



GQA Level 2 Certificate in Glass and Glass  
Related Distribution and Warehousing

**Qualification Number**  
600/3900/0

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**GQA Qualifications, Unit 1, 12 O'Clock Court, Attercliffe Road, Sheffield, S4 7WW**  
**Tel: 0114 272 0033/272 0080**  
**Email: [info@gqaqualifications.com](mailto:info@gqaqualifications.com) Website: [www.gqaqualifications.com](http://www.gqaqualifications.com)**

# PERSONAL COMPETENCE SUMMARY

Name	Company/Centre
Job Title	GQA Registration Number

		UNITS OF COMPETENCE		ASSESSOR SIGNATURE Performance and knowledge assessment completed and supplemented with evidence overtime	DATE
Unit Number	Mandatory Units	Level	Credit		
GDW001 M/503/6186	Health and Safety in Glass and Glass related Distribution and Warehousing	2	5		
AG3 A/600/7364	Communicating and working with others in the Glass & Related Working Environments	2	3		
GDW005 T/503/6187	The Principles of Glass and Glass Related Distribution and Warehousing	2	6		
<b>Optional Units of Credit – Candidates must achieve a minimum of 10 credits from the group of optional units</b>					

RELIABLE EVIDENCE: The forms of evidence available include ( mark as appropriate)

Observation in the workplace   
 Records of prior experience   
 Testimonial(s)   
 Work records

Assessment of knowledge   
 Witness statement(s)   
 Photographic evidence   
 External testing

Passport Style  
Candidate Photo  
(Mandatory)

## COMPETENCE COMPLETION SIGNATURES

By signing here, the Candidate and Assessor confirm that evidence presented is authentic and that the assessments took place in accordance with the relevant assessment strategy. Details of the assessments and evidence must be recorded in the assessment decision record/summaries at the end of each unit.

	Name and Signature	Date
Candidate		
Lead Assessor		
Internal Verifier		
EQA		

# Introduction to the Qualification

## Who is this Qualification for?

This qualification is aimed at those who undertake activities in the Distribution and/or Warehousing of glass and glass related products. This could include those involved in receiving products, storing them in the warehouse, and handing over goods to customers, either in the Organisation's premises or by delivery vehicle. The qualification has been written in a way to allow employees from companies of all sizes and specialisms equal opportunity to complete.

It is not expected that candidates working in this specialist part of the glass industry all do the same activities: the qualification is structured to ensure that there is a high degree of flexibility in qualifications.

The standard covers the most important aspect of the job. This qualification is at Level 2, although some units may be at different levels, and should be taken by those who are fully trained to deal with routine assignments. Candidates should require minimum supervision in undertaking the job.

There is also a Level 3 qualification in Glass and Glass Related Distribution and Warehousing, please visit the GQA website at [www.gqaqualifications.com](http://www.gqaqualifications.com) for information.

*Candidates for this qualification will primarily be involved in:*

Receiving, storing and distributing glass and glass related products.

*Candidates are likely to have jobs entitled:*

- Warehouse operative
- Picker
- Warehouse person
- Delivery driver
- Warehouse supervisor
- Order picker
- Warehouse assistant
- Packer
- Materials handler
- Stores person
- Stock handler

## What is required from candidates?

GQA qualifications are made up of a number of units that have a credit value or credits.

The units are made up of the things you need to know and the things you need to be able to do to carry out your job safely and correctly. These are called Learning Outcomes, and all must be met to achieve the units.

These credits must be achieved in the correct combination from mandatory and optional units. Candidates should achieve all of the mandatory units listed below, which have a total credit value of 14, plus a minimum of 10 credits from the group of optional units. This gives the qualification a minimum credit value of 24 credits.

Unit Ref	Title	Level	Credit
<b>Mandatory Units</b>			
GDW001	Health and Safety in Glass and Glass related Distribution and Warehousing	2	5
M/503/6186			
AG3	Communicating and working with others in the Glass & Related Working Environments	2	3
A/600/7364			
GDW005	The Principles of Glass and Glass Related Distribution and Warehousing	2	6
T/503/6187			
<b>Optional units (a minimum of 10 credits must be achieved)</b>			
GDW002	Receive, Handle and Store Glass and Glass Related Products into the Warehouse	2	5
R/503/6164			
GDW004	Select and prepare glass and glass related products for delivery	2	7
M/503/6169			
GDW006	Deliver Glass and Glass Related Products to Customers in the Glass Distribution Working Environment	2	5
A/503/6174			
GDW007	Select and Handover Glass and Glass related products to customers in Glass Distribution/Warehousing working Environment	2	5
F/503/6175			
GDW008	Preparing Bulk deliveries of Glass and Glass related products	2	5
J/503/6176			

GDW009	Dealing with Customer Returns of Glass and Glass Related Products	2	4
L/503/6177			
GDW003	Carry out Quality Checks in Glass and Glass Related Distribution and Warehousing	2	5
R/503/6178			
GDW013	Use of Mechanical equipment in the Glass Distribution and Warehousing working Environment	2	5
Y/503/6179			
GDW015	Environmental Issues in the Glass and Glass Related Working Environment	2	3
L/503/6180			

Achieving the combination of Mandatory units and the correct choice of Optional credits will mean the qualification has been completed and GQA will provide the Diploma with the qualification title. Where a candidate has completed additional credits the Diploma will list these as “additional credits”, in cases where the candidate has not completed the full qualification and will not go on to do so, a Certificate of credit can be issued for the credits achieved.

### Assessment guidance

Evidence should show that you can complete all of the learning outcomes for each unit being taken.

### Types of evidence:

Evidence of performance and knowledge is required. Evidence of performance should be demonstrated by activities and outcomes, and should be generated in the workplace only, unless indicated under potential sources of evidence (see below). Evidence of knowledge can be demonstrated through performance or by responding to questions.

### Quantity of evidence:

Evidence should show that you can meet the requirements of the units in a way that demonstrates that the standards can be achieved consistently over an appropriate period of time.

### Potential sources of evidence:

The main source of evidence for each unit will be observation of the candidate’s performance and knowledge demonstrated during the completion of the unit. This can be supplemented by the following types of physical or documentary evidence:

- Accident book/reporting systems
- Safety records
- Training records
- Audio records
- Job specifications and documentation
- Delivery Records
- Witness testimonies
- Correspondence with customers
- Notes and memos
- Photo/video evidence
- Work diaries
- Timesheets
- Telephone Logs
- Meeting records
- Records of toolbox talks
- Equipment
- Prepared materials and sites
- Completed work

**Please Note that photocopied or downloaded documents such as manufacturers’ or industry guidance, H&S policies, Risk Assessments etc, are not normally acceptable evidence for GQA qualifications unless accompanied by a record of a professional discussion or Assessor statement confirming candidate knowledge of the subject. If you are in any doubt about the validity of evidence, please contact your GQA EQA.**

# GQA Qualification Implementation Requirements covering Centre Approval, Candidate Assessment and ongoing Quality Assurance

This document indicates the requirements of Approved Centres delivering GQA qualifications and / or units of credit.

## 1. Equality of Opportunity

Equality of access to fair and valid assessment is necessary for all candidates undergoing assessment. This may mean making reasonable adjustments to normal assessment methods for candidates with particular or special assessment requirements. Candidates work patterns should not become a barrier to assessment, the organisation of which may have to be flexible. In the same way, reasonable adjustment arrangements may be necessary for candidates with a disability. For example, a candidate who is unable, through disability, to produce oral or written evidence, may be allowed to use the method they normally use as a substitute for the required form of communication. Reasonable adjustments need to be approved by GQA.

## 2. Recognised/Approved Assessment Centres

2.1 Individual centres must be approved by GQA to offer specific qualifications and / or units of credit. A centre may be a single organisation or a partnership of two or more organisations. It may operate at a single location or have satellites. For further details see the GQA booklet "Guide to Centre Approval". The Centre Approval process is carried out by a GQA approved EQA. Each Centre must maintain a centre file. It is important to be clear what the steps in the assessment process are:

- plan evidence collection and opportunities for assessment
- collect evidence
- judge evidence
- determine whether sufficient evidence has been presented
- make an assessment decision and give feedback to the candidate

**NB Any deviation from the norm must be approved by a GQA EQA**

### 2.2 Assessors and Verifiers

All Assessors of candidate performance must be competent, to make qualitative judgements, both in the skills they are assessing and in the assessment of candidates and hold the appropriate Assessor national award. Assessor occupational knowledge related to the qualifications being assessed is essential and must be illustrated to GQA prior to approval.

Internal Verifiers are responsible for the quality assurance of the assessment process within a centre. They should have a relevant occupational background, be competent in internal verification and hold the Internal Verifier national award. It is recommended that Internal Verifiers work towards national recognition of assessor competence.

EQAs are responsible for ensuring accurate and consistent standards of assessment across centres, qualifications, units of credit and over time. They should have a relevant occupational background, be competent in external quality assurance and hold the relevant national external quality assurance award. GQA will approve and licence all individuals involved in the assessment and verification of its approved qualifications and / or units of credit. Individuals who are working towards the Assessor or Internal Verifier national awards can only be provisionally licensed. The judgement of provisional licence holders will need to be agreed/authorised by a fully qualified and GQA licensed individual who cannot carry out a dual role in relation to a specific candidate.

All GQA Assessors and Verifiers must undertake a minimum of 2 significant CPD activities in both occupational areas and assessment and verification. Reflective CPD records must be maintained and made available to GQA EQA's for review.

### 2.3 Centre Approval, Monitoring Reviews and Quality Assurance

The centre recognition/approval process is the start of a significant part of the awarding body's quality assurance system. The Approval process will begin with an EQA review of centre procedures to ascertain the potential centres ability to deliver GQA qualifications and / or units of credit. Centres will be expected to meet the relevant regulatory authority criteria for delivery of qualifications prior to initial approval; continued compliance with the criteria will be monitored through regular EQA visits. It is recommended that centre reviews are conducted at minimum every six months by a GQA EQA.

New or multi-site centres may be required to undertake quarterly or more frequent EV reviews to ensure that different

locations can be seen to satisfy the national requirements.

GQA will ensure that unacceptable barriers relating to the assessment and internal verification of candidates in small companies do not deny recognition of competence to competent young workers. In such circumstances, GQA will demonstrate that its quality assurance procedures remain sufficient and rigorous to ensure that the competence outcomes have standing and credibility in the occupational area.

Enhanced quality procedures to ensure consistency of assessment and verification will be necessary and will include:

- a high level of sampling of assessment decisions N.B. In some instances the EQA may visit each assessment location and qualification / unit of credit candidate (e.g. single candidates dispersed throughout different small companies on government funded programmes)
- an in-depth scrutiny of assessment plans, materials and records
- specific centre guidance aimed at the successful implementation of qualifications and / or units of credit in SMEs via approved centre partnerships. This can include guidance on the quantity and quality of valid, authentic, and transferable evidence expected to be attributed to individual candidates
- ensuring centres are following the requirements prescribed in any appropriate assessment strategies and applicable codes of practice
- the identification and publication of good practice in centres

As part of the Quality Assurance process Proskills require an Enhanced external quality assurance process. This will be in the form of 1 significant underpinning knowledge question answered by the candidate for each unit of the qualification. The questions will be decided by GQA, and guideline answers must be submitted for approval and once approved kept in the Centre File to allow independent assessment

### **3. Qualification / Unit of Credit Candidates**

All candidates must register with a GQA recognised/approved centre. The centre must maintain appropriate candidate personal details for external audit purposes etc.

The centre will provide candidates with advice and guidance on how to prepare for assessment and allocate an Assessor who will assess candidate ability to meet the requirements of the relevant qualifications / unit of credit. It is the candidate's responsibility to demonstrate competence and to do this they must:

- prove they can consistently meet all the qualification and / or unit of credit criteria
- provide evidence from work, that they can perform competently in all the contexts specified in the qualification / unit of credit requirements
- prove that they have the knowledge and understanding required to perform competently, even where they have not provided evidence from the workplace

It is therefore critical that quality evidence is provided in a format to allow the Assessor to make a decision and for the Internal Verifier to audit/verify his/her decision.

### **4. Evidence**

A qualification and / or credit is awarded when a person has achieved the necessary outcomes of the qualification and / or unit of credit.

The specific combination of units necessary to achieve a qualification is detailed in the qualification structure. Certificates of Unit Credit can be awarded when candidates achieve any one, or more, units from the qualification.

The evidence the candidate brings forward is primarily evidence of performance of what he/she can do, not just what he/she knows. The assessment criteria / qualification requirements are described within the qualification and / or unit of credit itself and can incorporate practical skills and knowledge.

The assessor's role is to judge each relevant item of evidence. Each must be judged against the qualification and / or unit of credit requirements. It is not sensible to collect evidence against individual criteria. Nor is it effective. If items of evidence were collected for each of the criteria, the candidate may have to produce many items of evidence, well above the number actually required. GQA recommend holistic assessment.

When judging each item of evidence, the assessor is deciding whether the evidence:

- is authentic – i.e. actually produced by the candidate
- meets the criteria
- relates as appropriate to a context defined within the qualification and / or unit of credit
- confirms that the candidate has the required underpinning knowledge

When the assessor makes a decision about the candidate's competence, he or she examines all the evidence available to determine:

- if the evidence, as a whole, covers all the evidence of achievement
- whether the evidence indicates consistency in competent performance
- whether there is enough evidence on which to base an inference of competence

The answer can only be:

- yes (the candidate is competent)

- no (the candidate is not yet competent)
- there is insufficient evidence to make a decision

Consistency means that the individual is likely to achieve the standard in their work role, in the different activities defined in the qualification and / or unit of credit over time and range of work. The assessor must judge how long a time period is enough to be confident that the candidate can perform reliably to the standard. Unsupported evidence i.e. based on a single assessment/visit will not normally prove consistency.

### Performance evidence

Performance evidence can be what the individual actually produces, or the way the individual achieves the standard. One is called product evidence and the other process evidence.

Product evidence is tangible – you can look at it and feel it. Products can be inspected and the candidate can be asked questions about them.

In order to make a fair and objective assessment, the assessor must be able to answer the question: Is there sufficient evidence that the candidate can consistently meet the requirements of the qualification and / or unit of credit?

Process evidence describes the way the candidate has achieved an outcome – how they went about it. This may be, for example, the way the quality of products is checked or the way customer complaints are handled. This usually means observing the candidate in action.

Performance evidence may cover a number of outcomes. It makes sense to plan evidence collection so that what the candidate does, in the normal course of their job, can be related to different outcomes and units. The activities that clearly link to the qualification and / or unit of credit requirements are the things to concentrate on when planning evidence collection and assessment and when monitoring the candidate's progress. Look for opportunities in the candidate's job when evidence can be collected against a number of units at the same time.

Performance evidence can be:

- Naturally occurring – evidence produced in the normal course of work. Evidence of this sort is usually of high quality and reliable. It is also cost effective to collect naturally occurring evidence
- Taken from previous achievements – the candidate may be able to bring forward evidence from previous work experience to show that they are still competent to the standard.
- Evidence of prior achievement can be used when it can be shown to support a judgment that the candidate can still achieve the standard. So, the assessor must be satisfied that the evidence of prior achievement is sufficiently reliable to justify saying that the candidate is currently competent.
- Simulated – from circumstances specially designed to enable the candidate's performance to be assessed. Simulation is generally not acceptable. The exceptions to this are:
  - o Dealing with emergencies
  - o Dealing with accidents
  - o Certain pre-approved real time simulators
  - o Limited other procedures that cannot be practically performed in the workplace, and for which sufficient evidence can be collected through other means.

**NB: It is not always possible or feasible to collect naturally occurring evidence. It is likely that some simulation may be needed, when it may take too long to wait for the evidence to arise e.g. it may be an aspect of performance which occurs infrequently. An example of this may be evidence of how to deal with emergencies i.e. it makes sense to look for evidence from sources other than naturally occurring ones, rather than for, say, waiting for the building to burn down. Centres must obtain GQA EQA approval prior to the use of simulation.**

### Knowledge evidence

Being able to achieve a standard requires the ability to put knowledge to work. The qualification and / or unit of credit indicates the knowledge each person should use if they are to perform competently.

It should not be necessary to test all of the candidate's knowledge separately; however, any exception to this would be detailed in the relevant Assessment Strategy. Performance evidence could show that the candidate knows what he or she is doing. When this is not the case, or if the assessor is not convinced from the performance evidence, it may be necessary to check the individual's knowledge separately.

Oral or written assessments must clearly provide a suitable means of checking the breadth and depth of an individual's knowledge. Assessors will need to judge the best mix of knowledge evidence according to individual circumstances. Knowledge evidence is useful when deciding the quality of performance evidence, but must not be used in isolation to judge competence or as an alternative to performance evidence. Care must be taken that candidate evidence is auditable and verifiable.

**NB: These Qualification implementation guidelines are generic across the full range of GQA qualifications. Further guidance on acceptable evidence on each qualification will be found in the Introduction to the Qualification section of the candidate booklet**



# Candidate Declaration

Candidate Name.....

Centre/Company Name.....

Assessor(s) Name(s).....

I acknowledge receipt of this copy of GQA qualification booklet. The unit structure provides information on which units must be achieved to be awarded the qualification. The individual units detail the necessary requirements etc that I must achieve.

I understand that I will have an important role in preparing for and planning assessments and with guidance from the Assessor I will collect and record relevant evidence.

I have been informed of the appeals system, should I want to appeal against any part of the assessment process.

I understand the assessments will be carried out with regard to the company's/centre's Equal Opportunities Policy.

Candidate signature.....

Date.....



<b>M/503/6186</b>	<b>Health and Safety in Glass and Glass related Distribution and Warehousing</b>	<b>Level 2</b>	<b>5 Credits</b>
<b>GDW001</b>			

The aim of this unit is to provide the learner with the knowledge and skills to be able to work safely in the glass distribution and warehousing working environment, by being aware of hazards, risks, regulations and safe working practices. The learner will also need to know the correct actions should an accident or emergency occur.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Know the acts, regulations and guidelines that apply to the glass distribution and warehousing working environment.	1.1 Under the Health and Safety at Work Act 1974, describe: <ul style="list-style-type: none"> <li>the Employees primary legal responsibilities</li> <li>the Employers primary legal responsibilities</li> </ul>			
	1.2 Explain the meaning and purpose of COSHH regulations.			
	1.3 Explain the meaning and purpose of the Manual Handling Regulations.			
	1.4 Explain the meaning and purpose of 2 of the following: <ul style="list-style-type: none"> <li>Working at Height regulations</li> <li>PUWER</li> <li>LOLER</li> </ul>			
	1.5 Explain how to obtain further accurate information on Health and Safety acts, regulations and guidelines.			
2. Know how to carry out an assessment of hazards and risks in the working environment and the types of hazards or risks that can occur.	2.1 Describe their work place, indicating the guidance documents relating to safe working.			
	2.2 Describe the steps in carrying out a risk assessment.			
	2.3 Give 3 examples of risks or hazards that can occur in the working environment and how to minimise each risk, to include hazardous chemicals.			
	2.4 Explain the actions required when discovering unsafe working conditions, including the reporting systems.			
3. Be able to identify hazards and assess risks in the glass distribution and warehousing working environment.	3.1 Carry out a risk assessment of the glass distribution and warehousing working environment.			
4. Know how to adopt safe working practices.	4.1 Explain how to obtain instructions for the use of equipment in the work area.			
	4.2 Describe three tasks in the work area and the equipment and personal protective equipment used.			
	4.3 Explain what to do if the required PPE or equipment is not fit for purpose.			
	4.4 List any equipment that has restrictions on who can use it.			
	4.5 Explain the procedures to follow to ensure safe movement of vehicles in and around the working environment.			
5. Be able to adopt and adhere to safe working practices.	5.1 Follow Company guidelines on the safe handling of products and materials.			
	5.2 Select and use personal protective equipment in accordance with Company guidelines.			
6. Know how to ensure there is no unauthorised or unsafe access to the working areas.	6.1 Explain who is authorised to enter the work area.			
	6.2 Explain how to establish if a person is authorised to enter the work area.			
	6.3 Explain how to ensure that authorised people entering the work area are kept safe.			

<b>M/503/6186</b>	<b>Health and Safety in Glass and Glass related Distribution and Warehousing (continued)</b>	<b>Level 2</b>	<b>5 Credits</b>
<b>GDW001</b>			

7. Know what to do in the event of accidents or emergencies.	7.1 Describe the Company procedures to follow in the case of an accident.			
	7.2 Describe the Company procedure to follow in the case of an emergency.			
	7.3 Describe the Company procedure for evacuating workers and visitors.			
	7.4 Describe the Company procedure for reporting and recording accidents and emergencies.			
	7.5 List the types and uses of fire extinguishers.			

**Assessor comments/feedback**

<b>A/600/7364</b>	<b>Communicating and Working with Others in the Glass and Related Working Environments</b>	<b>Level 2</b>	<b>3 Credits</b>
<b>AG3</b>			

The aim of this unit is to provide the learner with the knowledge and skills to communicate and work effectively with others in the glass and related working environments.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Know what information to share with colleagues on your job role and why this is important.	1.1 Give 3 examples of information linked to your job role that needs to be shared with colleagues.			
	1.2 Explain why sharing information with colleagues is important.			
2. Be able to share information with colleagues.	2.1 Share information with colleagues using different methods, for example: <ul style="list-style-type: none"> <li>• Face to face conversations</li> <li>• Company systems</li> <li>• Written notes</li> <li>• Drawings/sketches</li> <li>• Telephone (voice or text)</li> <li>• Email</li> <li>• Internet</li> </ul>			
3. Know why it is important to respond promptly to requests.	3.1 Explain why it is important to respond promptly to requests from colleagues and customers and give 3 examples.			
4. Be able to respond promptly to requests from colleagues.	4.1 Respond promptly to requests from colleagues and/or customers to include the provision of: <ul style="list-style-type: none"> <li>• Information</li> <li>• Physical assistance</li> <li>• Advice</li> </ul>			
5. Know why good working relationships with colleagues are important and how barriers to this can be overcome.	5.1 Explain why good working relationships are important.			
	5.2 Give 3 examples of problems in developing and maintaining good working relationships with colleagues and suggest solutions.			
6. Be able to develop and maintain good working relationships with colleagues.	6.1 Develop and maintain good working relationships with colleagues.			

**Assessor comments/feedback**

<b>T/503/6187</b>	<b>The Principles of Glass and Glass Related Distribution and Warehousing</b>	<b>Level 2</b>	<b>6 Credits</b>
<b>GDW005</b>			

The aim of this unit is to provide the learner with the knowledge of warehouse layout and purpose, job roles and responsibilities. A basic understanding of equipment, storage conditions, methods, stock identification, stock levels and stock rotation is also necessary to meet the unit aims.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Understand the layout and purpose of the warehouse.	1.1 Identify the areas in the warehouse and the products kept there.			
	1.2 Describe the part each area plays in the warehousing process.			
2. Understand the roles and responsibilities in the warehouse.	2.1 List the job roles in the warehouse environment.			
	2.2 Explain the key tasks in each role.			
3. Understand the equipment used in the warehouse.	3.1 Identify three pieces of equipment used in the warehouse.			
	3.2 Explain the purpose of each type of equipment given in answer to 3.1.			
	3.3 Explain the restrictions that may apply to the use of equipment.			
	3.4 Describe the PPE used in the warehouse and the tasks it is required for.			
4. Understand the use and importance of stock identification.	4.1 Explain the stock identification procedures in place.			
	4.2 Explain the benefits of clear stock identification procedures.			
	4.3 Explain how to identify stock when labelling is unclear.			
5. Understand the importance of appropriate stock locations, levels and stock rotation	5.1 Explain the preferred storage conditions and methods used, for example: <ul style="list-style-type: none"> <li>• Materials used for storage locations</li> <li>• Materials used for packing</li> <li>• Amount stored in location</li> <li>• Climate, temperature and humidity</li> <li>• Ease of access</li> </ul>			
	5.2 Explain the meaning and purpose of having minimum and maximum stock levels.			
	5.3 Explain when and how these levels may need to be amended.			
	5.4 Explain the meaning and benefits of stock rotation.			
6. Understand the security measures in place to safeguard stock.	6.1 Explain the Company procedures to keep stock secure.			
	6.2 Explain what to do if a possible breach of security procedures is identified.			

**Assessor comments/feedback**

<b>T/503/6187</b>	<b>The Principles of Glass and Glass Related Distribution and Warehousing (continued)</b>	<b>Level 2</b>	<b>6 Credits</b>
<b>GDW005</b>			

7. Understand the importance of product knowledge	7.1 Explain where to find information on stock items and range.			
	7.2 Explain three benefits of understanding the product range.			
	7.3 Explain what factors must be taken into account when handling glass.			
8. Understand the type of customers involved with the warehouse and distribution business.	8.1 Explain the difference between an internal and external customer.			
	8.2 List the principal customers/customer types.			
9. Understand the problems that can occur in the glass distribution warehouse working environment.	9.1 List 3 problems that can occur within the glass distribution warehouse working environment.			
	9.2 Explain how to minimise the problems and prevent re-occurrence			

**Assessor comments/feedback**

<b>R/503/6164</b>	<b>Receive, Handle and Store Glass and Glass Related Products</b>	<b>Level 2</b>	<b>5 Credits</b>
<b>GDW002</b>	<b>into the Warehouse</b>		

The aim of this unit is to provide the learner with the knowledge and skills to be able to carry out tasks in the warehousing and distribution working environment that are associated with 'goods (glass and glass related products) in'. The unit includes the need to have knowledge of delivery schedules, checks and inspections, handling techniques and recording systems. Also covered are storage conditions and finally there is the need to know how to deal with problems that can occur with the 'goods in' processes.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Understand the types of deliveries received.	1.1 Describe the typical delivery schedule, to include: <ul style="list-style-type: none"> <li>• Products</li> <li>• Principal suppliers</li> <li>• Frequency</li> <li>• Resource and equipment required</li> </ul>			
	1.2 Explain how to obtain information about future deliveries.			
2. Know how to check, receive and handle glass and glass related products in.	2.1 Explain the Company procedures in place to check/ inspect products inbound, to include bulk deliveries.			
	2.2 Explain the Company procedures in place to receive products into the warehouse.			
	2.3 Explain the handling methods and equipment used, including PPE.			
	2.4 Explain the storage conditions and methods used, for example: <ul style="list-style-type: none"> <li>• Packing</li> <li>• Labelling</li> <li>• Stock rotation</li> </ul>			
	2.5 Explain how to identify hazardous materials.			
	2.6 Explain the precautions in place for the handling and storage of hazardous materials.			
	2.7 Explain the procedures in place to safeguard the security of products.			
3. Be able to receive, handle and store glass and glass related products in.	3.1 Accept glass and glass related products into the warehouse in accordance with Company procedures.			
	3.2 Store the delivered glass and glass related products in accordance with Company procedures.			
4. Understand the systems used to record information on glass and glass related products in.	4.1 Explain the Company systems used to record information concerning glass and glass related products received into the warehouse.			
5. Be able to ensure accurate records are kept.	5.1 Ensure recording of information is carried out in accordance with Company guidelines.			
6. Understand how to deal with the problems that can arise when receiving glass and glass related products into the in warehouse.	6.1 Explain the Company procedures for dealing with the following situations when receiving glass and glass related products into the warehouse: <ul style="list-style-type: none"> <li>• Goods label does not agree with expected delivery</li> <li>• Goods arrive damaged</li> <li>• Normal storage location is not available</li> <li>• Shortfall in quantities delivered</li> </ul>			
	6.2 Describe 1 other problem that can occur when receiving glass and glass related products into the warehouse and suggest a possible solution.			

**Assessor comments/feedback**

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<b>M/503/6169</b>	<b>Select and Prepare Glass and Glass Related Products for</b>	<b>Level 2</b>	<b>7 Credits</b>
<b>GDW004</b>	<b>Delivery</b>		

The aim of this unit is to provide the learner with the knowledge and skills to be able to carry out tasks in the warehousing and distribution working environment to select and prepare goods for despatch. Knowledge of stock identification is required as is knowledge of recording and reporting systems. The unit also includes the need to know how to deal with the problems that can occur in the selection and preparation of goods for despatch.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Understand the types of deliveries to be made.	1.1 Describe the typical delivery schedule, to include: <ul style="list-style-type: none"> <li>• Products</li> <li>• Principal customers/customer type</li> <li>• Frequency</li> <li>• Resource and equipment required</li> </ul>			
	1.2 Explain how to obtain information about deliveries required.			
2. Know how to select and prepare glass and glass related products for distribution/delivery.	2.1 Explain the Company procedures in place to identify the glass and glass related products needed for distribution/delivery.			
	2.2 Explain the handling methods and equipment used, including PPE.			
	2.3 Explain the checks/inspections made to confirm the products are as required and in a saleable condition.			
	2.4 Explain how to determine the 'picking order' of glass and glass related products required.			
	2.5 Explain the process to follow with regards to: <ul style="list-style-type: none"> <li>• Packing</li> <li>• Labelling</li> <li>• Loading for despatch</li> </ul>			
	2.6 List any hazardous materials available for delivery and explain the precautions in place.			
	2.7 Explain how to ensure the security of the delivery.			
3. Be able to select glass and glass related products for distribution/delivery.	3.1 Select glass and glass related products for delivery/distribution in accordance with Company procedures.			
	3.2 Prepare glass and glass related products for despatch.			
4. Understand the systems used to record information on deliveries.	4.1 Explain the Company systems used to record information concerning glass and glass related products prepared for delivery.			
5. Be able to ensure accurate records are kept.	5.1 Ensure recording of information is done in accordance with Company guidelines.			
6. Understand how to deal with the problems that can arise in preparing glass and glass related products for delivery.	6.1 Explain the Company procedures for dealing with the following situations when preparing glass and glass related products for delivery/distribution: <ul style="list-style-type: none"> <li>• Insufficient stock to meet the order</li> <li>• Damaged goods found in the storage location</li> <li>• Goods in storage location not clearly identified</li> <li>• Unidentified product number on goods</li> </ul>			
	6.2 Describe 1 other problem that can occur when preparing glass and glass related products for delivery and suggest a possible solution.			

***Assessor comments/feedback***

<b>A/503/6174</b>	<b>Deliver Glass and Glass Related Products to Customers in the Glass Distribution Working Environment</b>	<b>Level 2</b>	<b>5 Credits</b>
<b>GDW006</b>			

The aim of this unit is to provide the learner with the knowledge and skills to be able to prepare and deliver glass and glass related products to customers. Knowledge of the pre-loading and delivery checks to make and communication and recording systems are also included. The learner will need to have knowledge of problems that can occur with deliveries and how to solve them.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Understand how to identify and confirm delivery requirements.	1.1 Explain the Company systems used to identify items for delivery.			
	1.2 Explain the Company systems in place to identify delivery locations and schedule.			
	1.3 Explain the Company processes for confirming loaded glass and glass related products and schedule are correct.			
2. Be able to check, select and load glass and glass related products for delivery.	2.1 Check and select glass and glass related products for delivery in accordance with Company procedures, including PPE use.			
	2.2 Ensure glass and glass related products are loaded to allow effective, safe delivery in line with delivery schedule.			
	2.3 Ensure all necessary paperwork/information systems are available.			
3. Understand how to carry out an effective delivery programme.	3.1 Explain how to plan a delivery schedule, including 4 factors that could have an effect on planning.			
	3.2 Explain 4 factors that could mean changes are needed to the delivery schedule.			
	3.3 Explain the Company communication methods and processes used when changes to delivery schedules are needed.			
	3.4 Explain how to ensure the security of the delivery vehicle and contents.			
	3.5 Explain the types of information associated with deliveries that may need to be kept confidential and why.			
4. Know the checks to make on delivery vehicles.	4.1 Explain 4 checks to make on the delivery vehicle, to include: <ul style="list-style-type: none"> <li>• 2 checks on the load area</li> <li>• 2 mechanical/electrical checks</li> </ul>			
	4.2 Explain the Company guidelines on carrying out vehicle checks.			
	4.3 Explain the Company guidelines on dealing with any problems identified.			
5. Be able to check delivery vehicle is fit for purpose.	5.1 Carry out checks in accordance with Company guidelines to ensure delivery can go ahead.			

**Assessor comments/feedback**

<b>A/503/6174</b>	<b>Deliver Glass and Glass Related Products to Customers in the Glass Distribution Working Environment (continued)</b>	<b>Level 2</b>	<b>5 Credits</b>
<b>GDW006</b>			

6. Be able to deliver glass/ products to customers.	6.1 Deliver glass/products to customers in line with delivery schedule and minimising risks to the safety and security of glass and glass related products, delivery vehicle and contents.			
	6.2 Use PPE in line with Company policies.			
	6.3 Complete checks and deal with delivery paperwork in accordance with Company procedures.			
7. Know how to deal with problems in delivery.	7.1 Describe 4 problems that can occur in the delivery of glass/ products, to include: <ul style="list-style-type: none"> <li>• 2 problems that can occur before leaving the warehouse</li> <li>• 2 problems that can occur during the delivery process</li> </ul>			
	7.2 Explain the Company procedures for dealing with each problem identified.			
	7.3 Explain how the problems could have been avoided/ minimised.			

**Assessor comments/feedback**

<b>F/503/6175</b>	<b>Select and Handover Glass and Glass related products to customers in Glass Distribution/Warehousing working Environment</b>	<b>Level 2</b>	<b>5 Credits</b>
<b>GDW007</b>			

This unit is intended to ensure the learner has the knowledge and skills to be able to identify, check and handover the products required by customers. Knowledge of how to deal with problems in fulfilling orders and other associated problems is also required as is an understanding of how to record information on the handover of products to customers

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Understand how to identify and confirm customer requirements.	1.1 Explain the Company systems used to identify items required by the customer.			
	1.2 Explain the Company systems in place to identify stock locations and availability.			
2. Understand the checks to make before selecting and handing over goods to customers.	2.1 Explain 4 checks to make before giving goods to the customer.			
3. Be able to check and select glass and glass related products to meet customer requirements.	3.1 Check and select glass and glass related products required by the customer in accordance with Company procedures, including PPE use.			
4. Be able to hand over glass and glass related products to customers.	4.1 Hand over the glass and glass related products to customers in accordance with Company guidelines, including PPE use.			
	4.2 Ensure the customer accepts the glass and glass related products.			
	4.3 Keep security risks to the glass and glass related products to a minimum.			
5. Understand how to deal with problems fulfilling customer orders.	5.1 Explain the Company procedure to follow in the following situations: <ul style="list-style-type: none"> <li>• Required stock is not available and there is no alternative</li> <li>• Required stock is not available, alternative is more expensive</li> <li>• Required stock has superficial damage</li> <li>• The only available stock to fill customer order is past 'use by' date</li> <li>• Customer account appears to be 'on stop'</li> </ul>			
6. Understand the information required on the handover of glass and glass related products to customers.	6.1 Explain the recording systems used on the handover of glass and glass related products and what information is included.			
	6.2 Explain the types of information that may need to be kept confidential.			
7. Know how to deal with problems in handing glass and glass related products over to customers.	7.1 Explain the Company procedures for dealing with the following situations: <ul style="list-style-type: none"> <li>• Customer damages glass and glass related products after handover</li> <li>• Customer disputes price</li> <li>• Customer asks for additional glass and glass related products not on original order</li> </ul>			

**Assessor comments/feedback**

<b>J/503/6176</b>	<b>Preparing Bulk deliveries of Glass and Glass Related Products</b>	<b>Level 2</b>	<b>5 Credits</b>
<b>GDW008</b>			

The aim of this unit is to provide the learner with the knowledge and skills to be able to prepare glass and glass related products for bulk delivery. This includes the preparation and loading of delivery vehicles and also how to deal with problems that can occur when preparing bulk deliveries.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Understand how to prepare the bulk glass and glass related products for despatch.	1.1 Explain what constitutes a bulk delivery.			
	1.2 Explain what glass and glass related products the Company send using bulk delivery.			
	1.3 Explain the handling procedures, equipment and paperwork/information systems used to prepare bulk deliveries.			
2. Be able to ensure bulk goods are prepared for despatch.	2.1 Ensure bulk deliveries are prepared safely and checked for condition and accuracy of order.			
	2.2 Ensure all necessary paperwork/information systems are available.			
3. Understand how to prepare and load the delivery vehicle.	3.1 Explain the checks to make on the delivery vehicle to ensure it is fit for purpose and legal, to include: <ul style="list-style-type: none"> <li>• Load/storage area</li> <li>• Routine maintenance/safety checks</li> </ul>			
	3.2 Explain how the bulk goods are loaded for delivery to include: <ul style="list-style-type: none"> <li>• Equipment used</li> <li>• Position of goods on delivery vehicle</li> <li>• Security of goods</li> <li>• Limits</li> </ul>			
4. Be able to ensure the delivery vehicle is prepared for use.	4.1 Carry out relevant checks on delivery vehicle in line with Company procedures/legislation.			
5. Be able to ensure the delivery vehicle is loaded to allow effective delivery of goods.	5.1 Ensure the glass and glass related products for delivery are loaded to allow effective, safe delivery in line with delivery schedule.			
6. Understand the problems that can occur with bulk deliveries.	6.1 Explain the types of problems that can occur with the preparation of bulk deliveries of glass and glass related products, to include: <ul style="list-style-type: none"> <li>• Loading problems</li> <li>• Transportation of glass and glass related products</li> <li>• Problems with delivery vehicle</li> </ul>			
	6.2 Explain how to deal with the problems given in 6.1.			

**Assessor comments/feedback**

L/503/6177	Dealing with Customer Returns of Glass and glass Related Products	Level 2	4 Credits
GDW009			

The aim of this unit is to provide the learner with the knowledge and skills to be able to deal with the issue of customers returning glass and glass related products. This includes the checks to be made before accepting glass and glass related products for return and how to deal with situations where glass and glass related products are not accepted for return. The completion of recording systems and the physical return of glass and glass related products are also required, as is the need to be able to deal with problems associated with the return of glass and glass related products.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Understand how and why customer returns may be required.	1.1 Explain 4 reasons the return of glass and glass related			
	1.2 Explain the Company process a customer should follow			
2. Understand how to check if glass and glass related products are accepted for return.	2.1 Describe the checks to be made before accepting glass and			
	2.2 Explain how to minimise the possibility of a customer not			
	2.3 Explain the situations/results of checks that may mean glass and glass related products are not acceptable for return.			
3. Be able to check glass and glass related products for return.	3.1 Carry out checks on glass and glass related products for return in accordance with Company guidelines.			
4. Know what to do with returned glass and glass related products	4.1 Explain what to do with glass and glass related products accepted for return in the following circumstances: <ul style="list-style-type: none"> <li>• Glass and glass related products to be re-sold/returned to another supplier</li> <li>• Glass and glass related products to be scrapped/ re-cycled</li> </ul>			
5. Know how to deal with glass and glass related products not accepted for return.	5.1 Explain the Company process to follow with glass and glass related products not accepted for return, to include: <ul style="list-style-type: none"> <li>• What to do with the glass and glass related products</li> <li>• Paperwork/recording of information</li> <li>• Informing relevant people.</li> </ul>			
6. Be able to return glass and glass related products in accordance with Company procedures.	6.1 Return the glass and glass related products in accordance with Company guidelines.			
7. Understand the Company systems used to record the return of glass and glass related products.	7.1 Explain the Company systems used to record information on the return of glass and glass related products.			
8. Understand how to deal with the problems that can arise around the return of glass and glass related products.	8.1 Explain the Company procedures to follow when dealing with each of the following problems: <ul style="list-style-type: none"> <li>• Glass and glass related products for return are damaged at point of collection</li> <li>• Glass and glass related products for return are not as marked/expected</li> </ul>			

**Assessor comments/feedback**

<b>R/503/6178</b>	<b>Carry out Quality Checks in Glass and Glass Related Distribution and Warehousing</b>	<b>Level 2</b>	<b>5 Credits</b>
<b>GDW003</b>			

The aim of this unit is to provide the learner with the knowledge and skills to be able to carry out quality checks on glass and non glass items. There is the need to be able to identify faults, damage and variations in product and how to deal with the product in these situations. There is also the need to understand the possible causes of variations in the products.

Finally there is the need to deal with the recording and reporting of information related to the quality checks.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Be able to obtain and confirm the correct specification of the product.	1.1 Obtain the correct specification of the product.			
	1.2 Confirm the correct specification of the product.			
2. Know the products that need to be checked for quality and when and how to carry out the checks.	2.1 List 3 typical glass products that need to be checked for quality.			
	2.2 List 3 non glass products that need to be checked for quality.			
	2.3 Explain how the above products are checked, including any equipment used.			
	2.4 Explain how to determine the frequency and timing of the checks.			
3. Know the types of damage and faults that could occur in the product.	3.1 Describe 3 types of damage/faults that could appear in glass products.			
	3.2 Describe 3 types of faults/damage that could appear in the non-glass products.			
4. Be able to carry out the required quality checks.	4.1 Select the appropriate method and equipment, ensuring it is suitable for use.			
	4.2 Complete the required checks in accordance with the Company procedures and schedules.			
5. Know the importance of accuracy when conducting quality checks.	5.1 Explain the importance of accuracy and vigilance when conducting quality checks and the implications if checks are not carried out to the required standard.			
6. Know how to determine if products with damage or faults can be used.	6.1 Explain the types of faults or damage that may mean: <ul style="list-style-type: none"> <li>The product is usable with customer agreement or at a reduced price</li> <li>The product is not usable</li> </ul>			
	6.2 Explain the Company procedure for deciding the course of action to take with damaged or faulty goods, to include recording and reporting systems.			
7. Understand the reporting and recording procedure on quality checks.	7.1 Describe the Company systems in place for recording and reporting quality checks.			
8. Be able to record the results of the quality checks in accordance with Company procedures.	8.1 Follow the Company recording and reporting procedures.			

**Assessor comments/feedback**

Y/503/6179	Use of Mechanical equipment in the Glass Distribution and Warehousing working Environment	Level 2	5 Credits
GDW013			

The aim of this unit is to ensure the learner can operate mechanical equipment in a safe manner and ensure it is made available for further use on completion of tasks. Knowledge of how to check the equipment is safe for use is also required. Finally the learner will need to show an understanding of problems associated with mechanical equipment.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Know the equipment available for use in the warehouse.	1.1 List the equipment available for use within the distribution/warehouse working environment.			
	1.2 Explain the purpose of each piece of equipment.			
	1.3 Explain any restrictions on use of equipment.			
	1.4 List the PPE to be used with the equipment.			
	1.5 Explain where to obtain information on the safe use of equipment.			
2. Know how to check the mechanical equipment is suitable for use.	2.1 Explain the checks to make on mechanical equipment before use in accordance with Company guidelines and safe working practices.			
	2.2 Explain the Company procedures to follow if equipment is not in a safe, usable condition.			
3. Be able to use mechanical equipment in accordance with Company guidelines.	3.1 Identify the appropriate equipment needed to carry out the required tasks in accordance with Company guidelines.			
	3.2 Check the equipment is in a safe, usable condition.			
	3.3 Use the equipment to carry out the tasks in accordance with Company guidelines.			
4. Know how to ensure the equipment is made available for further use after completing tasks.	4.1 Explain the Company procedures to follow once the tasks have been completed.			
	4.2 Explain why it is important to follow the Company guidelines on the use and care of equipment.			
	4.3 Explain the maintenance tasks that are carried out on the equipment, to include: <ul style="list-style-type: none"> <li>• Frequency</li> <li>• Responsibility</li> </ul>			
5. Know how to identify when training in the use of mechanical equipment may be required.	5.1 Give 3 examples of situations which may mean additional training is required in the use of mechanical equipment.			
6. Know the types of problems that can occur with mechanical equipment.	6.1 Describe 3 problems that can occur with mechanical equipment.			
	6.2 Describe the likely causes of the problems and suggest possible solutions.			

**Assessor comments/feedback**



L/503/6180	Environmental Issues in the Glass and Glass Related Working Environment	Level 2	3 Credits
GDW015			

The aim of this unit is to provide the learner with the knowledge and skills to be able to understand the environmental issues in the Company and work in accordance with Company policies related to environmental matters including recycling. There is also the need to understand the types of problems that can occur and how to deal with them.

Learning outcome. The learner will:	Assessment criteria. The learner can:	Evidence.Ref.No		
1. Know the Warehouse activities that could have environmental impact.	1.1 Summarise the work activities within the warehouse environment that could have an impact on the environment.			
	1.2 Explain how the environment could be affected.			
2. Know the legal requirements regarding the environmental impact of work activities.	2.1 Explain how to obtain information on environmental legislation.			
	2.2 Describe the possible consequences of non-compliance with environmental legislation, in respect of: <ul style="list-style-type: none"> <li>• The Individual</li> <li>• The Employer</li> </ul>			
	2.3 Explain how to find further information on Company environmental policies and procedures.			
3. Know how to deal with the environmental aspects of their job role.	3.1 List the products/materials used within their job role that have environmental impact.			
	3.2 Explain how these products/materials should be handled to comply with Company environmental policies and procedures, to include, for example: <ul style="list-style-type: none"> <li>• Storage</li> <li>• Disposal</li> <li>• PPE</li> </ul>			
	3.3 Explain how to deal with spillages and the products used in accordance with environmental policies and procedures.			
	3.4 Explain how to obtain information on environmental policies and procedures.			
4. Know the products that can be re-cycled.	4.1 List the products/materials used within their job role that can be re-cycled.			
	4.2 Explain how these products/materials should be handled to comply with Company re-cycling policies and procedures, to include, for example: <ul style="list-style-type: none"> <li>• Storage/collection</li> <li>• PPE</li> </ul>			
5. Be able to comply with Company environmental policies and procedures.	5.1 Work in accordance with Company environmental policies and procedures.			
6. Know the operational issues that may arise with following Company environmental policies.	6.1 List 3 operational issues that can occur with the implementation of Company environmental policies.			
	6.2 Explain how to reduce the impact of these issues.			

**Assessor comments/feedback**

# ***Notes***

# ***Notes***



GQA Qualifications, Unit 1, 12 O'Clock Court, Attercliffe Road, Sheffield, S4 7WW

Tel: 0114 272 0033/272 0080

Email: [info@gqaqualifications.com](mailto:info@gqaqualifications.com) Website: [www.gqaqualifications.com](http://www.gqaqualifications.com)