



## **Qualification Specification for:**

**OCN NI Level 1 Award in Warehousing and Storage**

➤ **Qualification No: 610/1509/X**

**OCN NI Level 1 Certificate in Warehousing and Storage**

➤ **Qualification No: 610/1508/8**

**OCN NI Level 1 Diploma in Warehousing and Storage**

➤ **Qualification No: 610/1507/6**

## Qualification Regulation Information

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OCN NI Level 1 Award in Warehousing and Storage  
Qualification Number: 610/1509/X

OCN NI Level 1 Certificate in Warehousing and Storage  
Qualification Number: 610/1508/8

OCN NI Level 1 Diploma in Warehousing and Storage  
Qualification Number: 610/1507/6

Operational start date: 15 September 2022  
Operational end date: 31 August 2027  
Certification end date: 31 August 2028

Qualification operational start and end dates indicate the lifecycle of a regulated qualification. The operational end date is the last date by which learners can be registered on a qualification and the certification end date is the last date by which learners can claim their certificate.

All OCN NI regulated qualifications are published to the Register of Regulated Qualifications (<http://register.ofqual.gov.uk/>). This site shows the qualifications and awarding organisations regulated by CCEA Regulation and Ofqual.

### OCN NI Contact Details

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## Foreword

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This document explains OCN NI's requirements for the delivery and assessment of the following regulated qualification:

- **OCN NI Level 1 Award in Warehousing and Storage**
- **OCN NI Level 1 Certificate in Warehousing and Storage**
- **OCN NI Level 1 Diploma in Warehousing and Storage**

This specification sets out:

- Qualification features
- Centre requirements for delivering and assessing the qualification
- The structure and content of the qualification
- Unit details
- Assessment requirements for the qualification
- OCN NI's quality assurance arrangements for the qualification
- Administration

OCN NI will notify centres in writing of any major changes to this specification. We will also publish changes on our website at [www.ocnni.org.uk](http://www.ocnni.org.uk)

This specification is provided online, so the version available on our website is the most up to date publication. It is important to note that copies of the specification that have been downloaded and printed may be different from this authoritative online version.

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## About Regulation

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### **OCN NI**

Open College Network Northern Ireland (OCN NI) is a regulated Awarding Organisation based in Northern Ireland. OCN NI is regulated by CCEA Regulation to develop and award professional and technical (vocational) qualifications from Entry Level up to and including Level 5 across all sector areas. In addition, OCN NI is regulated by Ofqual to award similar qualification types in England.

### **The Regulated Qualifications Framework: an overview**

The Regulated Qualifications Framework (RQF) was introduced on 1<sup>st</sup> October 2015: the RQF provides a single framework for all regulated qualifications.

#### **Qualification Level**

The level indicates the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels (Levels 1-8) supported by three 'entry' levels (Entry 1-3).

#### **Qualification Size**

Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. Size is expressed in terms of Total Qualification Time (TQT), and the part of that time typically spent being taught or supervised, rather than studying alone, is known as Guided Learning Hours (GLH).

## Qualification Features

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### Sector Subject Area

7.1 Retailing and wholesaling

These qualifications relate to the following National Occupational Standards (NOS):

[NOS - Warehousing](#)

### Qualifications' Aim

The OCN NI Level 1 Award, Certificate and Diploma in Warehousing and Storage qualification will enable the learner to develop the knowledge and skills to work effectively in a warehousing environment.

### Qualifications' Objectives

The objectives of the OCN NI Level 1 Award, Certificate and Diploma in Warehousing and Storage qualifications are to enable learners to develop skills in warehousing and storage logistics including:

- workplace health and safety
- moving and handling items
- wrapping and packing items
- stock control

### Grading

Grading for these qualifications is pass/fail.

### Qualification Target Group

The qualifications are targeted at learners who are interested in working in warehousing and storage.

### Progression Opportunities

The OCN NI Level 1 Award in Warehousing and Storage will enable progression to the OCN NI Level 1 Certificate in Warehousing and Storage and from the Certificate to the OCN NI Level 1 Diploma in Warehousing and Storage and from there to higher level qualifications or employment.

### **Entry Requirements**

There are no formal restrictions on entry though learners should be at least 14 years old.

### **Qualification Support**

A Qualification Support pack is available for OCN NI centres within the login area of the OCN NI website (<https://www.ocnni.org.uk/my-account/>), which includes additional support for teachers, eg planning and assessment templates, guides to best practice, etc.

### **Delivery Languages**

These qualifications are available in English only at this time. If you wish to offer these qualifications in Welsh or Irish (Gaeilge) then please contact OCN NI who will review demand and provide as appropriate.

## Centre Requirements for Delivering the Qualification

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### Centre Recognition and Qualification Approval

New and existing OCN NI recognised centres must apply for and be granted approval to deliver the qualification prior to the commencement of delivery.

### Centre Staffing

Centres are required to have the following roles in place as a minimum, although a member of staff may hold more than one role\*:

- Centre contact
- Programme Co-ordinator
- Tutor
- Assessor
- Internal Verifier

\*Note: A person cannot be an internal verifier for their own assessments.

### Tutors

Tutors delivering the qualifications should be occupationally competent and qualified to at least one level higher than the qualifications and have a minimum of one year's relevant experience.

### Assessors

The qualifications are assessed within the centre and is subject to OCN NI's quality assurance processes. Units are achieved through internally set, internally assessed, and internally verified evidence.

#### **Assessors must:**

- be occupationally competent to at least one level higher than the qualifications
- have a minimum of one year's experience in the area they are assessing
- have direct or related relevant experience in assessment
- assess all assessment tasks and activities



### **Internal Verification**

OCN NI qualifications must be scrutinised through the centre's internal quality assurance processes as part of the recognised centre agreement with OCN NI. The centre must appoint an experienced and trained centre internal verifier whose responsibility is to act as the internal quality monitor for the verification of the delivery and assessment of the qualifications.

The centre must agree a working model for internal verification with OCN NI prior to delivery of the qualifications.

#### ***Internal Verifiers must:***

- have at least one year's occupational experience in the areas they are internally verifying
- attend OCN NI's internal verifier training if not already completed

Internal verifiers are required to:

- support tutors and assessors
- sample assessments according to the centre's sampling strategy
- ensure tasks are appropriate to the level being assessed
- maintain up-to-date records supporting the verification of assessment and learner achievement

## Structure and Content

### OCN NI Level 1 Award in Warehousing and Storage

In order to achieve the OCN NI Level 1 Award in Warehousing and Storage the learner must complete the mandatory unit – 2 credits, the remaining 4 credits can be taken from any of the optional units for a total of 6 credits.

Total Qualification Time (TQT) for this qualification: 60 hours  
 Guided Learning Hours (GLH) for this qualification: 54 hours

### OCN NI Level 1 Certificate in Warehousing and Storage

In order to achieve the OCN NI Level 1 Certificate in Warehousing and Storage the learner must complete the mandatory unit – 2 credits, the remaining 15 credits can be taken from any of the optional units for a total of 17 credits.

Total Qualification Time (TQT) for this qualification: 170 hours  
 Guided Learning Hours (GLH) for this qualification: 153 hours

### OCN NI Level 1 Diploma in Warehousing and Storage

In order to achieve the OCN NI Level 1 Diploma in Warehousing and Storage the learner must complete the mandatory unit – 2 credits, the remaining 35 credits can be taken from any of the optional units for a total of 37 credits.

Total Qualification Time (TQT) for this qualification: 370 hours  
 Guided Learning Hours (GLH) for this qualification: 333 hours

Unit Reference Number	OCN NI Unit Code	Unit Title	Credit Value	GLH	Level
<b>Mandatory unit</b>					
<a href="#">K/650/4114</a>	CBF987	Health and Safety in the Workplace	2	18	One
<b>Optional units</b>					
<a href="#">L/650/4115</a>	CBF988	Assemble Orders for Dispatch in a Logistics Environment	3	27	One
<a href="#">M/650/4116</a>	CBF989	Contribute to the Provision of Customer Service in Logistics Operations	3	27	One

<a href="#">R/650/4117</a>	CBF990	Develop Effective Working Relationships with Colleagues in Logistics Operations	4	36	One
<a href="#">L/650/4124</a>	CBF992	Developing Computer Skills	3	27	One
<a href="#">M/650/4125</a>	CBF993	Keep Stock at Required Levels in a Logistics Environment	2	18	One
<a href="#">R/650/4126</a>	CBF994	Keep Work Areas Clean in a Logistics Environment	2	18	One
<a href="#">T/650/4127</a>	CBF995	Maintain the Cleanliness of Equipment in Logistics Operations	2	18	One
<a href="#">Y/650/4128</a>	CBF996	Maintaining Hygiene Standards in Handling and Storing Goods in a Logistics Environment	2	18	One
<a href="#">A/650/4129</a>	CBF997	Making an Effective Contribution to a Business in the Logistics Sector	3	27	One
<a href="#">H/650/4130</a>	CBF998	Moving or Handling Goods Manually in Logistics Facilities	2	18	One
<a href="#">J/650/4131</a>	CBF999	Operate Equipment in a Logistics Environment	3	27	One
<a href="#">K/650/4132</a>	CBG000	Placing Goods in Storage in Logistics Operations	4	36	One
<a href="#">L/650/4133</a>	CBG001	Processing Customer Orders in Logistics Operations	3	27	One
<a href="#">M/650/4134</a>	CBG002	Processing Returned Goods in Logistics Operations	3	27	One
<a href="#">R/650/4135</a>	CBG003	Receiving Goods in a Logistics Environment	3	27	One

<a href="#">Y/650/4137</a>	CBG004	Sorting Goods and Materials for Recycling or Disposal in a Logistics Environment	3	27	One
<a href="#">A/650/4138</a>	CBG005	Spreadsheet Software	3	27	One
<a href="#">D/650/4139</a>	CBG006	Using Email	2	18	One
<a href="#">J/650/4140</a>	CBG007	Using Equipment to Move Goods in Logistics Facilities	2	18	One
<a href="#">K/650/4141</a>	CBG008	Wrapping and Packing Goods in a Logistics Environment	2	18	One

## Unit Details

Title	Assemble Orders for Dispatch in a Logistics Environment
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBF988
Unit Reference No	L/650/4115
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to assemble orders for dispatch in a logistics environment.	
Learning Outcomes	Assessment Criteria
1. Be able to prepare for the assembly of orders.	1.1. Identify relevant information for the assembly of orders including: a) health, safety and security b) environmental factors c) special requirements or restrictions 1.2. Identify position of required goods and confirm goods are in stock and accessible for assembly.
2. Be able to handle goods using correct handling methods and equipment during the assembly of orders.	2.1. Identify and use appropriate correct handling methods and equipment for different types of goods. 2.2. Identify any special loading or transportation requirements relating to the assembly of a given order.
3. Be able to assemble orders.	3.1. Confirm if any additional requirements are to be addressed in order to maintain the condition of the goods while order is being assembled. 3.2. Assemble order with correct type and quantity of goods.
4. Be able to prepare goods for dispatch.	4.1. Identify relevant information on goods to be dispatched including: a) health, safety and security b) environmental factors c) special requirements or restrictions 4.2. Confirm goods being dispatched match information provided.
5. Be able to dispatch goods.	5.1. Confirm that area used to dispatch the goods is clean and clear of obstructions and hazards. 5.2. Confirm that equipment to be used with dispatch of goods is available and safe to use. 5.3. Operate equipment identified in AC 5.2 safely and in accordance with organisational procedures and practices. 5.4. Follow agreed work instructions to schedule dispatch of goods.
6. Be able to identify problems with assembling or dispatching orders.	6.1. Identify potential problems that may occur when assembling or dispatching orders and appropriate action to be taken.

### Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
Oral examination	An assessor poses questions to the learner in spoken form. The learner has to answer the question in such a way as to demonstrate sufficient knowledge of the subject in order to pass the exam	Tutor notes / record Audio/video record Record of observation
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Contribute to the Provision of Customer Service in Logistics Operations
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBF989
Unit Reference No	M/650/4116
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to contribute to customer service provision in logistics operations	
Learning Outcomes	Assessment Criteria
1. Know how to contribute to the provision of customer services in logistics operations.	<p>1.1. Outline key aspects of organisational policies and procedures, in relation to the provision of customer services in logistics operations, in relation to:</p> <ol style="list-style-type: none"> <li>health, safety, and security</li> <li>personal protective equipment</li> <li>maintaining effective customer relations</li> <li>personal appearance and hygiene</li> <li>reporting procedures and systems</li> <li>recording information</li> <li>confidentiality</li> <li>complaints</li> </ol> <p>1.2. Outline different types of customers in relation to own organisation.</p> <p>1.3. State the importance of</p> <ol style="list-style-type: none"> <li>promoting the organisation's image positively</li> <li>effective communication</li> <li>good customer service.</li> </ol> <p>1.4. Identify services available to customers in own organisation.</p> <p>1.5. Outline the implications of the following for own organisation:</p> <ol style="list-style-type: none"> <li>a negative image</li> <li>poor communication</li> <li>poor customer service</li> </ol> <p>1.6. State the following:</p> <ol style="list-style-type: none"> <li>own role in dealing with customer complaints and</li> <li>the limits of own responsibility</li> </ol> <p>1.7. Identify appropriate individual or individuals to report to when you are unable to deal with a customer enquiry or request.</p>
2. Be able to contribute to the provision of customer services in logistics operations.	<p>2.1. Follow organisational policies and procedures, when contributing to customer services in logistics operations, including:</p> <ol style="list-style-type: none"> <li>health, safety, and security</li> <li>personal protective clothing</li> <li>maintaining effective customer relations</li> <li>personal appearance and hygiene</li> <li>reporting procedures and systems</li> <li>recording information</li> <li>confidentiality</li> <li>complaints</li> <li>personal appearance and hygiene</li> </ol>

	<p>2.2. Develop and maintain positive relationships with customers including.</p> <ul style="list-style-type: none"> <li>a) communicating effectively with customers</li> <li>b) ensuring that all information available is up-to-date and accurate</li> <li>c) identifying customer needs</li> <li>d) dealing effectively with customer enquiries</li> <li>e) ensuring the customer is promptly informed of any action that is taken</li> <li>f) maintaining customer confidentiality</li> <li>g) updating customer records accurately</li> <li>h) recording customer enquiries and outcomes accurately using the organisation's procedures and systems</li> <li>i) dealing with customer complaints effectively</li> </ul>
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**Assessment Guidance**

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	<p>A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes</p> <p>OR</p> <p>A collection of documents containing work that shows the learner's progression through the course</p>	<p>Learner notes/written work</p> <p>Learner log/diary</p> <p>Peer notes</p> <p>Record of observation</p> <p>Record of discussion</p>
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	<p>Record of observation</p> <p>Learner notes/written work</p> <p>Learner log</p>
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	<p>Record of observation</p> <p>Learner notes/written work</p> <p>Tutor notes/record</p> <p>Learner log/diary</p>
E-assessment	The use of information technology to assess learners' work	<p>Electronic portfolio</p> <p>E-tests</p>



Title	Develop Effective Working Relationships with Colleagues in Logistics Operations
Level	one
Credit Value	4
Guided Learning Hours (GLH)	36
OCN NI Unit Code	CBF990
Unit Reference No	R/650/4117
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand the importance of and how to develop effective working relationships in logistics operations	
Learning Outcomes	Assessment Criteria
1. Know how to develop effective working relationships with colleagues in logistics operations.	1.1. Outline relevant organisational policies and procedures for developing effective working relationships in logistics operations in relation to: <ol style="list-style-type: none"> <li>health, safety, and security</li> <li>quality standards</li> <li>confidentiality</li> <li>equality and diversity</li> </ol> 1.2. State own roles and responsibilities and those of colleagues. 1.3. Outline the importance of <ol style="list-style-type: none"> <li>good communication methods.</li> <li>feedback to improve work performance</li> </ol> 1.4. State how to identify learning needs and opportunities for learning that are available when working with colleagues in logistics operations. 1.5. Outline how to deal constructively with misunderstandings and difficulties that may arise in working relationships.
2. Be able to develop effective working relationships with colleagues in logistics operations.	2.1. Demonstrate how to communicate with colleagues effectively to: <ol style="list-style-type: none"> <li>confirm tasks, priorities, and responsibilities clearly and accurately with colleagues.</li> <li>respond to requests from colleagues that fall within your responsibility.</li> <li>report any circumstances that prevent the achievement of quality standards.</li> <li>obtain information and assistance from colleagues.</li> <li>seek relevant feedback on work achievements and performance from relevant individuals</li> </ol> 2.2. Identify own learning needs using feedback and observation of own performance. 2.3. Outline a learning plan that identifies realistic development opportunities and timelines.

### Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Health and Safety in the Workplace
Level	One
Credit Value	2
Guided Learning Hours (GLH)	18
OCN NI Unit Code	CBF987
Unit Reference No	K/650/4114
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand workplace health and safety.	
Learning Outcomes	Assessment Criteria
1. Understand health and safety rights and responsibilities.	1.1. Identify the key aspects of health and safety legislation relevant to a given workplace. 1.2. State the main health and safety responsibilities of employers and employees. 1.3. Outline why it is important to always follow health and safety rules.
2. Understand safe working practices.	2.1. Outline how the workplace tasks an individual undertakes can be done safely. 2.2. State how to report a hazard in the workplace. 2.3. Illustrate how to follow instructions during a fire drill. 2.4. Identify the location of the following in a given workplace: a) fire/emergency alarm b) firefighting equipment c) fire exits d) assembly points e) first aid box f) first aid assistance g) accident book
3. Understand how to prevent and deal with accidents.	3.1. Identify common causes of accidents in a given work situation and how they may be prevented. 3.2. State how an accident should be reported. 3.3. List, in order, the steps to follow in the event of personal injury. 3.4. Outline when and how to call for emergency assistance.
4. Understand how to work safely in a workplace.	4.1. Illustrate how to work safely in a given workplace including: a) carrying out tasks safely b) using and storing equipment safely c) maintaining a clean and tidy work area

### Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Keep Stock at Required Levels in a Logistics Environment	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBF993	
Unit Reference No	M/650/4125	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to maintain stock levels and records in line with organisational requirements.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Be able to maintain required stock levels.	1.1. Identify required stock levels. 1.2. Carry out routine checks on stock levels in accordance with organisational procedures. 1.3. Identify damaged, faulty or out of date items in accordance with organisational procedures. 1.4. Use correct handling methods and equipment to move stock. 1.5. Label stock accurately for further use. 1.6. Use effective stock rotation methods where appropriate in accordance with organisational procedures.	
2. Be able to maintain stock control records.	2.1. Update stock control records promptly and accurately in accordance with organisational procedures.	
3. Be able to identify problems with keeping stock at the required levels.	3.1. Identify potential problems that may occur with stock levels and take appropriate action in accordance with organisational procedures.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Keep Work Areas Clean in a Logistics Environment	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBF994	
Unit Reference No	R/650/4126	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to keep work areas clean in a logistics environment.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Be able to identify requirements relating to the cleaning of work areas in a warehousing and storage facility.	1.1. Identify the following in relation to the cleaning of work areas in a warehousing and storage facility <ol style="list-style-type: none"> <li>health, safety and security requirements</li> <li>environmental factors</li> <li>special requirements</li> </ol> 1.2. Identify appropriate Personal Protective Equipment (PPE) and cleaning materials required for keeping given work areas clean and tidy.           1.3. Maintain personal health and hygiene standards at work.	
2. Be able to follow instructions to carry out correct cleaning procedures.	2.1. Follow instructions to thoroughly clean given work areas including: <ol style="list-style-type: none"> <li>using correct PPE and cleaning materials</li> <li>protect people from cleaning hazards</li> <li>avoiding inconvenience to others during the cleaning process</li> </ol>	
3. Be able to follow post cleaning procedures.	3.1. Dispose of any waste in accordance with organisational procedures. 3.2. Return any unused cleaning materials to the correct storage area. 3.3. Follow procedures to re-stock used materials.	
4. Be able to identify problems with the cleaning of work areas.	4.1. Identify problems that may occur when cleaning work areas and take appropriate action in accordance with organisational procedures.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests



Title	Maintain the Cleanliness of Equipment in Logistics Operations	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBF995	
Unit Reference No	T/650/4127	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to maintain the cleanliness of equipment in a logistics environment.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Be able to prepare equipment for inspection and cleaning in a logistics environment.	1.1. Illustrate how to confirm if equipment is safe before routine inspection and cleaning. 1.2. Use appropriate Personal Protective Equipment (PPE) as required prior to cleaning equipment.	
2. Be able to follow instructions and clean equipment.	2.1. Use correct cleaning procedures to clean equipment in accordance with organisational procedures and the required timescales. 2.2. Follow instructions and use approved cleaning methods and materials to clean equipment as specified in the manufacturer's instructions.	
3. Be able to adhere to post cleaning procedures for maintaining equipment in good working order.	3.1. Dispose of waste in accordance with health and safety, and operational procedures. 3.2. Confirm that equipment can be safely returned to operating conditions after cleaning. 3.3. Return any unused cleaning materials to the correct storage area. 3.4. Follow procedures to re-stock used materials.	
4. Understand problems that may occur with maintaining equipment in good working order.	4.1. Identify problems that may occur with maintaining equipment in good working order and take appropriate action in accordance with organisational procedures.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title		Maintaining Hygiene Standards in Handling and Storing Goods in a Logistics Environment
Level		One
Credit Value		2
Guided Learning Hours (GLH)		18
OCN NI Unit Code		CBF996
Unit Reference No		Y/650/4128
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to maintain hygiene standards in handling and storing goods in a logistics environment		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Be able to confirm health, safety and security issues relating to a goods and storage environment.		1.1. Confirm with appropriate individuals in relation to a goods and storage environment, the following: a) health safety and security b) environmental factors c) special requirements
2. Be able to maintain appropriate standards of personal hygiene and use of appropriate clothing.		2.1. Maintain appropriate standards of personal hygiene required for the handling and storage of goods in given storage environments. 2.2. Use appropriate clothing in correct manner.
3. Be able to maintain the quality and condition of the goods in a warehousing and storage environment.		3.1. Identify any special requirements needed to maintain the safety and quality of goods in storage. 3.2. Maintain quality of goods in storage according to the organisational procedures and practices.
4. Be able to handle goods using correct handling methods and equipment.		4.1. Identify and use correct handling methods and equipment for different types of goods. 4.2. Dispose of waste in accordance with operational procedures.
5. Be able to identify problems with the maintenance of hygiene standards.		5.1. Identify possible problems that may occur when maintaining hygiene standards and appropriate action to be taken to deal with identified problems.
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Making an Effective Contribution to a Business in the Logistics Sector
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBF997
Unit Reference No	A/650/4129
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to make an effective contribution to a business in the logistics sector	
Learning Outcomes	Assessment Criteria
1. Know how to make an effective contribution to a logistics sector business.	1.1. Identify relevant organisational policies and procedures, in relation to making an effective contribution to a logistics sector business including: <ol style="list-style-type: none"> <li>health, safety, and security</li> <li>personal protective equipment</li> <li>your work role</li> <li>quality standards</li> </ol> 1.2. Identify own reporting structures and roles of colleagues. 1.3. Outline methods for improving personal work performance. 1.4. Outline methods for identifying learning needs. 1.5. State the importance of supporting colleagues and impact on productivity. 1.6. Outline 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 organisational policies and procedures, in relation to making an effective contribution to a logistics sector business including: <ol style="list-style-type: none"> <li>health, safety, and security</li> <li>personal protective clothing</li> <li>own work role</li> <li>quality standards</li> </ol> 2.2. Communicate effectively with others to confirm tasks, priorities, and responsibilities. 2.3. Perform work tasks in ways that are consistent with good practice and make an effective contribution to the organisation. 2.4. Demonstrate how to ensure the following is maintained in accordance with organisational requirements: <ol style="list-style-type: none"> <li>personal appearance and hygiene</li> <li>equipment</li> <li>work area</li> </ol> 2.5. Outline own learning needs using feedback from appropriate individuals. 2.6. Identify a realistic learning plan with an appropriate individual. 2.7. Demonstrate how to promptly action requests from others that fall within own responsibility.

### Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Moving or Handling Goods Manually in Logistics Facilities	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBF998	
Unit Reference No	H/650/4130	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to move and handle goods manually in a logistics environment.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Be able to confirm with appropriate people goods that require moving or handling.	1.1. State and use sources of information relating to goods to be moved or handled including: <ul style="list-style-type: none"> <li>a) health and safety</li> <li>b) environmental factors</li> <li>c) special requirements</li> </ul> 1.2. Identify specific hazards in relation to manually handling particular items. 1.3. Outline methods for manual handling.	
2. Be able to manually move or handle the goods.	2.1. State the goods to be moved or handled. 2.2. Demonstrate use of suitable handling methods to move goods safely and correctly including: <ul style="list-style-type: none"> <li>a) Placing and setting down the goods in the required location</li> <li>b) Placing the goods so that they can be easily identified and accessed</li> <li>c) Recognising when assistance is required to move or handle the goods and seek help from appropriate individuals</li> </ul>	
3. Be able to identify any problems with moving or handling goods manually and take appropriate action.	3.1. Identify problems that may occur when moving or handling the goods manually. 3.2. Demonstrate how to take appropriate action to deal with identified problems.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests



Title	Operate Equipment in a Logistics Environment
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBF999
Unit Reference No	J/650/4131
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to operate equipment to perform work requirements in a logistics environment.	
Learning Outcomes	Assessment Criteria
1. Be able to confirm work required and appropriate equipment.	1.1. Identify and confirm with appropriate individuals the following: <ol style="list-style-type: none"> <li>work activities that require operation of equipment</li> <li>equipment to be use</li> <li>appropriate level of training to operate equipment, has been completed</li> </ol> 1.2. Identify Personal Protective Equipment (PPE) to be used when operating equipment.
2. Be able to follow instructions to check that the appropriate equipment is available, safe to use and operational.	2.1. Confirm that equipment is available for use and is set up correctly in accordance with instructions. 2.2. Carry out routine checks before and after using equipment. 2.3. Follow instructions to adjust equipment in accordance with safety and work requirements. 2.4. State common types of defects in relation to equipment to be used.
3. Be able to operate and monitor equipment to maintain safe operation throughout the work activity.	3.1. Use equipment safely in accordance with work requirements, operational and organisational procedures, and practices. 3.2. Use of correct PPE when operating equipment. 3.3. Monitor equipment and report and record any defects or damage to equipment immediately, according to instructions, operational and organisational procedures, and practices.
4. Be able to shut down equipment and complete post operational maintenance procedures.	4.1. Demonstrate how to shut down equipment safely and in accordance with instructions, operational and organisational procedures, and practices. 4.2. Demonstrate post operation maintenance procedures for equipment in accordance with instructions, operational and organisational procedures, and practices.
5. Be able to identify problems with operation of the equipment.	5.1. State problems that may occur when operating equipment and take appropriate action to deal with identified problems.

### Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Placing Goods in Storage in Logistics Operations	
Level	One	
Credit Value	4	
Guided Learning Hours (GLH)	36	
OCN NI Unit Code	CBG000	
Unit Reference No	K/650/4132	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to place goods in storage in logistics operations		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Know how to place goods in storage logistics operations.	1.1. Identify relevant organisational policies and procedures for placing goods into storage in logistics operations including: <ol style="list-style-type: none"> <li>health, safety, and security</li> <li>environmental factors</li> <li>special requirements</li> <li>storage conditions</li> <li>stock rotation</li> </ol> 1.2. Outline different sources and types of information required for placing the goods. 1.3. Identify areas for storing different types of goods. 1.4. State the importance of preparing storage areas before placing goods. 1.5. Identify equipment and facilities required in the area receiving goods. 1.6. Identify correct handling methods for different types of goods. 1.7. Identify problems that may occur when placing goods in storage and appropriate action to be taken to deal with identified problems.	
2. Be able to place goods in storage in logistics operations.	2.1. Outline how to ensure that area is clean, tidy, and clear of obstructions. 2.2. Use correct handling methods and equipment to place goods into storage. 2.3. Identify how to place the goods in correct location for space utilisation, prevent damage and meet distribution requirements. 2.4. Outline how to update stock control records accurately 2.5. Communicate effectively with appropriate individuals regarding monitoring and storage arrangements for goods.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

	A collection of documents containing work that shows the learner's progression through the course	
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Processing Customer Orders in Logistics Operations	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBG001	
Unit Reference No	L/650/4133	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to process orders for customers in logistics operations		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Know how prepare for the processing of orders to customers in logistics operations.	1.1. Outline relevant organisational policies and procedures for processing orders for customers in logistics operations including: <ol style="list-style-type: none"> <li>health, safety, and security</li> <li>personal protective equipment</li> <li>environmental factors</li> <li>special requirements</li> <li>stock control and ordering systems</li> <li>the importance of confidentiality</li> </ol> 1.2. Outline different types of customers. 1.3. Identify information required for processing customer orders. 1.4. Identify problems that may occur when processing orders for customers and appropriate action to be taken to deal with identified problems.	
2. Be able to process orders for customers in logistics operations.	2.1. State how to obtain information to process orders for customers. 2.2. Carry out the processing of customer orders including: <ol style="list-style-type: none"> <li>providing customers with correct delivery information</li> <li>passing orders and invoicing information to the appropriate individuals</li> <li>dealing with enquires relating to processing of orders</li> <li>communicating effectively with different types of customers</li> <li>storing customers' details securely and in accordance with organisational policies and procedures</li> </ol>	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Processing Returned Goods in Logistics Operations	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBG002	
Unit Reference No	M/650/4134	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to process returns in logistics operations		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Know how to process returned goods in logistics operations.	1.1. Outline relevant organisational policies and procedures for processing returned goods in logistics operations including: <ul style="list-style-type: none"> <li>a) health, safety, and security</li> <li>b) personal protective equipment</li> <li>c) environmental factors</li> <li>d) special requirements</li> <li>e) customer rights</li> <li>f) stock recording systems</li> <li>g) scheduling</li> <li>h) waste management</li> </ul> 1.2. Identify the main reasons for goods being returned. 1.3. Outline the process for goods being returned. 1.4. Identify problems that may occur when processing returned goods and appropriate action to be taken to deal with identified problems.	
2. Be able to process returned goods in logistics operations.	2.1. State how to obtain relevant information on the goods being returned. 2.2. Carry out the following in relation to returned goods: <ul style="list-style-type: none"> <li>a) returning the goods to appropriate locations</li> <li>b) updating stock control records accurately</li> <li>c) labelling any goods to be returned to supplier or manufacturer.</li> <li>d) disposing of any waste according to work instructions, requirements, organisational procedures, and practices</li> </ul>	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests



Title	Receiving Goods in a Logistics Environment
Level	One
Credit Value	3
Guided Learning Hours (GLH)	27
OCN NI Unit Code	CBG003
Unit Reference No	R/650/4135
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to receive goods in a logistics environment.	
Learning Outcomes	Assessment Criteria
1. Be able to obtain information and confirm with appropriate individuals goods to be received.	1.1. Identify relevant information regarding goods being received including: <ol style="list-style-type: none"> <li>health, safety, and security</li> <li>environmental factors</li> <li>special requirements</li> </ol> 1.2. Confirm goods to be received with appropriate individuals. 1.3. Outline any hazards or difficulties in moving goods and report them to appropriate individuals.
2. Be able to follow instructions to confirm goods being received.	2.1. Follow instructions to carry out the following: <ol style="list-style-type: none"> <li>receiving goods in line with organisational procedures.</li> <li>confirming goods received match the specifications provided in associated information</li> </ol>
3. Be able to receive goods correctly and safely.	3.1. Confirm the following: <ol style="list-style-type: none"> <li>equipment to be used has been prepared correctly in accordance with instructions, work requirements, operational and organisational procedures, and practices</li> <li>area to be used for receiving the goods is clean and free from obstructions and hazards.</li> <li>goods have been unloaded safely in accordance with storage requirements</li> </ol> 3.2. Use correct handling method and equipment for handling, lifting, moving, and setting down the goods in accordance with safety and organisational procedures and practices.
4. Be able to identify problems when receiving goods.	4.1. Outline problems that may occur when receiving goods and how to take appropriate action to deal with identified problems.

### Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Sorting Goods and Materials for Recycling or Disposal in a Logistics Environment	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBG004	
Unit Reference No	Y/650/4137	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to sort goods and materials for recycling and disposal in a logistics environment		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Be able to prepare goods or materials for recycling or disposal.	1.1. Outline types of goods and materials suitable for recycling or disposal. 1.2. Identify relevant information relating to the goods and materials to be sorted or disposed of including: a) health, safety, and security b) environmental factors c) special requirements 1.3. State how to obtain information from appropriate individuals when there is a difficulty in identifying suitability of if the goods or materials for recycling or disposal.	
2. Be able to sort the goods or materials for recycling or disposal.	2.1. Demonstrate how to sort goods or materials correctly including: a) correctly removing any parts not suitable for recycling. b) handling goods or materials using correct handling methods and equipment c) placing goods or materials suitable for recycling or disposal into correct locations d) preparing goods or materials for further processing according to recycling or disposal specifications	
3. Be able to identify problems with the recycling of disposal of goods and materials.	3.1. Outline problems that may occur with the recycling or disposal of goods and materials and appropriate action to be taken to deal with identified problems.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Using Equipment to Move Goods in Logistics Facilities
Level	One
Credit Value	2
Guided Learning Hours (GLH)	18
OCN NI Unit Code	CBG007
Unit Reference No	J/650/4140
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to use equipment to move goods in a logistics environment	
Learning Outcomes	Assessment Criteria
1. Be able to confirm with appropriate individuals goods to be moved and suitability for lifting.	1.1. Confirm with appropriate individuals the following in relation to goods to be moved: a) goods to be moved b) how goods are to be moved c) equipment to be used d) relevant health and safety regulations within the facility
2. Be able to follow instructions to confirm that the area of work is safe and secure for the movement and transfer of goods.	2.1. Confirm work area is safe and secure for the movement of goods. 2.2. Identify any hazards or difficulties in controlling the movement of goods within the facility and report them to the appropriate individuals.
3. Be able to move goods correctly and safely.	3.1. Confirm with appropriate individuals location for positioning of goods in accordance with work instructions. 3.2. Complete checks on equipment to be used ensuring it has been prepared correctly in accordance with instructions, work requirements, operational and organisational procedures, and practices. 3.3. Use correct methods and procedures to carry out the following: a) handling, lifting, moving, and setting down goods safely and securely. b) setting down and positioning goods in an appropriate way for future use c) operate in a safe and controlled manner with due regard to the surrounding environment 3.4. Outline organisational procedures for dealing with loss or damage to the goods.
4. Be able to identify problems with moving goods.	4.1. Outline problems that may occur when moving goods and appropriate action to be taken to deal with identified problems.

### Assessment Guidance

The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.

Assessment Method	Definition	Possible Content
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

Title	Wrapping and Packing Goods in a Logistics Environment	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBG008	
Unit Reference No	K/650/4141	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to wrap and pack goods in a logistics environment.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Be able to prepare the goods for packing.	1.1. Outline relevant information required for packing the goods including: <ol style="list-style-type: none"> <li>health, safety, and security factors</li> <li>environmental factors</li> <li>special requirements</li> </ol> 1.2. Confirm that goods are packed according to specifications provided in the information. 1.3. Identify types of wrapping and packing materials to be used for packing the goods. 1.4. Identify tools and equipment to be used for packing the goods.	
2. Be able to pack the goods.	2.1. Demonstrate packing of goods including: <ol style="list-style-type: none"> <li>scheduling of packing according to instructions</li> <li>protecting goods from damage while they are being packed</li> <li>using appropriate tools and equipment safely in accordance with organisational procedures</li> <li>labelling the packages with the correct information for further use</li> </ol> 2.2. Demonstrate how goods are packed, wrapped, and sealed using correct type and quantity of packing materials. 2.3. State how waste may be minimised. 2.4. Demonstrate how to dispose of waste materials correctly and promptly.	
3. Be able to identify problems with the packing of the goods.	3.1. Outline problems that may occur when wrapping and packing goods and appropriate action to be taken to deal with identified problems.	
<b>Assessment Guidance</b>		
The following assessment method/s may be used to ensure all learning outcomes and assessment criteria are fully covered.		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the learner's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practise and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests



Title	Using Email	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBG006	
Unit Reference No	D/650/4139	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to use email		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Understand how to use email.	1.1. Outline the structure of email messages. 1.2. Outline routine problems with email. 1.3. Outline common types of malicious software which can affect the use of email including: a) viruses b) spyware c) key loggers and how to keep risks to a minimum. 1.4. Outline the general conventions ('netiquette'), laws and guidelines that affect the use of email.	
2. Be able to use email.	2.1. Demonstrate the sending and receiving of emails. 2.2. Demonstrate the use of email software to manage emails including: a) deleting and saving emails. b) saving attachments c) finding emails 2.3. Demonstrate the application of netiquette to composing and sending emails. 2.4. Format emails. 2.5. Maintain an email address book.	
<b>Assessment Guidance</b>		
The learner can select from the following assessment method/s but should ensure all learning outcomes and assessment criteria are fully covered:		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the student's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practice and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary

Title	Spreadsheet Software	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBG005	
Unit Reference No	A/650/4138	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to use spreadsheet software		
<b>Learning Outcomes</b>		<b>Assessment Criteria</b>
1. Be able to enter and edit data in a spreadsheet and store and retrieve spreadsheet files.	1.1. Outline three different types of spreadsheet data. 1.2. Demonstrate how to enter and edit numerical and other data accurately in at least two different spreadsheets. 1.3. Store and retrieve spreadsheet files effectively.	
2. Be able use spreadsheet functions.	2.1. Use at least three spreadsheet functions to meet calculation and data requirements in at least two different spreadsheets.	
3. Be able to use tools and techniques to present, format and print spreadsheet information.	3.1. Use appropriate tools and techniques to format spreadsheet cells, rows and columns. 3.2. Create an appropriate charts or graphs using given spreadsheet data from two different spreadsheets. 3.3. Use appropriate page layout to present and print spreadsheet information. 3.4. Review information and amend as required.	
<b>Assessment Guidance</b>		
The learner can select from the following assessment method/s but should ensure all learning outcomes and assessment criteria are fully covered:		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the student's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practice and apply skills and knowledge	Record of observation Learner notes/written work Learner log

Title	Developing Computer Skills	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBF992	
Unit Reference No	L/650/4124	
<i>Unit purpose and aim(s):</i> This unit will enable the learner to understand how to perform basic IT tasks.		
<b>Learning Outcomes</b>	<b>Assessment Criteria</b>	
1. Understand computers and software.	1.1. Outline common types of computer hardware and how to use them. 1.2. Outline how to start a computer. 1.3. Outline common software applications and their uses. 1.4. Outline the health and safety issues, laws and guidelines associated with using IT.	
2. Perform basic IT tasks.	2.1. Demonstrate basic IT tasks including: a) turning on a personal computer (PC) b) printing a document c) opening, closing and saving files d) change settings, such as sound volume, date and time 2.2. Demonstrate how to access files on a computer hard drive or local storage media.	
<b>Assessment Guidance</b>		
The learner can select from the following assessment method/s but should ensure all learning outcomes and assessment criteria are fully covered:		
<b>Assessment Method</b>	<b>Definition</b>	<b>Possible Content</b>
Portfolio of evidence	A collection of documents containing work undertaken to be assessed as evidence to meet required skills outcomes OR A collection of documents containing work that shows the student's progression through the course	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion
Practical demonstration/assignment	A practical demonstration of a skill/situation selected by the tutor or by learners, to enable learners to practice and apply skills and knowledge	Record of observation Learner notes/written work Learner log
Coursework	Research or projects that count towards a learner's final outcome and demonstrate the skills and/or knowledge gained throughout the course	Record of observation Learner notes/written work Tutor notes/record Learner log/diary

## Quality Assurance of Centre Performance

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### External Verification

All OCN NI recognised centres are subject to External Verification. External verification visits and monitoring activities will be conducted annually to confirm continued compliance with the conditions of recognition, review the centre's risk rating for the qualifications and to assure OCN NI of the maintenance of the integrity of the qualifications.

The External Verifier will review the delivery and assessment of the qualifications. This will include the review of a sample of assessment evidence and evidence of the internal verification of assessment and assessment decisions. This will form the basis of the EV report and will inform OCN NI's annual assessment of centre compliance and risk. The External Verifier is appointed by OCN NI.

### Standardisation

As a process, standardisation is designed to ensure consistency and promote good practice in understanding and application of standards. Standardisation events:

- make qualified statements about the level of consistency in assessment across centres delivering a qualification
- make statements on the standard of evidence that is required to meet the assessment criteria for units in a qualification
- make recommendations on assessment practice
- produce advice and guidance for the assessment of units
- identify good practice in assessment and internal verification

Centres offering units of an OCN NI qualification must attend and contribute assessment materials and learner evidence for standardisation events if requested.

OCN NI will notify centres of the nature of sample evidence required for standardisation events (this will include assessment materials, learner evidence and relevant assessor and internal verifier documentation). OCN NI will make standardisation summary reports available and correspond directly with centres regarding event outcomes.

## Administration

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### Registration

A centre must register learners within 20 working days of commencement of a qualification.

### Certification

Certificates will be issued to centres within 20 working days of receipt of correctly completed results marksheets. It is the responsibility of the centre to ensure that certificates received from OCN NI are held securely and distributed to learners promptly and securely.

### Charges

OCN NI publishes all up to date qualification fees in its Fees and Invoicing Policy document. Further information can be found on the centre login area of the OCN NI website.

### Equality, Fairness and Inclusion

OCN NI has considered the requirements of equalities legislation in developing the specification for these qualifications. For further information and guidance relating to access to fair assessment and the OCN NI Reasonable Adjustments and Special Considerations policies, centres should refer to the OCN NI website.

### Retention of Evidence

OCN NI has published guidance for centres on the retention of evidence. Details are provided in the OCN NI Centre Handbook and can be accessed via the OCN NI website.

**OCN NI Level 1 Award in Warehousing and Storage**  
**Qualification Number: 610/1509/X**

**OCN NI Level 1 Certificate in Warehousing and Storage**  
**Qualification Number: 610/1508/8**

**OCN NI Level 1 Diploma in Warehousing and Storage**  
**Qualification Number: 610/1507/6**

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Operational start date: 15 September 2022  
Operational end date: 31 August 2027  
Certification end date: 31 August 2028

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