respond in accordance with organisational procedures
 - P8 identify and respond to problems when receiving goods
 - P9 record your work in accordance with organisational requirements
 - P10 comply with organisational procedures and relevant **legal, safety and operating requirements** relating to receiving goods into logistics facilities

SFLWS25

J3P9 04 - Receive goods into logistics facilities

Knowledge and understanding

You need to know and understand:

- K1 the sources and types of information for the goods being received, including information relevant to health, safety and the environment
- K2 the characteristics and special requirements of the goods being received into logistics facilities
- K3 the **Personal Protective Equipment (PPE)** that should be used when receiving goods into logistics facilities
- K4 the organisational procedures relevant to the goods being received
- K5 the **equipment** and facilities required in the area to receive goods
- K6 the vehicle safety and security arrangements during unloading
- K7 the **handling methods** for types of goods
- K8 the methods of unloading vehicles safely
- K9 the health, safety and environmental issues relevant to the storage of goods
- K10 the types of problems associated with receiving goods
- K11 how to use and update **stock control systems**
- K12 the roles and responsibilities of **colleagues**
- K13 the organisational procedures and relevant **legal, safety and operating requirements** relating to receiving goods into logistics facilities

SFLWS25

J3P9 04 - Receive goods into logistics facilities

Additional information

Glossary

Handling methods: manual, mechanical, gravity

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

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

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

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

SFLWS25

J3P9 04 - Receive goods into logistics facilities

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Originating organisation Skills for Logistics

Original URN SFLWS25

Relevant occupations Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Paper and wood machine operatives; Goods handling and storage occupations

Suite Warehousing and Storage; Wood Merchants

Key words receive; handle; move; goods; wood; timber merchants; warehouse; logistics

SFLWS26

J3PA 04 - Place goods in storage in a logistics facility



Overview

This standard is about placing goods in storage in a logistics facility in order to maximise space, improve distribution and reduce risks. It involves identifying locations for the size, weight or type of goods, including usage or turnover.

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.

SFLWS26

J3PA 04 - Place goods in storage in a logistics facility

Performance criteria

- You must be able to:*
- P1 locate and confirm the goods to be stored in accordance with organisational requirements
 - P2 identify and use **Personal Protective Equipment (PPE)** relevant to the goods and the **storage conditions**
 - P3 confirm the area to be used for storage is prepared to receive the goods
 - P4 identify any health, safety and environmental issues relating to the goods to be stored
 - P5 identify any **storage conditions** relating to the goods
 - P6 handle goods using the required **handling methods** and **equipment**
 - P7 place goods into storage in a logistics facility in accordance with operational and organisational procedures for safety, space utilisation and distribution requirements
 - P8 identify monitoring and storage arrangements for the goods, and record and communicate these arrangements to the relevant **colleagues**
 - P9 identify and respond to **problems with storing goods**
 - P10 record work carried out according to organisational procedures
 - P11 comply with organisational procedures and relevant **legal, safety and operating requirements** relating to placing goods into storage in a logistics facility

SFLWS26

J3PA 04 - Place goods in storage in a logistics facility

Knowledge and understanding

You need to know and understand:

- K1 the types of goods being stored in the logistics facility
- K2 the **Personal Protective Equipment (PPE)** that should be used when placing goods in storage
- K3 how to place goods in storage in a logistics facility
- K4 how to obtain information relating to the goods to be stored
- K5 the areas used for storing goods
- K6 the importance of the preparation of storage areas, including cleaning and clearing obstructions
- K7 the **storage conditions** relating to the different types of goods stored by the logistics operation
- K8 the types of **equipment** and facilities that are required for the storage of goods in a logistics facility
- K9 the **handling methods** for different types of goods
- K10 the health, safety and security issues relevant to the storage of goods
- K11 the types of problems associated with the storage of different goods
- K12 how to use and update **stock control systems**
- K13 the roles and responsibilities of **colleagues** placing goods in storage in a logistics facility
- K14 the organisational procedures and relevant **legal, safety and operating requirements** relating to placing goods into storage in a logistics facility

SFLWS26

J3PA 04 - Place goods in storage in a logistics facility

Additional information

Glossary

Storage conditions: ambient, chilled, dry, outdoors, indoors, ventilated, segregated, restricted access

Handling methods: manual, mechanical, gravity

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

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

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

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

Problems with storing goods: size, weight, quantity, location, access, stock turnover

SFLWS26

J3PA 04 - Place goods in storage in a logistics facility

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Originating organisation	Skills for Logistics
Original URN	SFLWS26
Relevant occupations	Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations
Suite	Warehousing and Storage; Cultural Venue Operations;
Key words	place; locate; position; goods; materials; storage; venue; warehouse; logistics

SFLWS27

J3PB 04 - Maintain the safety and security of hazardous goods and materials in logistics operations



Overview

This standard is about maintaining the safety and security of hazardous goods and materials in logistics operations. It involves monitoring of risks and taking action when required. It also involves the use of safety equipment and maintaining records.

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.

SFLWS27

J3PB 04 - Maintain the safety and security of hazardous goods and materials in logistics operations

Performance criteria

- You must be able to:*
- P1 obtain information on the specific risks of hazardous goods and materials in logistics operations within your organisation
 - P2 implement precautions to maintain the safety and security of hazardous goods and materials according to relevant organisational and legal requirements
 - P3 identify and use **Personal Protective Equipment (PPE)** relevant to the hazardous goods and materials
 - P4 monitor the condition of hazardous goods and materials and identify signs that indicate problems with them
 - P5 take action in accordance with organisational procedures if risks to health and safety are identified, and report them to the relevant **colleagues**
 - P6 move hazardous goods and materials safely using **equipment** in accordance with organisational procedures
 - P7 respond to emergencies according to organisational procedures, and report them to the relevant **authority**
 - P8 use **safety equipment** according to manufacturers' instructions
 - P9 follow evacuation procedures in accordance with organisational procedures
 - P10 record work carried out according to organisational procedures
 - P11 comply with organisational procedures and all relevant **legal, safety and operating requirements** relating to the safety and security of hazardous goods and materials

SFLWS27

J3PB 04 - Maintain the safety and security of hazardous goods and Materials in logistics operations

Knowledge and understanding

You need to know and understand:

- K1 the types of hazardous goods and materials in logistics operations in your organisation, and the associated risks
- K2 the **Personal Protective Equipment (PPE)** that should be used when maintaining the safety and security of hazardous goods
- K3 the storage and distribution requirements and precautions to be taken to maintain the safety and security of hazardous goods and materials
- K4 the monitoring systems used for hazardous goods and materials in the organisation
- K5 the relevant organisational procedures for emergencies, and who is responsible for responding to them
- K6 the relevant colleagues to be informed when risks to health and safety are identified
- K7 the **equipment** to be used for moving hazardous goods and materials
- K8 the types of fire extinguishers and other emergency equipment and how to use them
- K9 when and how to initiate the alarm systems and access escape routes
- K10 when to call the emergency services, and which ones to call
- K11 the hazard markings that are used in your work area and what they mean
- K12 the roles and responsibilities of **colleagues** in logistics operations in your organisation
- K13 the recording systems used by the organisation and the requirements for maintaining records
- K14 the organisational procedures and relevant **legal, safety and operating requirements** relating to the safety and security of hazardous goods

SFLWS27

J3PB 04 - Maintain the safety and security of hazardous goods and Materials in logistics operations

Additional information

Glossary

Safety equipment: firefighting equipment, exhaust systems, breathing apparatus, containment sets, spill packs

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

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

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

Authority: Fire Service, line manager, HSE

SFLWS27

J3PB 04 - Maintain the safety and security of hazardous goods and Materials in logistics operations

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Originating organisation Skills for Logistics

Original URN SFLWS27

Relevant occupations Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations

Suite Warehousing and Storage

Key words safety; security; goods; materials; hazardous; storage; warehouse; logistics

SFLWS28

J3PC 04 - Maintain hygiene standards during handling and storing goods in a logistics facility



Overview

This standard is about maintaining hygiene standards during handling and storing goods in a logistics facility. It involves personal hygiene standards and the use of protective personal equipment (PPE) to protect the operative and the 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.

SFLWS28

J3PC 04 - Maintain hygiene standards during handling and storing goods in a logistics facility

Performance criteria

You must be able to:

- P1 identify health, safety and security issues relating to the goods and the **storage conditions** in a logistics facility
- P2 maintain personal hygiene during the handling of goods and the **storage conditions** in accordance with organisational requirements
- P3 identify and use **Personal Protective Equipment (PPE)** relevant to the handling and storing of goods
- P4 identify special requirements for maintaining the quality of the goods and the **storage conditions**
- P5 handle goods using **handling methods** and **equipment** in accordance with organisational requirements
- P6 dispose of waste in accordance with operational procedures
- P7 identify and respond to problems relating to the maintenance of organisational hygiene standards
- P8 record work carried out according to organisational procedures
- P9 comply with organisational procedures and all relevant **legal, safety and operating requirements** relating to hygiene standards during handling and storing goods

SFLWS28

J3PC 04 - Maintain hygiene standards during handling and storing goods in a logistics facility

Knowledge and understanding

You need to know and understand:

- K1 the health, safety and security issues relevant to the handling and storage of goods in a logistics facility
- K2 the nature and characteristics of the goods in storage in a logistics facility
- K3 the **Personal Protective Equipment (PPE)** that should be used when handling and storing goods in a logistics facility
- K4 the relevant hygiene standards required for the goods and **storage conditions**
- K5 the clothing requirements relevant to **storage conditions** and activities
- K6 the requirements for maintaining the goods and the **storage conditions**
- K7 the methods of waste disposal used by the organisation
- K8 the problems related to maintaining hygiene when handling and storing goods in a logistics facility
- K9 the roles and responsibilities of **colleagues** in a logistics facility
- K10 the information and recording systems used by the organisation and their requirements for maintaining records
- K11 the organisational procedures and relevant **legal, safety and operating requirements** relating to maintaining hygiene standards during handling and storing goods

SFLWS28

J3PC 04 - Maintain hygiene standards during handling and storing goods in a logistics facility

Additional information

Glossary

Storage conditions: ambient, chilled, dry, outdoors, indoors, ventilated, segregated, restricted access

Handling methods: manual, mechanical, gravity

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

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

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

SFLWS28

J3PC 04 - Maintain hygiene standards during handling and storing goods in a logistics facility

Developed by Skills for Logistics

Version number 2

Date approved February 2018

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Validity Current

Status Original

Originating organisation Skills for Logistics

Original URN SFLWS28

Relevant occupations Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations

Suite Warehousing and Storage; Cultural Venue Operations;

Key words hygiene; handling; storing; storage; goods; materials; venue; warehouse; logistics

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

SFLWS29

J3PD 04 - Process orders for customers in logistics operations

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

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Originating organisation Skills for Logistics

Original URN SFLWS29

Relevant occupations Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations

Suite Warehousing and Storage

Key words process; orders; customers; clients

SFLWS30

J3PE 04 - Assemble orders for dispatch in logistics operations



Overview

This standard is about assembling orders for dispatch in logistics operations. It involves identifying the goods, identifying any specific requirements, responding to problems and assembling the 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.

SFLWS30

J3PE 04 - Assemble orders for dispatch in logistics operations

Performance criteria

You must be able to:

- P1 obtain the relevant information relating to the assembly of orders for dispatch in logistics operations
- P2 confirm order specifications and identify health, safety and environmental issues relevant to the assembly and dispatch of orders
- P3 confirm the area used to dispatch the goods is clean and clear of obstructions and hazards
- P4 identify the location of the required goods
- P5 confirm that the goods are in stock and accessible so that they can be dispatched
- P6 identify loading or transportation requirements relating to the assembly of orders
- P7 maintain the condition of the goods while the order is being assembled
- P8 assemble the orders with the required type and quantity of goods as detailed in the order specification
- P9 identify and respond to **problems with assembling orders**
- P10 record completed work according to organisational procedures
- P11 comply with organisational procedures and relevant **legal, safety and operating requirements** relating to the assembly of orders for dispatch

SFLWS30

J3PE 04 - Assemble orders for dispatch in logistics operations

Knowledge and understanding

You need to know and understand:

- K1 the nature and characteristics of the goods in the order being assembled in logistics operations
- K2 the dispatch information required to identify order specifications and requirements
- K3 how to schedule the dispatch of goods in accordance with organisational requirements
- K4 the **stock control systems** used by the organisation
- K5 where there are restrictions relating to the dispatch of goods
- K6 the types of **equipment**, facilities and **handling methods** relevant to the assembly of orders for dispatch
- K7 the health, safety and environmental issues relevant to the assembly of orders
- K8 the types of problem arising from assembling orders
- K9 the roles and responsibilities of **colleagues** in logistics operations
- K10 the organisational procedures and relevant **legal, safety and operating requirements** relating to the assembly of orders for dispatch

SFLWS30

J3PE 04 - Assemble orders for dispatch in logistics operations

Additional information

Glossary

1. **Stock control systems:** manual, computerised, warehouse management systems, radio frequency
2. **Problems with assembling orders:** identification of stock, stock quantities, damaged stock, packing materials, documentation
3. **Colleagues:** permanent, temporary, agency staff, external, line manager, supervisor, customer/clients
2. **Handling methods:** manual, mechanical, gravity
4. **Legal, safety and operating requirements** safety regulations, codes of practice, load restrictions, working time regulations, transport regulations
5. **Equipment:** tools, implements, machinery, lifts, conveyors, cranes

SFLWS30

J3PE 04 - Assemble orders for dispatch in logistics operations

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Validity Current

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Originating organisation Skills for Logistics

Original URN SFLWS30

Relevant occupations Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations

Suite Warehousing and Storage

Key words assemble; orders; dispatch; forwarding; warehouse; logistics

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

SFLWS31

J3PF 04 - Process returned goods in logistics operations

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

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Originating organisation Skills for Logistics

Original URN SFLWS31

Relevant occupations Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations

Suite Warehousing and Storage

Key words 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

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Validity Current

Status Original

Originating organisation Skills for Logistics

Original URN SFLWS33

Relevant occupations Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retail; Elementary Goods Storage Occupations; Goods handling and storage occupations

Suite Warehousing and Storage

Key words monitor; check; receipt; receive; storage; dispatch; forward; forwarding; goods; materials; warehouse; logistics

Overview

This standard is about maintaining the safe storage of food during warehousing.

It covers the knowledge and skills required of operatives in the logistics sector who handle food. It is a legal requirement for all businesses that handle food (including food, drink and animal feeds) to have food safety management procedures embedded into their operating and management systems.

This standard is relevant to all warehousing operatives in logistics operations who handle food. Warehousing operatives could be working in warehousing and storage, freight forwarding, or any part of the supply chain.

Performance criteria

You must be able to:

1. confirm that **food** and its wrapping/packaging is undamaged, is at the required temperature, and is within its **product date** on arrival at the warehouse and when it is dispatched
2. record information on the labelling according to organisational and relevant legal requirements for the storage of **food** during warehousing
3. prepare **food** for storage and place it in the required storage area to maintain its quality in accordance with supplier, organisation and relevant legal requirements
4. confirm storage areas are clean, meet the requirements for the type of **food** being stored, and are maintained at the correct temperature
5. store **food** in accordance with organisational procedures to prevent **cross-contamination**
6. follow stock rotation procedures in accordance with organisational requirements
7. safely dispose of **food**, food waste or packaging not meeting safety requirements, in accordance with **food safety management procedures** and environmental requirements
8. maintain storage records in accordance with organisational requirements
9. use methods of handling **food** that maintain food safety
10. follow the relevant health and safety procedures relating to **Personal Protective Equipment (PPE)** and **personal hygiene**
11. respond to situations where **indications of potential food safety hazards** are found, within the limits of your own authority
12. report **indications of potential food safety hazards** to the relevant colleague(s) when this falls outside the limits of your own authority
13. comply with organisational procedures and relevant **legal, safety and operating requirements** relating to maintaining the safe storage of **food** during warehousing

Knowledge and understanding

You need to know and understand:

1. why it is important to confirm **food** deliveries are undamaged, at the required temperature and within their **product date**, and how to do this
2. the relevant legal and organisational procedures for recording information relating to safe storage of food during warehousing
3. how to prepare **food** and **food** products for safe storage during warehousing and the requirements for labelling
4. why **food** must be stored at specified temperatures and the methods of maintaining this
5. why **food** storage areas must be clean and tidy and what to do if they are not
6. how to comply with **food safety management procedures** for the safe storage of food during warehousing
7. the organisational requirements for the use of **Personal Protective Equipment (PPE)** and how to maintain **personal hygiene**
8. the relevant organisational environmental management procedures
9. the organisational procedures to avoid **cross-contamination**
10. how to report and record **indications of potential food safety hazards**
11. how to find important sources of information in relation to the safe storage of **food** during warehousing

Glossary

Cross-contamination: in a logistics environment there are two kinds of cross-contamination you need to guard against: the transfer of harmful bacteria between foods by direct contact (e.g. the juices of raw meat dripping on to cooked meat) or indirect contact (via the hands, clothing, cloths, equipment or other surfaces); and the cross-contamination of foods containing specific allergens (e.g. nuts, milk, eggs) with other food (the mixing of foods due to damaged packaging, spillage or via hands, clothing, cloths or other surfaces)

Food: food, drink, animal feed

Food safety hazards: something which may cause harm to the consumer and can be microbiological (e.g. bacteria, moulds, viruses), chemical (e.g. pesticides used on fruit and vegetables, chemicals used in cleaning or for pest control), physical (e.g. insects, parasites, glass), allergenic (e.g. nuts, milk, eggs)

Food safety management procedures: policies, practices, controls and documentation that ensure food is safe for consumers. This may include Hazard Analysis and Critical Control Points (HACCP)

Indications of potential food safety hazards: things which could make food unsafe for consumers including damaged packaging, spillage into another food, out-of-date stock, food not stored where it should be, storage facilities and vehicles which are not operating at the right temperature, food waste to be disposed of, dirt, pests such as rodents or insects

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

Personal hygiene: health and safety guidelines and organisational requirements for personal standards of cleanliness and appearance at work, essential for preventing cross-contamination during handling and storage

PPE: personal protective clothing and equipment, branded workwear

Product date: best before, use by, shelf life, arrival date

J3PH 04 - Maintain the safe storage of food during warehousing

Developed by	Skills for Logistics
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Version Number	2
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Date Approved	February 2018
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Indicative Review Date	February 2023
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Validity	Current
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Status	Original
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Originating Organisation	Skills for Logistics
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Original URN	SFL153
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Relevant Occupations	Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retailing; Elementary Goods Storage Occupations; Goods handling and storage occupations
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Suite	Warehousing and Storage
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Keywords	warehouse; storage; food; safety
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SFLFSLE157

J3PJ 04 - Maintain Food Safety Storage During Loading and Unloading



Overview

What this standard is about

This standard is about maintaining food safety during loading or unloading 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

SFLFSLE157

J3PJ 04 - Maintain Food Safety Storage During Loading and Unloading

Performance criteria

- You must be able to:*
- P1 check that **food** and/or its wrapping/packaging is undamaged, is at the **correct temperature**, and within its use by date on arrival and dispatch
 - P2 look at and record any important information on the labelling
 - P3 prepare **food** for storage and put it in the correct location as quickly as is necessary to maintain its safety
 - P4 avoid the risk of **cross-contamination**
 - P5 deal with any spillages or damages in an appropriate manner in accordance with **food safety management procedures**
 - P6 keep necessary records up to date
 - P7 handle **food** in a way that ensures that **food** safety is maintained
 - P8 deal promptly and appropriately with **indicators of potential food safety hazards** when you have the authority to do so
 - P9 where you do not have the authority to deal with **indicators of potential food safety hazards** yourself, report promptly to the **appropriate person**
 - P10 before loading check the vehicle is clean and at the **correct temperature**

SFLFSLE157

J3PJ 04 - Maintain Food Safety Storage During Loading and Unloading

Knowledge and understanding

You need to know and understand:

- K1 why it is important to make sure **food** deliveries are undamaged, at the **correct temperature** and within their 'use-by date' and how to do this
- K2 why it is important to prepare **food** for storage –for example by removing and disposing of outer packaging (while retaining any important information on the wrapping, e.g., instructions for use, information on allergens)
- K3 why **food** must be put in the correct storage area and the temperatures that different **foods** should be stored at
- K4 why it is important that storage areas are clean and tidy and what to do if they are not
- K5 why it is important to store **food** at the **correct temperatures**, and how to achieve this

SFLFSLE157

J3PJ 04 - Maintain Food Safety Storage During Loading and Unloading

Additional Information

Glossary

1. **Food:** Food, drink and animal feed
2. **Indicators of potential food safety hazards:** Things which could make food unsafe for consumers, for example:
 - damaged packaging
 - spillage into another food
 - out of date stock
 - food not stored where it should be
 - storage facilities and vehicles which are not operating at the right temperature
 - food waste which needs disposing of
 - dirt
 - pests such as rodents or insects

SFLFSLE157

J3PJ 04 - Maintain Food Safety Storage During Loading and Unloading

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Version number 1

Date approved June 2009

Indicative review date September 2012

Validity Current

Status Original

Originating organisation Skills for Logistics

Original URN NFS6

Relevant occupations 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

Suite Food Safety in a Logistics Environment

Key words Food Safety Storage

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



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Validity Current

Status Original

Originating Organisation Skills for Logistics

Original URN SFL230

Relevant Occupations Retailing and wholesaling; Warehouse and distribution; Managers in Distribution, Storage and Retailing; Elementary Goods Storage Occupations; Goods handling and storage occupations

Suite Warehousing and Storage

Keywords specialist; warehousing; storage; racking; shelving; maintaining
