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## Overview

This standard covers the skills and knowledge required to carry out tasks in the warehousing and distribution working environment to select and prepare glass and glass related goods for despatch. Knowledge of stock identification is required as is knowledge of recording and reporting systems. The standard also includes the need to know how to deal with the problems that can occur in the selection and preparation of glass and glass related goods for despatch.

The standard is aimed at operatives working in glass distribution and warehousing roles.

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## Performance criteria

### You must be able to:

1. select glass and glass related products for delivery/distribution to meet specifications
2. prepare glass and glass related products for despatch following standard operating procedures
3. conduct checks/inspections to confirm glass and glass related products meet specifications
4. determine "picking orders" of glass and glass related products required to meet specifications
5. identify any hazardous materials available for delivery
6. confirm security of the delivery following standard operating procedures
7. deal with stock, damage and goods situations when preparing glass and glass related products for delivery/distribution
8. record information following company guidelines.

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## Knowledge and understanding

### You need to know and understand:

1. how to obtain information about deliveries required
2. company procedures in place to identify the glass and glass related products needed for distribution/delivery
3. handling methods and equipment used including personal protective equipment (PPE)
4. checks/inspections made to confirm glass and glass related products meet specifications
5. how to determine "picking orders" of glass and glass related products
6. processes to follow packing, labelling and loading for despatch
7. hazardous materials available for delivery and the precautions in place
8. how to ensure security of deliveries
9. company procedures for dealing with insufficient stock to meet the order
10. company procedures for dealing with damaged goods found in the storage location
11. company procedures for dealing with goods in storage location not clearly identified
12. company procedures for dealing with unidentified product numbers on goods

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### Scope/range related to performance criteria

#### Stock, damage and goods situations

- insufficient stock to meet the order
- damaged goods found in the storage location
- goods in storage location not clearly identified
- unidentified product number on goods

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Select and prepare glass and glass related products for delivery



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