Change lives through learning

EASTERN EDUCATION GROUP

Open Awards Level 2 Certificate in

Logistics and Warehousing Operations in the Pharmaceuticals Sector (RQF)

Ofqual: 610/8288/0

Qualification Guide

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Version Control	
v1.0	New qualification October 2026.

About the Qualification

Title	Open Awards Level 2 Certificate in Logistics and Warehousing Operations in the Pharmaceuticals Sector
Qualification Accreditation Number	610/8288/0
Sector	7.2 Warehousing and Distribution
Level	Level Two
Pricing Information	Please click here for more information
Review Date	31/07/2032

Purpose	Confirm occupational competence and/or license to practice
Sub-Purpose	Confirming competence in an occupational role to the required standards.

Total Qualification Time/Guided Learning	
Total Qualification Time (hours)	200
Guided Learning (hours)	145

Age Range and Restrictions	
Pre -16	x
16 – 18	✓
18+	✓
Any other restrictions specific to the qualification(s)	Delivery is currently restricted to Eastern Education Group. Learners must have access to a suitable workplace and the activities required to demonstrate occupational competence

Qualification Overview

The Open Awards Level 2 Certificate in Logistics and Warehousing Operations in the Pharmaceuticals Sector has been developed in partnership with Eastern Education Group to meet identified workforce needs in pharmaceutical logistics and warehousing.

The qualification is designed for learners working in roles involving the receipt, handling, movement, storage and distribution of medicines, pharmaceutical products and associated supplies.

Its purpose is to develop and confirm the knowledge, practical skills and professional behaviours required to undertake relevant logistics and warehousing activities safely and effectively.

The qualification consists of a mandatory core covering health and safety, teamwork, communication and professional practice, alongside optional units that reflect different occupational roles and workplace activities.

The qualification has been developed with reference to the ST0259 Supply Chain Warehouse Operative apprenticeship standard. It may complement apprenticeship learning where appropriate but is not a mandatory requirement for apprenticeship completion and may be undertaken independently.

The qualification is **not** designed to meet General Pharmaceutical Council (GPhC) requirements for pharmacy support staff education and training. It does not confer competence or authorisation to undertake dispensing, clinical or other pharmacy activities outside the logistics and warehousing functions assessed.

Successful achievement may support employment, increased responsibility or further occupational development within pharmaceutical logistics, warehousing and supply chain operations.

Any Specified Entry Requirements

The qualification is suitable for learners aged 16 and over who are working in relevant logistics or warehousing roles within pharmaceutical-sector environments.

There are no specified requirements for prior qualifications.

Learners must have access to a suitable workplace where they can develop and demonstrate the knowledge, skills and behaviours required by the mandatory units and their selected optional units.

Before enrolment, Eastern Education Group will assess the learner's occupational role, workplace opportunities and individual support needs to ensure that the qualification and selected units are appropriate.

Learners must have access to suitable workplace supervision, equipment and resources and must undertake activities within the limits of their role, competence and authority.

There is no prescribed minimum period of employment or number of working hours per week. However, learners must have sufficient workplace opportunities to develop and demonstrate consistent occupational competence.

Assessment Summary

The qualification is internally assessed by Eastern Education Group and externally quality assured by Open Awards.

Learners must produce a portfolio of evidence demonstrating achievement of all learning outcomes and assessment criteria within the units required for the qualification.

Assessment is primarily workplace-based and includes direct observation of practical performance. Other evidence may include workplace documents, professional discussions, questioning, assignments and witness testimony.

A minimum of three direct assessor observations is required across the qualification's skills-based assessment criteria. Evidence must demonstrate consistent occupational competence over an appropriate period.

Simulation is only permitted in exceptional circumstances, where appropriate workplace evidence cannot reasonably be obtained and the requirements of the assessment strategy are met.

The qualification is graded Pass/Fail. Learners must achieve all required assessment criteria to pass.

Detailed assessment requirements for individual units are provided in the unit specifications.

Qualification Structure

Rules of Combination

Credit Value of the Qualification:	20
Minimum Credits to be achieved at the Level of the Qualification:	20
Mandatory Units A:	9 credits required
Optional Units B:	Minimum 11 credits required

Qualification Units

Mandatory Units A (all units must be achieved to be awarded the qualification)

Unit Reference Number	Unit name	Credits	Level
Y/652/4171	Communication and Information Handling in Logistics and Warehousing in the Pharmaceuticals Sector	2	2
L/652/4169	Health and Safety in Logistics and Warehousing in the Pharmaceuticals Sector	2	2
A/652/4172	Professional Practice in Logistics and Warehousing in the Pharmaceuticals Sector	2	2
T/652/4170	Team Working in Logistics and Warehousing in the Pharmaceuticals Sector	2	2

Optional Units B (A minimum of 11 credits must be achieved to be awarded the qualification)

Unit reference	Unit name	Credits	Level
M/652/4179	Homecare Logistics for Medicines and Pharmaceutical Products	2	2
J/652/4176	Moving and Transporting Medicines and Pharmaceutical Stock	2	2
F/652/4174	Picking and Dispatching Pharmaceutical Stock	3	2
L/652/4178	Procurement of Medicines and Pharmaceutical Supplies	3	2
D/652/4173	Receiving Pharmaceutical Stock	3	2
H/652/4175	Storing and Maintaining Pharmaceutical Stock	3	2
K/652/4177	Ward Stock Ordering and Top-Up	3	2

Delivering this Qualification

Becoming a Provider

Delivery of this qualification is currently restricted to Eastern College Group. The qualification is not available for approval by other providers.

Eastern Education Group must hold Open Awards qualification approval before delivery or learner registration commences and must continue to meet the qualification-specific requirements throughout delivery.

How to Deliver

To request to deliver this qualification, login to the Portal and then click on 'Tracking' and 'Initiate a Workflow'. Select to Apply to Deliver Regulated Qualification(s) – Specialist resources.

As part of the qualification approval process, the approved delivery provider must submit a delivery and assessment plan demonstrating how the qualification will be delivered and assessed in accordance with the requirements set out in this guide.

For support with this process, please see the following document in the Portal 'Provider Portal Guidance – Qualification Approval' or contact the team on customerservices@openawards.org.uk or 0151 494 2072.

Registering Learners

Learners need to be registered via the Portal in line with the timescales below:

- Short courses (15 weeks or less) within 25 working days of the course start date
- Long courses (over 15 weeks) within 60 working days of the course start date

The approved delivery provider must ensure that the correct qualification route and units are selected at registration.

Quality Assurance and Standardisation

Delivery of this qualification must comply with Ofqual's regulatory requirements and Open Awards' quality assurance policies and procedures. Providers must also comply with the requirements of the Qualification Assessment Strategy and the Open Awards Centre Assessment Standards Scrutiny (CASS) Strategy. Further information is available on our website.

Open Awards will undertake external quality assurance to confirm that assessment decisions are valid and consistent and that providers continue to meet the requirements of the qualification.

Provider Staff Requirements

Providers must have sufficient appropriately qualified and experienced staff to deliver, assess and internally quality assure the qualification. Staff must have current occupational competence and relevant experience appropriate to their role and to the units they are responsible for.

Providers are responsible for ensuring that their staff are occupationally competent and have access to appropriate training and support. They are also responsible for notifying Open Awards of staff changes.

Assessors

Assessors must have current occupational competence and relevant experience in the logistics and warehousing activities they assess, including appropriate knowledge of pharmaceutical-sector requirements.

Assessors must hold, or be working towards, an appropriate assessor qualification and maintain their occupational competence through continuing professional development.

Where specialist expertise is needed for particular optional units, Eastern Education Group must ensure that appropriately competent assessors or additional subject specialists are available.

Internal Quality Assurers (IQA)

Internal Quality Assurers must have appropriate occupational knowledge and experience relevant to pharmaceutical logistics and warehousing, together with the competence necessary to quality assure assessment decisions.

They must hold, or be working towards, an appropriate IQA qualification and maintain relevant knowledge through continuing professional development.

IQA arrangements must provide independent scrutiny of assessment decisions. Individuals must not internally quality assure assessment decisions they have made themselves.

Specialist Resources

Eastern Education Group must ensure that learners have access to suitable workplace environments, equipment, systems and documentation relevant to their mandatory and selected optional units.

Workplace opportunities, appropriate supervision and safe working arrangements must be available to support the development and assessment of occupational competence.

The resources required will depend on the learner's occupational role and optional unit selection.

Assessment

The qualification is internally assessed with external quality assurance by Open Awards. Assessment evidence is generated throughout the programme and compiled within a portfolio demonstrating achievement of the assessment criteria. The approved provider must assess all units in accordance with the Open Awards Guide to Provider Assessment and Guide to Internal Quality Assurance.

Each learner must produce a portfolio of evidence demonstrating achievement of all required assessment criteria. Assessment methods must be appropriate to the qualification level and the knowledge, understanding and skills being assessed.

Each learner must produce a portfolio of evidence demonstrating achievement of all assessment criteria. The portfolio must contain evidence that is:

- **Validity** – assessment measures the knowledge and practical skills identified within the qualification
- **Reliability** – assessment decisions are consistent between assessors, cohorts and over time
- **Authenticity** – evidence is the learner's own work
- **Sufficiency** – sufficient evidence is available to support assessment decisions
- **Fairness** – assessment is accessible whilst maintaining qualification standards
- **Manageability** – assessment methods are proportionate and appropriate to the qualification purpose
- **Holistic assessment** – wherever appropriate, a single assessment activity may generate evidence for multiple learning outcomes and assessment criteria.

Portfolio evidence should be clearly mapped to the relevant learning outcomes and assessment criteria and may include both knowledge and practical evidence generated throughout the programme.

Evidence included within learner portfolios may include, but is not limited to:

Assessment method	Typical application
Direct observation	Practical workplace or controlled-environment activities
Product evidence	Workplace documents, technical records, reports and other learner-generated outputs
Portfolio of evidence	Collation of evidence demonstrating achievement across required units
Professional discussion	Knowledge, technical reasoning, decision-making and authentication or evaluation of practical evidence
Oral or written questioning	Knowledge and understanding
Expert witness testimony	Supporting evidence of activities directly observed by an appropriately competent witness
Reflective accounts	Evaluation of professional practice and learning where appropriate to the AC
Written assignments	Knowledge, analysis, evaluation and written recommendations
Case studies and scenarios	Application of knowledge and technical judgement in realistic contexts
Projects	Planning, investigation, practical application, evaluation and improvement

This list is not exhaustive. Alternative assessment methods may be used where they are appropriate to the assessment criteria and have been approved by Open Awards.

For this qualification, practical competence must normally be assessed through direct observation of authentic workplace performance. A minimum of three direct assessor observations is required across the qualification's skills-based assessment criteria. Witness testimony may supplement this evidence but must not replace the minimum direct observation requirement.

Further requirements relating to occupational competence, practical assessment and the permitted use of simulation are detailed in the qualification assessment strategy and relevant unit specifications.

Assessors must review all learner evidence and confirm that all learning outcomes and assessment criteria have been achieved before awarding a unit. They must also be satisfied that the evidence submitted is authentic and attributable to the learner.

Providers must retain assessment records (for example, feedback sheets, individual progress records and group progress records) and make them available to Internal Quality Assurers and the Open Awards Quality Assurance Team upon request.

Providers must apply the Open Awards Reasonable Adjustments and Special Consideration Policy (available on the Portal) to ensure learners are not disadvantaged during assessment.

Use of Artificial Intelligence (AI)

Learners must ensure that all assessment evidence is their own work and accurately reflects their knowledge, skills and occupational performance. The use of AI must comply with Open Awards' policies and must not be used to fabricate workplace evidence, observations or records of practical competence.

Grading

The qualification is graded Pass/Fail.

To achieve a Pass, learners must meet all learning outcomes and assessment criteria within the four mandatory units and the optional units required to achieve a minimum of 20 credits.

Learners must demonstrate the knowledge, practical skills and professional behaviours required to undertake the relevant pharmaceutical logistics and warehousing activities safely and effectively.

Resits/ resubmissions

Where learners do not achieve one or more assessment criteria, they will normally have a maximum of two further opportunities to provide the required evidence.

Reassessment should focus on the criteria not yet achieved rather than requiring learners to repeat an entire assessment where this is not necessary.

Resubmissions should normally be completed within two weeks of feedback, unless otherwise agreed in accordance with Open Awards' requirements.

Training and support

Open Awards provides a range of training and support resources for Providers. Online training is available free of charge through our online platform.

Information about available training and access arrangements is provided during provider approval and is available through the Open Awards website.

Internal Quality Assurance (IQA)

Internal quality assurance must provide appropriate coverage of the mandatory and optional units delivered, all assessors and the different assessment methods used.

Particular attention must be given to the validity and consistency of occupational competence assessment, including direct observation, workplace evidence and any permitted use of simulation.

Sampling arrangements must reflect the qualification's risk classification and the requirements of the Open Awards CASS strategy.

Prior to the commencement of each delivery programme, the approved delivery provider must complete an internal pre-delivery review to confirm that appropriate arrangements are in place for delivery, assessment and internal quality assurance.

The pre-delivery review should confirm that:

- assessment activities appropriately cover all learning outcomes and assessment criteria
- assessment methods are suitable for the qualification level and unit requirements
- portfolio guidance and assessment documentation are current
- observation arrangements are appropriate
- grading arrangements are understood by assessment staff;
- assessment schedules are achievable
- learner support arrangements are in place
- internal quality assurance activities have been planned.

Open Awards may review these arrangements as part of pre-delivery quality assurance activity where appropriate. Providers must ensure assessment decisions are internally quality assured by suitably competent staff before certification claims are made. The approved delivery provider must operate a documented, risk-based sampling strategy.

This qualification has been rated as medium-risk.

The sampling strategy should ensure appropriate coverage of:

- each qualification within the suite
- all mandatory units over time
- all assessors
- practical observations
- portfolio evidence
- knowledge-based assessment
- grading decisions
- learners representing different achievement profiles
- assessment decisions identified as presenting increased risk.

The Internal Quality Assurer should increase sampling where risk factors are identified.

Examples of increased risk include:

- newly approved assessor
- newly appointed Internal Quality Assurers
- first delivery of a qualification
- revised assessment materials
- previous External Quality Assurance actions
- learner appeals
- suspected malpractice
- inconsistent assessment decisions identified through previous sampling.

Sampling should include both formative sampling during programme delivery and summative sampling before certification claims are submitted.

External Quality Assurance (EQA)

Open Awards operates an external quality assurance process to monitor provider compliance and ensure consistent assessment standards. External Quality Assurers will review assessment and internal quality assurance arrangements and may sample learner evidence and assessment decisions.

Details of the External Quality Assurance and Compliance activities are outlined in the Centre Assessment and Standards Scrutiny (CASS) strategy.

External quality assurance will include scrutiny of the assessment of occupational competence, workplace assessment arrangements and evidence supporting achievement of the mandatory and optional units.

Eastern Education Group must make relevant assessment, internal quality assurance and workplace evidence available to Open Awards in accordance with its quality assurance requirements.

External Standardisation

Providers are expected to participate in Open Awards standardisation activities where requested. Standardisation supports consistency of assessment decisions and provides opportunities to share good practice.

Details of upcoming events are available on the Open Awards website.

Recognition of Prior Learning and Achievement (RPL)

Recognition of Prior Learning (RPL) enables evidence of prior achievement to be considered where it demonstrates that the requirements of a unit have already been met.

Evidence of learning must be sufficient, reliable and valid.

Providers must identify any claims for RPL or exemption at the point of learner registration. All RPL decisions must comply with the Open Awards Recognition of Prior Learning Policy and will be subject to external quality assurance.

For more information, please see our Recognition of Prior Learning Policy found on the Portal.

Appendices and Links

The following documents can be viewed on the Open Awards website:

- Provider Handbook
- Academic Misconduct Policy
- Complaints Policy
- Enquiries and Appeals Policy and Procedures
- Equality, Diversity and Inclusion Policy
- Invoicing Policy
- Malpractice and Maladministration Policy and Procedures
- Prevent Policy
- Privacy Notice - Learners
- Privacy Policy
- Provider Approval Policy
- Reasonable Adjustments and Special Considerations Policy and Procedures

Further supporting information can be found on the Open Awards Portal, including:

- Centre Assessment Standards Scrutiny (CASS) Strategy
- Guide to Provider Assessment
- Guide to Internal Quality Assurance

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