



Basic Warehouse Operations

Course Outline

The course aims to provide an introduction in warehouse operations, equipping the participant with key knowledge within the warehousing sector. The participant will learn the basic skills in the areas of operating within a warehousing environment, the health and safety aspects, as well dealing with customer relations.

Main Topics and Learning Outcomes

The course is given as a part of both foundation and intermediate certificates and as such will focus on providing knowledge and skills within the area. After completion of the course the participant should be able to:

- Appreciate industry related terms
- Comprehend correct usage of equipment and premise layout
- Be familiar with daily operations of warehousing
- Demonstrate knowledge and skills in warehousing
- Follow distribution channels
- Demonstrate knowledge and skills in health and safety in the context

Course Overview

The course is based upon participant learning the following;

Industry Terms

- Develop knowledge and understanding of industry terms

Premise & Equipment

- Good Warehouse practises
- Access – personnel
- Correct Storage methods
- Damages/Life cycle FEFO
- Hazards/Contamination/Pest Control/Quarantine
- Lighting & Storage Conditions
- Instructions & Records
- Labelling
- Safety & Security





Operations

- Inventory Control
- Receiving
- Picking, packing and checking
- Dispatch

Warehousing

- Explain what a warehouse/distribution centre is
- Explain simple warehouse layout
- Explain procedures for putting stock away in the warehouse
- Demonstrate knowledge in goods receiving documents
- Demonstrate knowledge in picking products from shelves for delivery
- Apply picking work methods
- Demonstrate knowledge in loading stock
- Carry out daily equipment inspections for safety procedures

Distribution

- Maintain Supply chain
- Develop a delivery schedule
- Identify with checking and packaging systems
- Ensure operation efficiency by planning dispatch
- Recognize the correct equipment for the dispatch

Health and Safety – Equipment and Product Handling

- Demonstrate knowledge in health and safety procedures
- Explain different types of hazards
- Identify and explain how to protect from hazards

Customer service

- Explain the importance of resolving customer problems
- Practice different methods for solving customer problems

The programme is given as a one day course plus test. The seminars are built upon interaction and as such the participants are expected to actively participate in discussions, case studies and mini-presentations. The test will be carried out at the end of the course.

Certification

On the successful completion of the course, the participant will be provided a certificate of completion.

Progression pathways/continuing education

After completion of the course the participants will be able to enrol in 'Warehouse Management – Level 2'.

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