

DISTRIBUTIVE OPERATIONS (NVQ LEVEL 1)

DISTRIBUTION AND WAREHOUSING OPERATIONS (NVQ LEVELS 2, 3 AND 4)



NVQ



DISTRIBUTIVE OPERATIONS (NVQ LEVEL 1)

DISTRIBUTION AND WAREHOUSING OPERATIONS

OCR is a new awarding body, established by the University of Cambridge Local Examinations Syndicate and RSA Examinations Board. OCR provides a full range of vocational and academic qualifications.

NATIONAL VOCATIONAL QUALIFICATIONS (NVQ)

NVQs are available for those people involved in Distribution and Warehousing and are awarded by OCR. The organisation responsible for developing these standards are called The Distributive National Training Organisation (DNTO).

NVQs are based on national standards representing a benchmark for all organisations and individuals seeking to achieve quality performance in the distribution sector.

NVQs are based on what a person needs to be able to do and know to be competent in the workplace.

WHAT IS THE STRUCTURE OF THE NVQ?

Level 1

For those whose jobs are fairly predictable and routine, for example, a general stores or warehouse assistant in a shop or department store with limited experience.

Level 2

For those who hold some responsibility and who carry out a range of activities, for example, experienced order clerks and pickers or sales assistants.

Level 3

For those whose work role is of a supervisory nature in distribution and warehousing operations and who carry out a range of activities requiring considerable occupational expertise.

Level 4

For those involved in junior or middle management, e.g. a Warehouse Manager, a Store Manager, or a Floor Manager, depending on their responsibilities.

These NVQs have three types of units:

Mandatory units reflect the fundamental functions involved in these industries. Consequently, mandatory units are compulsory (except for Distribution and Warehousing Operations Level 3) and must be achieved in order for a candidate to gain an NVQ.

Optional units reflect the variety of functions, in addition to the fundamental ones of the mandatory units, performed by people working in the industry. Candidates can select the optional units which are most appropriate for their particular work role.

Additional units are also available, which although not a requirement to the full awards, are available to candidates.

Distributive Operations Level 1

Scheme Code 985

To gain a full award candidates must achieve a total of six units, comprising of five mandatory units and one optional unit

UNIT TITLES

Mandatory Units

- Unit 1 Maintain stock to specified levels
- Unit 2 Move goods and materials manually to designated locations
- Unit 3 Contribute to maintaining a healthy and safe workplace
- Unit 4 Contribute to maintaining the security of the workplace
- Unit 5 Maintain relationships in the workplace

Optional units

- Unit 6 Contribute to the cleanliness and hygiene of the working environment
- Unit 7 Maintain the operational effectiveness of equipment
- Unit 8 Wrap and pack goods for customers
- Unit 9 Monitor and maintain sales stock
- Unit 10 Maintain the condition and appearance of floral products to optimise their sales value

Distribution and warehousing Operations Level 2

Scheme Code 151

To gain a full award, candidates must achieve a total of seven units, comprising of three mandatory units, two optional units from Group 1 plus two optional units from Group 2 (excluding those already achieved as part of Group 1).

UNIT TITLES

Mandatory Units

- Unit 1 Contribute to the maintenance of health and safety in the workplace
- Unit 2 Contribute to the security of the workplace
- Unit 3 Contribute to effective working relationships

ATIONS (NVQ LEVELS 2, 3 AND 4)

Optional Units Group 1

- Unit 4 Receive and verify goods and materials entering storage
- Unit 5 Place goods and materials in storage
- Unit 6 Assemble bulk orders for distribution to customers
- Unit 7 Select stock items and assemble orders for delivery to individual customers
- Unit 8 Meet customers' needs for information and advice
- Unit 9 Process customers' orders for goods

Optional Units Group 2

- Unit 5 Place goods and materials in storage
- Unit 6 Assemble bulk orders for distribution to customers
- Unit 7 Select stock items and assemble orders for delivery to individual customers
- Unit 8 Meet customers' needs for information and advice
- Unit 9 Process customers' orders for goods
- Unit 10 Identify and support improvements to customer service and business operations
- Unit 11 Provide goods from stock on request
- Unit 12 Help customers to choose from stock on request
- Unit 13 Maintain hygiene standards in handling and storing food products
- Unit 14 Operate and maintain the effectiveness of equipment for handling and moving goods
- Unit 15 Despatch goods and materials
- Unit 16 Maintain the quality of goods and materials in storage

Additional Units

National Language Units

Distribution and warehousing Operations Level 3

Scheme Code 1024

To gain a full award, candidates must achieve a total of six units, comprising of three units from Group 1 and three units from Group 2. Unit 4 must be covered from either group.

UNIT TITLES

Mandatory Units Group 1

- Unit 1 Monitor and modify systems and facilities for the receipt of stock
- Unit 2 Monitor and modify systems and facilities for the storage of stock
- Unit 3 Monitor and modify systems and facilities for the despatch of stock
- Unit 4 Contribute to a safe and healthy working environment

Optional Units Group 2

- Unit 4 Contribute to a safe and healthy working environment
- Unit 5 Maintain systems and facilities for distributing stock
- Unit 6 Advise on the implications of planned changes in business operations for distribution and storage services
- Unit 7 Maintain and improve effective working relationships
- Unit 8 Plan, monitor and adjust staffing levels and schedules
- Unit 9 Assess candidate performance
- Unit 10 Assess candidate using differing sources of evidence

Additional Units

National Language Units

Distribution and warehousing Operations Level 4

Scheme Code 1025

To gain a full award, candidates must achieve a total of six units, comprising of five mandatory units and three optional units.

UNIT TITLES

Mandatory Units

- Unit 1 Set up and maintain systems and facilities for the receipt, storage and despatch of stock
- Unit 2 Plan business operations for distribution and storage services
- Unit 3 Maintain the health and safety of the working environment
- Unit 4 Develop teams, individuals and self to enhance performance
- Unit 5 Plan, allocate and evaluate work carried out by teams, individuals and self

Optional Units

- Unit 6 Co-ordinate the maintenance of systems and facilities for distributing stock
- Unit 7 Allocate, monitor and control resources against budgets
- Unit 8 Contribute to the recruitment and selection of personnel
- Unit 9 Organise and monitor the supply of goods and services
- Unit 10 Contracting for supply
- Unit 11 Organise and evaluate the presentation of goods and services
- Unit 12 Assess candidate performance
- Unit 13 Assess candidate using different sources of evidence
- Unit 14 Internally verify the assessment process

Additional Units

National Language Units

THE BENEFITS OF THE NVQ TO AN ORGANISATION:

- demonstrates a commitment to quality and an investment in people
- gives a head start in selecting and/or recruiting the best people because the NVQ clearly indicates what people can do
- flexibility - the NVQ units enable the assessment of competence to take place in the workplace
- provides a beneficial mechanism for auditing and appraising people's skills and achievements in the workplace
- supports an organisation's approach towards continuous improvement
- encourages people to be pro-active
- motivates people to improve and achieve recognised standards
- contributes to the maintenance of safety standards that involve hazards
- Provides access to NVQ related public funding through Training and Enterprise Councils.

THE BENEFITS OF THE NVQ TO AN INDIVIDUAL:

- enables people to gain a nationally recognised qualification at a time and pace to suit individual needs
- enables people to gain accreditation for the competence they have already achieved
- provides an easily accessible progression of qualifications
- enables the candidate to transfer NVQ units of competence to other qualifications
- has no time constraints, which allows candidates to work towards their qualifications at the most appropriate pace.



HOW DO I BECOME INVOLVED IN OFFERING THE NVQ?

If you wish to become involved in offering any of the NVQs discussed in this leaflet you can either:

- apply to become a registered centre with OCR
- or
- become affiliated with an OCR registered centre.

To become an OCR registered Centre you need a Centre application form (VQ1) for completion and return to OCR Registry, Coventry.

You also need a copy of QCA's Common Accord Criteria and the "OCR Notes for Guidance - Vocational Qualifications" (L526), available free from OCR Information Bureau, Coventry.

Before making an application to become a Centre you should also purchase a scheme book from OCR Information Bureau.

This gives you a full copy of the relevant standards and accompanying guidance.

An evaluation visit will then be arranged to ensure that all of the Centre approval criteria are met.

Once your organisation has been given approval to offer an NVQ at the levels you requested, OCR will automatically issue you with a form which will enable you to register your candidates.

The candidate registration fee includes a Cumulative Assessment Record (CAR) which is the candidate's formal record of assessment.

When the candidate has satisfactorily completed all of the elements in all of the units needed to achieve an NVQ they can apply to OCR for an NVQ certificate.

Alternatively, a unit certificate will be issued for candidates who have achieved some complete units, but not enough to achieve a full NVQ.

QUALITY ASSURANCE

An External Verifier will be appointed by OCR to every Centre. The External Verifier's role is to offer support and advice to Centres on the organisation and delivery of the scheme as well as ensure that the Centre's quality assurance mechanism is working. External Verifiers will wish to see a representative sample of candidates' Assessment Records and evidence during Centre visits.

WHAT FURTHER SUPPORT DOES OCR OFFER?

OCR has a nationwide structure of Regional Offices available to give guidance and support to Centres. Regional Offices can be contacted on the following telephone numbers:

OCR North Tel: 0113 246 1026

OCR Midlands-Anglia Tel: 0121 200 2477

OCR South East Tel: 020 7256 7819

OCR South West Tel: 01225 423399

OCR Wales Tel: 01248 671681

OCR Northern Ireland Tel: 028 90 669797



WHAT DO I DO NEXT?

Ask OCR Information Bureau on 024 76 470033 for further information or e-mail: cib@ocr.org.uk

Full scheme books for each level of the NVQs containing the standards and guidance on implementation are available to purchase:

Distributive Operations Level 1 (L97)

Distribution and Warehousing Operations Level 2 (L96)

Distribution and Warehousing Operations Level 3 & 4 (L88)

The OCR Fees Booklet (A250) includes charges for centre evaluation, candidate registration and certification - ask OCR Information Bureau for a copy.

The leaflet Becoming an NVQ Centre: Steps to Implementation (N61) will be useful to organisations considering applying to OCR to become a centre.

Full details of how to apply is given in Notes for Guidance (L526) which is included in the Centre Approval Pack available from OCR Information Bureau.

We have a team of Regional Business Development Managers who offer advice and information to organisations interested in becoming an OCR Centre.

OCR (Oxford Cambridge and RSA Examinations)
Westwood Way
Coventry
CV4 8JQ

OCR Information Bureau

(Vocational Qualifications)
Telephone: 024 76 470033
Facsimile: 024 76 468080
Email: cib@ocr.org.uk

www.ocr.org.uk

Oxford Cambridge and RSA Examinations
is a Company Limited by Guarantee
Registered in England
Registered Office: 1 Hills Road, Cambridge, CB1 2EU
Registered Company Number: 3484466
OCR is an exempt Charity

OCR (Oxford Cambridge and RSA Examinations)
Head Office
Telephone: 01223 552552
Facsimile: 01223 552553



INVESTOR IN PEOPLE