

Overview

This standard is about receiving goods. It involves confirming the goods are received and handled safely, identifying any issues and keeping records up to date.

When working with equipment and machinery you must be appropriately trained and hold current certification, where required, in line with relevant legislation.

This standard is relevant to all operatives who receive goods as part of 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. assess the risks associated with the work before starting and throughout the activity, take action to minimise risks where possible or report in line with organisational procedures
3. confirm that the required personal protective equipment (PPE) for the work to be carried out is worn at all times, in line with organisational procedures
4. confirm that the relevant training has been received to carry out the work, recognise the limits of your competence and seek access to further training where required
5. comply with the policies and procedures of the organisation and the relevant legal and organisational requirements relating to the receipt of goods
6. confirm that the goods being received are in line with the delivery information
7. check for damaged or missing items and report in line with organisational procedures
8. book in deliveries using the organisation's stock control system
9. confirm that the area used to receive the goods is clean and free of obstructions and hazards
10. handle goods safely using suitable handling methods and equipment, in line with the relevant organisational and legal requirements
11. confirm that the goods are placed safely and securely in the designated area in line with organisational procedures
12. maintain effective communication with colleagues when carrying out the work
13. deal effectively with issues that arise within the scope and limitations of your responsibilities and competence and report issues which cannot be resolved, in line with organisational procedures
14. maintain the work area in a clean and tidy condition throughout the activity
15. complete all relevant documentation and other information in line with legal requirements and organisational procedures
16. maintain and store the required records in line with relevant legal and organisational requirements

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 associated with the work being carried out, and the suitable control measures and Safe Systems of Work (SSoW) that can be put in place to reduce risks
3. the relevant Personal Protective Equipment (PPE) that should be worn when receiving goods
4. the information required to receive and book in goods and where to obtain it
5. the organisation's policies and procedures and the relevant legal and organisational requirements relevant to the goods being received
6. the characteristics and any special requirements of the goods being received
7. how to use and update stock control systems used by the organisation
8. the importance of checking for damaged or missing items and the procedure for reporting these
9. the handling methods and equipment required to receive the goods
10. the roles and responsibilities of colleagues and why it is important to maintain communication and work effectively with colleagues when carrying out your work
11. the issues that may occur when receiving goods, the actions to take and the organisational procedures for reporting issues that cannot be resolved
12. the importance of maintaining the work area in a clean and tidy condition when carrying out work activities and the organisational standards for this
13. 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

Glossary

Equipment: e.g. tools, implements, machinery, lifts, conveyors, cranes, sack barrows, vehicle ramps, piano wheels, dollies, trucks, trolleys, skates, roller sets, stair climbers, shoulder straps and webbing, ladders

Handling methods: manual, mechanical

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

Stock control systems: manual, computerised, warehouse management systems, radio frequency

Safe System of Work (SSoW) is a method of work that puts in place control measures arising from a risk assessment, in order to manage identified hazards, which are broken down into four elements: safe person; safe equipment; safe place; and safe practice.

SFLWS25



Receive goods

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