Changing lives through learning

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Team Working in Logistics and Warehousing in the Pharmaceuticals Sector

Unit Reference Number: T/652/4170

Level: Two (2)

Credit Value: Two (2)

Minimum Guided Learning Hours: 15

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand roles and responsibilities in logistics and warehousing operations	1.1 Describe own role and the roles of others involved in logistics and warehousing operations
	1.2 Explain how effective team working supports safe and efficient logistics and warehousing operations
2. Be able to work effectively with others in logistics and warehousing operations	2.1 Communicate effectively with colleagues and other relevant persons
	2.2 Work cooperatively and respectfully with others to complete logistics and warehousing activities
	2.3 Share relevant information with others in accordance with organisational procedures
	2.4 Respond appropriately to routine team-working issues and refer matters outside the limits of own role
3. Be able to contribute to team objectives in logistics and warehousing operations	3.1 Complete allocated tasks accurately and within agreed timescales
	3.2 Coordinate own activities with others to support operational workflow
	3.3 Report issues that may affect achievement of operational or team objectives

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Indicative Content	
LO1	AC 1.1 could include: own role and responsibilities; warehouse and logistics operatives; stores staff; stock-control staff; procurement staff; team leaders and supervisors; drivers or delivery staff; goods-in and dispatch staff; other colleagues involved in the receipt, storage, movement and supply of medicines and pharmaceutical products. Depending on the workplace, this could also include pharmacy staff, ward or healthcare staff, homecare providers or other authorised persons. Coverage should reflect the learner's workplace and occupational role. AC 1.2 must include: maintaining safe and efficient operations; maintaining product safety, security and integrity; accurate and timely movement of stock; continuity of supply; effective handovers; avoiding errors, delays and duplication; supporting workload and operational priorities; working within agreed roles and responsibilities.
LO2	AC 2.1 could include: verbal, written and electronic communication; instructions; requests; briefings and handovers; stock, order, collection or delivery information; communicating shortages, discrepancies, delays or other operational issues; checking and confirming understanding. AC 2.2 must include: working within agreed roles and responsibilities; supporting colleagues; following instructions and organisational procedures; reliability; respect; cooperation; recognising dependencies between own tasks and those of others; seeking assistance where required. AC 2.3 could include: shift or task handovers; stock requirements; order information; receipt, dispatch, delivery or collection information; shortages; discrepancies; outstanding actions; storage or temperature concerns; urgent operational requirements; information recorded in paper or electronic systems. Information must be accurate, relevant, timely and shared only with appropriate persons. AC 2.4 could include: unclear responsibilities or instructions; conflicting priorities; communication problems; disagreements affecting completion of work; workload pressures; changes to operational requirements; recognising what can be resolved through clarification or discussion; seeking support from a team leader, supervisor or other appropriate person where the issue cannot be resolved within own role.
LO3	AC 3.1 must include: understanding allocated tasks; following operational priorities and agreed timescales; completing work accurately; following Standard Operating Procedures and organisational procedures; informing an appropriate person where a task cannot be completed as planned. AC 3.2 could include: sequencing own work with goods receipt, put-away, storage, picking, replenishment, issuing or dispatch, stock checking and transportation activities; coordinating handovers; responding to changing operational priorities; avoiding delays or duplication; supporting efficient workflow and continuity of supply. Specialist activities such as ward stock, procurement or homecare logistics may be included where relevant to the learner's workplace. AC 3.3 could include: staffing or workload issues; stock shortages; delayed receipts, dispatches, deliveries or collections; system or equipment problems;

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	incomplete or inaccurate information; storage or product-integrity concerns; missed deadlines; other issues that may affect safe, accurate or timely completion of logistics and warehousing activities. Reporting should follow organisational procedures and the limits of own authority.

Assessment Requirements

Practical competence for ACs 2.1–2.4 and 3.1–3.3 should be assessed through performance in a real or realistic working environment.

Evidence should demonstrate the learner working productively with others as part of normal logistics and warehousing operations, including communicating and sharing relevant information, coordinating own activities with others, completing allocated tasks and responding appropriately to operational issues.

Assessment should reflect the learner's actual occupational role, workplace operations and the people with whom they routinely work.

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