Changing lives through learning

Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Communication and Information Handling in Logistics and Warehousing in the Pharmaceuticals Sector

Unit Reference Number: Y/652/4171

Level: Two (2)

Credit Value: Two (2)

Minimum Guided Learning Hours: 15

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Be able to communicate effectively in logistics and warehousing operations	1.1 Use communication methods appropriate to the situation and purpose
	1.2 Use listening and questioning techniques to establish and confirm understanding
	1.3 Adapt communication to meet the needs of the audience and situation
	1.4 Communicate information accurately and professionally within the limits of own role
2. Understand how effective communication supports safe and efficient logistics and warehousing operations	2.1 Explain how effective communication supports safe, accurate and efficient logistics and warehousing operations
	2.2 Explain how communication failures may affect logistics and warehousing operations and continuity of supply
	2.3 Outline organisational requirements and procedures relevant to communication in logistics and warehousing operations
3. Be able to handle information appropriately in logistics and warehousing operations	3.1 Handle confidential and sensitive information in accordance with organisational procedures
	3.2 Record, store and share information accurately and securely in accordance with organisational procedures

The intellectual property rights remain with Open Awards.

	3.3 Explain the action to take in the event of a suspected or confirmed information security, data protection or confidentiality breach

Indicative Content	
LO1	AC 1.1 could include: verbal, written, non-verbal and electronic communication; face-to-face communication; telephone; email; warehouse, stock-control, procurement, transport and other organisational systems. Communication should reflect the learner's occupational role and could involve colleagues, team leaders or supervisors, stock-control staff, goods-in or dispatch staff, drivers, suppliers, customers, procurement staff and other relevant internal or external persons. In pharmacy-based environments this may also include pharmacy, ward or healthcare staff where relevant to the learner's logistics role. AC 1.2 could include: active listening; appropriate questioning; clarification; summarising; confirming understanding; checking instructions, orders, requests or operational information where unclear; recognising when further information is required before taking action. AC 1.3 could include: adapting tone, terminology, level of detail and communication method to the audience and situation; communication needs or barriers; language or sensory needs where relevant; environmental factors such as noise or restricted communication environments; limitations of electronic or communication systems; accessing support or referring where communication requirements cannot be met within own role. AC 1.4 must include: accuracy; clarity; appropriate industry terminology; courtesy and respect; communicating within own responsibility and authority; providing relevant information; avoiding assumptions; referring queries, requests or concerns to an appropriate person where they cannot be resolved within own role.
LO2	AC 2.1 must include: accurate communication supporting the receipt, storage, picking, replenishment, issue or dispatch and movement of medicines and pharmaceutical products; reducing errors, delays and duplication; maintaining product integrity and security; supporting accurate handovers; maintaining continuity of supply and efficient operational workflow. AC 2.2 could include: incorrect, incomplete or delayed information; misunderstood instructions, requests or handovers; failure to communicate shortages, discrepancies, delays, damaged products, storage or temperature concerns, system problems or outstanding actions; consequences for product integrity, stock accuracy, operational workflow, customer requirements and continuity of supply; importance of timely reporting and escalation. AC 2.3 must include: organisational communication procedures; authorised communication routes and systems; requirements for recording and confirming information; use of appropriate industry terminology; requirements for sharing information only with appropriate persons; communication during handovers and escalation; limits of own role and authority.
LO3	AC 3.1 must include: confidentiality; only accessing or sharing information required for own role; working in accordance with current data protection requirements and organisational procedures; protecting commercially,

The intellectual property rights remain with Open Awards.

	operationally or personally sensitive information. Information could include customer or delivery details, orders and requisitions, supplier information, stock or product information, staff information and other commercially or operationally sensitive information. Patient-identifiable information may be included where this is genuinely encountered within the learner's logistics role. AC 3.2 must include: accurate recording; secure storage; appropriate access and sharing; use of approved paper and electronic systems; warehouse or product-management systems where applicable; maintaining traceability and an appropriate audit trail; protecting passwords or system access credentials; following organisational cyber-security requirements. AC 3.3 must include: recognising a suspected or actual information security, data protection or confidentiality breach; protecting information or systems from further inappropriate access, loss or disclosure where this can be done within own role; reporting promptly to the appropriate person; completing required records; following organisational data-protection, cyber-security and incident-reporting procedures.

Assessment Requirements

Practical competence for ACs 1.1–1.4 and 3.1–3.2 should be assessed through performance in a real or realistic working environment.

Evidence should reflect communication and information handling relevant to the learner's logistics and warehousing role in the pharmaceuticals sector and demonstrate accurate communication, appropriate use of operational information, secure information handling, compliance with organisational procedures and working within the limits of own authority.

Where electronic warehouse, stock-control or other organisational information systems form part of the learner's role, their use should be reflected in the assessment.

The intellectual property rights remain with Open Awards.