

## Distribution and Warehousing - NVQ Level 2

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Accreditation Body: City and Guilds

### Introduction/Summary

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This qualification is for you if you work in a warehouse and you are involved in a range of activities in the warehouse and are able to work without a lot of supervision.

The qualification is designed to cover the many different aspects of warehousing that you may be required to carry out. The topics covered range from health, safety and security to how you work with other people. You will also be able to choose a range of optional topics depending on your role – these may be relating to receiving and storing goods, dispatching and picking orders, dealing with customers or handling machinery and specialist equipment or a combination of any of these.

### Qualification

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To gain this qualification you must be working in a warehousing environment and wish to boost your skills.

To gain a full qualification you will be required to complete 8 units; three of which are mandatory and the other 5 can be chosen from the range of topics described above. These optional units ensure that the qualification matches the job role as clearly as possible.

The assessor will discuss the optional units with each learner.

### The subjects covered within the NVQ are as follows:

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#### Mandatory Units

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- Contribute to maintaining a safe and healthy workplace
- Contribute to keeping the workplace secure
- Work effectively in own organisation

#### Optional Units

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##### Group 1

- Receive goods and materials into storage
- Put goods and materials into storage
- Maintain the quality of goods in storage
- Dispatch goods and materials
- Assemble bulk orders for distribution
- Pick stock and make up orders

- Process orders for goods
- Process returned goods and materials
- Process donated goods for resale or recycling

#### Group 2

- Help customers to choose products
- Provide information and advice to customers

#### Group 3

- Give customers a positive impression of yourself and your organisation

#### Group 4

- Maintain the safety of high risk goods and materials
- Maintain hygiene standards in handling and storing food products
- Operate specialised plant and machinery to performance requirements
- Lift, transfer and position loads

## The following will help you to decide if the award is suitable.

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- The learner must be in a role that gives them some autonomy and responsibility for getting the work done
- The learner will need to be working as part of a team or with other people across the organisation
- The work must sometimes be unpredictable
- The learner's supervisor or manager must be involved in the NVQ and be seen to be supportive of the assessment process
- The learner must be working in a warehouse environment
- The learner must be working safely
- The learner must be aware of the importance of keeping goods secure

It would also benefit the learner if other members of staff were also undertaking the same NVQ