

# **Level 2 Certificate in International Trade and Logistics Operations (3293-01)**



**Candidate logbook**  
501/1989/8

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# **Level 2 Certificate in International Trade and Logistics Operations (3293-01)**

## **Candidate logbook**



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# 1 About your candidate logbook

## 1.1 Contact details

<b>Candidate name</b>	
<b>Candidate enrolment no</b>	
<b>Centre name</b>	
<b>Centre number</b>	
<b>Programme start date</b>	
<b>Date of registration with City &amp; Guilds</b>	

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

<b>Your Assessor(s)</b>	
<b>Your Internal Verifier</b>	
<b>Quality Assurance Contact</b>	

# 1 About your candidate logbook

## 1.2 Introduction to the logbook

This logbook will help you complete the units in City & Guilds' **Level 2 Certificate in International Trade and Logistics Operations (3293-01)**. It contains forms you can use to record your evidence of what you have done.

There are **14 units** in total available in this suite of qualifications. You should discuss and agree with your assessor/tutor which of these units you are going to work towards. The units in this logbook are for **Level 2** only.

### About City & Guilds

City & Guilds is your awarding body for this qualification. City & Guilds is the UK's leading awarding body for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website **[www.cityandguilds.com](http://www.cityandguilds.com)**.



## 2 Units

To achieve the **Level 2 Certificate in International Trade and Logistics Operations** learners must achieve **21** credits. They must complete **10** credits from the mandatory units and **11** credits from the optional units available. A minimum of **2** credits must come from **group 1** and a minimum of **2** credits must come from **group 2**, a minimum of **3** credits must come from **group 3**. The remainder **4** credits can come from any of the optional units.

City & Guilds unit	Unit title	GLH	Credit value
	<b>Mandatory group</b>		
001	Health, safety and security at work	2	3
002	Contribute to effective working relationships in logistics environments	2	2
003	Obtain information on goods being transported	2	3
004	Select and recommend methods for transporting goods	2	2
	<b>Option group 1</b>		
101	Arrange the transportation of goods by road	2	2
102	Arrange the transportation of goods by air	2	2
103	Arrange the transportation of goods by rail	2	2
104	Arrange the transportation by sea or waterway	2	2
	<b>Option group 2</b>		
201	Process customs documentation for goods	2	2
202	Process transport documentation for goods	2	2
203	Process financial documentation for goods	2	2
	<b>Option group 3</b>		
301	Recruit, select and keep colleagues in logistics operations	3	3
302	Arrange the transportation of goods using multiple transport modes	3	3
303	Organise the preparation of documentation for the transport of goods	3	3

### 3 The assessment process

Simulation is allowed in some of the units in this qualification. Where simulation is needed this must be agreed with your external verifier in advance to ensure validity. Candidates should be assessed under normal workplace conditions. However, there are situations where the actual workplace may not be appropriate, or where waiting for naturally occurring evidence is impractical. Therefore, the setting up or devising of assessment situations will be allowed, when it can be demonstrated that the following circumstances require it in areas related to.

The following people at your centre will explain the assessment process and help you achieve your unit(s).

#### **The assessor/tutor**

The assessor/tutor is the person you will have the most contact with as you work towards your unit(s). You may have more than one assessor/tutor depending on which unit(s) you take or you may be assessed by a person who is not your tutor.

#### **The internal verifier**

The internal verifier maintains the quality of assessment within the centre.

#### **The external verifier**

The external verifier works for City & Guilds and helps to ensure that your centre meets the required standards for quality and assessment.

## 4 Using your logbook

### **Recording forms**

This logbook contains all of the forms you and your assessor will need to plan, review and organise your evidence. Your assessor will be able to help you decide which forms you need to complete and help you fill them in.

**Please photocopy these forms as required.**

## 5 Candidate progress record

### Level 2 Certificate in International Trade and Logistics Operations (3293-01)

<b>Units</b>	<b>001</b>	<b>002</b>	<b>003</b>	<b>004</b>									
<b>Credits</b>	<b>3</b>	<b>2</b>	<b>3</b>	<b>2</b>									
Total Credits Achieved:													

#### Minimum 21 credits

I confirm that the evidence supplied for the above listed units is authentic and a true representation of my own work. The work logged in the following pages is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

<b>Candidate Name:</b>	
<b>Candidate Signature:</b>	
<b>Date:</b>	

I confirm that this candidate has achieved all the requirements of this qualification with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

<b>Assessor Name:</b>	
<b>Assessor Signature:</b>	
<b>Date:</b>	

<b>IV Name:</b>	
<b>IV Signature:</b>	
<b>Date:</b>	

**Outcome 1 Be able to work safely**

<b>Assessment criteria (Performance)</b> Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	<b>Evidence date</b>					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. take appropriate action in the event of fire, emergencies or accidents						
2. identify where alarms, emergency exits, escape routes, emergency equipment and assembly points are located						
3. demonstrate safe and appropriate use of emergency equipment						
4. discriminate between different alarm sounds						
5. comply with equipment operating procedures and manufacturer's instructions						
6. demonstrate safe handling and lifting techniques						
7. demonstrate correct use and maintenance of any protective clothing and/or equipment						
8. comply with personal responsibilities under the Health & Safety at Work Act / COSSH						
9. identify who the nominated first –aiders are						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 2 Be able to monitor the workplace for hazards

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. identify hazardous substances that are used in the workplace and demonstrate methods of making them safe, or reducing their danger, in the event of an accident						
2. identify hazards posed by machinery that is used in the workplace, and demonstrate methods of making safe or reducing their danger in the event of an accident						
3. demonstrate how to handle and store hazardous substances including debris						
4. demonstrate how to store materials and equipment						
5. explain what the most likely accidents and emergencies in the workplace are and how to deal with them						
6. comply with personal responsibilities under the COSHH (Control of Substances Hazardous to Health).						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 3 Be able to contribute to workplace security

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. outline and comply with the organisation's rules, codes, guidelines and standards relating to security						
2. explain how to deal with loss of property.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Unit 002

## Contribute to effective working relationships in logistics environments

2 credits

### Outcome 1 Be able to identify how to contribute to effective working relationships

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. Identify your own work role with others						
2. Identify the work roles of your colleagues						
3. Identify accepted working practices to include:						
• health, safety and security						
• use of personal protective equipment						
• organisational procedures appropriate to your area of work						
• appropriate work wear and personal hygiene						
• quality standards						
4. Identify methods for improving personal work performance to include:						
• receiving feedback						
• identifying learning needs						
• opportunities for learning						
5. Identify how to support colleagues to include:						
• establishing when colleagues require support						
• methods for providing appropriate support						
6. Identify difficulties that can arise when providing support to colleagues						
7. Identify methods for dealing with difficulties that can arise when providing support to colleagues						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 2 Be able to contribute to effective working relationships

Assessment criteria (Performance)	Evidence date					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. Confirm your own work role with appropriate people						
2. Describe the work roles of your colleagues						
3. Describe how work is shared between yourself and your colleagues						
4. Describe accepted working practices to include:						
• health, safety and security						
• use of Personal Protective Equipment						
• organisational procedures appropriate to your area of work						
• appropriate work wear and personal hygiene						
• quality standards						
5. Describe methods for improving personal work performance to include:						
• receiving and using feedback						
• identifying learning needs						
• opportunities for learning						
6. Demonstrate how you provide support to your colleagues						
7. Describe difficulties that can arise when providing support to colleagues and how to resolve these						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						



## Unit 003

## Obtain information on goods being transported

3 credits

### Outcome 1 Be able to identify the information required to transport goods

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. Identify information to transport goods to include:						
• customer requirements						
• types of goods to be transported						
• preferred methods of transportation						
• supplier information						
• regulatory requirements						
2. Identify freight systems and procedures used by customers						
3. Identify organisational procedures to complete required documentation						
4. Identify current legislation and regulations as they apply to the goods to be transported						
5. Identify appropriate trade terms and international standards for						
• freight carriage						
• insurance						
• costs						
Type of evidence ➔						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 2 Be able to obtain the information required to transport goods

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Confirm with appropriate people the information required to transport the goods						
2. Obtain all relevant information to transport goods to include:						
• customer requirements						
• types of goods to be transported						
• preferred methods for transportation						
• supplier information						
• regulatory requirements						
3. Ensure the information is accurate						
4. Describe the different freight systems and procedures that can be used to transport the goods						
5. Use organisational procedures to complete required documentation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 3 Be able to identify any problem that can occur when obtaining information for the transportation of goods

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Identify problems that can occur when obtaining information for the transportation of goods						
2. Show how to take appropriate action to deal with the problems						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

**Unit 004****Select and recommend methods for transporting goods**

2 credits

**Outcome 1 Be able to identify methods for transporting goods**

<b>Assessment criteria (Performance)</b> Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	<b>Evidence date</b>					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. Identify the goods to be transported						
2. Identify the role of different organisations and agencies in moving freight						
3. Identify different modes of transport to include:						
• advantages and disadvantages for each mode						
• types of vehicles that can be used						
• major routes, transport hubs and destinations that can be used by each mode of transport						
4. Identify freight systems and procedures used by customers						
5. Identify organisational procedures to complete required documentation						
6. Identify current legislation and regulations as they apply to the goods to be transported						
7. Identify appropriate trade terms and international standards for:						
• freight carriage						
• insurance						
• cost						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 2 Be able to select and recommend methods required to transport goods

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Confirm with appropriate people the most appropriate methods to transport the goods						
2. Describe the role of different organisations and agencies in moving freight						
3. Obtain all relevant information to transport the goods to include:						
• advantages and disadvantages for each mode						
• types of vehicles that can be used						
• major routes, transport hubs and destinations that can be used by each mode of transport						
4. Ensure the information is accurate						
5. Describe the different freight systems and procedures that can be used to transport the goods						
6. Use organisational procedures to select and recommend modes of transportation for the goods						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 3 Be able to identify any problems that can occur when selecting and recommending methods for the transportation of goods

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Identify problems that can occur when selecting and recommending methods for the transportation of goods						
2. Show how to take appropriate action to deal with the problems						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Unit 101

## Arrange the transportation of goods by road

2 credits

### Outcome 1 Be able to identify instructions for goods to be transported by road

<b>Assessment criteria (Performance)</b> Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	<b>Evidence date</b>					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. Identify relevant transportation instructions on the goods to be transported						
2. Identify the information required by service providers to include:						
• Health, safety and security requirements						
• Environmental factors						
• Special requirements						
• Methods to monitor the goods						
3. Identify current legislation and regulations as they apply to the goods to be transported						
4. Identify organisational procedures to complete required documentation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 2 Be able to arrange the transportation of goods by road

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Confirm with appropriate people the transportation instructions required						
2. Obtain all relevant information to transport the goods to include:						
• health, safety and security requirements						
• environmental factors						
• special requirements						
• methods to monitor the goods						
3. Ensure all information is accurate						
4. Complete required documentation accurately						
5. Demonstrate how the goods are monitored during transportation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 3 Be able to identify any problems that can occur when arranging transportation of goods by road

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Identify problems that can occur when arranging the transportation of goods by road						
2. Show how to take appropriate action to deal with the problems						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Unit 102

## Arrange the transportation of goods by air

2 credits

### Outcome 1 Be able to identify instructions for goods to be transported by air

<b>Assessment criteria (Performance)</b> Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	<b>Evidence date</b>					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. Identify relevant transportation instructions on the goods to be transported						
2. Identify the information required by service providers to include:						
• Health, safety and security requirements						
• Environmental factors						
• Special requirements						
• Methods to monitor the goods						
3. Identify current legislation and regulations as they apply to the goods to be transported						
4. Identify organisational procedures to complete required documentation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 2 Be able to arrange the transportation of goods by air

Assessment criteria (Performance)	Evidence date					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. Confirm with appropriate people the transportation instructions required						
2. Obtain all relevant information to transport the goods to include:						
• health, safety and security requirements						
• environmental factors						
• special requirements						
• methods to monitor the goods						
3. Ensure all information is accurate						
4. Complete required documentation accurately						
5. Demonstrate how the goods are monitored during transportation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 3 Be able to identify any problems that can occur when arranging transportation of goods by air

Assessment criteria (Performance)	Evidence date					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. Identify problems that can occur when arranging the transportation of goods by air						
2. Show how to take appropriate action to deal with the problems						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						



## Unit 103

## Arrange the transportation of goods by rail

2 credits

### Outcome 1 Be able to identify instructions for goods to be transported by rail

<b>Assessment criteria (Performance)</b> Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	<b>Evidence date</b>					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. Identify relevant transportation instructions on the goods to be transported						
2. Identify the information required by service providers to include:						
• health, safety and security requirements						
• Environmental factors						
• Special requirements						
• Methods to monitor the goods						
3. Identify current legislation and regulations as they apply to the goods to be transported						
4. Identify organisational procedures to complete required documentation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 2 Be able to arrange the transportation of goods by rail

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Confirm with appropriate people the transportation instructions required						
2. Obtain all relevant information to transport the goods to include:						
• health, safety and security requirements						
• environmental factors						
• special requirements						
• methods to monitor the goods						
3. Ensure all information is accurate						
4. Complete required documentation accurately						
5. Demonstrate how the goods are monitored during transportation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 3 Be able to identify any problems that can occur when arranging transportation of goods by rail

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Identify problems that can occur when arranging the transportation of goods by rail						
2. Show how to take appropriate action to deal with the problems						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Unit 104

## Arrange the transportation of goods by sea or waterway

2 credits

### Outcome 1 Be able to identify instructions for goods to be transported by sea or waterway

<b>Assessment criteria (Performance)</b> Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	<b>Evidence date</b>					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. Confirm with appropriate people the transportation instructions required						
2. Obtain all relevant information to transport the goods to include:						
• health, safety and security requirements						
• environmental factors						
• special requirements						
• methods to monitor the goods						
3. Ensure all information is accurate						
4. Complete required documentation accurately						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 2 Be able to arrange the transportation of goods by sea or waterway

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Confirm with appropriate people the transportation instructions required						
2. Obtain all relevant information to transport the goods to include:						
• health, safety and security requirements						
• environmental factors						
• special requirements						
• methods to monitor the goods						
3. Ensure all information is accurate						
4. Complete required documentation accurately						
5. Demonstrate how the goods are monitored during transportation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 3 Be able to identify any problems that can occur when arranging transportation of goods by sea or waterway

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Identify problems that can occur when arranging the transportation of goods by sea or waterway						
2. Show how to take appropriate action to deal with the problems						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Unit 201

## Process customs documentation for goods

2 credits

### Outcome 1 Be able to identify required documentation for customs

<b>Assessment criteria (Performance)</b> Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	<b>Evidence date</b>					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. identify documentation required by customs authorities in the UK, the EU and other countries, to include that required for:						
• different types of goods						
• transit						
2. identify current legislation and regulations as they apply to the goods to be transported						
3. identify all relevant details on the goods to be transported						
4. identify organisational procedures to complete required documentation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 2 Be able to process documentation required for customs

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. confirm with appropriate people the information required for customs						
2. ensure all information is accurate						
3. complete all customs documentation accurately in accordance with organisational procedures and legislation						
4. ensure that all customs documentation is filed and stored according to organizational procedures and legislation						
5. pass on customs documentation to appropriate people at the right time according to organisational procedures and legislation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 3 Be able to identify any problems that can occur when processing documentation for customs

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. identify problems that can occur processing documentation for customs						
2. show how to take appropriate action to deal with the problems						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Unit 202

## Process transport documentation for goods

2 credits

### Outcome 1 Be able to identify required documentation for transporting goods

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. Identify documentation required for transporting goods in the UK, EU and other countries, to include that required for:						
• different types of goods						
• transport methods						
• transit routes						
• transit						
• destination						
2. Identify all relevant details on the goods to be transported						
3. Identify current legislation and regulations as they apply to the goods to be transported						
4. Identify organisational procedures to complete required documentation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 2 Be able to contribute to the provision of customer services in logistics operations

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Confirm with appropriate people the information						
2. Select the correct transport documentation for the goods						
3. Ensure all information is accurate						
4. Provide concise descriptions on the goods containing all relevant information						
5. Complete all transport documentation accurately in accordance with organisational procedures and legislation						
6. Ensure that all transport documentation is filed and stored according to organisational procedures and legislation						
7. Pass on transport documentation to appropriate people at the right time according to organisational procedures and legislation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 3 Be able to identify any problems that can occur when processing documentation for transport

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Identify problems that can occur when processing documentation for transport						
2. Show how to take appropriate action to deal with the problems						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						



## Unit 203

## Process financial documentation for goods

5 credits

### Outcome 1 Be able to identify required documentation for processing financial information on goods

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. Identify financial documentation required for goods in the UK, EU and other countries, to include that required for:						
• different types of goods						
• transport methods						
• transit routes						
• transit						
• destination						
2. Identify all relevant details on the goods to be transported						
3. Identify current legislation and regulations as they apply to the completion of financial documentation on the goods to be transported						
4. Identify organisational procedures to complete required documentation						
Type of evidence ➔						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 2 Be able to process financial documentation for goods

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Confirm with appropriate people the financial information required						
2. Select the correct financial documentation for the goods						
3. Ensure all information is accurate						
4. Provide concise description on the goods containing all relevant information						
5. Complete all financial documentation accurately in accordance with organisational procedures and legislation						
6. Ensure that all financial documentation is filed and stored according to organisational procedures and legislation						
7. Pass on financial documentation to appropriate people at the right time according to organisational procedures and legislation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 3 Be able to identify any problems that can occur when processing financial documentation for the goods

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Identify problems that can occur when processing financial documentation for the goods						
2. Show how to take appropriate action to deal with the problems						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Unit 301

## Recruit, select and keep colleagues in logistics operations

3 credits

### Outcome 1 Be able to identify the criteria for selecting service providers to transport goods

<b>Assessment criteria (Performance)</b> Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	<b>Evidence date</b>					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. Identify all relevant details on the goods to be transported to include:						
• health, safety and security						
• environmental factors						
• special requirements						
2. Identify criteria for selecting service providers to include:						
• systems for selecting service providers						
• systems for placing orders						
• advantages and disadvantages of different modes of transport						
• major routes, hubs and destinations						
• rates and terms of conditions						
• legislation and regulations in relation to the goods						
3. Identify organisational procedures to complete required selection						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 2 Be able to select service providers to transport goods

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Confirm with appropriate people the criteria required						
2. Confirm with appropriate people relevant details of the goods						
3. Provide a list of service providers that meet the stated criteria						
4. Explain the advantages and disadvantages of each service provider						
5. Select the correct service provider						
6. Ensure all information is accurate						
7. Place and confirm the order according to organisational procedures						
8. Complete all documentation accurately in accordance with organisational procedures and legislation						
9. Ensure that all documentation is filed and stored according to organisational procedures and legislation						
10. Pass on documentation to appropriate people at the right time according to organisational procedures and legislation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 3 Be able to identify any problems that can occur when selecting service providers

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Identify problems that can occur when selecting service providers						
2. Show how to take appropriate action to deal with the problems						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Unit 302

## Arrange the transportation of goods using multiple transport modes

3 credits

### Outcome 1 Be able to identify the criteria for arranging transportation of goods using multiple modes of transport

Assessment criteria (Performance)	Evidence date					
Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit						
You must be able to:	Portfolio reference					
1. Identify all relevant details on the goods to be transported to include:						
• health, safety and security						
• environmental factors						
• special requirements						
2. Identify criteria for selecting service providers to include:						
• systems for selecting service providers						
• systems for placing orders						
• advantages and disadvantages of different modes of transport						
• major routes, hubs and destinations						
• rates and terms of conditions						
• legislation and regulations in relation to the goods						
3. Identify organisational procedures to complete required selection						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 2 Be able to arrange the transporting of goods using multiple modes of transport

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Confirm with appropriate people the criteria required						
2. Confirm with appropriate people relevant details of the goods						
3. Explain the advantages and disadvantages of each mode of transport						
4. Assess each mode of transport for the goods						
5. Determine the most appropriate combination of modes of transport						
6. Place and confirm the order according to organisational procedures						
7. Complete all documentation accurately in accordance with organisational procedures and legislation						
8. Ensure that all documentation is filed and stored according to organisational procedures and legislation						
9. Pass on documentation to appropriate people at the right time according to organisational procedures and legislation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 3 Be able to identify any problems that can occur when arranging the transportation of goods using multiple modes of transport

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Identify problems that can occur when arranging the transportation of goods using multiple modes of transport						
2. Show how to take appropriate action to deal with the problems						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Unit 303

## Organise the preparation of documentation for the transport of goods

3 credits

### Outcome 1 Be able to identify the required documentation for the goods

<b>Assessment criteria (Performance)</b> Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	<b>Evidence date</b>					
<b>You must be able to:</b>	<b>Portfolio reference</b>					
1. Identify all relevant details on the goods to be transported to include:						
• health, safety and security						
• environmental factors						
• special requirements						
2. Identify the route and destination for the goods						
3. Identify any international borders and restrictions that impact on the goods						
4. Identify all organisations that require the documentation						
5. Identify all documentation required						
6. Identify resources required to prepare the documentation						
7. Identify organisational procedures to complete required documentation						
Type of evidence ➡						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 2 Be able to organise the preparation of the documentation

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Confirm with appropriate people relevant details of the goods						
2. Confirm with appropriate people the transportation instructions to include:						
• route and destination						
• international borders and any restrictions that apply						
• the correct documentation to be completed						
• the organisations that require the documentation						
3. Allocate resources to prepare the documentation						
4. Schedule the preparation of the documentation to meet critical dates and times for delivery						
5. Ensure all documentation is completed accurately in accordance with organisational procedures and legislation						
6. Ensure that all documentation is filed and stored according to organisational procedures and legislation						
7. Pass on documentation to appropriate people at the right time according to organisational procedures and legislation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

## Outcome 3 Be able to identify any problems that can occur when organising the preparation of documentation for transporting goods

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. Identify problems that can occur when organising the preparation of documentation for transporting goods						
2. Show how to take appropriate action to deal with the problems						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						



# Appendix 1      Summary of City & Guilds assessment policies

## Health and Safety

All centres have to make sure that they provide a safe and healthy environment for learning, including induction and assessment. City & Guilds external verifiers check this when they visit assessment centres.

## Equal Opportunities

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website **[www.cityandguilds.com](http://www.cityandguilds.com)**, City & Guilds Customer Relations Team or your centre.

## Access to assessment

City & Guilds qualifications are open to all candidates, whatever their gender, race, creed, age or special needs. Some candidates may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

If you think you will need alternative assessment arrangements because you have special needs, you should discuss this with your centre during your induction, and record this on your assessment plan. City & Guilds will allow centres to make alternative arrangements for you if you are eligible and if the qualification allows for this. This must be agreed before you start your qualification.

City & Guilds guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website **[www.cityandguilds.com](http://www.cityandguilds.com)**, from the City & Guilds Customer Relations Team or your centre.

## Complaints and appeals

Centres must have a policy and procedure to deal with any complaints you may have. You may feel you have not been assessed fairly, or may want to appeal against an assessment decision if you do not agree with your assessor.

These procedures will be explained during induction and you will be provided with information about the Quality Assurance Co-ordinator within your centre who is responsible for this.

Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Our complaints policy is on our website **[www.cityandguilds.com](http://www.cityandguilds.com)** or is available from the City & Guilds Customer Relations Team or your centre.

**City & Guilds**  
Believe you can



[www.cityandguilds.com](http://www.cityandguilds.com)

## Useful contacts

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### UK learners

General qualification information

T: +44 (0)844 543 0033

E: [learnersupport@cityandguilds.com](mailto:learnersupport@cityandguilds.com)

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### International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: [intcg@cityandguilds.com](mailto:intcg@cityandguilds.com)

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### Centres

Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

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### Single subject qualifications

Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: [singlesubjects@cityandguilds.com](mailto:singlesubjects@cityandguilds.com)

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### International awards

Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: [intops@cityandguilds.com](mailto:intops@cityandguilds.com)

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### Walled Garden

Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: [walledgarden@cityandguilds.com](mailto:walledgarden@cityandguilds.com)

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### Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: [business@cityandguilds.com](mailto:business@cityandguilds.com)

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### Publications

Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: [feedbackandcomplaints@cityandguilds.com](mailto:feedbackandcomplaints@cityandguilds.com)

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