



Pearson BTEC Level 2 Certificate Warehousing and Storage Principles

The unit covers the theory required to undertake job roles within the warehousing or storage sector. There are five learning outcomes that cover the following areas: the receipt and storage of goods and materials; processing orders and dispatching goods; delivering customer service; health, safety, security and legislation and effective team working. The purpose of this course is to provide and underpin the knowledge and understanding of those people whose job role is within logistics operations. Job roles could be in warehousing and storage, transport or freight forwarding.

Learning outcomes

1. Understand how to receive and store goods and materials

- Explain the importance of knowing what goods are due and when they are due
- Explain the importance of correctly preparing the receiving area for the goods
- State the importance of checking the quality and quantity of the goods received
- Explain the purpose of an effective stock control system
- Explain the methods and conditions for storing goods
- Explain the importance of reporting and recording variations in deliveries or damage, breakages, quality or out of date items in storage
- State the Personal Protective Equipment used in a Warehouse and Storage environment

2. Understand how to process orders and dispatch goods

- Explain how customer requirements translate into orders
- Identify the documents and systems that are used for checking availability of stock
- Explain the importance of completing the order process accurately and in optimum time
- Outline the procedures for packing items safely, securely and labelling correctly
- Explain the importance of using the correct form of packaging and wrapping
- Identify the types of equipment and handling methods used to assemble orders
- Explain the characteristics and special requirements of goods being dispatched
- Explain health, safety and security considerations when dispatching goods
- State the importance of correctly preparing the dispatch area
- Explain when to use different loading methods
- Outline the requirements of the Lifting Operations and Lifting Equipment Regulations

3. Understand how to deliver effective customer service

- Describe key roles within the supply chain
- State the qualities a customer expects from an individual
- State the qualities an employer expects from an employee
- Explain the listening skills required for dealing with different types of customers
- Describe the benefits to a business of having satisfied customers
- List common causes for customer complaints
- Explain the importance of communicating in an efficient and courteous manner
- Explain the benefits of understanding the stock range
- Explain where to find information about the stock range
- Explain the reasons for keeping up to date with information on stock
- State the reasons for keeping goods clean and in good condition

4. Understand Health, Safety, Security and Legislation

- State the rights of employees according to the Health and Safety at work Act
- Identify the groups of people for which employers are liable in terms of health and safety
- State employees' responsibilities for health and safety
- State the employers' responsibilities for providing clearly defined procedures for health and safety
- Identify sources of information required for maintaining legal requirements
- Explain the importance of risk assessment
- Explain the correct safety procedures for lifting heavy items
- Describe procedures for dealing with emergencies
- Identify the essential contents of an accident report
- State the reasons for carrying out good housekeeping practices
- State the types of security incidents and external threats that may occur
- Explain the importance of monitoring unauthorised access by staff and others
- Explain ways of controlling threatening and/or violent behaviour from others

5. Understand how to be an effective team worker

- Explain the importance of working effectively in a team
- State the importance of following organisational guidelines for communication
- Explain the benefits to an individual of knowing how their role fits within the team and organisation
- Explain the importance of feedback in personal development
- State the resources available for improving own performance
- State the methods available to identify own training needs
- Explain the benefits of a personal development plan to the individual and business
- Explain how to recognise and resolve conflict situations within a team

Prerequisites/Audience

There is no experience or previous qualifications required for enrolment on this course. It is available to support personnel in warehousing, stores, distribution and inventory, as well as other individuals who have interest in the area.

Assessment Method - Written and practical assignments

Start Date: Call us at 876-665-3916 for 2018 Summer Programme Schedule

Registration Fee: J\$1,000.00

Tuition: J\$45,000.00 plus £118.00 for assessment and certification