



**METROMAYOR**  
LIVERPOOL CITY REGION



**European Union**

European  
Social Fund

This training is fully funded and provided by the Skills and Apprenticeship Hub Project which is part-funded by the European Social Fund and the Strategic Investment Fund.

The Skills and Apprenticeship Hub is part-funded by the European Social Fund and the Strategic Investment Fund.

Course Name	Certificate in Warehousing and Storage Level 2
Delivery Pattern	<p>All learners will attend one half day enrolment session.</p> <p>A learning plan will be agreed for each learner with the employer that will consider their shift pattern and wider commitments. And will outline how the guided learning hours will be met. This will include a blend of knowledge sessions, observations and formal assessments.</p>
Number of course days:	15 sessions delivered on a one to one in the workplace
Delivery Method	<p>Available in face to face, online and blended learning formats.</p> <p>Practical assessments must be conducted in the workplace.</p>
Course Content	
<p>The Level 2 Certificate in Warehousing and Storage enables individuals to demonstrate their competence and understanding against a set of units based on the needs of the industry. It has been designed to support those involved with distributive operations such as dealing with the handling and storing of goods within a commercial, industrial or remover's warehouse, or freight facility.</p> <p>Learners will achieve modules in:</p> <ul style="list-style-type: none"> <li>• <b>Health, Safety and Security at Work.</b> This unit is for those who take responsibility for their own health, safety and security in the workplace, and monitor the workplace for hazards. The role involves contributing to safety and security in the workplace, taking action in the event of an incident, raising the alarm, following correct procedures for shutdown and evacuation, using emergency equipment correctly and safely, and monitoring the workplace for hazards.</li> <li>• <b>Develop Effective Working Relationships with Colleagues in Logistics Operations.</b> This unit is about developing working relationships with others working in logistics. It deals with supporting colleagues and when to seek support from others, and methods for reducing conflicts with others.</li> <li>• <b>Pick Goods in Logistics Operations.</b> This unit is about picking goods ready for dispatch or to assemble orders. It deals with identifying the goods, being aware of potential problems and the use of appropriate picking equipment.</li> <li>• <b>Process Orders for Customers in Logistics Operations.</b> This unit is about identifying customer order requirements and any problems with the order. It deals with the information that should be passed on to customers and the recording of information.</li> <li>• <b>Maintain Hygiene Standards in Handling and Storing Goods in Logistics Operations.</b> This unit is about maintaining hygiene standards. It deals with personal hygiene standards and the use of appropriate clothing to protect either the operative, the goods or both.</li> <li>• <b>Receive Goods in Logistics Operations.</b> This unit is about receiving goods into logistics facilities. It deals with ensuring the correct goods are received and handled safely ensuring any risks are identified, and that records are kept up to date.</li> </ul>	

- **Moving and/or Handling Goods in Logistics Operations.** This unit is about the movement and/or handling of goods within a single location or between different locations. It deals with identifying hazards that might occur in moving or handling goods safely.
- **Keep Stock at Required Levels in Logistics Operations.** This unit is about checking stock levels to ensure that appropriate levels are maintained, stock rotation and the identification of stock
- **Contribute to the Provision of Customer Service in Logistics Operations.** This unit is about creating and maintaining customer satisfaction and developing relationships through effective communication. It includes understanding business and customer confidentiality, the organisation's image and the limits of own authority when dealing with customers.