Level 2 Certificate in Forklift Truck Operations

Qualification Specification

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Introduction

The Level 2 Certificate in Forklift Truck Operations is aimed at those wanting to work in the logistics, warehousing or distribution industry in a fork lift truck operations role.

The qualification meets the skills and knowledge requirements for prospective fork lift truck operatives, such as the loading and unloading of goods in a warehousing and storage environment, the transfer and position of loads for driving and manoeuvring in compliance with Health and Safety requirements.

On completion of this qualification candidates could develop skills to a supervisory level or leadership role and undertake further qualifications including ProQual Level 2 Diploma in Team Leading or ProQual Level 3 Diploma in Management.

The awarding organisation for the qualification is ProQual Awarding Body and the regulatory body is the Office of Qualifications and Examinations Regulation (Ofqual). The specification for this qualification has been approved by the Welsh Government for use by centres in Wales and by the Council for the Curriculum Examinations and Assessment (CCEA) for use by centres in Northern Ireland.

The qualification has been accredited onto the Regulated Qualifications Framework (RQF).

Qualification Profile
Level 2 Certificate in Forklift Truck Operations

Qualification title	**ProQual Level 2 Certificate in Forklift Truck Operations**
Ofqual qualification number	601/4049/5
Level	Level 2
Total qualification time	240 hours
Guided learning hours	113
Assessment	Pass or fail Internally assessed and verified by centre staff External quality assurance by ProQual verifiers
Qualification start date	1/08/14
Qualification end date	
Age Ranges	16-18, 19+

Entry Requirements

There are no formal entry requirements for this qualification, but centres should ensure that candidates have the potential to achieve the qualification.

Qualification Structure

Candidates must achieve a minimum of **24 credits**:

- **17 credits** from the **Mandatory units in Group A**, plus
- a minimum of **1 credits** from **Optional Group 1**
- a minimum of **3 credits** from **Optional Group 2**
- a minimum of **3 credits** from **Optional Group 3**

Mandatory Units – complete all units			
Unit Reference Number	**Unit Title**	**Unit Level**	**Credit Value**
A/601/9451	Obtain information on the collection and/or delivery of goods	2	2
Y/601/9456	Make an effective contribution to a business in the logistics sector	2	3
Y/601/7920	Contribute to the provision of customer service in logistics operations	2	3
K/502/1072	Health, Safety and Security at work	2	3
J/503/7781	Operate, move or manoeuvre the fork lift truck	2	2
L/503/7782	Select, transfer and position loads using a fork lift truck	2	2
D/503/7785	Undertake post operational checks for fork lift trucks	2	1
F/503/7780	Prepare the fork lift truck for driving or manoeuvring	2	1
Group 1 Optional Units – a minimum of 1 credit			
Unit Reference Number	**Unit Title**	**Unit Level**	**Credit Value**
F/601/7913	Keep work areas clean in logistics operations	2	3
L/601/7929	Maintain hygiene standards in handling and storing goods in logistics operations	2	3
H/600/6578	Principles of food safety in logistics	2	1
Group 2 Optional Units – a minimum of 3 credits			
Unit Reference Number	**Unit Title**	**Unit Level**	**Credit Value**
J/601/7914	Moving and/or handling goods in logistics operations	2	4
R/601/7933	Sort goods and materials for recycling or disposal in logistics operations	2	3
Y/601/7917	Wrap and pack goods in logistics operations	2	3

Group 3 Optional Units – a minimum of 3 credits			
Unit Reference Number	Unit Title	Unit Level	Credit Value
R/503/7783	Load the container, vehicle, vessel or craft using a fork lift truck	2	3
Y/503/7784	Unload the container, vehicle, vessel or craft using a fork lift truck	2	3

Centre Requirements

Centres must be approved to offer this qualification. If your centre is not approved please complete and submit form **ProQual Additional Qualification Approval Application**.

Staff
Staff delivering this qualification must be appropriately qualified and occupationally competent.

Assessors/Internal Quality Assurance
For each competence-based unit centres must be able to provide at least one assessor and one internal verifier who are suitably qualified for the specific occupational area. Assessors and internal verifiers for competence-based units or qualifications will normally need to hold appropriate assessor or verifier qualifications, such as:

- Award in Assessing Competence in the Work Environment
- Award in Assessing Vocationally Related Achievement
- Certificate in Assessing Vocational Achievement
- Award in the Internal Quality Assurance of Assessment Processes and Practices
- Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practices

Support for Candidates

Materials produced by centres to support candidates should:

- enable them to track their achievements as they progress through the learning outcomes and assessment criteria;
- provide information on where ProQual's policies and procedures can be viewed;
- provide a means of enabling Internal and External Quality Assurance staff to authenticate evidence

Assessment

Candidates must demonstrate the level of knowledge and skill described in the units. Assessment is the process of measuring a candidate's knowledge, understanding and performance against the standards set in the qualification.

Each candidate is required to produce evidence which demonstrates their achievement of all of the learning outcomes and assessment criteria for each unit.

Evidence can include:
- assignments/projects/reports
- worksheets
- portfolio of evidence
- record of oral and/or written questioning
- candidate test papers

Learning outcomes set out what a candidate is expected to know, understand or be able to do.

Assessment criteria specify the standard a candidate must meet to show the learning outcome has been achieved.

There must be valid, authentic and sufficient for all the assessment criteria. However, one piece of evidence may be used to meet the requirements of more than one learning outcome or assessment criterion.

Learning outcomes and assessment criteria for this qualification can be found from Page 8

Internal Quality Assurance

An internal quality assurance verifier confirms that assessment decisions made in centres are made by competent and qualified assessors, that they are the result of sound and fair assessment practice and that they are recorded accurately and appropriately.

Adjustments to Assessment

Adjustments to standard assessment arrangements are made on the individual needs of candidates. ProQual's Reasonable Adjustments Policy and Special Consideration Policy sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that ProQual provides for some of these arrangements.

Centres should contact ProQual for further information or queries about the contents of the policy.

Results Enquiries and Appeals

All enquiries relating to assessment or other decisions should be dealt with by centres, with reference to ProQual's Enquiries and Appeals Procedures.

Certification

Candidates who achieve the required credits for this qualification will be awarded:

- A certificate listing the units achieved with its related credit value, and
- A certificate giving the full qualification title -

ProQual Level 2 Certificate in Forklift Truck Operations

Claiming certificates

Centres may claim certificates for candidates who have been registered with ProQual and who have successfully achieved the required number of credits for a qualification. All certificates will be issued to the centre for successful candidates.

Replacement certificates

If a replacement certificate is required a request must be made to ProQual in writing. Replacement certificates are labelled as such and are only provided when the claim has been authenticated. Refer to the Fee Schedule for details of charges for replacement certificates.

Learning Outcomes and Assessment Criteria
Unit A/601/9451
Obtain information on the collection and/or delivery of loads

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Know how to obtain information on the collection and/or delivery of loads	1.1	Explain the relevant organisational policies and procedures, in relation to obtaining information on the collection and/or delivery of the load, that relate to: • health, safety and security • legal requirements • operating requirements • monitoring requirements
		1.2	Explain the required information on the load to include: • the type of information for the load where the information can be found • destination and schedule and any recent information that could affect the destination and schedule • requirements for loading and unloading • requirements for collections
		1.3	Identify problems that can occur when obtaining information on the collection and/or delivery of loads
		1.4	Explain the appropriate action to take, in order to deal with identified problems
2	Be able to obtain information on the collection and/or delivery of loads	2.1	Follow all organisational policies and procedures, in relation to obtaining information on the collection and/or delivery of the load, that relate to: • health, safety and security • legal requirements • operating requirements • monitoring requirements
		2.2	Collect information on the load to include: • the details of the load • destination and schedule • requirements for loading and unloading

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
		• requirements for collections and/or deliveries
	2.3	Assess any relevant information that could affect the destination and schedule
	2.4	Communicate effectively with others in relation to the collection and/or delivery of the load
	2.5	Assess the suitability of the vehicle for the load

Unit Y/601/9456
Make an effective contribution to a business in the logistics sector

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	know how to make an effective contribution to a business in the logistics sector	1.1	Explain the relevant organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to: • health, safety and security • personal protective equipment • your work role • quality standards
		1.2	Identify own reporting line and the work roles of colleagues
		1.3	Describe methods for improving personal work performance
		1.4	Describe methods for identifying learning needs
		1.5	Explain the importance of supporting colleagues and the difference it makes to productivity
		1.6	Describe how misunderstandings and conflict in working relationships may be resolved constructively
2	be able to make an effective contribution to a business in the logistics sector	2.1	Follow all organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to: • health, safety and security • personal protective clothing • own work role • quality standards
		2.2	Communicate effectively with others
		2.3	Confirm tasks, priorities and responsibilities with an appropriate person
		2.4	Perform work tasks in ways that are consistent with good practice in the organisation

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
	2.5 Ensure that: • personal appearance and hygiene • equipment • work area are maintained in accordance with organisational requirements
	2.6 Identify own learning needs from feedback obtained from appropriate people
	2.7 Agree a learning plan that is realistic, with an appropriate person
	2.8 Promptly action requests from others that fall within own responsibility

Unit Y/601/7920
Contribute to the provision of customer service in logistics operations

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	know how to contribute to the provision of customer services in logistics operations	1.1	Explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to: • health, safety and security • personal protective equipment • maintaining effective customer relations • personal appearance and hygiene • reporting procedures and systems • recording information • confidentiality • complaints
		1.2	Describe different types of customers in relation to own organisation
		1.3	Describe the importance of • promoting the organisation's image positively • effective communication • good customer service
		1.4	Identify the services available to customers in own organisation
		1.5	Describe the implications of: • a negative image on your organisation • poor communication • poor customer service
		1.6	Describe: • own role in dealing with customer complaints and • the limits of your responsibility
		1.7	Identify who to report to when you are unable to deal with a customer enquiry or request

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
2	be able to contribute to the provision of customer services in logistics operations	2.1	Follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations, that relate to: • health, safety and security • personal protective equipment • maintaining effective customer relations • personal appearance and hygiene • reporting procedures and systems • recording information • confidentiality • complaints
		2.2	Develop positive relationships with customers
		2.3	Ensure that own personal appearance and hygiene meet organisational policies and standards
		2.4	Communicate effectively with customers
		2.5	Ensure that all information available is up-to-date and accurate
		2.6	Identify customer needs
		2.7	Deal effectively with customer enquiries
		2.8	Ensure the customer is promptly informed of any action that is taken
		2.9	Maintain customer confidentiality
		2.10	Update customer records accurately
		2.11	Record customer enquiries and outcomes accurately using the organisation's procedures and systems
		2.12	Deal with customer complaints effectively

Unit K/502/1072
Health, Safety and Security at work

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Be able to work safely	1.1	Take appropriate action in the event of fire, emergencies or accidents
		1.2	Identify where alarms, emergency exits, escape routes, emergency equipment and assembly points are located
		1.3	Demonstrate safe and appropriate use of emergency equipment
		1.4	Distinguish between different alarm sounds
		1.5	Comply with equipment operating procedures and manufacturer's instructions
		1.6	Demonstrate safe handling and lifting techniques
		1.7	Demonstrate correct use and maintenance of any protective clothing and/or equipment
		1.8	Comply with personal responsibilities under the Health & Safety at Work Act / COSHH
		1.9	Identify who the nominated first aiders are
2	Be able to monitor the workplace for hazards	2.1	Identify hazardous substances that are used in the workplace and demonstrate methods of making them safe or reducing their danger in the event of an accident
		2.2	Identify hazards posed by machinery that is used in the workplace and demonstrate methods of making safe or reducing their danger in the event of an accident
		2.3	Demonstrate how to handle and store hazardous substances including debris
		2.4	Demonstrate how to store materials and equipment
		2.5	Explain what the most likely accidents and emergencies in the workplace are and how to deal with them

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
		2.6	Comply with personal responsibilities under the COSHH (Control of Substances Hazardous to Health)
3	Be able to contribute to workplace security	3.1	Outline and comply with the organisation's rules, codes, guidelines and standards relating to security
		3.2	Explain how to deal with loss of property

Unit J/503/7781
Operate, move or manoeuvre the fork lift truck

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	know how to operate, move or manoeuvre the fork lift truck	1.1	Explain the relevant organisational policies and procedures for operating, moving or manoeuvring the fork lift truck in logistics operations that relate to: • health, safety and security • personal protective equipment • legal requirements • operating requirements • different locations • different loads • theft or damage to truck and/or load
		1.2	Explain the observations required for operating, moving or manoeuvring the fork lift truck
		1.3	Explain how different audible and/or visual warning devices are used
		1.4	Describe the risks associated with driving, moving or manoeuvring the fork lift truck at different locations
		1.5	Explain the factors that can affect the stability of the fork lift truck
		1.6	Describe how to identify damage or deterioration in the condition of the load
		1.7	Identify problems that can occur when driving, moving or manoeuvring the fork lift truck
		1.8	Explain the appropriate action to take, in order to deal with identified problems
2	be able to operate, move or manoeuvre the fork lift truck	2.1	Follow all relevant organisational policies and procedures for operating, moving or manoeuvring the fork lift truck in logistics operations that relate to: • health, safety and security • personal protective equipment • legal requirements • operating requirements • different locations • different loads • theft or damage

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	2.2	Undertake a visual risk assessment of the working area
	2.3	Check visual aids to ensure all round vision
	2.4	Mount the equipment safely making appropriate adjustments to the controls
	2.5	Position forks or attachments for loading or travelling
	2.6	Undertake correct observations
	2.7	Operate, move or manoeuvre the fork lift truck smoothly maintaining stability of both fork lift truck and load
	2.8	Negotiate inclines and declines in a manner that will maintain the stability of both fork lift truck and the load
	2.9	Locate a suitable space for turning, aligning the pivot and reference points
	2.10	Turn the fork lift truck in a manner that will maintain the stability of both fork lift truck and the load
	2.11	Stop the fork lift truck in a manner that will maintain the stability of both fork lift truck and the load
	2.12	Position the fork lift truck and any attachments used in an authorized position, location or parking bay as appropriate when not in use
	2.13	Dismount the fork lift truck safely
	2.14	Record all work according to organisational requirements

Unit L/503/7782
Select, transfer and position loads using a fork lift truck

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	know how to select, transfer and position loads using a fork lift truck	1.1	Explain the relevant organisational policies and procedures for selecting, transferring and positioning loads using the fork lift truck that relate to: • health, safety and security • personal protective equipment • legal requirements • lifting systems • different locations • different loads
		1.2	Explain how to ensure the load is safe for the operation
		1.3	Explain how to set the forks or attachments to ensure the stability and security of the load
		1.4	Explain factors that can affect the stability of the fork lift truck when engaged in selecting, transferring and positioning loads
		1.5	Explain the dangers of overloading the fork lift truck
		1.6	Identify problems that can occur when selecting, transferring and positioning loads using a fork lift truck
		1.7	Explain the appropriate action to take, in order to deal with identified problems
2	be able to select, transfer and position loads using a fork lift truck	2.1	Follow all organisational policies and procedures for selecting, transferring and positioning the fork lift truck relate to: • health, safety and security • personal protective equipment • legal requirements • fork lift operating systems • different locations • different loads
		2.2	Identify the correct load
		2.3	Check the load is safe for the operation

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	2.4	Set forks and/or attachments to ensure the stability of the load
	2.5	Position the load for transportation
	2.6	Check the stability and security of the load during positioning and transportation
	2.7	Operate the vehicle controls to maintain the safety, security of yourself, the fork lift truck and others
	2.8	Communicate effectively
	2.9	Check that the safety and security of the load is maintained during transfer
	2.10	Check that the location allocated for the load is suitable
	2.11	Set the load down in the correct position and location safely
	2.12	Record all work according to organisational requirements

Unit D/503/7785
Undertake post operational checks for fork lift trucks

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	know how to undertake post operational checks for a fork lift truck	1.1	Explain the relevant organisational policies and procedures for undertaking post-operational checks for the fork lift truck that relate to: • health, safety and security • personal protective equipment • legal requirements • lifting systems
		1.2	Identify information relating to daily, weekly and/or monthly maintenance checks
		1.3	Explain how to carry out required post operational checks
		1.4	Identify problems that can occur when undertaking post operational checks for a fork lift truck
		1.5	Explain the appropriate action to take, in order to deal with identified problems
2	be able to undertake post operational checks for fork lift trucks	2.1	Follow all organisational policies and procedures for undertaking post-operational checks for the fork lift truck that relate to: • health, safety and security • personal protective equipment • legal requirements • fork lift operating systems
		2.2	Undertake the routine checks that must be carried out after using the fork lift truck
		2.3	Check that the regulations relating to the fork lift truck are met
		2.4	Demonstrate how to complete post operational checks according to operational and organisational procedures
		2.5	Position the fork lift truck and any attachments used in an authorised position, location or parking bay as appropriate when not in use

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	2.6	Record all work according to organisational procedures

Unit F/503/7780
Prepare the fork lift truck for driving or manoeuvring

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to prepare the fork lift truck for driving or manoeuvring	1.1 Explain the relevant organisational policies and procedures for preparing the fork lift truck in logistics operations that relate to: • health, safety and security • personal protective equipment • legal requirements • operating requirements
	1.2 Explain how to check that the fork lift truck has sufficient fuel or energy for the task or shift
	1.3 Explain the operation of the fork lift trucks' instruments and controls to include: • How to check the vehicle systems • How to check instruments, controls, gauges and vehicle systems • Position of forks and or attachments for the load or travelling • Indications of electrical or mechanical problems
	1.4 Explain the responsibilities of the fork lift truck driver for the fork lift truck and the load
	1.5 Explain the organisational procedures for reporting defects including information on previously reported problems with the fork lift truck
	1.6 Explain how to obtain information on previously reported problems with the fork lift truck
	1.7 Explain which person(s) is officially responsible for allocating equipment or task
	1.8 Identify problems that can occur when preparing the fork lift truck for driving or manoeuvring
	1.9 Explain the appropriate action to take, in order to deal with identified problems

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
2	be able to prepare the fork lift truck for driving or manoeuvring	2.1	Follow all relevant organisational policies and procedures for preparing the fork lift truck in logistics operations that relate to: • health, safety and security • personal protective equipment • legal requirements • operating requirements
		2.2	Check the fork lift truck has sufficient fuel or energy for the task or shift
		2.3	Check the fork lift truck systems to ensure the fork lift truck complies with operational and legal requirements
		2.4	Carry out adjustments to optimise control, observation and comfort
		2.5	Check that any ancillary attachments are in working order
		2.6	Position fork lift truck and any attachments used in an authorized position, location or parking bay as appropriate when not in use

Unit F/601/7913
Keep work areas clean in logistics operations

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	know the requirements relating to the cleaning of work areas in logistics operations	1.1	Explain the relevant organisational policies and procedures for cleaning work areas in logistics operations, that relate to: • health, safety and security • environmental factors • legal requirements • operating requirements • personal protective equipment • personal health and hygiene standards • replenishment • waste disposal
		1.2	Describe different procedures to maintain cleanliness in different work areas
		1.3	Explain the importance of keeping the workplace clean and tidy for health and safety purposes
		1.4	Identify problems that can occur when maintaining the cleanliness of work areas
		1.5	Explain appropriate action when dealing with the identified problems
2	be able to carry out correct cleaning procedures in logistics operations	2.1	Use Personal Protective Equipment correctly
		2.2	Clean the work area thoroughly using the correct cleaning materials
		2.3	Protect people in the work area from cleaning hazards during the cleaning process
		2.4	Use the correct signage during the cleaning process
		2.5	Follow operational procedures to ensure that other people are not inconvenienced during the cleaning process

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
3	be able to follow post cleaning procedures in logistics operations	3.1	Dispose of any waste in accordance with organisational procedures
		3.2	Ensure any unused cleaning materials are stored correctly according to manufacturer's instructions
		3.3	Replenish used materials

Unit L/601/7929
Maintain hygiene standards in handling and storing goods in logistics operations

Learning Outcome - The learner will:		Assessment Criterion - 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: • 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

Unit H/600/6578
Principles of food safety in logistics

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Understand how individuals must take responsibility for food safety	1.1	Outline the roles and responsibilities in an organisation's food safety procedures.
		1.2	Describe how to report and record food safety hazards and illnesses.
		1.3	Outline the legal responsibilities of drivers and warehouse staff with regard to keeping food safe.
2	Understand how to keep him/herself clean and hygienic	2.1	Explain the importance of personal hygiene in contributing to overall food safety.
		2.2	Describe effective personal hygiene practices, for example, protective clothing, hand washing, personal illnesses, cuts and wounds and avoiding unsafe behaviour.
3	Understand how to keep storage areas and vehicles clean.	3.1	Explain how to keep storage areas and vehicles clean and tidy through the effective use of cleaning methods and equipment.
		3.2	State how to use and store chemicals safely to avoid contamination.
		3.3	Outline the importance of pest control
4	Understand how to keep food safe	4.1	State the risks to food and food packaging in transit, storage and at delivery from microbial, chemical, physical and allergenic hazards.
		4.2	Describe food safety procedures for delivery, storage, date marking and stock rotation
		4.3	Explain the importance of food and environmental temperature controls
		4.4	State why accurate records should be kept of food that is delivered or returned,
		4.5	State the reasons why food may be returned

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
	4.6 State the controls to needed to maintain food safety in the event of controls not being met
	4.7 State the corrective actions that are required to reduce the risk of food contamination when controls are not met

Unit J/601/7914
Moving and/or handling goods in logistics operations

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	know how to move and/or handle goods in logistics operations	1.1	Explain the relevant organisational policies and procedures for moving and/or handling goods in logistics operations that relate to: • health safety and security • environmental factors • special requirements • legal requirements • operating requirements • personal protective equipment
		1.2	Identify any specific hazards in relation to moving and/or handling the goods
		1.3	Describe methods for moving and/or handling the goods safely
		1.4	Explain circumstances when assistance is required to move and/or handle the goods and how this assistance is applied
		1.5	Identify problems that can occur when moving and/or handling the goods
		1.6	Explain appropriate action when dealing with identified problems
2	be able to move and/or handle the goods in logistics operations	2.1	Identify the goods to be moved and/or handled
		2.2	Use suitable handling methods to move the goods safely and correctly
		2.3	Position and set down the goods in the required location
		2.4	Place the goods so that they can be easily identified and accessed

Unit R/601/7933
Sort goods and materials for recycling or disposal in logistics operations

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	know how to sort goods and materials for recycling or disposal in logistics operations	1.1	Explain the relevant organisational policies and procedures for sorting goods and materials for recycling and disposal in logistics operations, that relate to: • health, safety and security • personal protective equipment • environmental factors • special requirements • waste management • roles and responsibilities of colleagues
		1.2	Explain the types of goods and materials that are suitable for recycling and those that are not
		1.3	Identify problems that can occur when sorting goods for recycling or disposal
		1.4	Explain appropriate action when dealing with identified problems
2	be able to sort the goods and materials for recycling or disposal in logistics operations	2.1	Undertake initial checks to determine the suitability of the goods and materials for recycling or disposal
		2.2	Sort the goods and materials correctly
		2.3	Remove any parts of the goods and materials that are not suitable for recycling and dispose of them correctly
		2.4	Handle the goods and materials using the correct handling methods and equipment
		2.5	Position the goods or materials suitable for recycling or disposal into the correct locations
		2.6	Prepare the goods or materials for further processing according to the organisation's specifications for recycling or disposal

Unit Y/601/7917
Wrap and pack goods in logistics operations

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	know how to prepare the goods for wrapping and packing in logistics operations	1.1	Explain the relevant organisational policies and procedures for packing the goods in logistics operations that relate to: • health, safety and security requirements • environmental factors • special requirements • personal protective equipment • waste minimisation and disposal
		1.2	Describe the types of wrapping and packing materials to be used for packing the goods
		1.3	Describe the tools and equipment to be used for packing the goods
		1.4	Describe the roles and responsibilities of colleagues in relation to packing the goods
		1.5	Identify problems that can occur when wrapping and packing the goods
		1.6	Explain appropriate action when dealing with identified problems
2	be able to wrap and pack the goods in logistics operations	2.1	Check that the goods being packed match the specifications provided in the information
		2.2	Comply with all health, safety and security issues relating to wrapping and packing the goods
		2.3	Schedule the packing of the goods according to agreed work instructions
		2.4	Protect goods from damage while they are being packed
		2.5	Use the appropriate tools and equipment safely in accordance with organisational procedures

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	2.6	Pack, wrap and seal goods using the correct type and quantity of packing materials
	2.7	Minimise waste
	2.8	Label the packages with the correct information for further use
	2.9	Dispose of waste materials correctly and promptly

Unit R/503/7783
Load the container, vehicle, vessel or craft using a fork lift truck

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to load the container, vehicle, vessel or craft using a fork lift truck	1.1 Explain the relevant organisational policies and procedures for loading the container, vehicle, vessel or craft that relate to: • health, safety and security • personal protective equipment • legal requirements • lifting systems • different locations • different containers, vehicles, vessels or craft • different loads
	1.2 Explain how to ensure the load is safe for the operation
	1.3 Explain how to set the forks or attachments to ensure the stability and security of the load
	1.4 Explain factors that can affect the stability of the fork lift truck when engaged in loading the container, vehicle, vessel or craft
	1.5 Explain the dangers of overloading the fork lift truck
	1.6 Explain load restrictions for the container, vehicle, vessel or craft
	1.7 Explain factors that can affect loading and delivery sequences
	1.8 Explain the dangers of overloading the container, vehicle, vessel or craft
	1.9 Identify problems that can occur when loading the container, vehicle, vessel or craft using a fork lift truck
	1.10 Explain the appropriate action to take, in order to deal with identified problems

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
2	be able to load the container, vehicle, vessel or craft using a fork lift truck	2.1	Follow organisational policies and procedures for loading the container, vehicle, vessel or craft using the fork lift truck that relate to: • health, safety and security • personal protective equipment • legal requirements • fork lift operations • different locations • different containers, vehicles, vessels or craft • different loads
		2.2	Identify the correct container, vehicle, vessel or craft to be loaded
		2.3	Identify the correct load
		2.4	Check the load is safe for the operation
		2.5	Set forks and /or attachments to ensure the stability of the load
		2.6	Check the stability and security of the load during positioning and loading the container, vehicle, vessel or craft
		2.7	Ensure the load and container, vehicle, vessel or craft are compatible
		2.8	Maintain the safety, security of yourself, the fork lift truck and others when manoeuvering the fork lift truck
		2.9	Operate the fork lift truck controls to maintain the safety, security of yourself, the fork lift truck and others
		2.10	Communicate effectively
		2.11	Check that the safety and security of the load is maintained during transfer
		2.12	Set the load down safely in the correct position and location

Learning Outcome - The learner will:	Assessment Criterion - The learner can:	
	2.13	Load the container, vehicle, vessel or craft in the appropriate manner for the type of load or delivery sequence
	2.14	Record all work according to organisational requirements

Unit Y/503/7784
Unload the container, vehicle, vessel or craft using a fork lift truck

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to unload the container, vehicle, vessel or craft using a fork lift truck	1.1 Explain the relevant organisational policies and procedures for unloading the container, vehicle, vessel or craft that relate to: • health, safety and security • personal protective equipment • legal requirements • lifting systems • different locations • different containers, vehicles, vessels or craft • different loads • proof of delivery systems
	1.2 Explain how to ensure the load is safe for the operation
	1.3 Explain how to set the forks or attachments to ensure the stability and security of the load
	1.4 Explain factors that can affect the stability of the fork lift truck when engaged in unloading the container, vehicle, vessel or craft
	1.5 Explain how the container, vehicle, vessel or craft should be prepared for loading
	1.6 Explain the dangers of overloading the fork lift truck
	1.7 Identify the person responsible for receiving the load
	1.8 Identify problems that can occur when unloading a container, vehicle, vessel or craft using a fork lift truck
	1.9 Explain the appropriate action to take, in order to deal with identified problems
2 be able to load the container, vehicle, vessel or craft using a fork lift truck	2.1 Follow all organisational policies and procedures for unloading the container, vehicle, vessel or craft using the fork lift truck that relate to: • health, safety and security

Learning Outcome - The learner will:		Assessment Criterion - The learner can:
		- personal protective equipment - legal requirements - fork lift operating systems - different locations - different containers, vehicles, vessels or craft - different loads - proof of delivery systems
	2.2	Identify the correct container, vehicle, vessel or craft to be unloaded
	2.3	Identify the correct load
	2.4	Check the load is safe for the operation
	2.5	Set forks and/or attachments to ensure the stability of the load
	2.6	Communicate effectively
	2.7	Maintain the safety, security of yourself, the fork lift truck and others when manoeuvring the fork lift truck
	2.8	Unload the container, vehicle, vessel or craft according to the plan and in the appropriate manner for the type of load
	2.9	Check the stability and security of the load during the unloading of the container, vehicle, vessel or craft
	2.10	Operate the fork lift truck controls to maintain the safety, security of yourself, the fork lift truck and others
	2.11	Check that the safety and security of the load is maintained during the unloading
	2.12	Set the load down safely in the correct position and location
	2.13	Record all work according to organisational requirements

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