

# Introduction to Warehousing & Storage *Spring 2025*



***This answer book will only be marked and certificated if this is completed by the learner AND prison staff***

## Learner Statement of Authenticity

By returning this answer book you are confirming that the work contained is entirely your work and does not include any work completed by anyone other than yourself. You also confirm that you have completed the assignment/portfolio in accordance with the instructions given by your establishment.

**Learner Prison No. in CAPITAL LETTERS**

--	--	--	--	--	--	--

**Prison:**

--

**Learner's Initials:**

--	--

**Date:**

--

## Establishment Confirmation of Authenticity

I confirm that the above-mentioned learner, to the best of my knowledge, is the sole author of this completed answer book.

**Staff Name:**

--

**Signed:**

--

**Date:**

--

## STAFF USE ONLY

Date Issued	Date Marked	Assessor Initials	Result	
			<input type="checkbox"/>	<input type="checkbox"/>
			PASS	REFER

## Contents

How it Works .....	3
Episode Guide .....	4
Learning Outcomes.....	5
Knowledge Check .....	6
Learning Evaluation .....	22
Distance Travelled .....	22
Course Feedback .....	24

## How it works

### Welcome to your Way2Learn course.

This course is designed to enable access to education for all – whether in-cell or in your establishment's education facility.



To complete this course, you will need to watch all of the episodes. Times for each episode are provided on the next page.



You can request a copy of the episode transcript from your Distance Learning Coordinator or Learning and Skills Manager if you need to revisit any of the information.



If you have any difficulties in completing this course, please speak to a suitable peer mentor or member of staff for some help.



Once completed, return your answer book to the appropriate member of staff. After it has been received, it can take up to 3 weeks to be assessed and issued a certificate.



You can ask a member of staff for a copy of our policies and practices for further details.

## Episode Guide

# Introduction to Warehousing and Storage

Monday/Wednesday



Content Guide	Monday/ Wednesday
<b>Ep 1: Health and Safety</b> We will look at all aspects of health and safety, fire regulations and substance control in a warehouse setting.	<b>1:30pm</b>  <b>7:30pm</b>
<b>Ep 2: Different Types of Roles in Warehousing</b> You will understand the different types of jobs that are available in a warehousing environment and be introduced to equal opportunities, equality, and diversity.	<b>1:45pm</b>  <b>7:45pm</b>
<b>Ep 3: Moving or Handling Goods</b> We will look at manual handling in the workplace. In this episode you will be introduced to lifting, carrying, pushing, and pulling.	<b>2:00pm</b>  <b>8:00pm</b>
<b>Ep 4: Picking Goods</b> In this episode you will be introduced to the safest ways of picking goods in a warehouse setting. You will learn different methods of picking, the equipment needed and health and safety considerations.	<b>2:07pm</b>  <b>8:07pm</b>
<b>Ep 5: Preparing Goods for Packing</b> In this episode you will understand how to prepare goods for packing, including the use of different wrapping & packing materials & equipment.	<b>2:24pm</b>  <b>8:24pm</b>
<b>Ep 6: Assembling Goods for Dispatch</b> In this episode you will learn how to correctly, and safely, stack goods prior to moving them to the dispatch area.	<b>2:34pm</b>  <b>8:34pm</b>

## Learning Outcomes



1. Understand the application of health and safety practices in warehousing.
2. Develop effective working relationships and maintain quality standards in the warehouse.
3. Understand manual handling and operational techniques.
4. Identify optimal packing, quality control and preparation for dispatch.

## Starting Out

Consider the learning outcomes above.

On a scale of 1 -10, how would you rate your knowledge of **'Warehousing and Storage'** before starting this course?

*(Please tick the appropriate box)*

1 2 3 4 5 6 7 8 9 10

Low High

At the end of this course, you will have the opportunity to rate your knowledge once more.

## Knowledge Check

To pass this course you will need to correctly answer **80%** of the questions.  
This equates to **30** correct answers out of the 38 marks available.



### Episode 1

#### Question 1

Which of the following is **NOT** a responsibility of an employer under the Health and Safety at Work Act 1974?

*(Please tick the appropriate box)*

<b>A</b>	Conducting risk assessments	
<b>B</b>	Ensuring all employees wear personal clothing instead of PPE where required	
<b>C</b>	Maintaining equipment and storage facilities	
<b>D</b>	Providing training in basic health and safety	

#### Question 2

What are the three crucial elements needed for a fire to start?

*(Please tick the appropriate box)*

<b>A</b>	Heat, fuel, and water	
<b>B</b>	Oxygen, water, and electricity	
<b>C</b>	Fuel, water, and carbon dioxide	
<b>D</b>	Heat, fuel, and oxygen	

### Question 3

If you discover a hazard in the workplace, such as a chemical spillage, what should be your first course of action?

*(Please tick the appropriate box)*

<b>A</b>	Ignore it and continue with your work	
<b>B</b>	Try to clean it up yourself without reporting	
<b>C</b>	Report it immediately to your supervisor or through the appropriate safety reporting channel	
<b>D</b>	Wait for someone else to notice and report it	

### Question 4

Which type of fire extinguisher is recommended for use on electrical fires?

*(Please tick the appropriate box)*

<b>A</b>	Water	
<b>B</b>	Foam	
<b>C</b>	Carbon dioxide (CO2)	
<b>D</b>	Wet chemical	

### Question 5

**True or False:**

Employees are responsible for familiarising themselves with the location of fire exits and fire extinguishers in their workplace?

*(Please tick the appropriate box)*

<b>A</b>	True	
<b>B</b>	False	

## Question 6

From the information in the animation at the start of episode 1, list the five key steps of conducting a risk assessment according to best practices.

1.

2.

3.

4.

5.

## Episode 2

## Question 1

What is a primary responsibility of a warehouse operative?

*(Please tick the appropriate box)*

<b>A</b>	Managing the entire warehouse operations	
<b>B</b>	Moving stock by hand or with equipment	
<b>C</b>	Designing warehouse layout	
<b>D</b>	Supervising other warehouse operatives	

## Question 2

Which role is likely the next step after starting as a general warehouse operative?

*(Please tick the appropriate box)*

<b>A</b>	Cleaner	
<b>B</b>	Warehouse manager	
<b>C</b>	Supervisor or team leader	
<b>D</b>	Quality control officer	



### Question 3

**Effective communication in a warehouse is crucial for?**

*(Please tick the appropriate box)*

<b>A</b>	Reducing the number of employees required	
<b>B</b>	Eliminating the need for supervisors	
<b>C</b>	Avoiding health and safety compliance checks	
<b>D</b>	Enhancing teamwork and operational efficiency	

### Question 4

**Advancements in technology have led to which of the following in warehousing?**

*(Please tick the appropriate box)*

<b>A</b>	Elimination of all manual tasks	
<b>B</b>	Robots replacing all human jobs	
<b>C</b>	Robots and humans working alongside each other	
<b>D</b>	Decreased efficiency in warehouse operations	

### Question 5

**True or False:**

**Quality standards in warehousing include meeting regulatory requirements and ensuring customer satisfaction?**

*(Please tick the appropriate box)*

<b>A</b>	True	
<b>B</b>	False	

## Question 6

Briefly describe the importance of quality standards in a warehousing environment.

---



---



---



---

## Episode 3

## Question 1

When lifting a load manually, what is the first step you should take?

*(Please tick the appropriate box)*

<b>A</b>	Bend your back	
<b>B</b>	Assess the environment and your ability to lift the load	
<b>C</b>	Lift quickly to minimise strain	
<b>D</b>	Ask a colleague to help without assessing the load	

## Question 2

Which of the following is a key principle of safe manual handling?

*(Please tick the appropriate box)*

<b>A</b>	Lifting suddenly for maximum efficiency	
<b>B</b>	Using only your arms to lift heavy objects	
<b>C</b>	Twisting your body while lifting to gain momentum	
<b>D</b>	Keeping the load close to your body	

### Question 3

What should you do if a load is too heavy to move by yourself?

(Please tick the appropriate box)

<b>A</b>	Attempt to move it quickly	
<b>B</b>	Leave it for someone else	
<b>C</b>	Ignore the task	
<b>D</b>	Ask for assistance or use equipment to help move the goods	

### Question 4

Which of the following are key steps to ensure safe manual handling when lifting a heavy load?

(Please tick **all** the appropriate boxes)

<b>A</b>	Assess the environment and your ability to lift the load before starting	
<b>B</b>	Keep your feet close together for balance	
<b>C</b>	Bend your knees, keeping your back straight, and lift using your legs	
<b>D</b>	Lift quickly to minimise strain on your body	

### Question 5

Briefly describe the precautions you should take when handling a load marked as 'hazardous'.

---



---



---



---

## Episode 4

### Question 1

**What is the primary goal of a picking process in a warehouse?**

*(Please tick the appropriate box)*

<b>A</b>	To ensure customer satisfaction by accurately fulfilling orders	
<b>B</b>	To increase the workload on warehouse staff	
<b>C</b>	To reduce operational costs to below 50%	
<b>D</b>	To utilise warehouse space inefficiently	

### Question 2

**Which picking system involves the goods being brought towards the picker?**

*(Please tick the appropriate box)*

<b>A</b>	Picker to part system	
<b>B</b>	Manual handling system	
<b>C</b>	Automated storage system	
<b>D</b>	Part to picker system	

### Question 3

**Before using warehouse equipment for picking, what is the first action you should take?**

*(Please tick the appropriate box)*

<b>A</b>	Conduct a pre-use check	
<b>B</b>	Begin using the equipment immediately	
<b>C</b>	Wait for a supervisor's approval	
<b>D</b>	Ensure the equipment is plugged in	

### Question 4

**True or False:**

**Picking systems in a warehouse have a direct impact on operational efficiency and cost management?**

*(Please tick the appropriate box)*

<b>A</b>	True	
<b>B</b>	False	

### Question 5

**Radio Frequency (RF) picking technology is used to:**

*(Please tick the appropriate box)*

<b>A</b>	Decrease the accuracy of inventory records	
<b>B</b>	Increase the time it takes to pick an order	
<b>C</b>	Eliminate the need for human workers in the warehouse	
<b>D</b>	Improve the accuracy and efficiency of the picking process	

## Episode 5

### Question 1

**True or False:**

**The selection of packing materials depends on the weight, size, and fragility of the goods?**

*(Please tick the appropriate box)*

<b>A</b>	True	
<b>B</b>	False	

### Question 2

**When considering the types of wrapping and packing materials, which factor is NOT typically considered?**

*(Please tick the appropriate box)*

<b>A</b>	The colour of the packaging	
<b>B</b>	The weight of the goods	
<b>C</b>	The size and shape of the goods	
<b>D</b>	The form of the contents (solid, liquid, or gas)	

### Question 3

Which of the following are critical checks during the quality control process before packing goods?

*(Please tick the appropriate box)*

<b>A</b>	Checking if the packaging colour matches the company logo	
<b>B</b>	Ensuring the goods are not needed for the order	
<b>C</b>	Verifying all items are present, correct, and undamaged	
<b>D</b>	Making sure the warehouse is at maximum capacity	

### Question 4

Which of the following factors can negatively impact the quality control process before packing goods?

*(Please tick the appropriate box)*

<b>A</b>	Using suitable protective packaging for fragile items	
<b>B</b>	Failing to verify that all required items are included in the order	
<b>C</b>	Ensuring products meet customer specifications before packing	
<b>D</b>	Overlooking damage or defects before sealing the package	

## Episode 6

### Question 1

What is the primary consideration when stacking goods for dispatch to ensure safety and efficiency?

*(Please tick the appropriate box)*

<b>A</b>	Stack as high as possible to use space efficiently	
<b>B</b>	Place heavier items at the top to prevent them from being crushed	
<b>C</b>	Keep the centre of gravity low by placing heavier items at the bottom	
<b>D</b>	Ensure that items are stacked in a way that looks appealing	

### Question 2

True or False:

Before moving goods to the dispatch area, it's essential to confirm the destination and ensure there is enough space to avoid hazards?

*(Please tick the appropriate box)*

<b>A</b>	True	
<b>B</b>	False	



### Question 3

Which of the following is **NOT** a step required before dispatching goods?

*(Please tick the appropriate box)*

<b>A</b>	Checking if the goods match the order	
<b>B</b>	Ensuring all equipment is painted the same colour	
<b>C</b>	Performing a pre-use check on handling equipment	
<b>D</b>	Verifying that goods are properly labelled and meet quality control standards	

### Question 4

Before moving goods to the dispatch area, what should be the primary consideration?

*(Please tick the appropriate box)*

<b>A</b>	Moving goods as quickly as possible	
<b>B</b>	Stacking goods as high as possible	
<b>C</b>	Confirming destination and available space	
<b>D</b>	Only moving goods if a supervisor is present	



## Workplace Scenarios

### Question 1 (Episode 1)

**Scenario:** While working in a warehouse, you notice that a fire exit is blocked by stacked pallets. A colleague dismisses your concern, saying they will be moved later.

**What steps should you take to ensure compliance with fire safety regulations, and why is it important to address this hazard immediately?**

**Word Count:** 50-100 words, (2 marks available)

### Question 2 (Episode 3)

**Scenario:** You observe a team member struggling to lift heavy boxes by themselves, even though manual handling equipment is available nearby. They insist they are fine and continue lifting with improper technique.

**What advice would you give them about using correct manual handling techniques, and what are the potential long-term consequences of improper lifting?**

**Word Count:** 50-100 words, (2 marks available)

### Question 3 (Episode 2)

**Scenario:** While picking items for an order, you find that the barcode scanner is not working, preventing you from confirming product accuracy. You have a tight deadline to complete the order.

**What steps should you take to ensure accuracy in picking, and how could incorrect item selection impact warehouse operations?**

**Word Count:** 50-100 words, (2 marks available)

### Question 4 (Episode 3)

**Scenario:** You are preparing goods for dispatch, and you notice that some packages have incorrect labelling and others are missing shipping information.

**What actions should you take to ensure that goods are properly prepared for dispatch, and what are the risks of sending incorrectly labelled packages??**

**Word Count:** 50-100 words, (2 marks available)

## Learning Evaluation

You must comment on the three most important things you have learnt and complete distance travelled.

1.....

.....

.....

2.....

.....

.....

3.....

.....

.....

## Distance Travelled

Now that you have completed this course, on a scale of 1 -10, how would you rate your knowledge of Warehousing & Storage?

*(Please tick the appropriate box)*

<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>	<b>9</b>	<b>10</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Low

High

## End of Knowledge Check

This page has been left blank

## Course Feedback – Introduction to Warehousing & Storage

**TO QUALIFY FOR A MUG OR WATER BOTTLE YOU MUST COMPLETE IN FULL, THE LEARNING EVALUATION. THIS IS A VOLUNTARY SUBMISSION. IF YOU DO NOT COMPLETE THIS YOUR WORKBOOK WILL STILL BE MARKED AND CERTIFICATED, BUT YOU WILL NOT BE ELIGIBLE FOR ANY OF OUR INCENTIVISED GIFTS.**

Please clearly write your full name here:

We value your feedback. Please rate each aspect on the scale below:

### 1. The quality, style and tone of the videos.

1      2      3      4      5      6      7      8      9      10

--	--	--	--	--	--	--	--	--	--

Low

High

### 2. The clarity of the answer book.

1      2      3      4      5      6      7      8      9      10

--	--	--	--	--	--	--	--	--	--

Low

High

### 3. Your enjoyment of this course.

1      2      3      4      5      6      7      8      9      10

--	--	--	--	--	--	--	--	--	--

Low

High

Please tell us what you enjoyed most about this course

---



---



---



---

Please give us one suggestion to improve this course

---



---



---