

## Overview

This standard is about the use of technology in your role. It includes being aware of the technology available to assist with your role, including the use of Artificial Intelligence (AI), and using suitable technology effectively and ethically. It also includes identifying possible improvements in the use of technology.

This standard is relevant to all those who use technology to assist with their job role.

## Performance criteria

### *You must be able to:*

1. maintain the health and safety of yourself and others at all times, in line with the relevant legislation and organisational requirements
2. identify hazards and assess risks as you carry out the activity and wear the appropriate personal protective equipment (PPE), where required
3. confirm understanding and competence in the safe operation of the technology used in your role, in accordance with the manufacturers' instructions and organisational procedures
4. identify any training needs associated with the use of technology in your role and seek access to the relevant training
5. deal effectively with issues that arise with technology within the scope and limitations of your responsibilities and competence and report issues which cannot be resolved, in line with organisational procedures
6. confirm that contingencies are in place should failures in technology in your role occur
7. follow specified maintenance and update schedules for the technology used in your role, in accordance with the manufacturers' instructions and organisational procedures
8. identify ways in which the use of technology can improve your role in your organisation
9. research and monitor new and emerging technology that could be used to improve the efficiency of your role in your organisation
10. comply with the policies and procedures of the organisation and the relevant legal, regulatory, ethical and environmental requirements when using technology in your role.

## Knowledge and understanding

### *You need to know and understand:*

1. your responsibilities under the relevant health and safety legislation and organisational requirements
2. how to identify hazards and assess risks as you carry out the activity and the requirements for personal protective equipment (PPE)
3. the technology available for your role and in use in your organisation
4. the manufacturers' instructions and organisational procedures for the use of the technology used
5. how to identify and respond to the training needs associated with the use of technology in your organisation
6. the contingencies in place to respond to any failures in technology in your role
7. the action to take when issues are identified arising from the use of technology in your role
8. the maintenance and update requirements for the technology used in your role, in accordance with the manufacturers' instructions and organisational procedures
9. how to research the latest technological advances in your area of work
10. the implications of changes in technology to your job role and the organisation
11. the relevant regulatory bodies for your area of work and their compliance requirements relating to the use of technology by your organisation
12. the information and recording systems used by the organisation and the legal and organisational requirements for maintaining records, including data protection legislation and organisational procedures for data security
13. the organisational policies and procedures and relevant legal, regulatory, ethical and environmental, requirements relating to the use of technology in your role

## Glossary

**Health and safety** includes mental and physical wellbeing

**Personal Protective Equipment (PPE)** could include: high-visibility clothing, hard hats, protective clothing, eye protection, masks, gloves, safety footwear

SFLLO39



Use technology in your role

---

<b>Developed by</b>	Lantra
<b>Version Number</b>	4
<b>Date Approved</b>	28 Feb 2026
<b>Indicative Review Date</b>	28 Feb 2031
<b>Validity</b>	Current
<b>Status</b>	Original
<b>Originating Organisation</b>	Skills for Logistics
<b>Original URN</b>	SFLLO39
<b>Relevant Occupations</b>	Transport Associate Professionals, Warehouse and Distribution, Removals
<b>Suite</b>	Logistics Operations, Warehousing and Storage
<b>Keywords</b>	technology; systems; robotics; AI

---