




the **skills** network



# TQUK Level 2 Certificate in the Principles of Warehousing (RQF)



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## Course overview

**The HSE reports that lifting, handling and carrying accounts for 19% of non-fatal injuries in the workplace. That is nearly a quarter of injuries, making it vital that manual handling safety is improved, particularly in environments such as warehouses where manual handling and the moving of heavy goods occurs daily.**

This course will equip learners with a detailed understanding of a variety of warehouse processes, including manual handling, stock checks, processing orders, storage and packaging of goods and assembling for dispatch. They will also look in detail at the customer service process and how it can impact an organisation.

## Who is suitable?

This qualification is aimed at anyone who wishes to develop an in-depth knowledge of the health and safety requirements in warehouses, the processes surrounding storing and dispatching warehousing goods and the importance of customer service in a warehousing environment.

The course aims to provide learners with a route to employment in the logistics sector, but can also support those currently working in the sector to progress in their role and advance their career.



## Learning method

Studying via distance learning means you can choose when and where you study. We ensure you get all the support you need throughout your course in the form of a personal Tutor and a Learner Support Advisor.

This course is available:

 **Online**

All of our award-winning, online learning resources are of the highest quality and are designed to be engaging and interactive to keep you focused on your learning at all times.





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## What you will learn

**This course is split into four manageable units:**

### **Unit 1:**

Health and safety requirements in a warehousing environment

### **Unit 2:**

Understand the principles of warehousing goods

### **Unit 3:**

Understand the process of stock checking and preparing goods for dispatch

### **Unit 4:**

The importance of customer service in a warehousing environment

## Benefits

- Gain a nationally recognised qualification
- Establish a long-standing career pathway within the manual sector
- This course is delivered via distance learning, allowing you to choose when and where you study
- Increase your understanding of warehousing processes, including manual handling and customer service
- Our activities are designed to help you apply learning to real life scenarios
- Study will enhance both your personal skills and professional development
- The course will be individualised for you via diagnostic assessment to focus on any gaps in knowledge
- Personal Tutors are assigned to you to ensure you have the support needed to succeed.