



Qualification Specification

Highfield Level 3 Diploma in Warehousing and Storage (RQF)

Qualification Number: 600/3312/5

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Highfield Level 3 Diploma in Warehousing and Storage (RQF)

Introduction

This qualification specification is designed to outline all you need to know to offer this qualification at your centre. If you have any further questions, please contact your account manager.

Qualification regulation and support

The **Highfield Level 3 Diploma in Warehousing and Storage (RQF)** has been developed and is awarded by Highfield Qualifications and sits on the Regulated Qualifications Framework (RQF). The RQF is a qualification framework regulated by Ofqual and CCEA Regulation. It is also suitable for delivery in Wales and is regulated by Qualification Wales.

Key facts

Qualification Number:	600/3312/5
Learning Aim Reference:	60033125
Credit Value:	40
Assessment Method:	Portfolio of evidence
Guided Learning Hours (GL):	193
Total Qualification Time (TQT):	400

Qualification overview and objective

The objective of this qualification is to support a role in the workplace. This is a combined knowledge and competence qualification which is aimed at individuals who would like to develop the skills and knowledge necessary to supervise within the warehousing environment. In particular, this level 3 qualification would be most appropriate for senior warehouse persons or team leaders.

This qualification forms the combined knowledge and competence component of the SASE Advanced Apprenticeship in Warehousing and Storage (England). Please see www.afo.sscalliance.org/ for further information. If learners are completing this qualification as part of the SASE Advanced Apprenticeship in Warehousing and Storage (England), they must make sure that when choosing units that they achieve at least 10 credits that are knowledge-based and 10 credits that are competence-based.

It includes the following mandatory content:

1. Contribute to the provision of customer service in logistics operations
2. Provide leadership for your team in logistics operations
3. Supervise the receipt, storage or dispatch of goods
4. Take responsibility for health, safety and security in your team

Optional content will be selected by learners from a wide range of additional units.

Entry requirements

There are no prerequisites for this qualification, however it is recommended that learners have a minimum of level 2 in literacy or equivalent.

This qualification is suitable for learners aged 16+.

Geographical coverage

This qualification is suitable for delivery in England, Wales and Northern Ireland.

Centre requirements

To effectively deliver and assess this qualification, centres must have the following resources in place:

- high-quality teaching and learning resources
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Guidance on delivery

The total qualification time (TQT) for this qualification is 400-hours and of this 193-hours is recommended as guided learning (GL).

TQT is an estimate of the total number of hours it would take an average learner to achieve and demonstrate the necessary level of attainment to be awarded with a qualification, both under direct supervision (forming Guided Learning Hours) and without supervision (all other time). TQT and GLH values are advisory and assigned to a qualification as guidance.

The delivery model for this qualification may be adjusted in accordance with learner needs and local circumstances.

Guidance on assessment

This qualification is assessed by portfolio of evidence with learners achieving either pass or fail. Successful learners will have to demonstrate knowledge, understanding and skills across the breadth of the qualification syllabus. The portfolio of evidence will be internally quality assured by the centre, with external quality assurance engagement and support from Highfield Qualifications. Suggested assessment paperwork is available on the Highfield Qualifications website. If a centre would like to use alternative paperwork, this must be sent to the Quality Support team for approval before delivery commences.

Centres must take all reasonable steps to avoid any part of the assessment of a learner (including any internal quality assurance and invigilation) being undertaken by any person who has a personal interest in the result of the assessment.

Guidance on quality assurance

Highfield Qualifications requires centres to have in place a robust mechanism for internal quality assurance of training delivery and internal assessment processes.

Recognition of prior learning (RPL)

Centres may apply to use recognition of prior learning or prior achievement to reduce the amount of time spent in preparing the learner for assessment.

For further information on how centres can apply to use RPL as described above, please refer to the Recognition of Prior Learning (RPL) policy in the members' area of the Highfield Qualifications website. This policy should be read in conjunction with this specification and all other relevant Highfield Qualifications documentation.

Assessor requirements

Highfield Qualifications requires assessors for this qualification to meet the following:

- Assessors must be occupationally knowledgeable and competent in the occupational area they are assessing where they have sufficient and relevant technical/occupational knowledge/competence in the unit, at or above the level of the unit being assessed.
- Where the candidate uses equipment that requires specific training, or a 'licence' (certificate), for example lift trucks, assessors must have undertaken the specific training, or hold the 'licence' for the type of equipment on which the assessment is to take place*.
- Hold or be working towards a recognised assessing qualification, which could include any of the following:
 - Highfield Level 3 Award or Certificate in Assessing Vocational Achievement; or
 - An assessor qualification such as the A1 Assessor Award; and
- Maintain appropriate continued professional development for the subject area.

*Where the assessor has not undertaken the specific training or does not hold the 'licence' for the type of equipment on which the assessment is to take place, the testimony of an expert witness should be sought. An expert witness must be someone who is both competent on the type of equipment and is working sufficiently closely with the candidate to be able to comment on their operating ability. Competence may be demonstrated by the achievement of a 'licence' or evidence of specific training. The expert witness is not consulted as a professional assessor, but as someone who is expert in the use of the type of equipment being used.

Internal quality assurance (IQA) requirements

Highfield Qualifications requires internal quality assurers for this qualification to meet the following:

- Hold or be working towards a recognised internal quality assurance qualification [or experience], which could include any of the following:
 - Highfield Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice;
 - Highfield Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice;
 - V1, D34 or recognised equivalencies;
- Must have sufficient and relevant technical/occupational familiarity with the units that are to be verified;
- Must understand Highfield Qualifications quality assurance systems and requirements for this qualification; and
- Maintain appropriate continued professional development for the subject area.

Countersigning strategy

While it is a minimum requirement for centres to have the appropriately qualified workforce in place, it is understood that centres may have new personnel that are working towards those requirements. During this period, centres are required to have a robust countersigning strategy in place that supports and validates unqualified assessment/quality assurance decisions, until the point where they meet the requirements as detailed above.

Mapping to National Occupational Standards (NOS)

This qualification maps to the National Occupational Standards for Warehousing and Storage.

Reasonable adjustments and special considerations

Highfield Qualifications has measures in place for learners who require additional support. Please refer to the Highfield Qualifications Reasonable Adjustments Policy for further information/guidance.

ID requirements

It is the responsibility of the centre to have systems in place to ensure that the person taking an assessment is indeed the person they are claiming to be. All centres are therefore required to ensure that each learner's identification is checked before they undertake the assessment. Highfield Qualifications recommends the following as proof of a learner's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card, student ID card, travel card etc.

In the event that a learner is unable to produce any of the forms of photographic identification listed above, a centre may accept another form of identification containing a signature, for example, a credit card. Identification by a third-party representative, such as a line manager, human resources manager or invigilator, will also be accepted.

For more information on learner ID requirements, please refer to the Highfield Qualifications Core Manual.

Progression opportunities

Upon successful completion of this qualification, learners may wish to continue their development by undertaking one of the following qualifications:

- Highfield Level 2 Certificate in Driving Goods Vehicles (RQF)
- Highfield Level 3 Diploma in Driving Goods Vehicles (RQF)

Useful websites

- Skills for Logistics: www.skillsforlogistics.org
- The Institute of the Motor Industry: www.theimi.org.uk
- Road Haulage Association: www.rha.uk.net
- Freight Transport Association: www.fta.co.uk

Appendix 1: Qualification structure

To complete the **Highfield Level 3 Diploma in Warehousing and Storage (RQF)** learners must complete the minimum number of credits from each of the unit groups as outlined below.

If learners are completing this qualification as part of the SASE Advanced Apprenticeship in Warehousing and Storage (England), they must make sure that when choosing units that they achieve at least **10-credits** that are knowledge-based and **10-credits** that are competence-based.

Mandatory group

All units in this group must be achieved, totaling **16-credits**.

Unit reference	Unit title	Level	GLH	Credit
Y/601/7920	1 Contribute to the provision of customer service in logistics operations	2	18	3
T/601/7603	2 Provide leadership for your team in logistics operations	3	20	4
Y/601/7934	3 Supervise the receipt, storage or dispatch of goods	3	20	6
K/601/4875	4 Take responsibility for health, safety and security in your team	3	18	3

Optional Group A

A minimum of **9-credits** from **3-units** *must* be achieved from this group.

Unit reference	Unit title	Level	GLH	Credit
L/615/8600	5 Moving and/or handling goods in logistics operations	2	25	4
H/601/7922	6 Use equipment to move goods in logistics operations	2	18	3
L/601/7932	7 Process returned goods in logistics operations	2	15	3
R/601/7933	8 Sort goods and materials for recycling or disposal in logistics operations	2	10	3
D/601/7935	9 Check stock levels and stock records	2	10	3
J/601/7928	10 Maintain the safety and security of hazardous goods and materials in logistics operations	3	30	6

Optional Group B

A minimum of **4-credits** from **2-units** *must* be achieved from this group.

Unit reference	Unit title	Level	GLH	Credit
R/601/7611	11 Allocate and check work in your team in logistics operations	3	12	3
Y/601/7187	12 Inducting new colleagues into a logistics operation	2	11	2

M/601/7177	13 Manage your own professional development in logistics operations	3	11	2
F/601/7183	14 Recruit, select and keep colleagues in logistics operations	3	16	4
J/601/7184	15 Build and manage teams in logistics operations	3	18	4

Optional Group C

A minimum of **6-credits** from **2-units** *must* be achieved from this group.

Unit reference	Unit title	Level	GLH	Credit
K/601/7596	16 Schedule logistics operations to meet customer requirements	3	18	4
Y/600/7646	17 Arrange the transportation of goods using multiple transport modes	3	26	3
D/600/7647	18 Organise the preparation of documentation for the transportation of goods	3	26	3
M/601/7602	19 Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations	3	15	3

Optional Group D

A minimum of **3-credits** from **1-unit** *must* be achieved from this group.

Unit reference	Unit title	Level	GLH	Credit
M/601/7597	20 Optimise the use of logistics resources	3	15	3
T/601/7598	21 Respond to problems in logistics operations	3	15	3
H/601/7600	22 Improve performance in logistics operations	3	20	4
K/601/7601	23 Minimise the environmental impact of logistics operations	3	15	3

Optional Group E

A minimum of **2-credits** from **1-unit** *must* be achieved from this group.

Unit reference	Unit title	Level	GLH	Credit
D/601/7174	24. Release vehicles for daily tasks	2	12	2
A/601/7599	25. Apply technology in logistics operations	3	18	4
M/601/7180	26. Monitor vehicle movements	2	12	2
A/601/7182	27. Manage the traffic office	3	16	4
T/600/6584	28. Principles of food safety supervision in logistics	3	25	3