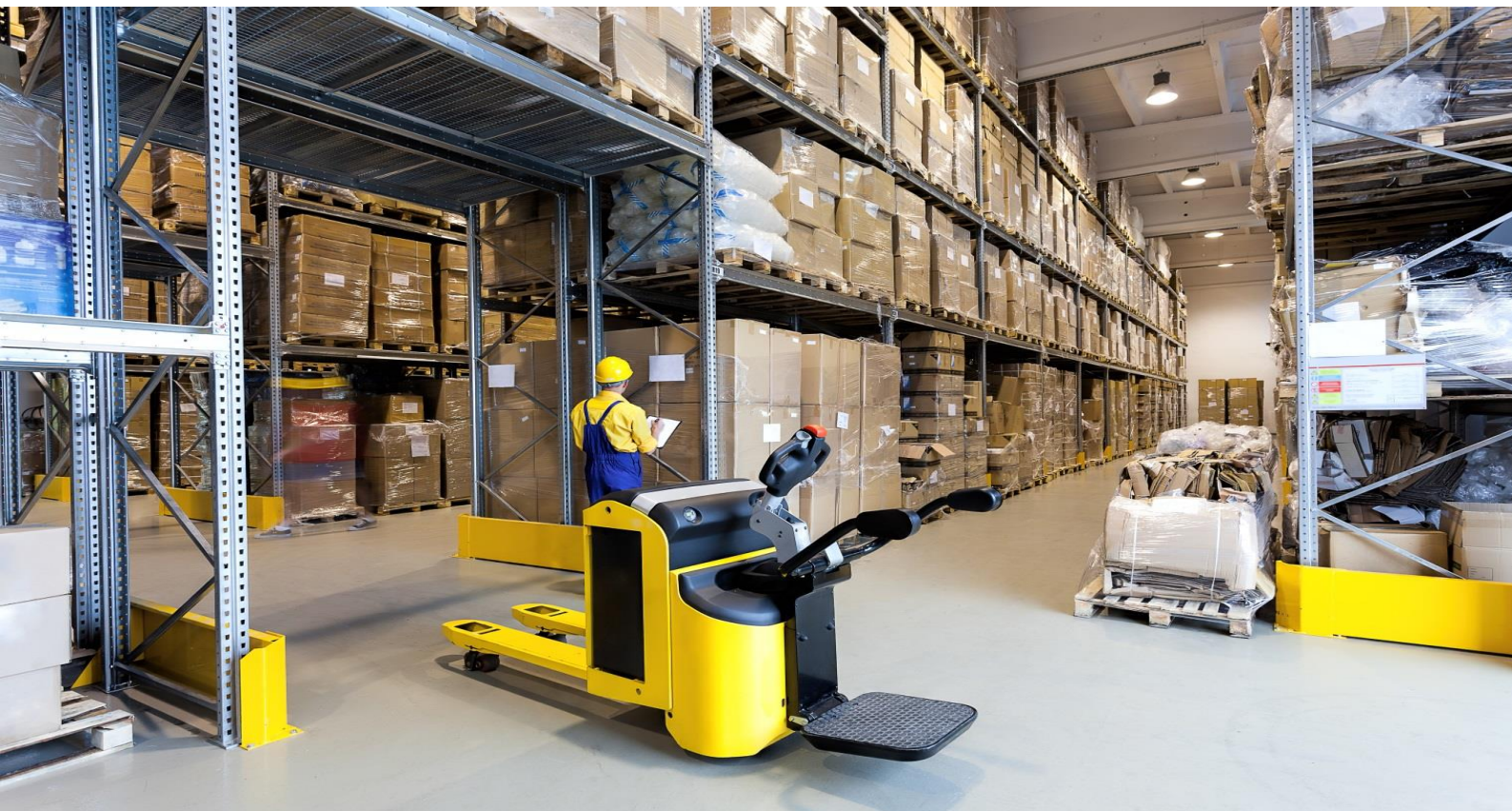


Qualification Manual

EAL Level 3 Diploma in Warehousing and
Storage (QCF)

Qualification Code: 601/7369/5

Issue: A



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1.0 About EAL

Since 1964, **EAL (Excellence, Achievement and Learning)** has been awarding superior vocational qualifications and apprenticeship components for engineering, building services and related sectors.

Developed to the highest technical standard, our qualifications are regularly updated to reflect regulatory and technical changes. We support the providers of our qualifications with an unparalleled level of service to ensure that learners are well prepared for the roles they plan to take on.

EAL recognise the value of skills in the work environment as one of the five key drivers of productivity; essential for economic growth and bringing a number of wider social benefits. Through its programme of continuous improvement EAL strives to meet the demand from employers for high performing, high quality products.

In 2012, EAL changed its name from EMTA Awards Limited to **Excellence, Achievement and Learning**, to better reflect its wide reaching position across industry – providing qualifications, not only in Engineering and Manufacturing, but also specialising in Building Services Engineering, Gas Utilisation, Environmental Technologies, Business Services and closely related sectors

1.1 Equal opportunities and diversity

EAL expects its centres to enable learners to have equal access to training and assessment for qualifications irrespective of their sex, marital status, age, religion, colour, race, nationality or ethnic origin or disability. Assessment must similarly be undertaken without discrimination. In essence centres must deliver our qualifications and units in accordance with relevant Equalities Legislation.

EAL will ensure that there are no barriers to entry to units and qualifications we develop and deliver and/or offer for disabled people, for women or men, or people from different racial groups, other than those directly related to the integrity of units or qualifications. Should such barriers be identified they will be either removed and/or kept if they are indeed justified (e.g. due to legal requirements that may state users of a certain age can undertake a specific job role/qualification).

All such outcomes, including how any barriers will be mitigated, will be recorded in accordance with our qualification and unit development arrangements. We will also make every practical effort to ensure that materials, services and facilities are not only free from bias but will also support employees, approved centres and learners in maximising employment and personal development and achievement opportunities.

1.2 Complaints

Customer service is a fundamental part of EAL's commitment to industry. Our long-term partnership with industry and recognised Centres – which is underpinned by our unique External Verification Service and world class customer service – means our support is based on unrivalled understanding of our customers' needs.

EAL aims to ensure that all customers receive a high quality and efficient service and we continually monitor the levels of service provided. There may be times, however, when you may feel that we have not provided an adequate service.

In these situations, please contact our customer services team:

EAL Customer Services:
Tel: +44 (0)1923 652 400
Email: customercare@eal.org.uk

2.0 Introduction to the Qualification

What is this qualification?

This qualification is a Vocationally Related Qualification (VRQ) which sits on the Qualification and Credit Framework (QCF) and has been approved by employers within the Warehousing and Storage industry. The qualification focuses on the knowledge and, where appropriate, the practical skills associated with Warehousing & Storage. This arrangement ensures that when the learner completes the qualification they will have gained knowledge and practical experience of some of the situations that they could face within the occupational sector in which it is being delivered.

It covers the advanced level knowledge and understanding of warehousing and storage, and has been developed in consultation with industry specialists and training providers to ensure that it meets the needs of industry employers and learners. The qualification has huge potential benefits for those engaging with the industry sector

Who is this qualification for?

- Learners who are already in employment within the Logistics Industry in a Warehouse and Storage facility, distribution centre, transport or freight forwarding operation. It is particularly relevant to those who already have good experience, skills and an understanding of the logistics industry. They should ideally already be in a supervisory or team leading role or looking for promotion.
- All learners undertaking a Skills for Logistics apprenticeship.
- All learners aged 16 and above who are capable of meeting the standards. It is highly unlikely however, that a learner at 16 will have the necessary skill set/knowledge to achieve this qualification.
- For those who do not currently work in the industry, but would like to gain some of the skills and/or knowledge required to do so.

What does this qualifications cover?

The content and structure of this qualification has been developed to provide knowledge and understanding of customer service, supervising receipt, storage or dispatch of goods, providing leadership and taking responsibility for health, safety and security in the warehousing and storage environment.

It will develop the personal skills and attributes that learner's need in their ability to work, learn and achieve their full potential at Level 3 and provide progression to further qualifications within this discipline.

The units for this qualification are listed in Section 4.

2.1 Accreditation and Industry Support for these Qualifications

This qualification:

- Accredited by Ofqual at level 3.
- Supported by the Warehouse and Storage industry.
- Developed with industry support

2.2 Achievement of the Qualifications and ‘Stand Alone Units’

This qualification is gained when all the necessary units have been achieved. The centre will then be able to apply for the learner’s QCF Certificate. The learner will also receive a Certificate of Unit Credit, listing all the units they have achieved.

However if they don’t manage to complete the full qualification learners can still claim a Certificate of Unit Credit for the units achieved, therefore they will still have proof of their ability, and could complete the qualification at a later date.

Units can also be taken individually (stand alone). The qualification manual must be used in conjunction with the delivery and assessment of any individual units to ensure that assessment requirements and methodologies are consistently applied.

2.3 Relation to Other Qualifications

These qualifications relate to the following:

- EAL L3 Diploma in Logistics Operations Management
- EAL L3 Diploma in Supply Chain Operations Management
- EAL L5 Diploma in Supply Chain Operations Management

Details on these can be obtained from the EAL Website or alternatively contact:

- ❑ EAL Customer Services
- ❑ Tel: +44 (0)1923 652400
- ❑ Email: customercare@eal.org.uk

2.4 Qualification Support Materials

The following materials are available for this qualification:

- **Qualification Units:**
Contains the QCF learning outcomes and assessment criteria.

All EAL materials can be accessed from the EAL Website www.eal.org.uk.

3.0 Centre and Qualification Approval

Centres wishing to run these qualifications will need to comply with the Qualification Manual and EAL's centre recognition criteria for this qualification upon accreditation and launch. Centres must also put in place the appropriate physical and human resources and administration systems to effectively run the qualification.

For *existing* EAL Centres to put these qualifications on your centre remit:

- To add this Qualification to your Centre Qualification remit create and complete a Qualification Approval Application form in Smarter Touch and submit to EAL.

For *non* EAL Centres to gain centre approval to run these qualifications:

- Please contact the EAL Customer Services Department who will be delighted to hear from you: Tel: +44 (0)1923 652 400
Email: customercare@eal.org.uk

4.0 Rule of Combination (Qualification Structure)

This qualification will be obtained by the learner once they have completed the 4 mandatory units plus a selection from the optional units in groups A to E. The qualification has 40 credits and 193 to 270 guided learning hours.

To achieve the **EAL Level 3 Diploma in Warehousing and Storage**, learners must achieve a minimum of **40 credits**. **16 credits** will be achieved from the four mandatory units. Learners must then select:

- **3 units in optional group A**
- **2 units in optional group B**
- **2 units in optional group C**
- **1 unit from optional group D**
- **1 unit from optional group E**

4.1 Mandatory units: All units must be completed:

| EAL Code | Unit Title | Level | Credit | GLH | Ofqual Code |
|-----------|---|-------|--------|-----|-------------|
| QWAR3/001 | Contribute to the provision of customer service in logistics operations | 2 | 3 | 18 | Y/601/7920 |
| QWAR3/002 | Supervise the receipt, storage or dispatch of goods | 3 | 6 | 20 | Y/601/7934 |
| QWAR3/003 | Provide leadership for your team in logistics operations | 3 | 4 | 20 | T/601/7603 |
| QWAR3/004 | Take responsibility for health, safety and security in your team | 3 | 3 | 18 | K/601/4875 |

4.2 Group A: Optional units: Select any THREE of the following units: (9 credits minimum)

| EAL Code | Unit Title | Level | Credit | GLH | Ofqual Code |
|-----------|---|-------|--------|-----|-------------|
| QWAR3/005 | Moving and/or handling goods in logistics operations | 2 | 4 | 15 | R/601/7914 |
| QWAR3/006 | Use equipment to move goods in logistics operations | 2 | 3 | 18 | H/601/7922 |
| QWAR3/007 | Check stock levels and stock records | 2 | 3 | 10 | D/601/7935 |
| QWAR3/008 | Process returned goods in logistics operations | 2 | 3 | 15 | L/601/7932 |
| QWAR3/009 | Sort goods or materials for recycling or disposal in logistics operations | 2 | 3 | 10 | R/601/7933 |
| QWAR3/010 | Maintain the safety and security of hazardous goods and materials in logistics operations | 3 | 6 | 30 | J/601/7928 |

**4.3 Group B: Optional units: Select any TWO of the following units:
(4 credits minimum)**

| EAL Code | Unit Title | Level | Credit | GLH | Ofqual Code |
|-----------|--|-------|--------|-----|-------------|
| QWAR3/011 | Allocate and check work in your team in logistics operations | 3 | 3 | 12 | R/601/7611 |
| QWAR3/012 | Inducting new colleagues into a logistics operation | 3 | 2 | 11 | Y/601/7187 |
| QWAR3/013 | Manage your own professional development in logistics operations | 3 | 2 | 11 | M/601/7177 |
| QWAR3/014 | Recruit, select and keep colleagues in logistics operations | 3 | 4 | 16 | F/601/7183 |
| QWAR3/015 | Build and manage teams in logistics operations | 3 | 4 | 18 | J/601/7184 |

**4.4 Group C: Optional units: Select any TWO of the following units:
(6 credits minimum)**

| EAL Code | Unit Title | Level | Credit | GLH | Ofqual Code |
|-----------|---|-------|--------|-----|-------------|
| QWAR3/016 | Schedule logistics operations to meet customer's requirements | 3 | 4 | 18 | K/601/7596 |
| QWAR3/017 | Arrange the transportation of goods using multiple transport modes | 3 | 3 | 26 | Y/600/7646 |
| QWAR3/018 | Organise the preparation of documentation for the transportation of goods | 3 | 3 | 26 | D/600/7647 |
| QWAR3/019 | Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations | 3 | 3 | 15 | M/601/7602 |

**4.5 Group D: Optional units: Select any ONE of the following units:
(3 credits minimum)**

| EAL Code | Unit Title | Level | Credit | GLH | Ofqual Code |
|-----------|---|-------|--------|-----|-------------|
| QWAR3/020 | Optimise the use of logistics resources | 3 | 3 | 15 | M/601/7597 |
| QWAR3/021 | Respond to problems in logistics operations | 3 | 3 | 15 | T/601/7598 |
| QWAR3/022 | Improve performance in logistics operations | 3 | 4 | 20 | H/601/7600 |
| QWAR3/023 | Minimise the environmental impact of logistics operations | 3 | 3 | 15 | K/601/7601 |

**4.6 Group E: Optional units: Select any ONE of the following units:
(2 credits minimum)**

| EAL Code | Unit Title | Level | Credit | GLH | Ofqual Code |
|-----------|--|-------|--------|-----|-------------|
| QWAR3/024 | Release vehicles for daily tasks | 3 | 2 | 12 | D/601/7174 |
| QWAR3/025 | Apply technology in logistics operations | 3 | 4 | 18 | A/601/7599 |
| QWAR3/026 | Monitor vehicle movements | 3 | 2 | 12 | M/601/7180 |
| QWAR3/027 | Manage the traffic office | 3 | 4 | 16 | A/601/7182 |
| QWAR3/028 | Principles of food safety supervision in logistics | 3 | 3 | 25 | T/600/6584 |

5.0 Profiles and Requirements

5.1 Learners

There are no entry qualifications required by learners to undertake this qualification unless there is a legal requirement of the process or the environment. Assessment is open to any learner who has the potential to achieve the assessment criteria set out in the units of assessment.

Aids or appliances, which are designed to alleviate disability, may be used during assessment, providing they do not compromise the standard required.

5.2 Teaching staff

Based on the Ofqual General Conditions of Recognition (September 2013) Section J: Interpretation and definitions, a teacher is defined here as: a person who prepares any learner, or any person likely to become a learner, for assessment for a qualification and who does so as a lecturer, supervisor, tutor or other appropriate provider of education or training.

Teaching staff must:

- have relevant experience in teaching/training

or

- hold an appropriate teaching/training qualification (e.g. Certificate in Education or Learning & Development trainer units)

or

- are working towards an appropriate teaching/training qualification (e.g. Certificate in Education or Learning & Development trainer units)

Teaching staff must also have:

- knowledge and understanding of the occupation covered by the qualification
- knowledge and understanding of the structure and content of the qualification

5.3 Assessors

Assessors must:

- have two years' experience in assessment (e.g. within an N/SVQ or teaching/training environment)

or

- hold an appropriate assessment qualification (e.g. TAQA, Level 3 Award in Assessing Vocationally Related Achievement, Level 3 Certificate in Assessing Vocational Achievement, A1/A2)

or

- be working towards an appropriate assessment qualification (e.g. e.g. TAQA, Level 3 Award in Assessing Vocationally Related Achievement, Level 3 Certificate in Assessing Vocational Achievement, A1/A2)

Assessors must also have:

- knowledge and understanding of the occupation covered by the qualification
- knowledge and understanding of the structure and content of the qualification

5.4 Quality assurance staff

Quality assurance staff must:

- have experience in quality management/internal verification

or

- hold an appropriate qualification (e.g. TAQA, Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practice, Level 4 Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practice, V1)
- have familiarity of the occupation covered by the qualification
- have knowledge and understanding of the qualification's structure and content

5.5 Verifier requirements (internal and external)

Internal quality assurance (Internal Verification) must be carried out by competent verifiers that as a minimum must hold the QCF Level 4 Award in the Internal Quality Assurance of Assessment Processes and Practices. Current and operational Internal Verifiers that hold internal verification units V1 or D34 will not be required to achieve the QCF Level 4 Award as they are still appropriate for the verification requirements set out in this unit assessment strategy. Verifiers must be familiar with, and preferably hold, either the nationally recognised assessor units D32 and/or D33 or A1 and/or A2 or the QCF Level 3 Award in Assessing Competence in the Work Environment.

External quality assurance (External Verification) must be carried out by competent External Verifiers that as a minimum must hold the QCF Level 4 Award in the External Quality Assurance of Assessment Processes and Practices. Current and operational External Verifiers that hold external verification units V2 or D35 will not be required to achieve the QCF Level 4 Award as they are still appropriate for the verification requirements set out in this unit assessment strategy. Verifiers must be familiar with, and preferably hold, either the nationally recognised assessor units D32 and/or D33 or A1 and/or A2 or the QCF Level 3 Award in Assessing Competence in the Work Environment. External and Internal Verifiers will be expected to regularly review their skills, knowledge and understanding and where applicable undertake continuing professional development to ensure that they are carrying out workplace quality assurance (verification) of assessment processes and practices to the most up to date National Occupational Standards (NOS) verifiers, both internal and external, will also be expected to be fully conversant with the terminology used in the QCF units against which the assessments and verification are to be carried out, the appropriate regulatory body's systems and procedures and the relevant Awarding Organisation's documentation, systems and procedures within which the assessment and verification is taking place.

Specific technical requirements for Internal and External Verifiers

Internal and External Verifiers of this qualification must be able to demonstrate that have verifiable, sufficient and relevant industrial experience, and must have a working knowledge of the processes, techniques and procedures that are used in the relevant sector/occupation. The tables on the following page show the recommended levels of technical competence for assessors, Internal Verifiers, and External Verifiers.

5.6 Physical Resources

Safe working is a key issue and all practical activities conducted within the centre must be subject to up to date risk assessments. All learners must be properly supervised and wear the correct personal protective equipment. Arrangements for first aid and emergency action in case of accident must be in place.

For the practical assessment, the required resources or guidance criteria are detailed within the associated documentation which can be downloaded from the EAL Website.

6.0 Assessment

For general guidance on Assessment and Internal Quality Assurance please refer to the EAL guide on Smarter Touch. This can be found under the documents tab and is entitled “Centre Guidance” – Operations at the Centre.

6.1 Carrying out Assessment

EAL strongly recommends that the majority of assessment evidence for the mandatory units is collected during the performance of the optional units. Evidence should be obtained holistically, where practically possible, as competence performance of optional units is usually dependent on the mandatory ones. Although it is possible to achieve this qualification with the minimum number of optional units, learners and/or their organisations may wish for competence to be demonstrated and acknowledged through certification for more than these.

6.2 Minimum Evidence Requirements

Performance evidence should be the main form of evidence collected. Competent performance for a unit must be demonstrated consistently (usually a minimum of two demonstrations of performance), and must be sufficient to show that the assessment criteria have been achieved. It should be effectively triangulated with different assessment methodology. Performance evidence can be assessed through direct observation, witness testimony, professional or guided discussion (giving examples), learner testimony or reflective accounts (that are validated) or product evidence. Recognition of Prior Learning (RPL) may be used (see 6.6). Assignments, projects, case studies, written or oral questions are most likely to be used to demonstrate knowledge.

The assessor and learner need to devise an assessment plan to ensure that performance evidence is sufficient to cover all of the specified assessment criteria and which maximises the opportunities to gather evidence in the most effective and efficient way. Evidence can be used for more than one unit where applicable. The employer should ideally be involved in this process.

The most effective way of assessing competence is through direct observation of the learner. Assessors must ensure that the evidence reflects the learner’s competence and not the achievement of a learning programme.

Evidence must be directly attributable to the learner and if gathered from a team activity, the learner’s individual contributions must be assessed.

6.3 Assessing Knowledge and Understanding

Knowledge and understanding are key components of competent performance, but it is unlikely that performance evidence alone will provide enough evidence in this area. Where the learner’s knowledge and understanding is not apparent from performance evidence, it must be assessed by other means and be supported by suitable evidence. Inference from other units must be probed for validity, reliability, authenticity, currency and sufficiency.

Knowledge and understanding can be demonstrated in a number of ways. Sufficient questions should be asked to ensure the learner has an appropriate level of knowledge and understanding, as required by the unit.

Where oral questioning is used the assessor must retain a record of the questions asked, together with the learners answers. Digital recording of these is perfectly acceptable. The employer should be used to validate all performance and knowledge evidence.

6.4 Witness Testimony

Where observation is used to obtain performance evidence, this must be carried out against the unit's assessment criteria. Best practice would require that such observation is carried out by a qualified Assessor. If this is not practicable, then alternative sources of evidence may be used.

For example, the observation may be carried out by someone else that is in close contact with the learner. This could be a team leader, supervisor, mentor or line manager who may be regarded as a suitable witness to competency against the assessment criteria. The witness must be technically competent in the process or skills that they are providing testimony for, to at least the same level of expertise as that required by the learner. It is the assessor's responsibility to ensure that the testimony is reliable, auditable and technically valid, and it is the assessor making the decision of competency, and not the witness.

Where the assessor is not technically competent for a particular unit, such as a Fork Lift Truck unit, an Expert Witness can be used to support the decision making.

6.5 Simulation

Should only be used as a last resort where allowed.

When a learner is unable to complete real work activities simulation is permitted, circumstances in which simulation may take place are:

- A learner is required to complete a work activity that does not occur on a regular basis and therefore opportunities to complete a particular work activity do not easily arise,
- a learner is required to respond to a situation that rarely occurs, such as responding to an emergency situation,
- the safety of the learner and/or resources would be put at risk.

When simulation is used, those who assess the learner should be confident that the simulation replicates the workplace to such an extent that learner's will be able to fully transfer their occupational competence to the workplace and real situations. Simulation can only be used with agreement from the external verifier.

6.6 Recognition of Prior Learning (RPL)

Recognition of prior learning is where a learner can demonstrate that they can meet the assessment criteria within a unit through knowledge or skills they already possess, without undertaking a course of learning. RPL recognises the contribution a person's previous experience could contribute to a qualification. Sufficient, reliable and valid evidence must be submitted for assessment and internal quality assurance purposes. Recognition of prior learning is acceptable for accrediting a unit, several units or a whole qualification. All learners must demonstrate current competence with respect to RPL.

6.7 Employer Led Provision

Skills for Logistics and EAL recognise that employers in the sector provide in-house training, development and assessment processes that can meet the standards for Assessors and Internal Quality Assurers. Where an employer maps its in-house training, development and assessment processes against the Assessor and Internal Quality Assurer National Occupational Standards and shows that all are met; subject to agreement with EAL and Skills for Logistics, an employer is permitted to carry out Assessment and Internal Quality Assurance using staff that do not hold Assessment and Internal Quality Assurance qualifications. Such individuals must however, meet all other requirements for Assessors and Internal Quality Assurers.

6.8 Quality Control of Assessment

General

There are two major points where EAL interacts with the Centre in relation to the External Quality Control of Assessment for a qualification and these are:

- Approval: When a Centre take on new qualifications, the EAL External Verifier (EV) ensures that the Centre is suitably equipped and prepared to deliver the new qualification.
- Monitoring: Throughout the ongoing delivery of the qualification EAL, through EV monitoring and other mechanisms will maintain the quality and consistency of the assessment of the qualification.

Recognition

In granting recognition, EAL, normally through its External Verifiers (EVs) will ensure that the prospective Centre:

- meets any procedural requirements specified by the Awarding Organisation,
- has sufficient and appropriate physical and staff resources,
- meets relevant health and safety and/or equality and access requirements,
- has a robust plan for the delivery, assessment and QA for the qualifications.

EAL may decide to visit the Centre to view the evidence provided. The Awarding Organisation must have a clear rationale for the method(s) deployed.

Monitoring

EAL, through EV monitoring and other mechanisms will ensure:

- that a strategy is developed and deployed for the ongoing monitoring of the Centre. This strategy is based on an active risk assessment of the Centre. In particular the strategy will identify the learner, assessor and IV sampling strategy to be deployed and the rationale behind this,
- that the Centre's internal quality assurance processes are effective in learner assessment,
- that sanctions are applied to a Centre where necessary and that corrective actions are taken by the Centre and monitored by the EV,
- that reviews of EAL's external auditing arrangements are undertaken.

7.0 About the Qualification Units

The qualification's QCF units give the learner the opportunity to demonstrate their knowledge and understanding of identified topics and subject areas.

The units contain the following information:

- Unit title
- QCF Level
- Credit value
- Guided learning hours (GLH)
- Unit aims
- Unit and assessment information
- Learning outcomes
- Assessment criteria.

The Units contain the learning outcomes and assessment criteria for the knowledge and performance to be assessed. Please refer to [Section 6](#) for assessment of these units.

Appendix 1: Skills for Logistics assessment guidance for qualifications in the QCF

Below is the link to the latest version of Skills For Logistics guidance notes on how to assess this and other related qualifications within a Warehousing and Storage environment.

[Skills%20for%20Logistics%20AssessmentFinal%20version080311.pdf](#)

Appendix 2: Learner Registration and Certification

Learners must be registered with EAL on a code which relates to the qualification -this **must be** completed prior to assessment. Both learner registration and certification can be completed on line at the EAL Website www.eal.org.uk. For paper based registration and certification use forms CRF1, and CRF1A. These are located on the EAL Website, for guidance on registration and Certification please refer to the Registration and Certification User Guide.

To Register the Learner on the Chosen Qualification/Pathway Code:

| Qualification Title | Code |
|--|------------|
| EAL Level 3 Diploma in Warehousing and Storage (QCF) | 601/7369/5 |

For further information please contact EAL Customer Services +44 (0)1923 652 400.