

Retail & Commercial Enterprise

NVQ Level 2 in Distribution, Warehousing and Storage Operations

Awarding Body: City & Guilds

General Information:

This qualification allows candidates to specialise in distribution and warehousing. The award at level 2 covers the skills required across workplaces in the industry, whilst allowing the candidate to specialise in areas such as the storage and handling of high risk goods and materials.

Course structure:

To achieve a full Level 2 NVQ in Distribution, Warehousing and Storage Operations candidates must achieve a total of **eight** units. This must include **three mandatory** units and **five optional** units.

Mandatory units:

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

Optional units:

Stock storage and order processing

- 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

Promoting products to customers

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

Customer Services

- Give customers a positive impression of yourself and your organisation

Organisational effectiveness

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

Assessment methods:

All candidates are allocated an assessor who will guide the candidate through the process of assessment and portfolio building. PDM's fully trained and qualified assessors base their judgements of competence on the candidate's work and how it compares with the National Occupational Standards.

Typically, the candidate builds a portfolio of evidence, under guidance of the assessor, using a range of assessment methods: observation, oral and/or written questioning, witness testimonies, candidate statements, product evidence and professional discussion.

When all the units have been completed, and the assessor is satisfied that the candidate has met the national standard, the certificate is claimed from the awarding body.

Progression:

Candidates who complete this qualification may be able to progress onto:

- NVQ Level 3 in Distribution, Warehousing and Storage Operations