Qualification Unit

This unit forms part of a regulated qualification.

Unit Title: Professional Practice in Logistics and Warehousing in the Pharmaceuticals Sector

Unit Reference Number: A/652/4172

Level: Two (2)

Credit Value: Two (2)

Minimum Guided Learning Hours: 15

Learning Outcome (The Learner will):	Assessment Criterion (The Learner can):
1. Understand professional responsibilities in logistics and warehousing in the pharmaceuticals sector	1.1 Describe own role and responsibilities within logistics and warehousing operations
	1.2 Explain the importance of working within the limits of own role and authority
	1.3 Describe professional behaviours expected when working in logistics and warehousing operations
	1.4 Use feedback and reflection to identify and record ways to improve own practice
2. Understand equality, diversity and inclusive practice in logistics and warehousing	2.1 Explain the principles of equality, diversity and inclusion relevant to own role
	2.2 Describe ways to promote respectful and inclusive practice when working with others
	2.3 Explain how individual needs and differences should be respected when working with others
3. Understand how to raise and escalate concerns in logistics and warehousing operations	3.1 Identify situations that should be reported or escalated in accordance with organisational procedures
	3.2 Explain organisational procedures for reporting and escalating concerns

The intellectual property rights remain with Open Awards.

		3.3	Explain the importance of reporting concerns promptly, accurately and within the limits of own authority
		3.4	**Explain how to raise concerns about unsafe, inappropriate or unprofessional practice**

Indicative Content	
LO1	AC 1.1 could include: responsibilities relating to receiving, storage, stock management, picking, issuing or dispatching, transportation, procurement or other logistics and warehousing activities relevant to own role; working as part of a wider supply-chain operation; accountability for own actions; following organisational procedures. AC 1.2 must include: limits of competence, responsibility and authority; Standard Operating Procedures; seeking advice or authorisation; referring matters to an appropriate person; not carrying out activities for which the learner is not trained or authorised. AC 1.3 could include: reliability; honesty and integrity; accuracy; respect; appropriate conduct; taking responsibility for own work; following agreed procedures; maintaining product security and integrity; recognising how logistics and warehousing activities may affect product availability, continuity of supply and downstream services. AC 1.4 could include: feedback from colleagues, supervisors or assessors; reflecting on own performance; identifying strengths and areas for development; identifying learning or development activities; recording development undertaken; taking action to improve accuracy, efficiency, communication, safe working or other aspects of own practice.
LO2	AC 2.1 must include: equality; diversity; inclusion; avoiding discrimination; fair and respectful treatment; recognising that colleagues and other persons have different backgrounds, characteristics, needs and experiences; organisational equality, diversity and inclusion requirements. AC 2.2 could include: respectful communication and behaviour; valuing different views and contributions; challenging or reporting inappropriate or discriminatory behaviour within own role; working constructively with colleagues from different backgrounds; maintaining inclusive working relationships. AC 2.3 could include: communication needs; disability; cultural or religious considerations; different backgrounds, perspectives or working needs; adapting own communication or behaviour appropriately; seeking support where required; avoiding assumptions about others.
LO3	AC 3.1 could include: unsafe handling, storage or movement of products; damaged or compromised stock; security concerns; stock or documentation discrepancies; equipment or system problems; failure to follow procedures; inaccurate or falsified records; inappropriate or discriminatory behaviour; actions that could affect product integrity, safety, continuity of supply or workplace wellbeing.

The intellectual property rights remain with Open Awards.

	AC 3.2 must include: organisational reporting and escalation procedures; identifying the appropriate person or reporting route; incident-reporting systems; providing accurate and relevant information; recording concerns where required; escalating further where the normal reporting route is inappropriate or the concern remains unresolved. AC 3.3 must include: recognising the limits of own competence and authority; reporting concerns without unnecessary delay; providing factual and accurate information; maintaining confidentiality where appropriate; not attempting to resolve matters outside own responsibility; recognising circumstances requiring immediate escalation. AC 3.4 could include: unsafe working practices; unsafe handling, storage or transportation of medicines and pharmaceutical products; security breaches; falsification or inappropriate alteration of records; failure to follow organisational procedures; bullying, discrimination or other inappropriate conduct; raising concerns through line-management, incident-reporting or whistleblowing procedures as appropriate; escalating where the normal reporting route is inappropriate or ineffective.

Assessment Requirements

This unit may be assessed using a range of assessment methods including written evidence, professional discussion, questioning and reflective accounts. Assessment should be contextualised to logistics and warehousing activities in the pharmaceuticals sector and reflect the learner's occupational role.

For AC 1.4, learners must use feedback or reflection on their own practice to identify at least one strength and one area for improvement and provide evidence of a relevant learning or development activity.

Learners should demonstrate an understanding of the limits of their own role and organisational procedures for reporting and escalating concerns.

The intellectual property rights remain with Open Awards.