



CILT(UK) Level 2 Diploma in Warehousing and Storage (QCF)

Syllabus

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Published by: The Chartered Institute of Logistics and Transport in the UK
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Introduction

Qualification Objectives

The CILT(UK) Level 2 Diploma in Warehousing and Storage (QCF) aims to provide suitable competence and knowledge levels that enable Learners to demonstrate the skills required by the needs of the industry.

Target Audience

The Level 2 Diploma is designed for professionals working in the warehousing and storage industry. The qualification is suitable for warehouse operators, store assistants, team leaders and managerial positions in the transport or freight forwarding environment.

Structure and Content

To achieve this qualification Learners must complete mandatory units comprising of 7 credits and option units making up to a minimum of 30 credits, giving a total of a minimum of 37 credits.

Mandatory Group – All units must be achieved within this group.

Option Groups – Option Groups comprise of the following combinations:

Option Group 1 - three units to be achieved.

Option Group 2 - one unit is to be taken.

Option Group 3 - any combination of units can be taken to a minimum of 7 credits.

Option Group 4 - one unit is to be taken.

Option Group 5 - any combination of units can be taken to a minimum of 8 credits.

Mandatory Units

- **Health, Safety and Security at Work**

This unit is for those who take responsibility for their own health, safety and security in the workplace, and monitor the workplace for hazards. The job role involves contributing to the safety and security in the workplace, taking action in the event of an incident, raising the alarm, following correct procedures for shut down and evacuation, using emergency equipment correctly and safely, and monitoring the workplace for hazards. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Develop Effective Working Relationships with Colleagues in Logistics Operations**

This unit is about developing working relationships with those on various contracts of employment working in logistics operations. It deals with supporting colleagues and when to seek support from others, and methods for reducing conflicts with others. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

Option Units

Option Group 1

- **Pick Goods in Logistics Operations**

This unit is about picking goods ready for dispatch or to assemble orders. It deals with identifying the goods, being aware of potential problems and the use of appropriate picking equipment. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Wrap and Pack Goods in Logistics Operations**

This unit is about wrapping and packing goods as part of the logistics operation. It deals with identifying the goods, the correct method and materials for wrapping and packing to safeguard the goods during transportation or storage. It deals with labelling the goods and disposal of any waste materials generated during wrapping and packing activities. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Place Goods in Storage in Logistics Operations**

This unit is about placing goods into storage in logistics operations in order to maximise space, improve distribution and reduce risks. It deals with identifying appropriate locations for the size, weight or type of goods including usage or turnover. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Process Orders for Customers in Logistics Operations**

This unit is about identifying customers order requirements and any problems with the order. It deals with the information that should be passed on to customers and the recording of information. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Assemble Orders for Dispatch in Logistics Operations**

This unit is about assembling goods and making them ready for dispatch to customers. It deals with identifying the goods, any problems with the goods or special instructions affecting delivery. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

Option Group 2

- **Maintain the Cleanliness of Equipment in Logistics Operations**

This unit is about the importance of keeping equipment in a good, clean working order. This does not mean undertaking maintenance, which is usually the responsibility of maintenance engineers or contracted out. It covers the use of the appropriate tools and materials to clean equipment and then returning equipment to use in a safe and clean condition. The unit is relevant to operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Keep Work Areas Clean in Logistics Operations**

This unit is about keeping the workplace clean and tidy and maintaining appropriate or required hygiene standards. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Maintain Hygiene Standards in Handling and Storing Goods in Logistics Operations**

This unit is about maintaining hygiene standards. It deals with personal hygiene standards and the use of appropriate clothing to protect the operative, the goods or both. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

Option Group 3

- **Moving and/or Handling Goods in Logistics Operations**

This unit is about the movement and/or handling of goods within a single location or between different locations. It deals with identifying hazards that might occur in moving or handling goods safely. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Use Equipment to Move Goods in Logistics Operations**

This unit is about the safe use of equipment to move goods. It deals with the selection of the correct equipment, checking that the working area is safe for the use of the equipment and with the process of lifting transferring and setting down goods. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Use a Forklift Side-Loader in Logistics Operations**

This unit is about using a forklift side-loader in logistics operations. It covers the pre and post checks required, operation of the forklift side-loader in relation to stacking and de-stacking goods. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Use an Industrial Forklift Truck in Logistics Operations**

This unit is about using an industrial forklift truck in logistics operations. It covers the pre and post checks required, operation of the forklift truck in relation to stacking and de-stacking goods. The unit is relevant to operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Use a Hoist in Logistics Operations**

This unit is about using a hoist in order to lift goods in logistics operations. It is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Use a Compact Crane in Logistics Operations**

This unit is about using a compact crane in order to lift goods in logistics operations. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

Option Group 4

- **Keep Stock at Required Levels in Logistics Operations**

This unit is about checking stock levels to ensure that appropriate stock levels are maintained. It is also about stock rotation and the identification of stock. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Check Stock Levels and Stock Records**

This unit is about checking stock levels and stock records as part of a planned audit or as requested. It deals with identifying individual's roles and responsibilities and the organisation's reporting procedures when undertaking a stock check, the preparation and process of checking stock levels, and stock records. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

Option Group 5

- **Operate Equipment to Perform Work Requirements in Logistics Operations**

This unit is about the safe operation of both mobile and fixed equipment. It deals with identifying the correct equipment for the task, ensuring it is safe to use and returning the equipment to the correct place after use. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Receive Goods in Logistics Operations**

This unit is about receiving goods into logistics facilities. It deals with ensuring the correct goods are received and are handled safely ensuring any risks are identified, and that records are kept up-to-date. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Maintain the Safety and Security of Hazardous Goods and Materials in Logistics Operations**

This unit is about keeping hazardous goods safe and secure by regular monitoring of risks and taking prompt action when required. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Process Returned Goods in Logistics Operations**

This unit is about dealing with returned goods whether from customers, clients or within own organisation. It deals with checking goods to identify condition and re-labelling if required. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Sort Goods and Materials for Recycling or Disposal in Logistics Operations**

This unit is about the recycling or disposal of goods and materials. It deals with identifying which goods and materials are suitable for recycling or disposal, preparing the goods and materials for onward movement and with any problems that may occur when sorting goods and materials for recycling or disposal. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Supervise the Receipt, Storage or Despatch of Goods**

This unit is about the knowledge and the ability to supervise the receipt, storage or dispatch of goods in logistics operations. The unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

- **Contribute to the Provision of Customer Service in Logistics Operations**

This unit is about creating and maintaining customer satisfaction and developing relationships through effective communication. It includes understanding business and customer confidentiality, the organisation's image and the limits of own authority when dealing with customers. The unit is relevant to those who work in the logistics sector who work both individually and as part of a team.

- **Principles of Food Safety in Logistics**

The Principles of Food Safety in Logistics is designed for those working in the logistics industry, the qualification gives an overall knowledge of food safety and the requirements of legislation placed upon the food handler. The unit is relevant for team leaders, supervisors and managers working in logistics operations. Team leaders, supervisors and managers could, for example, be working in warehousing and storage, transport or freight forwarding.

Unit Standards

Standard documents outlining the Learning Outcomes and associated Assessment Criteria for each unit of this qualification are available on request from the Awarding Organisation on 01536 740170 or alternatively by emailing ao@ciltuk.org.uk.

Guided Learning Hours (GLH)

No	Unit	Credits	GLH
1	Health, Safety and Security at Work	3	20
2	Develop Effective Working Relationships with Colleagues in Logistics Operations	4	15
3	Pick Goods in Logistics Operations	3	15
4	Wrap and Pack Goods in Logistics Operations	3	12
5	Place Goods in Storage in Logistics Operations	4	16
6	Process Orders for Customers in Logistics Operations	3	10
7	Assemble Orders for Dispatch in Logistics Operations	3	12
8	Maintain the Cleanliness of Equipment in Logistics Operations	3	10
9	Keep Work Areas Clean in Logistics Operations	3	10
10	Maintain Hygiene Standards in Handling and Storing Goods in Logistics Operations	3	16
11	Moving and/or Handling Goods in Logistics Operations	4	15
12	Use Equipment to Move Goods in Logistics Operations	3	18
13	Use a Forklift Side-Loader in Logistics Operations	1	2
14	Use an Industrial Forklift Truck in Logistics Operations	1	2
15	Use a Hoist in Logistics Operations	1	2
16	Use a Compact Crane in Logistics Operations	1	2
17	Keep Stock at Required Levels in Logistics Operations	3	12
18	Check Stock Levels and Stock Records	3	10
19	Operate Equipment to Perform Work Requirements in Logistics Operations	8	30
20	Receive Goods in Logistics Operations	3	15
21	Maintain the Safety and Security of Hazardous Goods and Materials in Logistics Operations	6	30
22	Process Returned Goods in Logistics Operations	3	15
23	Sort Goods and Materials for Recycling or Disposal in Logistics Operations	3	10
24	Supervise the Receipt, Storage or Despatch of Goods	6	20
25	Contribute to the Provision of Customer Service in Logistics Operations	3	18
26	Principles of Food Safety in Logistics	1	9

The minimum GLH for this qualification (made up of two mandatory units and a selection of option units), is 150 hours.

Study Options

For more information on the study options available please contact the Awarding Organisation on ao@ciltuk.org.uk or alternatively, visit the CILT(UK) web site at www.ciltuk.org.uk for a list of Centres.

Assessment

This qualification is available on the Qualifications Credit Framework (QCF) and is assessed via the Centre Assessment Route (CAR). Further information on the Centre Assessment Route is detailed below.

Centre Assessment Route

The Centre Assessment Route requires Learners to complete assessment that is designed, assessed and internally verified by the Centre; which is approved by the Awarding Organisation.

As such, assessment methods will vary from Centre to Centre. However, to achieve this qualification Learners must provide evidence that successfully demonstrates achievement of all of the learning outcomes and associated assessment criteria for the mandatory units and for their chosen option unit.

For further details on the CAR, Learners should contact their chosen Centre.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is where a Learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding and/or skills they already possess and therefore do not need to develop these through further learning.

Some Centres may offer RPL to the Learners, providing they can demonstrate that they have achieved the required criteria by the appropriate assessment method. This evidence can take a variety of forms, including other qualifications, work records or witness testimony. Learners are only able to claim a maximum of 50% of this qualification by RPL.

For further details on the availability of RPL, Learners should contact their chosen Centre.

Grading

The qualification is graded Pass/Fail.

This grading will soon be changed to the new scale of A*-D. Further details of the new grading can be found at Appendix A of this document.

Learner Registration

Registration Period

The registration period is the time in which a Learner is registered onto the qualification and in which they must complete this. For this qualification the registration period is three years.

Registration Extensions

At the end of the registration period all Learners will be withdrawn from the relevant qualification. However, if an extension is required, Centres must contact the Awarding Organisation to request this. Extensions may be granted on a 6 month basis and will be granted up to a maximum of 18 months. If after this period a Learner has not completed, but wishes to continue, then the Centre will have to register the Learner again as detailed above.

Membership

Student Membership

Upon registering, all CILT(UK) Learners will be eligible to apply for Student Membership at a reduced rate.

Learners can apply for Membership by either visiting ciltuk.org.uk/join or calling Membership Services on 01536 740104 quoting their Centre Name and Promotional Code 'CILTAO'

Joining CILT(UK) offers Learners an unrivalled opportunity to advance their career.

Our exclusive range of Member benefits include:

- professional recognition through achievement of our assessed membership grades including Chartered Member (CMILT) status
- improved career prospects via our career development platform (CILTSuccess!), Jobs Board and Mentoring Service
- improved career opportunities via our tailored professional development training courses and globally-recognised qualifications
- access to a powerful network of contacts via our national conferences, specialist Forums and National/Regional events
- the latest news and insights from industry experts via monthly *Logistics & Transport Focus* magazine and access to our highly-regarded Knowledge Centre
- access to an exclusive range of health, well-being, lifestyle benefits and the reassurance of free legal advice
- discounts on CILT(UK) conferences, events, courses, monthly publications and specialist books.

By engaging with us, Learners will benefit from:

Connection – we help you to build powerful communities of like-minded professionals

Professional voice – we help you get your messages heard by key influencers

Professional recognition – we promote your commitment and achievements to employers

Personal development – we support you to achieve your career goals.

Membership Eligibility

Membership of CILT(UK) gives access to a unique range of benefits and unbeatable services designed to support individuals, personally and professionally, throughout their career.

Upon successful completion of the Level 2 Diploma in Warehousing and Storage qualification Learners may apply for membership at a higher grade, if they possess the necessary qualifications and/or experience.

For further details on applying for membership please refer to the membership section of the website at www.ciltuk.org.uk or alternatively contact the Membership Services Department on 01536 740104 or by emailing membership@ciltuk.org.uk.

Progression

Learners can progress from the CILT(UK) Level 2 Diploma in Warehousing and Storage onto the following CILT(UK) Level 3 qualifications as detailed below:

- CILT(UK) Level 3 Award in Green Logistics
- CILT(UK) Level 3 Award in Global Logistics
- CILT(UK) Level 3 Award in Port Operations
- CILT(UK) Level 3 Award in Warehousing
- CILT(UK) Level 3 Certificate in Green Logistics
- CILT(UK) Level 3 Certificate in Global Logistics
- CILT(UK) Level 3 Certificate in Port Operations
- CILT(UK) Level 3 Certificate in Logistics and Transport

For further information please contact the Awarding Organisation on 01536 740170 or alternatively by emailing ao@ciltuk.org.uk.

Appendix A – CILT(UK) Grading

Grade	Characteristics	
	Institute Assessment Route	Centre Assessment Route
A* Demonstration of outcomes is to a very high level.	85% and over.	<ul style="list-style-type: none"> There is more than sufficient evidence in all areas and the work demonstrates knowledge, understanding and application that are well above the normally expected in all areas.
A Demonstration of outcomes is to a much higher than minimum acceptable level.	70% - 84%.	<ul style="list-style-type: none"> There is more than sufficient evidence that most key issues are understood with accurate facts and thorough analysis taken to logical conclusions. The evidence shows a perceptive and critical approach and is properly presented, well-structured and clearly expressed.
B Demonstration of outcomes is to a higher than minimum acceptable level.	60% - 69%.	<ul style="list-style-type: none"> There is more than sufficient evidence that many key issues are understood, facts are correct and that a balanced and objective approach is taken. There may be some weaknesses in the application of theory or drawing of inappropriate conclusions.
C Demonstration of outcomes is to a minimum acceptable level.	50% - 59%.	<ul style="list-style-type: none"> There is evidence that some key issues are understood and that theoretical background has mostly been correctly and accurately applied. Evidence in some minor aspects may be limited, demonstrate gaps or errors in factual knowledge or inappropriate application to the situation.
D Unsatisfactory demonstration of outcomes.	49% and below.	<ul style="list-style-type: none"> Insufficient evidence is presented or evidence that is presented is irrelevant, inaccurate, wrongly interpreted, or demonstrates lack of understanding of essential theoretical background. Unsubstantiated conclusions may be drawn or opinions stated.