

SPECIFICATION

**IAO LEVEL 2 CERTIFICATE FOR TRANSITION TO WORKING IN
WAREHOUSING AND LOGISTICS**

QUALIFICATION NUMBER: 603/6379/4

Innovate Awarding is an Ofqual regulated awarding organisation with an innovative and dynamic approach. We develop off-the-shelf, customised and fully bespoke qualifications across a growing number of sectors – all on the Regulated Qualifications Framework (RQF).

Our portfolio is always growing and we currently have qualifications in the following sectors:

Active Leisure
Business and Management
Childcare
Employability
Retail

Health and Social Care
Hospitality and Catering
IT
Logistics
Education and Training

We currently offer over 100 qualifications and we're continuously developing and diversifying our portfolio. Please visit our website regularly to keep up-to-date www.innovateawarding.org.

This document will be updated if there are any changes, so it is important to make sure you are working from the most up-to-date version, which is available to download from our website.

This specification also provides details on administration, quality assurance policies and the requirements as well as responsibilities that are associated with the delivery of vocational qualifications.

Innovate Awarding is an Ofqual-regulated Awarding Organisation in England.

If you have any questions regarding qualifications in general, aspects of specific qualifications or our quality assurance policies and procedures, visit our website where a lot more information is available.

If you cannot find what you are looking for on our website, please call or email our customer support team:

Telephone: 0117 314 2800

Email: contactus@innovateawarding.org

“We work with a wide variety of organisations such as employers, training providers, FE colleges and Sector Skills Councils and develop off-the-shelf, customised and bespoke qualifications.”

Qualification summary

Qualification Accreditation Number (QAN)	603/6379/4
Qualification review date	31.07.2024
Guided Learning Hours (GLH)	80
Total Qualification Time (TQT)	140
RQF level	2
Qualification credit value	14 credits
Minimum credits at/above level	14 credits
Assessment requirements	Portfolio of Evidence This qualification is internally assessed and internally quality assured by Centre staff and externally quality assured by Innovate Awarding External Quality Advisors (EQAs).
Aims and objectives of the qualification	The aim of this qualification is to prepare learners for work in the warehousing and logistics sector. It supports the development of knowledge and skills to enable learners to prepare for work and identify the skills and behaviours required within a warehousing and logistics environment.
Entry guidance	There are no formal entry requirements for this qualification. This qualification is suitable for those who are looking to work in the warehousing, distribution and logistics sector. It provides learners with an opportunity to demonstrate their readiness to move into warehousing and logistics role.
Progression opportunities	Learners who achieve this qualification could progress into further education or employment in a warehousing and logistics role. On completion of this course, Learners may progress to: <ul style="list-style-type: none"> • IAO Level 2 Certificate in Warehousing and Storage
Funding	For details on eligibility for government funding please refer to the following websites: http://www.education.gov.uk/section96/ https://www.gov.uk/government/organisations/education-and-skills-funding-agency

Innovate Awarding

When you work with Innovate Awarding, you're working with an awarding organisation that sets itself apart – a dynamic company with a collaborative approach to doing business. We're consultative and innovative...everything that our customers say they want an awarding organisation to be.

We're easy to work with, committed and passionate about exceeding our customers' expectations. We're not tied down by bureaucracy and red tape and can think outside the box and respond quickly to our customers' needs.

We have a Performance Pledge that details guaranteed response times. Copies of these can be found on our website www.innovateawarding.org.

Feedback

Your feedback is very important to us. We're always open to suggestions when it comes to enhancing and improving our services, products and systems. Email us at contactus@innovateawarding.org or call us on 0117 314 2800.

Complaints

If we do get things wrong, we'll make every effort to resolve your issues quickly and efficiently. If you'd like to raise a formal complaint then we recommend you read our Complaints Procedure which can be found on our website.

Fees

Our fees structure is transparent and straightforward. Our fees are published on our website in a clear format with no hidden charges. Unlike other awarding organisations, we do not charge an annual centre fee. Visit our website to compare our fees.

Enquiries and appeals

We recognise that sometimes decisions are made that a centre (or learner) may wish to appeal. We have an Enquiries and Appeals Policy and Process on our website that sets out guidelines on grounds for appeal and the process.

Data Protection

Innovate Awarding takes the protection of data seriously; we have a data protection statement outlining how we and our centres, comply with the current legislation on data protection. This statement can be found on our website.

Equality and Diversity

Innovate Awarding is committed to giving everyone who wants to gain one of our qualifications an equal opportunity of achieving it in line with current UK legislation (Equality Act 2010) and EU directives.

Centres are required, as conditions of approval, to use an equality and diversity policy that works together with ours and that they maintain an effective complaint and appeals process. We expect centres to tell learners how to find and use their own equality and diversity and appeals processes. For information, please visit our website.

Reasonable Adjustment and Special Consideration

All learners must be treated fairly and equally and be given every opportunity to achieve our/the qualifications. A copy of our policy on Reasonable Adjustments and Special Considerations, and application form, can be found on our website.

Malpractice and Maladministration

Innovate Awarding has a responsibility to do everything it can to prevent any malpractice or maladministration from occurring, and where it has already occurred, ensuring action is taken proportionate to the gravity and scope of the occurrence.

A copy of our policy and procedure on Malpractice and Maladministration is available on our website.

Recognition of Prior Learning (RPL)

RPL recognises how the contribution of a learner's previous experience could contribute to a qualification or unit. Innovate Awarding have produced guidance on RPL and this can be found within our Information and Guidance for Centres on our website.

Please note the above is not a comprehensive guide to running qualifications. Once approved centres must adhere to the Centre Agreement and Information and Guidance for Centres.

The Regulated Qualifications Framework (RQF)

What is the RQF?

The Regulated Qualifications Framework (RQF) is an Ofqual regulated system of cataloguing qualifications. Qualifications on the RQF can be found by their size or level. Qualifications at a given level can differ depending on their content and purpose.

All of Innovate Awarding's qualifications are on the RQF.

Qualification Level

The level reflects the challenge or difficulty of the qualification. There are eight levels of qualification from 1 to 8, supported by three "Entry" levels.

Qualification Size

The size of a qualification reflects the estimated total amount of time it would take the average learner to study and be assessed. The size of a qualification is expressed in terms of Total Qualification Time (TQT). The time spent being taught or supervised, rather than studying alone, is the Guided Learning Hours (GLH).

Qualifications can sit at different levels, but require similar amounts of study and assessment. Similarly, qualifications at the same level can take different amounts of time to complete.

Rules of combination

To achieve this qualification, learners must gain 5 credits from the mandatory units and a minimum of 9 credits from units in the optional bank.

The minimum guided learning hours for this qualification is 80.

Mandatory units

Unit ref	Unit title	Level	Credit value	GLH
H/501/5917	Preparing for an interview	2	1	10
J/501/5893	Applying for a job	2	1	10
J/618/3737	Effective skills, qualities and attitudes for learning and work	2	3	22

Optional units:

Unit ref	Unit title	Level	Credit value	GLH
J/618/3740	Teamworking skills	2	3	20
L/601/7929	Maintain hygiene standards in handling and storing goods in logistics operations	2	3	16
Y/601/7917	Wrap and pack goods in logistics operations	2	3	12
H/601/7922	Use equipment to move goods in logistics operations	2	3	18
M/601/7910	Maintain the cleanliness of equipment in logistics operations	2	3	10
J/601/7914	Moving and/or handling goods in logistics operations	2	4	15

Mandatory units

Title:	H/501/5917 Preparing for an interview
Level:	2
Credit Value:	1
GLH:	10
Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Be able to anticipate key questions that they might be asked at the interview	1.1 Suggest key types of questions that an interviewer might ask
2. Be able to prepare answers to anticipated interview questions	2.1 Prepare appropriate answers to the key questions most likely to be asked by an interviewer
3. Know how to use information about the job/course to identify questions to ask the interviewer	3.1 Find out key information about the employer/organisation/course and explain why it is useful for the interview 3.2 Identify what information they do not have about the job/placement/course which they could request at the interview
Additional information	
1.1 A minimum of 6 questions must be provided	
2.1 A minimum of 6 answers must be provided	
Unit aim (s)	This unit focuses on the role of the learner in correctly anticipating and preparing key information, questions and answers for a potential interview.

Title:	J/501/5893 Applying for a job
Level:	2
Credit Value:	1
GLH:	10
Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Be able to access different methods of applying for a job	1.1 Investigate different methods of applying for a job
2. Be able to prepare a job application	2.1 Collate the appropriate information for a job application 2.2 Prepare a thorough job application
3. Be able to present the job application appropriately	3.1 Select and use the conventions, formats and styles of presenting job applications appropriately
4. Be able to reflect on the appropriateness of the job application	4.1 Evaluate the suitability of the style and information in the job application in relation to its intended audience
Additional information	
1.1 At least 3 different methods of applying for a job must be provided	
Unit aim (s)	This unit aims to equip learners with the skills to access and respond to different types of job application opportunities. Learners will gain an understanding of how to present a job application in an appropriate way.

Title:	J/618/3737 Effective skills, qualities and attitudes for learning and work
Level:	2
Credit Value:	3
GLH:	22
Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Understand a range of positive qualities, attitudes and behaviours for learning and work	1.1 Explain the importance of positive qualities, attitudes and behaviours for employment 1.2 Describe appropriate codes of conduct 1.3 Describe the importance of: <ul style="list-style-type: none"> • adaptability and flexibility • motivation • enthusiasm • commitment • professionalism 1.4 Reflect on their positive qualities, attitudes and behaviours for learning and work
2. Understand why effective communication is important	2.1 Explain the importance of effective verbal and non-verbal communication 2.2 Describe how to communicate effectively face-to-face with colleagues or customers 2.3 Describe how to communicate effectively with colleagues or customers who are not present 2.4 Explain ideas using technical language where appropriate 2.5 Give examples of different forms of written communication and when they are used 2.6 Describe the possible impact of inappropriate use of social network sites
3. Be able to work effectively	3.1 Identify the tasks that need to be done and the deadlines 3.2 Produce a plan for the working day 3.3 Work safely following health and safety guidelines 3.4 Carry out multiple tasks or projects 3.5 Complete tasks to required standard and deadlines 3.6 Reflect on their work and identify ways of working more effectively

Additional information

Unit aim (s)

The aim of this unit is to help the learner to be able to demonstrate positive qualities, attitudes and behaviours for learning and work, and to communicate and work effectively.

Optional units:

Title:	J/618/3740 Teamworking skills
Level:	2
Credit Value:	3
GLH:	20
Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Understand why effective teamwork is important	1.1 Define effective teamwork 1.2 Describe the advantages and disadvantages of teamwork for a given situation
2. Understand the roles people may take in a teamwork situation	2.1 Give examples of formally allocated roles 2.2 Give examples of less formal roles 2.3 Describe the impact these roles could have on the way a team works and on members of the team
3. Understand the role of conflict	3.1 List factors that could contribute to conflict in a team 3.2 Explain how conflicting views could be an advantage 3.3 Suggest ways to manage and resolve conflict
4. Understand what needs to be done to achieve a particular goal	4.1 Explain the overall goal and objectives of the team 4.2 Identify their own strengths, skills and experiences relevant to the teamwork situation 4.3 Describe their own role as part of the team
5. Be able to work with others towards achieving shared objectives	5.1 Agree an action plan of individual and group activities needed to achieve the objectives 5.2 Clarify action plan if necessary 5.3 Identify who to ask for help if needed 5.4 Carry out the individual and group activities as agreed 5.5 Motivate the team to achieve its objectives 5.6 Provide feedback in an appropriate and constructive manner 5.7 Receive and respond to constructive feedback
6. Be able to reflect on own performance and that of the team	6.1 Reflect on their own performance and the performance of the team

	6.2 Suggest ways of improving own team working skills
Additional information	
Unit aim (s)	The aim of this unit is to help the learner understand the roles people may take within teams and be able to work with others towards achieving shared objectives.

Title:	L/601/7929 Maintain hygiene standards in handling and storing goods in logistics operations
Level:	2
Credit Value:	3
GLH:	16
Learning Outcomes The learner will:	Assessment Criteria The learner can:
1. Know how to maintain hygiene standards when handling and storing goods in logistics operations	1.1 Explain the relevant organisational policies and procedures for maintaining hygiene standards in handling and storing goods in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • protective clothing • personal hygiene • environmental factors • special requirements • waste disposal 1.2 Identify problems that can occur when maintaining hygiene standards when handling and storing goods 1.3 Explain appropriate action when dealing with identified problems
2. Be able to maintain standards of hygiene when handling and storing goods in logistics operations	2.1 Maintain standards of personal hygiene required for the handling and storage of goods in specific storage environments 2.2 Use the correct protective clothing in relation to the goods and the storage environment 2.3 Apply the hygiene standards required to maintain the quality and condition of the goods and the storage environment 2.4 Handle the goods using the correct handling methods and equipment 2.5 Dispose of waste in accordance with organisational policies and procedures and current regulations
Additional information	
Unit aim (s)	This unit is about maintaining hygiene standards. It deals with personal hygiene

	<p>standards and the use of appropriate clothing to protect either the operative, the goods or both</p> <p>This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding</p>
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Title:	Y/601/7917 Wrap and pack goods in logistics operations
Level:	2
Credit value:	3
GLH:	12
Learning outcomes The learner will:	Assessment criteria The learner can:
<p>1. Know how to prepare the goods for wrapping and packing in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures for packing the goods in logistics operations that relate to:</p> <ul style="list-style-type: none"> • health, safety and security requirements • environmental factors • special requirements • personal protective equipment • waste minimisation and disposal <p>1.2 Describe the types of wrapping and packing materials to be used for packing the goods</p> <p>1.3 Describe the tools and equipment to be used for packing the goods</p> <p>1.4 Describe the roles and responsibilities of colleagues in relation to packing the goods</p> <p>1.5 Identify problems that can occur when wrapping and packing the goods</p> <p>1.6 Explain appropriate action when dealing with identified problems</p>

<p>2. Be able to wrap and pack the goods in logistics operations</p>	<p>2.1 Check that the goods being packed match the specifications in the information provided</p> <p>2.2 Comply with all health, safety and security issues relating to wrapping and packing the goods</p> <p>2.3 Schedule the packing of the goods according to agreed work instructions</p> <p>2.4 Protect goods from damage while they are being packed</p> <p>2.5 Use the appropriate tools and equipment safely in accordance with organisational procedures</p> <p>2.6 Pack, wrap and seal goods using the correct type and quantity of packing materials</p> <p>2.7 Minimise waste</p> <p>2.8 Label the packages with the correct information for further use</p> <p>2.9 Dispose of waste materials correctly and promptly</p>
<p>Additional information about this unit</p>	
<p>Unit aim (s)</p>	<p>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 of storage. It deals with labelling the goods and disposal of any waste materials generated during wrapping and packing activities</p> <p>This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding</p>

Title:	H/601/7922 Use equipment to move goods in logistics operations
Level:	2
Credit Value:	3
GLH:	18
Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
1. Know how to use equipment to move goods in logistics operations	1.1 Explain the relevant organisational policies and procedures for using equipment in a logistics operation relating to: <ul style="list-style-type: none"> • health, safety and security requirements • environmental factors • special requirements • personal protective equipment • operating requirements • hazards • loss or damage to goods 1.2 Describe the characteristics of the different types of goods to be moved 1.3 Describe different types of equipment that can be used for moving and transferring goods 1.4 Describe methods for lifting, moving and setting down different types of goods 1.5 Explain how the equipment is used 1.6 Explain the importance of positioning goods in a suitable way for future use 1.7 Identify problems that can occur when using the equipment 1.8 Explain appropriate action when dealing with identified problems
2. Be able to use equipment to move goods in logistics operations	2.1 Check the goods are suitable for lifting 2.2 Identify the correct equipment for lifting the goods 2.3 Check that the area of work is safe and secure for the movement and transfer of the goods 2.4 Undertake the pre-checks required for the equipment 2.5 Confirm the location for the goods to be positioned and set down

	2.6 Undertake the operation in a safe and controlled manner with due regard to the surrounding environment
Additional information	
Unit aim (s)	<p>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</p> <p>This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding</p>

Title:	M/601/7910 Maintain the cleanliness of equipment in logistics operations
Level:	2
Credit Value:	3
GLH:	10
Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
<p>1. Know how to prepare self and equipment for inspection and cleaning in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures, in relation to inspecting and maintaining the cleanliness of equipment in logistics operations, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • legal requirements • operating requirements • personal protective equipment • waste disposal • replenishment <p>1.2 Describe how to ensure the equipment is safe before routine inspection and cleaning</p> <p>1.3 Explain the following, in relation to the equipment that is to be inspected and cleaned:</p> <ul style="list-style-type: none"> • cleaning routines • methods • materials <p>1.4 Identify problems that can occur with inspecting and maintaining the cleanliness of the equipment</p> <p>1.5 Explain appropriate action when dealing with the identified problems</p>
<p>2. Be able to inspect and maintain the cleanliness of equipment in logistics operations</p>	<p>2.1 Use the correct Personal Protective Clothing when inspecting and cleaning the equipment</p> <p>2.2 Use the correct cleaning routines according to organisational procedures and the required timescales</p> <p>2.3 Use the approved cleaning methods and materials as specified in the manufacturer's instructions</p>

<p>3. Be able to undertake post cleaning procedures for keeping the equipment in good working order in logistics operations</p>	<p>3.1 Dispose of waste in accordance with health and safety regulations and operational procedures</p> <p>3.2 Check that the equipment can be safely returned to operating conditions after cleaning</p> <p>3.3 Store any unused cleaning materials correctly according to manufacturer's instructions</p> <p>3.4 Replenish used materials</p>
<p>Additional information</p>	
<p>Unit aim (s)</p>	<p>What this unit is about</p> <p>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</p> <p>Who this unit is for</p> <p>This unit is relevant to operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

Title:	J/601/7914 Moving and/or handling goods in logistics operations
Level:	2
Credit Value:	4
GLH:	15
Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
<p>1. Know how to move and/or handle goods in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures for moving and/or handling goods in logistics operations that relate to:</p> <ul style="list-style-type: none"> • health safety and security • environmental factors • special requirements • legal requirements • operating requirements • personal protective equipment <p>1.2 Identify any specific hazards in relation to moving and/or handling the goods</p> <p>1.3 Describe methods for moving and/or handling the goods safely</p> <p>1.4 Explain circumstances when assistance is required to move and/or handle the goods and how this assistance is applied</p> <p>1.5 Identify problems that can occur when moving and/or handling the goods</p> <p>1.6 Explain appropriate action when dealing with identified problems</p>
<p>2. Be able to move and/or handle the goods in logistics operations</p>	<p>2.1 Identify the goods to be moved and/or handled</p> <p>2.2 Use suitable handling methods to move the goods safely and correctly</p> <p>2.3 Position and set down the goods in the required location</p> <p>2.4 Place the goods so that they can be easily identified and accessed</p>
Additional information	

Unit aim (s)	<p>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</p> <p>This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding</p>
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