

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

Qualification handbook
501/1989/8



www.cityandguilds.com
April 2011
Version 1.1 (June 2011)

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1 Introduction to the qualification

This document contains the information that centres need to offer the following qualification

Qualification title and level	Level 2 Certificate in International Trade and Logistics Operations
City & Guilds qualification number	3293-01
Qualification accreditation number	501/1989/8
Registration and certification	See Walled Garden/Online Catalogue for last dates

Area	This qualification
Who is the qualification for?	This qualification is for those who are in administrative roles within the logistics sector and who are involved in arranging the international transportation of goods.
What does the qualification cover?	It allows candidates to learn, develop and practise the skills required for employment and/or career progression in the international trade and logistics sector. Learners will focus on understanding different modes of transport, customs documentation as well as learning best practice in selecting carriers and contracting their services.
What will learners be able to do?	Learners will be able to explain and demonstrate how to select appropriate transport methods, process the appropriate international documentation, advise on service providers and financial documentation.
Is the qualification part of a framework or initiative?	This qualification is part of the logistics intermediate apprenticeship framework.
Why has the qualification been developed?	International trade is a fundamental part of the UK economy, requiring the skills and knowledge to effectively manage the movement of goods and services across borders. This qualification has been developed to offer a framework for staff involved in this key business activity to develop the appropriate skills and so improve productivity and performance.

1.1 Qualification structure

Learners must achieve 21 credits to achieve the full qualification. They must complete **10** credits from the mandatory units and a minimum of **11** credits from the optional units available. A minimum of **2** credits must come from units 101-104, a minimum of **2** credits must come from units 201-203 and a minimum of **3** credits must come from units 301-303

The table below illustrates the unit titles, the credit value of each unit.

Unit accreditation number	City & Guilds unit number	Unit title	Mandatory/ optional	Credit value
K/502/1072	001	Health, safety and security at work	Mandatory	3
M/600/7622	002	Contribute to effective working relationships in logistics environments	Mandatory	2
T/600/7623	003	Obtain information on goods being transported	Mandatory	3
R/600/7628	004	Select and recommend methods for transporting goods	Mandatory	2
R/600/7631	101	Arrange the transportation of goods by road	Optional	2
Y/600/7632	102	Arrange the transportation of goods by air	Optional	2
D/600/7633	103	Arrange the transportation of goods by rail	Optional	2
H/600/7634	104	Arrange the transportation by sea or waterway	Optional	2
T/600/7637	201	Process customs documentation for goods	Optional	2
A/600/7641	202	Process transport documentation for goods	Optional	2
F/600/7642	203	Process financial documentation for goods	Optional	2
J/600/7643	301	Select service providers for transporting goods	Optional	3
Y/600/7646	302	Arrange the transportation of goods using multiple transport modes	Optional	3
D/600/7647	303	Organise the preparation of documentation for the transport of goods	Optional	3

1.2 Opportunities for progression

On completion of this qualification candidates may progress into employment or to the following City & Guilds qualifications:

- Traffic office (3438)
- Logistics operations
- ILM management and leadership qualifications or foundation degree or a professional qualification through a body such as the CILT or IoE.

2 Centre requirements

This section outlines the approval processes for Centres to offer this qualification and any resources that Centres will need in place to offer the qualifications including qualification-specific requirements for Centre staff.

Centres already offering City & Guilds qualifications in this subject area

There is **no** fast track approval provision for this qualification.

Existing centres wishing to offer this qualification must use the **standard** Qualification Approval Process.

Human resources

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be technically competent in the areas for which they are delivering training and/or have experience of providing training. This knowledge must be at least to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- be occupationally knowledgeable in the area(s) of Logistics for which they are delivering training. This knowledge must be at least to the same level as the training being delivered
- have credible experience of providing training.

Centre staff may undertake more than one role, e.g. tutor and assessor or internal verifier, but must never internally verify their own assessments.

Assessors and internal verifiers

Internal Verifiers must:

- hold or be working towards a suitable Internal Verifier qualification such as one based on LLUK standards
- have sufficient and relevant technical/occupational familiarity with the units that are verified
- be fully conversant with the standards and assessment criteria in the units to be assessed
- understand the Awarding Organisation's quality assurance systems and requirements for this qualification

Trainee Internal Verifiers must have:

- a plan that is overseen by the recognised assessment centre, to achieve an appropriate Internal Verifier qualification within an agreed timescale

External Verifiers must:

- hold or be working towards a suitable External Verifier qualification such as one based on LLUK standards
- have sufficient and relevant technical/occupational familiarity with the units that are externally verified
- be fully conversant with the standards and assessment criteria in the units to be assessed

- understand the Awarding Organisation's quality assurance systems and requirements for this qualification

Trainee External Verifiers should have:

- a plan that is overseen by the recognised assessment centre, to achieve an appropriate External Verifier qualification within an agreed timescale

Continuing professional development (CPD)

Centres are expected to support their staff in ensuring that their knowledge remains current of the occupational area and of best practice in delivery, mentoring, training, assessment and verification, and that it takes account of any national or legislative developments.

2.1 Candidate entry requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification they already hold.

There are no formal entry requirements for candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

Age restrictions

This qualification is not approved for use by candidates under the age of 16, and City & Guilds cannot accept any registrations for candidates in this age group.

3 Course design and delivery

3.1 Initial assessment and induction

Centres will need to make an initial assessment of each candidate prior to the start of their programme to ensure they are entered for an appropriate type and level of qualification.

The initial assessment should identify:

- any specific training needs the candidate has, and the support and guidance they may require when working towards their qualification. This is sometimes referred to as diagnostic testing.
- any units the candidate has already completed, or credit they have accumulated which is relevant to the qualification they are about to begin.

City & Guilds recommends that centres provide an induction programme to ensure the candidate fully understands the requirements of the qualification they will work towards, their responsibilities as a candidate, and the responsibilities of the centre. It may be helpful to record the information on a learning contract.

4 Assessment

4.1 Summary of assessment methods

For this qualification, candidates will be required to complete the following assessments:

- a portfolio of evidence for **each** unit.

4.2 Recording forms

Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems. Further details are available at:

www.cityandguilds.com/eportfolios. City & Guilds has developed a set of *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate.

N/SVQ Recording forms are available on the City & Guilds website.

Although it is expected that new centres will use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre. Amendable (MS Word) versions of the forms are available on the City & Guilds website.

4.3 Recognition of prior learning (RPL)

Recognition of Prior Learning (RPL) recognises the contribution a person's previous experience could contribute to a qualification. RPL is not allowed for this qualification.

4.4 Assessment strategy

The following sections on additional assessment needs and quality assurance requirements are taken from the assessment strategy provided by Skills for Logistics;

Additional Assessment Needs

QCF units that are used to assess competence within the QCF need to be assessed and quality assured in accordance with the following additional requirements:

1. When QCF units are used to assess competence, Awarding Organisations (AO's) are required to make sure their recognised assessment centres assess learners according to the NOS issued by the SSC for learning and development.
2. Learners should be enabled to complete, wherever possible, real work activities that provide both evidence of underpinning knowledge and evidence of competence to demonstrate they have met the learning outcomes and assessment criteria of the QCF unit and that they are competent in relation to the NOS
3. When a Learner is unable to complete real work activities simulation is permitted, circumstances in which simulation may take place are:
 - a learner is required to complete a work activity that does not occur on a regular basis and therefore opportunities to complete a particular work activity do not easily arise,

- a learner is required to respond to a situation that rarely occurs, such as responding to an emergency situation,
 - the safety of the learner and/or resources would be put at risk
4. When simulation is used, those who assess the learner should be confident that the simulation replicates the workplace to such an extent that learner's will be able to fully transfer their occupational competence to the workplace and real situations.
 5. Assessors must be occupationally competent in the occupational area they are assessing where they have sufficient and relevant technical/occupational competence in the unit, at or above the level of the unit being assessed
 6. Assessors and Internal Verifiers must hold or be working towards the appropriate regulatory body approved qualifications for assessment and internal verification, such as those developed by Lifelong Learning UK.
 7. Assessors must be fully conversant with the units against which the assessments and verifications are to be undertaken
 8. Assessors must carry out assessment according to the relevant Learning and Development National Occupational Standards (*approved January 2010*)*
 9. All assessment decisions made by those working towards a relevant assessor qualification must be verified by a qualified Teacher/Trainer, Assessor or an Assessor recognised by the Awarding Organisation as appropriate
 10. Trainee Assessors should have a plan, which is overseen by the relevant assessment centre, to achieve the relevant assessor qualification within an agreed timescale

*these can be found on the National Occupational Standards Directory: **www.ukstandards.org.uk**

Quality Assurance Requirements

This section summarises the quality assurance requirements that apply to QCF units and qualifications used to demonstrate competence. Awarding Organisations should ensure that recognised assessment centres are familiar with these requirements.

1. QCF units that are used to assess competence must be verified:
 - internally by an Internal Verifier who is accountable to the assessment centre
 - externally by an External Verifier who is accountable to the Awarding Organisation
2. Skills for Logistics recognise that employers in the sector provide in-house training, development and assessment processes that can meet the standards set for Assessors and Verifiers. Where an employer maps its in-house training, development and assessment processes against the Assessor and Verifier National Occupational Standards and shows that all are met; subject to agreement with the Awarding Organisation and Skills for Logistics, an employer is permitted to carry out Assessment and Verification using staff members who do not hold Assessor and Verifier qualifications. Such individuals must however, meet all other requirements for Assessors and Verifiers.

The full assessment strategy can be found on the Skills for Logistics website – **www.skillsforlogistics.org**

5 Units

Availability of units

The following is a list of the learning outcomes for each unit.

Structure of units

The units in this qualification are written in a standard format and comprise the following:

- City & Guilds reference number
- unit accreditation number (UAN)
- title
- level
- credit value
- unit aim
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria

Summary of units

City & Guilds unit number	Title	QCF unit number	Credits
001	Health, safety and security at work	K/502/1072	3
002	Contribute to effective working relationships in logistics environment	M/600/7622	2
003	Obtain information on goods being transported	T/600/7623	3
004	Select and recommend methods for transporting goods	R/600/7628	2
101	Arrange the transportation of goods by road	R/600/7631	2
102	Arrange the transportation of goods by air	Y/600/7632	2
103	Arrange the transportation of goods by rail	D/600/7632	2
104	Arrange the transportation of goods by sea or waterway	H/600/7634	2
201	Process customs documentation for goods	T/600/7637	2
202	Process transport documentation for goods	A/600/7641	2
203	Process financial documentation for goods	F/600/7642	2
301	Select service providers for transporting goods	J/600/7643	3
302	Arrange the transportation of goods using multiple transport modes	Y/600/7646	3
303	Organise the preparation of documentation for the transport of goods	D/600/7647	3

Level: 2
Credit value: 3
UAN: K/502/1072

Unit aims

This unit is for those who take responsibility for their own health, safety and security in the workplace, and monitor the workplace for hazards. The job role involves contributing to the safety and security in the workplace, taking action in the event of an incident, raising the alarm, following correct procedures for shut down and evacuation, using emergency equipment correctly and safely, and monitoring the workplace for hazards.

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. Be able to work safely
2. Be able to monitor the workplace for hazards
3. Be able to contribute to workplace security

Guided learning hours

It is recommended that **20** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit relates directly to SkillfastUK's Manufacturing Sewn Products NOS 2007 (HS1)

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

Assessment should be in the work place as much as possible

Unit 001 Health, safety and security at work

Learning outcomes and assessment criteria

Outcome 1 Be able to work safely

The learner can:

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. Distinguish between different alarm sounds
5. Comply with equipment operating procedures and manufacturers 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 / COHSH
9. Identify who the nominated first-aiders are

Outcome 2 Be able to monitor the workplace for hazards

The learner can:

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)

Outcome 3 Be able to contribute to workplace security

The learner can:

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

Unit 002

Contribute to effective working relationships in logistics environment

Level: 2
Credit value: 2
UAN: M/600/7622

Unit aim

This unit is aimed at people working within a logistics environment

Learning outcomes

There are two learning outcomes to this unit. The learner will:

1. Be able to identify how to contribute to effective working relationships
2. Be able to contribute to effective working relationships

Guided learning hours

It is recommended that **20** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is mapped directly to Skills for Logistics National Occupational Standard 'Contribute to effective working relationships'

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

Assessment should be in the work place as much as possible

Unit 002

Contribute to effective working relationships in Logistics environments

Learning outcomes and assessment criteria

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

The learner can:

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

Outcome 2 Be able to contribute to effective working relationships

The learner can:

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

Unit 003

Obtain information on goods being transported

Level: 2
Credit value: 3
UAN: T/600/7623

Unit aims

This unit is aimed at people working with the administration of International Trade and Logistics Operations. It covers:

- required documentation
- freight systems
- organisational procedures
- legislation and regulations

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. Be able to identify the information required to transport goods
2. Be able to obtain the information required to transport goods
3. Be able to identify any problems that can occur when obtaining information for the transportation of goods

Guided learning hours

It is recommended that **26** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is mapped directly to Skills for Logistics International Trade and Logistics Operations ITL01 'Obtain information on goods being transported'

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

Assessment should be in the work place as much as possible

Unit 003 Obtain information on goods being transported

Learning outcomes and assessment criteria

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

The learner can:

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

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

The learner can:

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

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

The learner can:

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

Unit 004

Select and recommend methods for transporting goods

Level: 2
Credit value: 2
UAN: R/600/7628

Unit aims

This unit is aimed at people working with the administration of International Trade and Logistics Operations. It covers:

- selecting methods for transporting goods
- making recommendations for transporting goods

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. Be able to identify methods for transporting goods
2. Be able to select and recommend methods required to transport goods
3. Be able to identify any problems that can occur when selecting and recommending methods for the transportation of goods

Guided learning hours

It is recommended that **16** hours be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is mapped directly to Skills for Logistics International Trade and Logistics Operations ITL02 'Select and recommend methods for transporting goods'

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

Assessment should be in the work place as much as possible

Unit 004 Select and recommend methods for transporting goods

Learning outcomes and assessment criteria

Outcome 1 Be able to identify methods for transporting goods

The learner can:

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

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

The learner can:

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

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

The learner can:

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

Level: 2
Credit value: 2
UAN: R/600/7631

Unit aims

This unit is aimed at people working with the administration of International Trade and Logistics Operations. It covers

- arranging the transportation of goods by road

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. Be able to identify instructions for goods to be transported by road
2. Be able to arrange the transportation of goods by road
3. Be able to identify any problems that can occur when arranging transportation of goods by road

Guided learning hours

It is recommended that **14** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards

This unit is mapped to Skills for Logistics International Trade and Logistics Operations ITL03 'Arrange the transportation of goods by road'

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

Assessment should be in the work place as much as possible

Unit 101 Arrange the transportation of goods by road

Learning outcomes and assessment criteria

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

The learner can:

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

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

The learner can:

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

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

The learner can:

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

Level: 2
Credit value: 2
UAN: Y/600/7632

Unit aims

This unit is aimed at people working with the administration of International Trade and Logistics Operations. It covers:

- arranging the transportation of goods by air

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. Be able to identify instructions for goods to be transported by air
2. Be able to arrange the transportation of goods by air
3. Be able to identify any problems that can occur when arranging transportation of goods by air

Guided learning hours

It is recommended that **18** hours should be allocated for this unit, although patterns of delivery are likely to vary

Details of the relationship between the unit and relevant national standards

This unit is mapped directly to Skills for Logistics International Trade and Logistics Operations ITL04 'Arrange the transportation of goods by air'

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

Assessment should be in the work place as much as possible

Unit 102 Arrange the transportation of goods by air

Learning outcomes and assessment criteria

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

The learner can:

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

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

The learner can:

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

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

The learner can:

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

Level: 2
Credit value: 2
UAN: D/600/7633

Unit aim

This unit is aimed at people with the administration of International Trade and Logistics Operations. It covers:

- arranging the transportation of goods by rail

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. Be able to identify instructions for goods to be transported by rail
2. Be able to arrange the transportation of goods by rail
3. Be able to identify any problems that can occur when arranging transportation of goods by rail

Guided learning hours

It is recommended that **18** hours should be allocated for this unit, although patterns of delivery may vary

Details of the relationship between the unit and relevant national standards

This unit is mapped directly to Skills for Logistics International Trade and Logistics Operations ITL05 'Arrange the transportation of goods by rail'

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

Assessment should be in the work place as much as possible

Unit 103 Arrange the transportation of goods by rail

Learning outcomes and assessment criteria

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

The learner can:

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

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

The learner can:

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

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

The learner can:

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

Unit 104

Arrange the transportation of goods by sea or waterway

Level: 2
Credit value: 2
UAN: H/600/7634

Unit aims

This unit is aimed at people working with the administration of International Trade and Logistics Operations. It covers:

- Arranging the transportation of goods by sea or waterway

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. Be able to identify instructions for goods to be transported by sea or waterway
2. Be able arrange the transportation of goods by sea or waterway
3. Be able to identify any problems that can occur when arranging transportation of goods by sea or waterway

Guided learning hours

It is recommended that **14** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is mapped directly to Skills for Logistics International Trade and Logistics Operations ITLO6 'Arrange the transportation of goods by sea or waterway'.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

Assessment should be in the work place as much as possible

Unit 104 Arrange the transportation of goods by sea or waterway

Learning outcomes and assessment criteria

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

The learner can:

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

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

The learner can:

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

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

The learner can:

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

Level: 2
Credit value: 2
UAN: T/600/7637

Unit aims

This unit is aimed at people working with the administration of International Trade and Logistics Operations. It covers:

- The processing of documentation for customs for goods

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. Be able to identify required documentation for customs
2. Be able to process documentation required for customs
3. Be able to identify any problems that can occur when processing documentation for customs

Guided learning hours

It is recommended that **12** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is mapped directly to Skills for Logistics International Trade and Logistics Operations ITLO7 'Process customs documentation for goods'.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

Assessment should be in the work place as much as possible

Unit 201 Process customs documentation for goods

Learning outcomes and assessment criteria

Outcome 1 Be able to identify required documentation for customs

The learner can:

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

Outcome 2 Be able to process documentation required for customs

The learner can:

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 organisational procedures and legislation
5. pass on customs documentation to appropriate people at the right time according to organisational procedures and legislation

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

The learner can:

1. identify problems that can occur processing documentation for customs
2. show how to take appropriate action to deal with the problems

Level: 2
Credit value: 2
UAN: A/600/7641

Unit aim

This unit is aimed at people working with the administration of International Trade and Logistics Operations. It covers:

- the processing of transport documentation for goods

Learning outcomes

There are three learning outcomes to this unit. The learner will:

1. Be able to identify required documentation for transporting goods
2. Be able to process documentation required for transporting goods
3. Be able to identify any problems that can occur when processing documentation for transport

Guided learning hours

It is recommended that **16** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is mapped directly to Skills for Logistics International Trade and Logistics Operations ITLO7 'Process customs documentation for goods'.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

Assessment should be in the work place as much as possible

Unit 202 Process transport documentation for goods

Learning outcomes and assessment criteria

Outcome 1 Be able to identify required documentation for transporting goods

The learner can:

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

Outcome 2 Be able to process documentation required for transporting goods

The learner can:

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

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

The learner can:

1. Identify problems that can occur when processing documentation for transport
2. Show how to take appropriate action to deal with the problems

Level: 2
Credit value: 2
UAN: F/600/7642

Unit aim

This unit is aimed at people working with the administration of International Trade and Logistics Operations. It covers:

- the processing of financial documentation for goods

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. Be able to identify required documentation for processing financial information on goods
2. Be able to process financial documentation for goods
3. Be able to identify any problems that can occur when processing financial documentation for the goods

Guided learning hours

It is recommended that **18** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is mapped directly to Skills for Logistics International Trade and Logistics Operations ITLO7 'Process customs documentation for goods'.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

Assessment should be in the work place as much as possible

Unit 203 Process financial documentation for goods

Learning outcomes and assessment criteria

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

The learner can:

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

Outcome 2 Be able to process financial documentation for goods

The learner can:

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

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

The learner can:

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

Unit 301

Select service providers for transporting goods

Level: 3
Credit value: 3
UAN: J/600/7643

Unit aim

This unit is aimed at people working with the administration of International Trade and Logistics Operations. It covers:

- the selection of service providers to meet the needs of customers

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. Be able to identify the criteria for selecting service providers to transport goods
2. Be able to select service providers to transport goods
3. Be able to identify any problems that can occur when selecting service providers

Guided learning hours

It is recommended that **26** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is mapped directly to Skills for Logistics International Trade and Logistics Operations ITLO10 'Select service providers for transporting goods'

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

Assessment should be in the work place as much as possible

Unit 301 Select service providers for transporting goods

Learning outcomes and assessment criteria

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

The learner can:

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

Outcome 2 Be able to select service providers to transport goods

The learner can:

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

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

The learner can:

1. Identify problems that can occur when selecting service providers
2. Show how to take appropriate action to deal with the problems

Unit 302

Arrange the transportation of goods using multiple transport modes

Level: 3
Credit value: 3
UAN: Y/600/7646

Unit aim

This unit is aimed at people working with the administration of International Trade and Logistics Operations. It covers:

- Arranging transportation of goods using multiple modes of transport

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. Be able to identify the criteria for arranging transportation of goods using multiple modes of transport
2. Be able to arrange the transporting of goods using multiple modes of transport
3. Be able to identify any problems that can occur when arranging the transportation of goods using multiple modes of transport

Guided learning hours

It is recommended that **26** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is mapped directly to Skills for Logistics International Trade and Logistics Operations ITL11 'Arrange the transportation of goods using multiple transport modes'.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

Assessment should be in the work place as much as possible

Unit 302 Arrange the transportation of goods using multiple transport modes

Learning outcomes and assessment criteria

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

The learner can:

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

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

The learner can:

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

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

The learner can:

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

Unit 303

Organise the preparation of documentation for the transport of goods

Level: 3
Credit value: 3
UAN: D/600/7647

Unit aim

This unit is aimed at people working with the administration of International Trade and Logistics Operations. It covers:

- Organising the preparation of documentation

Learning outcomes

There are **three** learning outcomes to this unit. The learner will:

1. Be able to identify the required documentation for the goods
2. Be able to organise the preparation of the documentation
3. Be able to identify any problems that can occur when organising the preparation of documentation for transporting goods

Guided learning hours

It is recommended that **26** hours should be allocated for this unit, although patterns of delivery are likely to vary.

Details of the relationship between the unit and relevant national standards

This unit is mapped directly to Skills for Logistics International Trade and Logistics Operations ITL12 'Organise the preparation of documentation for the transportation of goods'

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

Assessment should be in the work place as much as possible

Unit 303

Organise the preparation of documentation for the transport of goods

Learning outcomes and assessment criteria

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

The learner can:

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

Outcome 2 Be able to organise the preparation of the documentation

The learner can:

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

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

The learner can:

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

Appendix 1 Relationships to other qualifications

Literacy, language, numeracy and ICT skills development

This qualification includes opportunities to develop and practise many of the skills and techniques required for success in the following qualifications:

- Functional Skills (England) – see **www.cityandguilds.com/functionalskills**
- Essential Skills (Northern Ireland) – see **www.cityandguilds.com/essentialskillsni**
- Essential Skills Wales (from September 2010).

There might also be opportunities to develop skills and/or portfolio evidence if candidates are completing any Key Skills alongside this qualification.

Appendix 2 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage** on www.cityandguilds.com.

Centre Guide – Delivering International Qualifications contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification. Specifically, the document includes sections on:

- The centre and qualification approval process and forms
- Assessment, verification and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Frequently asked questions.

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Qualifications and Credit Framework (QCF):** general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for GOLA/e-volve assessments.

City & Guilds

Skills for a brighter future



www.cityandguilds.com

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

Exam entries, Registrations/enrolment, Certificates, 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

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

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

Walled Garden

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

T: +44 (0)844 543 0000

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Publications

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