

Qualification Specification:

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**



1. Specification Updates

Key changes have been listed below:

Section	Detail of change	Version and date of Issue
Qualification	Extended to 31 st August 2032	V2.0 – May 2026
Specification	On new format	V2.0 – May 2026

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3. Introduction to Open College Network Northern Ireland (OCN NI)

The Open College Network Northern Ireland (OCN NI) is a UK recognised awarding organisation based in Northern Ireland. We are regulated by CCEA Regulation to develop and award regulated professional and technical (vocational) qualifications from Entry Level up to and including Level 5 across all sector areas. In addition, OCN NI is also regulated by Ofqual to award qualifications in England.

OCN NI is also an educational charity that advances education by developing nationally recognised qualifications and recognising the achievements of learners. We work with centres such as Further Education Colleges, Private Training Organisations, Voluntary & Community Organisations, Schools, SME's and Public Sector bodies to provide learners with opportunities to progress into further learning and/or employment. OCN NI's Strategic Plan can be found on the OCN NI website www.ocnni.org.uk.

For further information on OCN NI qualifications or to contact us, you can visit our website at www.ocnni.org.uk. The website should provide you with details about our qualifications, courses, contact information, and any other relevant information you may need.

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4. About this Specification

This specification details OCN NI's specific requirements for the delivery and assessment of the **OCN NI Level 1 Suite in Warehousing and Storage**.

This specification will provide guidelines for centres to ensure the effective and correct delivery of these qualifications. OCN NI qualification specifications are based on research and engagement with the practitioner community to ensure they provide appropriate skills and knowledge for learners.

The qualification specification will detail the following aspects of the OCN NI Level 1 Suite in Warehousing and Storage.

- **Qualification Features:** this includes the key characteristics and features of these qualifications, such as their intended audience, purpose, and credit value.
- **Centre Requirements:** this details the prerequisites and obligations that centres must fulfil to be eligible to deliver and assess these qualifications. These include guidelines on staff qualifications, resources, and required procedures.
- **Structure and Content:** this details the structure and content of the qualifications including units, and any specific content that learners will be required to study.
- **Assessment Requirements:** this details assessment criteria and assessment methods for these qualifications, ensuring that summative assessment approaches are clear.
- **Quality Assurance:** the quality and consistency of delivery and assessment of these qualifications are of paramount importance to OCN NI. The mandatory quality assurance arrangements including processes for internal and external quality assurance that all centres offering these qualifications must adhere to are detailed.
- **Administration:** guidance on the administrative aspects of delivering these qualifications, including registration, certification, and record-keeping.
- Reference to other handbooks and policies as appropriate to the qualifications.

It is important to note that OCN NI will communicate any significant updates or changes to this specification in writing to our centres. Additionally, we will make these changes available on our official website at www.ocnni.org.uk.

To stay current, please refer to the online version of this specification as it is the most authoritative and up-to-date publication. Be aware that downloaded and printed copies may not reflect the latest revisions.

4.1 Additional Support

OCN NI offers a comprehensive range of support services designed to assist centres in meeting the delivery and quality assurance requirements of OCN NI qualifications. These services include:

- **Specimen Assessment Materials**: These booklets are created to assist learners in demonstrating the fulfilment of assessment criteria and organising the quality assurance prerequisites for each individual unit.
- **Qualification Support Pack**: A support pack has been developed to support centres in the delivery of these qualifications. The pack includes planning and assessment templates, guides to best practice, etc.
- **Professional Development for Educators**: OCN NI provides opportunities for professional development tailored to meet the various needs of practitioners and quality assurance staff. Centres can join our training sessions, available in both face-to-face and online formats, or explore a wealth of training materials by visiting www.ocnni.org.uk
- **OCN NI Subject Advisors**: Our team of subject advisors offers vital information and support to centres. They provide guidance on specification details, non-exam assessment advice, updates on resource developments, and various training opportunities. They actively engage with subject communities through an array of networks to facilitate the exchange of ideas and expertise, to support practitioners to provide quality education programs to learners.

All centres can access information, support and guidance to support the delivery and quality assurance of these qualifications by contacting their designated Business Development Advisor or by contacting us on [Contact Us | OCN NI](#)

5. About these Qualifications

5.1 Qualification Regulation Information

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 Diploma in Warehousing and Storage

Qualification Number: 610/1507/6

Operational start date: 15 September 2022

Review date: 31 August 2032

The qualifications' operational start and end dates define the regulated qualifications' lifecycle. The operational end date is the final date for learner registration, while learners have until the certificate end date to complete the qualifications and receive their certificates.

It is important to note that all OCN NI regulated qualifications are listed on the Register of Regulated Qualifications (RQF), which can be found at [Ofqual Register](#). This register is maintained by Ofqual in England and CCEA Regulation in Northern Ireland. It contains information about qualifications that are regulated and accredited. It is a key resource for learners, employers, and educational institutions to verify the status and recognition of qualifications.

Centres must adhere to administrative guidelines diligently, with special attention to the fact that fees, registration, and certification end dates for the qualification may be subject to changes. It is a centre's responsibility to make itself aware of updates on any modifications to ensure compliance with the latest requirements. OCN NI provides centres with timely updates through various channels including website, newsletters and through this specification. Information on qualification fees can be found on the Centre Login section of the OCN NI website www.ocnni.org.uk.

5.2 Sector Subject Area

A subject sector area is a specific category used to classify academic and vocational qualifications. Subject sector areas are part of the educational and qualifications framework to organise and categorise qualifications. The sector subject for these qualifications is:

Subject Area: 7.1 Retailing and wholesaling

NOS: [Operate equipment for logistics operations](#)

5.3 Grading

Grading for these qualifications is pass/fail.

5.4 Qualifications' Aim and Objectives

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

5.5 Target Learners

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

5.6 Entry Requirements

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

5.7 Progression

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.

5.8 Delivery Language

These qualifications are exclusively available in English. If there is a desire to offer these qualifications in Welsh or Irish (Gaeilge), we encourage you to get in touch with OCN NI. They will assess the demand for such provisions and, if feasible, provide the qualification in the requested language as appropriate.

6. Centre Requirements for Delivering these Qualifications

6.1 Centre Recognition

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

6.2 Qualification Approval

Once a centre has successfully undergone the Centre Recognition process, it becomes eligible to apply for qualification approval. The centre's capability to meet and sustain the qualification criteria will be assessed. Throughout the qualification approval process, OCN NI will aim to ensure that:

- centres possess suitable physical resources (e.g., equipment, IT, learning materials, teaching rooms) to support qualification delivery and assessment
- centre staff involved in the assessment process have relevant expertise and/or occupational experience
- robust systems are in place for ensuring ongoing professional development for staff delivering the qualifications
- centres have appropriate health and safety policies concerning learner equipment use
- qualification delivery by centres complies with current equality and diversity legislation and regulations
- as a part of the assessment process for these qualifications it may be useful for learners to have access to a practical work setting

6.3 Centre Staffing

To offer these qualifications centres are mandated to establish the following roles as a minimum, although a single staff member may serve in more than one capacity*:

- Centre contact
- Programme Co-ordinator
- Assessor
- Internal Quality Assurance (IQA)

*Note: An individual cannot serve as an IQA for their own assessments.

6.4 Tutor Requirements

Tutors responsible for delivering these qualifications are expected to possess a high degree of occupational competency. They should meet the following criteria:

- **Occupational Competency:** Tutors should demonstrate a clear understanding of the subject matter, including up-to-date knowledge. They should also have a minimum of one year's relevant experience in this area. This competence should enable them to effectively impart knowledge and practical skills to learners.
- **Qualifications:** Tutors should hold qualifications at a level that is at least one level higher than the qualification they are teaching. This ensures that they have the necessary academic foundation to provide in-depth guidance and support to learners.

These requirements collectively ensure that learners receive instruction from highly qualified and experienced instructors, thereby enhancing the quality and effectiveness of their educational experience.

6.5 Assessor Requirements

The assessment of these qualifications takes place within the centre and is subjected to OCN NI's rigorous quality assurance procedures. The achievement of individual units is based on the criteria defined in each unit.

Assessors play a pivotal role in ensuring the validity and fairness of assessments. They are required to meet the following criteria:

- **Occupational Competency:** Assessors should possess a high degree of occupational competency in the relevant subject matter. This expertise enables them to accurately evaluate and measure a learner's knowledge and skills. Additionally, they should hold qualifications at a level that is at least one level higher than the qualification and a minimum of one year's experience in the area they are assessing, ensuring their in-depth understanding of the subject matter.
- **Assessment Expertise:** Assessors should have direct or related experience in the field of assessment. This includes knowledge of best practices in designing, conducting, and grading assessments. Their expertise ensures that assessments are both fair and valid.
- **Assessors Qualification:** Assessors should hold or be currently undertaking a recognised assessor's qualification; or must have attended the OCN NI Assessment Training.
- **Comprehensive Assessment Oversight:** Assessors are responsible for evaluating all assessment tasks and activities comprehensively. They must thoroughly review and assess each element to ensure a fair and accurate representation of a learner's skills and knowledge.

These rigorous requirements uphold the quality and integrity of the qualification's assessment process, ensuring that learners receive a fair and reliable evaluation of their competencies.

6.6 Internal Quality Assurer Requirements

The Internal Quality Assurer plays a crucial role in the centre's internal quality assurance processes. The centre must designate a skilled and trained IQA who assumes the role of an internal quality monitor responsible for verifying the delivery and assessment of the qualifications.

The Internal Quality Assurer for these qualifications must meet the following criteria:

- **IQA Expertise:** IQA should have direct or related experience in the field of verification and have at least one year's occupational experience in the areas they are internally quality assuring. This includes knowledge of best practices in designing, conducting, and grading assessments. Their expertise ensures that assessments are both fair and valid.
- **IQA Qualification:** IQA should hold or be currently undertaking a recognised IQA qualification; or must have attended the OCN NI IQA Training.
- **Thorough Evaluation of Assessment Tasks and Activities:** IQA are tasked with conducting in-depth reviews and assessments of all assessment tasks and activities. Their responsibility is to ensure a comprehensive and meticulous oversight of each element to guarantee a just and precise reflection of a learner's abilities and knowledge and to ensure that all assessment and quality assurance requirements are fulfilled.

7. Qualification Structure

7.1 Qualification Purpose

The OCN NI Level 1 Suite in Warehousing and Storage comprises unitised qualifications designed to equip learners with the foundational knowledge, understanding, and practical skills required for roles within the warehousing and storage sector. Assessed on a pass or fail basis, learners are expected to demonstrate a comprehensive understanding of the subject matter and an ability to apply learning in relevant workplace contexts. The qualifications aim to develop awareness of key warehouse operations, health and safety practices, stock handling procedures, and effective working methods within a logistics environment. Through achievement of these qualifications, learners will enhance their employability, build confidence in carrying out warehousing and storage tasks, and establish a strong foundation for progression to further learning, training, or entry-level employment within the logistics and supply chain industry.

7.2 Qualification Level

In the context of the OCN NI Level 1 Suite in Warehousing and Storage it is essential to understand the significance of qualification levels, as they play a pivotal role in assessing the depth and complexity of knowledge and skills required for successful attainment. These qualifications align with Level 1, which signify a basic level of difficulty and intricacy. It's important to note that qualification levels in the educational framework range from Level 1 to Level 8, complemented by three 'entry' levels, namely Entry 1 to Entry 3.

7.3 Qualification Size

Total Qualification Time (TQT)

This represents the total amount of time a learner is expected to spend to complete the qualification successfully. It includes both guided learning hours (GLH) and independent study or additional learning time.

Guided Learning Hours (GLH)

These are the hours of guided instruction and teaching provided to learners. This may include classroom instruction, tutorials, or other forms of structured learning.

OCN NI Level 1 Award in Warehousing and Storage	
Total Qualification Time (TQT):	60 hours
Total Credits Required:	6 credits
Guided Learning Hours (GLH):	54 hours
OCN NI Level 1 Certificate in Warehousing and Storage	
Total Qualification Time (TQT):	170 hours
Total Credits Required:	17 credits
Guided Learning Hours (GLH):	153 hours
OCN NI Level 1 Diploma in Warehousing and Storage	
Total Qualification Time (TQT):	370 hours

Total Credits Required:	37 credits
Guided Learning Hours (GLH):	333 hours

7.4 How to Achieve the Qualifications

To achieve the **OCN NI Level 1 Award in Warehousing and Storage** learners 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.

To achieve the **OCN NI Level 1 Certificate in Warehousing and Storage** learners 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.

To achieve the **OCN NI Level 1 Diploma in Warehousing and Storage** learners 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..

8. Assessment Structure

These qualifications are assessed through internal assessment and each unit is accompanied by specific assessment criteria that define the requirements for achievement.

8.1 Assessment Guidance: Portfolio

The portfolio for these qualifications is designed to provide a comprehensive view of a learner's skills and knowledge. It is a holistic collection of evidence that may include a single piece of evidence that satisfies multiple assessment criteria. There is no requirement for learners to maintain separate evidence for each assessment criterion.

When learners are creating their portfolio, they should refer to the assessment criteria to understand the evidence required.

It is essential that the evidence in the portfolio reflects the application of skills in real-world situations. Learners should ensure that they provide multiple examples or references whenever the assessment criteria require it.

8.2 Understanding the Units

The units outlined in this specification establish clear assessment expectations. They serve as a valuable guide for conducting assessments and ensuring quality assurance efficiently. Each unit within this specification follows a consistent structure. This section explains the operational framework of these units. It is imperative that all educators, assessors, Internal Quality Assurers, and other personnel overseeing the qualification review and familiarise themselves with this section to ensure a comprehensive understanding of how these units function.

- **Title:** The title will reflect the content of the unit and should be clear and concise.
- **Level:** A unit can have one of six RQF levels: Entry, One, Two, Three, Four or Five. All units within these qualifications are Level 1.
- **Credit Value:** This describes the number of credits ascribed to a unit. It identifies the number of credits a learner is awarded upon successful achievement of the unit. One credit is awarded for the learning outcomes which a learner, on average, might reasonably be expected to achieve in a notional 10 hours of learning.
- **Learning Outcome:** A coherent set of measurable achievements.
- **Assessment Criteria:** These enable a judgement to be made about whether or not, and how well, the students have achieved the learning outcomes.
- **Assessment Guidance and Methods:** These detail the different assessment methods within the unit that may be used.
- **Unit Content:** This provides indicative content to assist in teaching and learning.
- **Scope:** This provides possible teaching content.

9. Qualification Summary by Unit

OCN NI Level 1 Award in Warehousing and Storage

Total Qualification Time (TQT) for this qualification: 60 hours

Guided Learning Hours (GLH) for this qualification: 54 hours

In order to achieve the OCN NI Level 1 Award in Warehousing and Storage the learner must successfully 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.

OCN NI Level 1 Certificate in Warehousing and Storage

Total Qualification Time (TQT) for this qualification: 170 hours

Guided Learning Hours (GLH) for this qualification: 153 hours

In order to achieve the OCN NI Level 1 Certificate in Warehousing and Storage, the learner must successfully 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.

OCN NI Level 1 Diploma in Warehousing and Storage

Total Qualification Time (TQT) for this qualification: 370 hours

Guided Learning Hours (GLH) for this qualification: 333 hours

In order to achieve the OCN NI Level 1 Diploma in Warehousing and Storage, the learner must successfully 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.

Unit Reference Number	OCN NI Unit Code	Unit Title	Credit Value	GLH	Level
Mandatory unit					
K/650/4114	CBF987	Health and Safety in the Workplace	2	18	One
Optional units					
L/650/4115	CBF988	Assemble Orders for Dispatch in a Logistics Environment	3	27	One
M/650/4116	CBF989	Contribute to the Provision of Customer Service in Logistics Operations	3	27	One
R/650/4117	CBF990	Develop Effective Working Relationships with Colleagues in Logistics Operations	4	36	One

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

10. Unit Content

10.1 Health and Safety in the Workplace

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

10.2 Assemble Orders for Dispatch in a Logistics Environment

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

10.3 Contribute to the Provision of Customer Service in Logistics Operations

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.	1.1. Outline key aspects of organisational policies and procedures, in relation to the provision of customer services in logistics operations, in relation to: a) health, safety, and security b) personal protective equipment c) maintaining effective customer relations d) personal appearance and hygiene e) reporting procedures and systems f) recording information g) confidentiality h) complaints 1.2. Outline different types of customers in relation to own organisation. 1.3. State the importance of a) promoting the organisation's image positively b) effective communication c) good customer service. 1.4. Identify services available to customers in own organisation. 1.5. Outline the implications of the following for own organisation: a) a negative image b) poor communication c) poor customer service 1.6. State the following: a) own role in dealing with customer complaints and b) the limits of own responsibility 1.7. Identify appropriate individual or individuals to report to when you are unable to deal with a customer enquiry or request.
2. Be able to contribute to the provision of customer services in logistics operations.	2.1. Follow organisational policies and procedures, when contributing to customer services in logistics operations, including: a) health, safety, and security b) personal protective clothing c) maintaining effective customer relations d) personal appearance and hygiene e) reporting procedures and systems f) recording information g) confidentiality h) complaints i) personal appearance and hygiene

- 2.2. Develop and maintain positive relationships with customers including.
- a) communicating effectively with customers
 - b) ensuring that all information available is up-to-date and accurate
 - c) identifying customer needs
 - d) dealing effectively with customer enquiries
 - e) ensuring the customer is promptly informed of any action that is taken
 - f) maintaining customer confidentiality
 - g) updating customer records accurately
 - h) recording customer enquiries and outcomes accurately using the organisation's procedures and systems
 - i) dealing with customer complaints effectively

Assessment Guidance

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

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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

10.4 Develop Effective Working Relationships with Colleagues in Logistics Operations

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: a) health, safety, and security b) quality standards c) confidentiality d) equality and diversity 1.2. State own roles and responsibilities and those of colleagues. 1.3. Outline the importance of a) good communication methods. b) feedback to improve work performance 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: a) confirm tasks, priorities, and responsibilities clearly and accurately with colleagues. b) respond to requests from colleagues that fall within your responsibility. c) report any circumstances that prevent the achievement of quality standards. d) obtain information and assistance from colleagues. e) seek relevant feedback on work achievements and performance from relevant individuals 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

10.5 Developing Computer Skills

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	
Unit purpose and aim(s): This unit will enable the learner to understand how to perform basic IT tasks.		
Learning Outcomes	Assessment Criteria	
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.	
Assessment Guidance		
The learner can select from the following assessment method/s but should 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 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

10.6 Keep Stock at Required Levels in a Logistics Environment

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.		
Learning Outcomes	Assessment Criteria	
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.	
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

10.7 Keep Work Areas Clean in a Logistics Environment

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.		
Learning Outcomes		Assessment Criteria
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 a) health, safety and security requirements b) environmental factors c) special requirements 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: a) using correct PPE and cleaning materials b) protect people from cleaning hazards c) avoiding inconvenience to others during the cleaning process	
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.	
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

10.8 Maintain the Cleanliness of Equipment in Logistics Operations

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.		
Learning Outcomes	Assessment Criteria	
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.	
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

10.9 Maintaining Hygiene Standards in Handling and Storing Goods in a Logistics Environment

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	
Unit purpose and aim(s): This unit will enable the learner to understand how to maintain hygiene standards in handling and storing goods in a logistics environment		
Learning Outcomes		Assessment Criteria
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.	
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	Record of observation Learner notes/written work Learner log

	learners to practise and apply skills and knowledge	
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

10.10 Making an Effective Contribution to a Business in the Logistics Sector

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: a) health, safety, and security b) personal protective equipment c) your work role d) quality standards 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: a) health, safety, and security b) personal protective clothing c) own work role d) quality standards 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: a) personal appearance and hygiene b) equipment c) work area 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

10.11 Moving or Handling Goods Manually in Logistics Facilities

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	
Unit purpose and aim(s): This unit will enable the learner to understand how to move and handle goods manually in a logistics environment.		
Learning Outcomes	Assessment Criteria	
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: a) health and safety b) environmental factors c) special requirements 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: a) Placing and setting down the goods in the required location b) Placing the goods so that they can be easily identified and accessed c) Recognising when assistance is required to move or handle the goods and seek help from appropriate individuals	
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.	
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	Record of observation Learner notes/written work

	outcome and demonstrate the skills and/or knowledge gained throughout the course	Tutor notes/record Learner log/diary
E-assessment	The use of information technology to assess learners' work	Electronic portfolio E-tests

10.12 Operate Equipment in a Logistics Environment

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: a) work activities that require operation of equipment b) equipment to be use c) appropriate level of training to operate equipment, has been completed 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

10.13 Placing Goods in Storage in Logistics Operations

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	
Unit purpose and aim(s): This unit will enable the learner to understand how to place goods in storage in logistics operations		
Learning Outcomes	Assessment Criteria	
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: a) health, safety, and security b) environmental factors c) special requirements d) storage conditions e) stock rotation 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.	
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	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

10.14 Processing Customer Orders in Logistics Operations

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	
Unit purpose and aim(s): This unit will enable the learner to understand how to process orders for customers in logistics operations		
Learning Outcomes	Assessment Criteria	
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: a) health, safety, and security b) personal protective equipment c) environmental factors d) special requirements e) stock control and ordering systems f) the importance of confidentiality 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: a) providing customers with correct delivery information b) passing orders and invoicing information to the appropriate individuals c) dealing with enquires relating to processing of orders d) communicating effectively with different types of customers e) storing customers’ details securely and in accordance with organisational policies and procedures	
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	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

	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

10.15 Processing Returned Goods in Logistics Operations

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	
Unit purpose and aim(s): This unit will enable the learner to understand how to process returns in logistics operations		
Learning Outcomes	Assessment Criteria	
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: a) health, safety, and security b) personal protective equipment c) environmental factors d) special requirements e) customer rights f) stock recording systems g) scheduling h) waste management	
	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: a) returning the goods to appropriate locations b) updating stock control records accurately c) labelling any goods to be returned to supplier or manufacturer. d) disposing of any waste according to work instructions, requirements, organisational procedures, and practices	
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	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

10.16 Receiving Goods in a Logistics Environment

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: a) health, safety, and security b) environmental factors c) special requirements 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: a) receiving goods in line with organisational procedures. b) confirming goods received match the specifications provided in associated information
3. Be able to receive goods correctly and safely.	3.1. Confirm the following: a) equipment to be used has been prepared correctly in accordance with instructions, work requirements, operational and organisational procedures, and practices b) area to be used for receiving the goods is clean and free from obstructions and hazards. c) goods have been unloaded safely in accordance with storage requirements 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

10.17 Sorting Goods and Materials for Recycling or Disposal in a Logistics Environment

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	
Unit purpose and aim(s): This unit will enable the learner to understand how to sort goods and materials for recycling and disposal in a logistics environment		
Learning Outcomes	Assessment Criteria	
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.	
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

10.18 Spreadsheet Software

Title	Spreadsheet Software	
Level	One	
Credit Value	3	
Guided Learning Hours (GLH)	27	
OCN NI Unit Code	CBG005	
Unit Reference No	A/650/4138	
Unit purpose and aim(s): This unit will enable the learner to understand how to use spreadsheet software		
Learning Outcomes		Assessment Criteria
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.	
Assessment Guidance		
The learner can select from the following assessment method/s but should 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 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

10.19 Using Email

Title	Using Email	
Level	One	
Credit Value	2	
Guided Learning Hours (GLH)	18	
OCN NI Unit Code	CBG006	
Unit Reference No	D/650/4139	
Unit purpose and aim(s): This unit will enable the learner to understand how to use email		
Learning Outcomes	Assessment Criteria	
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.	
Assessment Guidance		
The learner can select from the following assessment method/s but should 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 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

10.20 Using Equipment to Move Goods in Logistics Facilities

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

10.21 Wrapping and Packing Goods in a Logistics Environment

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	
Unit purpose and aim(s): This unit will enable the learner to understand how to wrap and pack goods in a logistics environment.		
Learning Outcomes		Assessment Criteria
1. Be able to prepare the goods for packing.		1.1. Outline relevant information required for packing the goods including: a) health, safety, and security factors b) environmental factors c) special requirements 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: a) scheduling of packing according to instructions b) protecting goods from damage while they are being packed c) using appropriate tools and equipment safely in accordance with organisational procedures d) labelling the packages with the correct information for further use 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.
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	Learner notes/written work Learner log/diary Peer notes Record of observation Record of discussion

	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

11. Quality Assurance of Centre Performance

11.1 Internal Assessment

When delivering and assessing these qualifications, centres must align with stakeholders' expectations and address learners' needs by implementing a practical and applied programme. Centres have the flexibility to customise programmes to meet local requirements and establish connections with local employers and the broader vocational sector.

The Assessor should work with the Internal Quality Assurer to ensure that the assessment is planned in line with OCN NI requirements. Assessment Plans must be developed and approved by the Internal Quality Assurer prior to the delivery of the qualification.

All units within these qualifications must undergo internal assessment. Learners must provide evidence that they have appropriately met all assessment criteria required for that grade.

The assessment format for all units involves a task conducted after the delivery of the unit's content, or part of it, if multiple tasks are used. Tasks may exhibit in various forms, encompassing practical and written types. Please refer to 'OCN NI's Assessment Definitions Guide' for additional details.

A task constitutes a distinct activity completed independently by learners, separated from teaching, practice, exploration, and other activities guided by tutors. Tasks are assigned to learners with a specified start date, completion date, and explicit requirements for the evidence to be produced. Some tasks may include observed practical components and require diverse forms of evidence.

A valid assignment will enable a clear and formal assessment outcome, which meets the requirements of the assessment criteria. Assessment decisions are based on the specific assessment criteria given in each unit and set at each grade level. The way in which individual units are written provides a balance of assessment of understanding, practical skills and vocational attributes appropriate to the purpose of qualifications.

It is the Assessor's role to ensure that learners are appropriately prepared for assessment, this begins from induction onwards. Assessors should ensure that learners understand how assessment tasks are used to determine the award of credit, the importance of meeting assessment timelines, and that all learners work must be independently created, where source documents are used this should be appropriately referenced, learners should be aware of what would constitute plagiarism and the possible consequences.

When conducting the assessment, Assessors must ensure they do not provide direct input, instructions or specific feedback which may compromise the authenticity of the work submitted.

Once the Assessor has authenticated the learners work, they must transparently demonstrate the rationale behind their assessment decisions. Once a learner completes all assigned tasks for a unit, the Assessor will allocate a grade for the unit. Refer to the 'Unit Grading Matrix' for additional information on the grading process.

Once the Assessor has completed the assessment process for the task, the assessment decision is recorded formally, and feedback is provided to the learner. The feedback should show the learner the outcome of the assessment decision, how it was determined or where the criteria has been met, it may indicate to the learner why achievement of the assessment criteria has not been met. It must be clear to the learner that this Assessment outcome is subject to verification.

For further information on assessment practice, please see the 'OCN NI Centre Handbook'. Assessment Training is also available and can be booked through the OCN NI Website.

11.2 Internal Quality Assurance

The role of the Internal Quality Assurer is to ensure appropriate internal quality assurance processes are carried out. The Internal Quality Assurer must oversee that assessments are conducted in accordance with relevant OCN NI policies, regulations, and this specification.

The Internal Quality Assurer must ensure assessments are fair, reliable, and uniform, thereby providing a consistent standard for all learners.

Internal Quality Assurers are required to provide constructive feedback to Assessors, identifying areas of strength and those that may require improvement. This feedback contributes to the ongoing professional development of Assessors.

Contributing to the standardisation of assessment practices within the centre is an important function of this role. This entails aligning assessment methods, grading criteria, and decision-making processes to maintain fairness and equity.

Internal Quality Assurers will actively engage in the sampling and monitoring of assessments to ensure the consistency and accuracy of assessment decisions. This process helps identify trends, areas for improvement, and ensures the robustness of the overall assessment system.

For further information on Internal Quality Assurance practice, please see the 'OCN NI Centre Handbook'. Internal Quality Assurance Training is also available and can be booked through the OCN NI Website.

11.3 Documentation

For internal quality assurance processes to be effective, the internal assessment and Internal Quality Assurance team needs to keep effective records.

- The programme must have an assessment and Internal Quality Assurance plan. When producing a plan, they should consider:
 - the time required for training and standardisation activities
 - the time available to undertake teaching and carry out assessment,
 - consider when learners may complete assessments and when quality assurance will take place
 - the completion dates for different assessment tasks
 - the date by which the assignment needs to be internally verified
 - sampling strategies
 - how to manage the assessment and verification of learners' work so that they can be given formal decisions promptly
 - how resubmission opportunities can be scheduled.

The following documents are available from OCN NI and document templates can be found in the Centre Login section of the OCN NI website www.ocnni.org.uk:

- A1 – Learner Assessment Record per Learner
- Learner Authentication Declarations
- Records of any reasonable adjustments applied for and the outcome – please see 'OCN NI's Reasonable Adjustments and Special Consideration Policy' for further information
- M1 Internal Quality Assurance Sample Record
- M2 Feedback to Assessor
- Records of any complaints or appeals

11.4 External Quality Assurance

All OCN NI recognised centres are subject to External Quality Assurance. External quality assurance activities will be conducted to confirm continued compliance with the CCEA Regulation General Conditions of Recognition, OCN NI terms and conditions and the requirements outlined within this qualification specification.

The External Quality Assurer is assigned by OCN NI. The External Quality Assurer will review the delivery and assessment of these qualifications. This will include, but is not limited to, the review of a sample of assessment evidence and evidence of the internal quality assurance of assessment and assessment decisions. This will form the basis of the External Quality Assurance report and will help OCN NI determine the centre's risk.

The role of the External Quality Assurer serves as an external overseer of assessment quality, working to uphold consistency, compliance, and continuous improvement within the assessment process. Their role is crucial in ensuring that assessments are valid, reliable, fair, and aligned with the required standards and regulations.

For further information on OCN NI Centre Assessments Standards Scrutiny (CASS) Strategy, please see the OCN NI Centre Handbook.

11.5 Standardisation

As a process, standardisation is designed to ensure consistency and promote good practice in understanding and the 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 Quality Assurance

Centres offering these qualifications must carry out internal standardisation activities prior to the claim for certification.

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 Quality Assurer documentation). OCN NI will make standardisation summary reports available and correspond directly with centres regarding event outcomes.

12. Administration

12.1 Registration

A centre must register learners for these qualifications within 20 days of commencement of the delivery of the programme.

For further information on learner registration please see the OCN NI Centre Handbook and the QuartzWeb Manual, available through the Centre Login section of the OCN NI website. Administration training is also available and can be booked through www.ocnni.org.uk.

12.2 Certification

Once all internal quality assurance activities have been successfully completed, the centre can claim certification for the learner(s).

Certificates will be issued to centres within 20 working days from completion of a satisfactory external quality assurance activity, if appropriate, alternatively from the submission of an accurate and complete marksheet.

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.

For further information on the uploading of results please see the QuartzWeb Manual for guidance, administration training is also available and can be booked through [OCN NI](#)

12.3 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.

12.4 Equality, Fairness and Inclusion

OCN NI's are committed to ensuring all learners have an equal opportunity to access our qualifications and assessment, and that our qualifications are awarded in a way that is fair to every learner.

OCN NI is committed to making sure that:

- learners with a protected characteristic are not, when they are undertaking one of our qualifications, disadvantaged in comparison to learners who do not share that characteristic
- all learners achieve the recognition they deserve for undertaking a qualification and that this achievement can be compared fairly to the achievement of their peers

For information on reasonable adjustments and special considerations please see the OCN NI Centre Handbook and Reasonable Adjustments and Special Considerations Policy held in the back office of the OCN NI website.

12.5 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**

Operational start date: 15 September 2022

Review date: 31 August 2032

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