

Level 2 Certificate in Traffic Office (3438-05)

Candidate logbook

600/3158/X

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1 About your candidate logbook

1.1 Contact details

Candidate name	
Candidate enrolment no	
Centre name	
Centre number	
Programme start date	
Date of registration with City & Guilds	

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.

Your Assessor(s)	
Your Internal Verifier	
Quality Assurance Contact	

1 About your candidate logbook

1.2 Introduction to the logbook

This logbook will help you complete your **Level 2 Certificate in Traffic Office (3438-05)**. It contains:

- the units you need to achieve to complete your qualification
- information about your responsibilities as a candidate
- forms you can use to record and organise your evidence.

It will also tell you:

- about your qualification
- what you need to do to complete your qualification
- who will help you.

This logbook will help you complete the units in City & Guilds' **Level 2 Certificate in Traffic Office (3438-05)**. It contains forms you can use to record the evidence of what you have done.

There are **9 units** in total available for this qualification. You should discuss and agree with your assessor/tutor which of these units you are going to work towards.

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.

2 Units

To achieve the **Level 2 Certificate in Traffic Office (3438-05)** you must achieve a minimum of **22 credits** by completing **all** of the units below:

Unit	Unit title	Credit value	GLH
	Mandatory units (all 22 credits to be achieved)		
001	Health, safety and security at work	3	20
002	Develop productive relationships with colleagues in logistics operations	2	12
004	Identify suitable collection or delivery points	2	7
005	Routing and scheduling of loads	3	14
006	Release vehicles for daily tasks	2	12
007	Monitor vehicle movements	2	12
008	Post journey reports and checks	2	10
010	Contribute to the provision of customer service in logistics operations	3	18
017	Make an effective contribution to a business in the logistics sector	3	10

3 About approved centres

3.1 Types of centres

Assessment for your qualification will be carried out at your centre. Your centre may be your place of work, a college, training provider or a combination of these.

City & Guilds approves centres to offer qualifications and regularly monitors them to make sure they meet our quality standards and follow our assessment policies.

Centre responsibilities

Your centre is responsible for the administration of your qualification. Centre staff will:

- register you with City & Guilds
- give you your City & Guilds enrolment number
- apply for your certificate(s) when you have completed your qualification or units.

The centre is also responsible for supporting you as your work towards your qualification. Centres will:

- carry out an initial assessment with you
- tell you about any learning or training (and resources) you will need to help you complete your qualification
- provide an induction programme to explain how the qualification assessment process works
- produce an assessment plan for you.

3 About approved centres

3.2 Assessment roles

The following people at your centre will help you achieve your qualification.

The assessor

The assessor is the person you will have the most contact with as you work towards your qualification.

Your assessor will:

- help you identify any training you need
- agree an assessment plan with you
- help you plan and organise your workload and evidence
- observe you carrying out your job in the workplace over a period of time
- ask you questions about the work you do
- make decisions about your evidence and
- judge when you are competent and meet the national standards
- give you feedback about your evidence and competence.

Your assessor may be your manager or supervisor at work. You may have more than one assessor depending on which units of the qualification you take.

The internal verifier

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

The external verifier

The external verifier is employed by City & Guilds to ensure that your centre meets the required national standards for quality and assessment.

Witnesses

Witnesses do not judge your overall competence but may provide you with statements about your performance which can be used as evidence of your work.

Candidate role and responsibilities

Your responsibilities as a City & Guilds candidate are to:

- provide your centre with your personal details so you can be registered with City & Guilds
- participate in an initial assessment and induction
- agree a personal assessment plan with your assessor
- collect and organise your evidence as agreed in your assessment plan
- attend regular meetings with your assessor to discuss your progress and to amend your plan when required
- meet with other centre and City & Guilds staff to talk about your qualification and evidence
- make sure you understand and comply with health and safety law and regulations.

Your centre **may** ask you to agree and sign a learning contract with them to show how you will be assessed for your qualification.

Candidate enrolment number

Make sure you keep a note of your unique City & Guilds enrolment number on the front page of this logbook. You will need this number again if you take any other City & Guilds qualifications.

Using the same enrolment number helps City & Guilds keep a record of every unit and qualification you complete.

Moving to a new centre

If you change jobs or move to a new centre before you complete your qualification, you may be able to complete it at a new centre. Ask your centre to apply for any certificates of unit credit for you before you leave, and add them to your qualification records.

A new centre will need your candidate enrolment number, your assessment records and evidence to help you complete your qualification.

5 The assessment process

5.1 Before you start your qualification

Initial assessment

Before you start work on your qualification you will meet with your assessor to discuss what you need to do to complete your qualification. This can include:

- checking you are taking the right qualification level
- checking you have chosen suitable units
- identifying any training or learning you will need to help you gain your qualification
- agreeing an assessment plan
- signing a learning contract.

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.

7 Candidate progress record

Level 2 Certificate in Traffic Office (3438-05)

Units	001	002	004	005	006	007	008	010	017
Credits	3	2	2	3	2	2	2	3	3
Total Credits Achieved:									

Minimum 22 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.

Candidate Name:	
Candidate Signature:	
Date:	

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.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Outcome 1

Be able to work safely

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
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 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 and Safety at Work Act/COSHH						
9	identify who the nominated first aiders are.						
Type of evidence ➔							

O = Observation

Q = Question & answer

S = Simulation/RWE

Outcome 2

Be able to monitor the workplace for hazards

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
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 Q = Question & answer S = Simulation/RWE

Outcome 3

Be able to contribute to workplace security

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
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 Q = Question & answer S = Simulation/RWE

Outcome 1

Know how to develop productive working relationships with colleagues in logistic operations

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
1	explain the relevant organisational policies and procedures, in relation to developing productive working relationships, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> equality and diversity, and inclusion 						
	<ul style="list-style-type: none"> operating requirements 						
2	explain the benefits of developing productive working relationships						
3	explain the importance of creating an environment of trust and mutual respect						
4	explain the roles and responsibilities of work colleagues						
5	explain the principles of effective communication						
6	explain the importance of understanding difficult situations, conflicts of interest issues, disagreements and techniques for resolving these						
7	explain the importance of feedback on own performance						
8	explain how to provide feedback to colleagues on their performance.						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Outcome 2

Be able to develop productive working relationships in logistic operations

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
1	follow all organisational policies and procedures, in relation to developing productive working relationships with colleagues in logistics operations, that relates to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> equality and diversity, and inclusion 						
	<ul style="list-style-type: none"> operating requirements 						
2	establish productive working relationships with colleagues						
3	communicate effectively						
4	exchange information and resources with colleagues to ensure all parties fulfil agreements						
5	provide feedback to colleagues to improve performance						
6	obtain feedback from colleagues to improve performance.						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Outcome 1

Know how to identify suitable collection or delivery points

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
1	explain the relevant organisational policies and procedures, in relation to suitable collection or delivery points, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
	<ul style="list-style-type: none"> environmental factors 						
	<ul style="list-style-type: none"> access points 						
	<ul style="list-style-type: none"> recording and documentation 						
	<ul style="list-style-type: none"> safe loading and unloading of vehicles 						
2	explain the characteristics of the load to be moved and the suitability of the vehicle for that load						
3	identify problems that can occur with facilities at collection or delivery points						
4	explain the appropriate action to take, when problems occur with facilities at collection points.						
Type of evidence →							

O = Observation

Q = Question & answer

S = Simulation/RWE

Outcome 2

Be able to identify suitable collection or delivery points

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
1	follow all organisational policies and procedures, in relation to identifying suitable collection or delivery points, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> environmental factors 						
	<ul style="list-style-type: none"> access points 						
	<ul style="list-style-type: none"> recording and documentation 						
	<ul style="list-style-type: none"> safe loading and unloading of vehicles 						
2	confirm the requirements and constraints of the load to be moved						
3	establish a point of contact where collection or delivery point details can be obtained						
4	communicate effectively						
5	obtain the following information relating to collection or delivery points:						
	<ul style="list-style-type: none"> physical access and security requirements 						
	<ul style="list-style-type: none"> health, safety and environmental requirements 						
	<ul style="list-style-type: none"> limitations or restrictions 						
	<ul style="list-style-type: none"> legal and operating requirements 						
	<ul style="list-style-type: none"> physical loading and unloading facilities 						
	<ul style="list-style-type: none"> any specialist equipment required 						
6	confirm the loads and determine the suitability of the collection or delivery point.						
Type of evidence ➔							

O = Observation Q = Question & answer S = Simulation/RWE

Outcome 1

Know how to route and schedule loads

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
1	explain the relevant organisational policies and procedures, in relation to routing and scheduling loads, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
	<ul style="list-style-type: none"> recording systems and documentation 						
2	explain the different modes of transport that can be used						
3	explain the following in relation to the vehicle and load:						
	<ul style="list-style-type: none"> the type of load and characteristics of the consignment to be moved 						
	<ul style="list-style-type: none"> different types of vehicle that can be used 						
	<ul style="list-style-type: none"> vehicle weights and dimensions 						
	<ul style="list-style-type: none"> methods of load distribution 						
	<ul style="list-style-type: none"> environmental economy and efficiency issues 						
4	identify all sorting parameters relevant to the delivery or collection of the loads						
5	explain sources of routing information including:						
	<ul style="list-style-type: none"> time, destination 						
	<ul style="list-style-type: none"> delivery and collection schedules 						
6	explain how to deal with loads that cannot be routed and scheduled						
7	explain how to report any consignments that cannot be broken down into loads						
8	identify problems that cannot occur when routing and scheduling loads						
9	explain the appropriate action to take, in order to deal with identified problems.						
Type of evidence →							

O = Observation

Q = Question & answer

S = Simulation/RWE

Outcome 2

Be able to route and schedule loads

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
1	follow all organisational policies and procedures, in relation to routing and scheduling loads, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
	<ul style="list-style-type: none"> recording systems and documentation 						
2	obtain details of the consignment, time and destination for delivery of the loads						
3	collate consignments and setting out priorities and optimization of delivery and collection schedules to meet customer requirements						
4	confirm the following:						
	<ul style="list-style-type: none"> method of transport 						
	<ul style="list-style-type: none"> types of vehicle and equipment to be used 						
	<ul style="list-style-type: none"> the load and suitability of vehicle 						
5	record and communicate information on the load to the appropriate personnel.						
Type of evidence →							

O = Observation

Q = Question & answer

S = Simulation/RWE

Outcome 1

Know how to release vehicles for daily tasks

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
1	explain the relevant organisational policies and procedures, in relation to releasing vehicles for daily tasks that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> environmental factors 						
	<ul style="list-style-type: none"> documentation systems 						
	<ul style="list-style-type: none"> driver hours and licensing requirements 						
	<ul style="list-style-type: none"> vehicle operators licensing requirements 						
	<ul style="list-style-type: none"> route, destination, delivery and collection schedules 						
2	explain different modes of transport that can be used						
3	explain the types of load and characteristics of the consignment to be moved						
4	explain the types of vehicles and specialist equipment that can be used to move the loads						
5	explain the skills and qualifications required of driver personnel						
6	identify problems that can occur when releasing vehicles for daily tasks						
7	explain the appropriate action to take, in order to deal with identified problems.						
Type of evidence →							

O = Observation

Q = Question & answer

S = Simulation/RWE

Outcome 2

Be able to release vehicles for daily tasks

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
1	follow all organisational policies and procedures in relation to releasing the vehicles for daily tasks that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> environmental factors 						
	<ul style="list-style-type: none"> documentation systems 						
	<ul style="list-style-type: none"> driver hours and licensing requirements 						
	<ul style="list-style-type: none"> vehicle operators licensing requirements 						
	<ul style="list-style-type: none"> route, destination, delivery and collection schedules 						
2	obtain details of the loads to be delivered						
3	confirm the routing and scheduling information for transporting the loads						
4	select the driver, vehicle and any equipment to be used for transporting the load						
5	maintain records of the driver, vehicle and any equipment used						
6	communicate effectively						
7	authorise the use of resources						
8	issue consignment documents or proof of delivery notes.						
Type of evidence ➔							

O = Observation

Q = Question & answer

S = Simulation/RWE

Outcome 1

Know how to monitor vehicle movements

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
1	explain the relevant organisational policies and procedures , in relation to monitoring vehicle movements, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> environmental factors 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
	<ul style="list-style-type: none"> monitoring requirements 						
	<ul style="list-style-type: none"> driver hours and licensing requirements 						
	<ul style="list-style-type: none"> vehicle operators licensing requirements 						
	<ul style="list-style-type: none"> route, destination, delivery and collection schedules 						
2	explain the following:						
	<ul style="list-style-type: none"> sources of information 						
	<ul style="list-style-type: none"> methods and equipment used for monitoring the progress of vehicles and loads 						
	<ul style="list-style-type: none"> limitations of routes, vehicles, equipment and drivers 						
	<ul style="list-style-type: none"> environmental, economy and efficiency issues relating to the vehicle and load 						
3	identify problems that can occur when monitoring vehicle movements						
4	explain the appropriate action to take in order to deal with identified problems.						
Type of evidence →							

O = Observation

Q = Question & answer

S = Simulation/RWE

Outcome 2

Be able to monitor vehicle movements

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
1	follow all organisational policies and procedures, in relation to monitoring vehicle movements, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> environmental factors 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
	<ul style="list-style-type: none"> monitoring requirements 						
	<ul style="list-style-type: none"> driver hours and licensing requirements 						
	<ul style="list-style-type: none"> vehicle operators licensing requirements 						
	<ul style="list-style-type: none"> route, destination, delivery and collection schedules 						
2	confirm the routing and scheduling information for the vehicles and loads						
3	demonstrate how to take action to modify routing and scheduling of vehicles and loads in response to changes in customer requirements						
4	demonstrate how to inform:						
	<ul style="list-style-type: none"> relevant personnel of changes to the routing and scheduling of vehicles and loads 						
	<ul style="list-style-type: none"> customers about changes to the routing and scheduling of vehicles and loads 						
5	demonstrate how to take action in response to:						
	<ul style="list-style-type: none"> problems reported by drivers in relation to breakdowns or traffic 						
	<ul style="list-style-type: none"> emergencies or collisions in relation to the vehicle and load 						
6	monitor the progress of vehicles and loads.						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Outcome 1

Know how to undertake post journey reports and checks

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
1	explain the relevant organisational policies and procedures, in relation to undertaking post journey reports and checks, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> environmental factors 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
	<ul style="list-style-type: none"> driver hours and licensing requirements 						
	<ul style="list-style-type: none"> vehicle operators licensing requirements 						
	<ul style="list-style-type: none"> recording and documentations systems. 						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Outcome 2

Be able to undertake post journey reports and checks

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
1	follow all organisational policies and procedures, in relation to post journey and checks, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> environmental factors 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
	<ul style="list-style-type: none"> driver hours and licensing requirements 						
	<ul style="list-style-type: none"> vehicle operators licensing requirements 						
	<ul style="list-style-type: none"> recording and documentation systems 						
2	confirm the return of the vehicle						
3	confirm the condition of the vehicle on completion of the schedule						
4	demonstrate how to take action if faults or defects are found on the vehicle						
5	confirm the documentation and other records relating to the:						
	<ul style="list-style-type: none"> vehicle 						
	<ul style="list-style-type: none"> driver 						
	<ul style="list-style-type: none"> comply with legal, operational and organisational procedures 						
6	re-task or re-schedule vehicles and drivers as required						
7	ensure return loads are dealt with in accordance with operational and organisational procedures						
8	communicate effectively.						
Type of evidence →							

O = Observation Q = Question & answer S = Simulation/RWE

Outcome 1

Know how to contribute to the provision of customer services in logistic operations

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
1	explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> personal protective equipment 						
	<ul style="list-style-type: none"> maintaining effective customer relations 						
	<ul style="list-style-type: none"> personal appearance and hygiene 						
	<ul style="list-style-type: none"> reporting procedures and systems 						
	<ul style="list-style-type: none"> recording information 						
	<ul style="list-style-type: none"> confidentiality 						
	<ul style="list-style-type: none"> complaints 						
2	describe different types of customers in relation to own organisation						
3	describe the importance of:						
	<ul style="list-style-type: none"> promoting the organisation's image positively 						
	<ul style="list-style-type: none"> effective communication 						
	<ul style="list-style-type: none"> good customer service 						
4	identify the services available to customers in own organisation						
5	describe the implications of:						
	<ul style="list-style-type: none"> a negative image on your organisation 						
	<ul style="list-style-type: none"> poor communication 						
	<ul style="list-style-type: none"> poor customer service 						
6	describe:						
	<ul style="list-style-type: none"> own role in dealing with customer complaints 						
	<ul style="list-style-type: none"> the limits of your responsibility 						
7	identify who to report to when you are unable to deal with a customer enquiry or request.						
Type of evidence ➔							

O = Observation

Q = Question & answer

S = Simulation/RWE

Outcome 2

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

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
1	follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> personal protective equipment 						
	<ul style="list-style-type: none"> maintaining effective customer relations 						
	<ul style="list-style-type: none"> personal appearance and hygiene 						
	<ul style="list-style-type: none"> reporting procedures and systems 						
	<ul style="list-style-type: none"> recording information 						
	<ul style="list-style-type: none"> confidentiality 						
	<ul style="list-style-type: none"> complaints 						
2	develop positive relationships with customers						
3	ensure that own personal appearance and hygiene meet organisational policies and standards						
4	communicate effectively with customers						
5	ensure that all information available is up-to-date and accurate						
6	identify customer needs						
7	deal effectively with customer enquiries						
8	ensure the customer is promptly informed of any action that is taken						
9	maintain customer confidentiality						
10	update customer records accurately						
11	record customer enquiries and outcomes accurately using the organisation's procedures and systems						
12	deal with customers complaints effectively.						
Type of evidence ➔							

O = Observation

Q = Question & answer

S = Simulation/RWE

Outcome 1

Know how to make an effective contribution to a business in the logistics sector

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
1	explain the relevant organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> personal protective equipment 						
	<ul style="list-style-type: none"> your work role 						
	<ul style="list-style-type: none"> quality standards 						
2	identify own reporting line and the work roles of colleagues						
3	describe methods for improving personal work performance						
4	describe methods for identifying learning needs						
5	explain the importance of supporting colleagues and the difference it makes to productivity						
6	describe how misunderstandings and conflict in working relationships may be resolved constructively.						
Type of evidence →							

O = Observation

Q = Question & answer

S = Simulation/RWE

Outcome 2

Be able to make an effective contribution to a business in the logistics sector

Assessment criteria		Evidence date					
You must be able to:		Portfolio Reference Number (PRN)					
1	follow all organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> personal protective clothing 						
	<ul style="list-style-type: none"> own work role 						
	<ul style="list-style-type: none"> quality standards 						
2	communicate effectively with others						
3	confirm tasks, priorities and responsibilities with an appropriate person						
4	perform work tasks in ways that are consistent with good practice in the organisation						
5	ensure that:						
	<ul style="list-style-type: none"> personal appearance and hygiene 						
	<ul style="list-style-type: none"> equipment 						
	<ul style="list-style-type: none"> work area 						
	are maintained in accordance with organisational requirements						
6	identify own learning needs from feedback obtained from appropriate people						
7	agree a learning plan that is realistic, with an appropriate person						
8	promptly action requests from others that fall within own responsibility.						
Type of evidence ➔							

O = Observation Q = Question & answer S = Simulation/RWE

Health and Safety

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

You are responsible for making sure that you understand, and comply with, the Health and Safety practice and policies in the workplace where you will be assessed. Your assessment may be stopped if you do not comply, and your assessor will explain the problem to you. You may need to retake your assessment at a later date.

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, 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, 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 or is available from the City & Guilds Customer Relations Team or your centre.

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, GOLA, Navigation, User/menu option, Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills,
Consultancy

T: +44 (0)121 503 8993

E: business_unit@cityandguilds.com

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

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