

Level 2 Certificate in Traffic Office (3438-05)

November 2011 Version 1.0



Qualification at a glance

Subject area	Traffic Office
City & Guilds number	3438-05
Age group approved	16+
Entry requirements	None
Assessment	Portfolio
Fast track	Available
Support materials	Centre handbook Candidate logbook
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
Level 2 Certificate in Traffic Office (QCF)	3438-05	600/3158/X



Contents

1	Introduction	4
	Structure	5
2	Centre requirements	6
	Approval	6
	Resource requirements	6
	Candidate entry requirements	7
3	Delivering the qualification	8
	Initial assessment and induction	8
	Recommended delivery strategies	8
4	Assessment	9
	Summary of assessment methods	9
	Health and safety	9
	Evidence requirements	9
	Recognition of prior learning and experience (RPL)	9
	Recording forms	10
5	Units	11
Unit 001	Health, safety and security at work	12
Unit 002	Develop productive working relationships with colleagues in logistics operations	14
Unit 004	Identify suitable collection or delivery points	16
Unit 005	Routing and scheduling of loads	18
Unit 006	Release vehicles for daily tasks	20
Unit 007	Monitor vehicle movements	22
Unit 008	Post journey reports and checks	24
Unit 010	Contribute to the provision of customer service in logistics operations	26
Unit 017	Make an effective contribution to a business in the logistics sector	28
Appendix 1	Sources of general information	30



1 Introduction

This document tells you what you need to do to deliver the qualification:

Area	Description
Who is the qualification for?	This qualification is for candidates who work or want to work as a traffic office clerk in a traffic office within the logistics sector
What does the qualification cover?	<p>The Level 2 Certificate in Traffic Office (3438-05) allows candidates to learn, develop and practise the skills required for career progression in the logistics sector.</p> <p>This qualification covers the range of activities carried out by traffic office staff such as routeing and scheduling of loads and compiling post journey reports and checks.</p>
Is the qualification part of a framework or initiative?	It serves as core component of the Level 2 Apprenticeship for Traffic Office.
Who did we develop the qualification with?	This qualification was developed in association with Skills for Logistics.
What opportunities for progression are there?	<p>This qualification allows candidates to progress into employment or to the following City & Guilds qualifications:</p> <ul style="list-style-type: none">• Team leading and management through the ILM. <p>Industry specific:</p> <ul style="list-style-type: none">• International Trade and Logistics Operations (3293)• Warehousing & Storage (1016)• Logistics Operations (3439)

Structure

To achieve the **Level 2 Certificate in Traffic Office (3438-05)** learners must achieve **all 22 credits** from the mandatory units below.

Unit accreditation number	City & Guilds unit	Unit title	Credit value
Mandatory			
K/502/1072	001	Health, safety and security at work	3
A/601/7179	002	Develop productive working relationships with colleagues in logistics operations	2
R/601/7172	004	Identify suitable collection or delivery points	2
Y/601/7173	005	Routing and scheduling of loads	3
D/601/7174	006	Release vehicles for daily tasks	2
M/601/7180	007	Monitor vehicle movements	2
T/601/7181	008	Post journey reports and checks	2
Y/601/7920	010	Contribute to the provision of customer service in logistics operations	3
Y/601/9456	017	Make an effective contribution to a business in the logistics sector	3



2 Centre requirements

Approval

Centres approved to offer the qualification 3290-02 Level 2 NVQ Logistics (Traffic Office), 3290-03 Level 3 NVQ Logistics (Traffic Office) or 3438-02 Level 3 Certificate in Traffic Office will be automatically approved for the new City & Guilds Level 2 Traffic Office qualification. No further centre action is required.

Automatic approval is available for 12 months from the launch of the qualification. After 12 months, the Centre will have to go through the standard Qualification Approval Process. The centre is responsible for checking that automatic approval is still current at the time of application.

To offer this qualification new centres will need to gain both centre and qualification approval. Please refer to the *Centre Manual – Supporting Customer Excellence* for further information. Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Resource requirements

Assessors

- Assessors must be occupationally and technically competent in the area which they are assessing, at or above the level of the unit being assessed.
- Assessors must hold or be working towards a suitable assessor qualification - hold a D32 and/or D33, or an A1 and/or A2, qualification, or be working towards an A1 and/or A2.
- Trainee Assessors must have a plan, which is overseen by the relevant centre, to achieve the relevant assessor qualification within an agreed timescale.
- Assessors must be fully conversant with the units against which the assessments and verifications are to be undertaken.
- All assessment decisions made by those working towards a relevant assessor qualification must be verified by a qualified Assessor.

Internal verifiers

Units must be verified by an Internal Verifier who is accountable to the centre. Internal Verifiers must:

- hold a D34 or V1 Internal Verifier qualification or be working towards a V1 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 City & Guild's quality assurance systems and requirements for this qualification.

Trainee Internal Verifiers must have a plan that is overseen by the recognised centre, to achieve an appropriate Internal Verifier qualification within an agreed timescale.

All verification decisions made by those working towards a relevant IV qualification must be verified by a qualified Internal Verifier.

External verifiers

The qualification must be verified externally by an External Verifier who is accountable to the assessment centre. External Verifiers must:

- hold or be working towards a suitable External Verifier qualification
- 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 City & Guild's quality assurance systems and requirements for this qualification.

Trainee External Verifiers must have a plan that is overseen by the recognised assessment centre, to achieve an appropriate External Verifier qualification within an agreed timescale.

Employer Direct Model

The Employer Direct Model permits employers to use staff members who do not hold assessor and verifier qualifications, to carry out assessment and verification. To use this Model, the employer **must** demonstrate that their in-house training, development and assessment processes map 100% against the National Occupational Standards, on which the Assessor and Verifier qualifications are based.

The mapping process **must** be agreed by City & Guilds as providing the equivalent level of rigour and robustness as achievement of the approved assessment/verification qualification.

Each application to use the Employer Direct Model will be considered on an individual organisation and qualification basis and will be subject to agreement with City & Guilds and the Sector Skills Council, Skills for Logistics. Prospective organisations must be able to confirm that their in-house practices conform to the requirements of the Standards in association with City & Guilds.

Candidate entry requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification which 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 qualifications successfully.

Age restrictions

City & Guilds cannot accept registrations for candidates under 16 years old, as the qualification is not approved for under 16s.



3 Delivering the qualification

Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:

- if the candidate has any specific training needs
- support and guidance they may need when working towards their qualification
- any units they have already completed, or credit they have accumulated which is relevant to the qualification
- the appropriate type and level of qualification.

City & Guilds recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualification, their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.

Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualifications before designing a course programme.

Centres may design course programmes of study in any way which:

- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualification.

4 Assessment

Summary of assessment methods

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

- a portfolio of evidence for each unit.

Health and safety

Health and safety must be maintained throughout the assessment process. If any person carrying out assessment or verification activities feels that due regard to health and safety is not being taken, they should refuse to continue with the activity(ies) until satisfied that the situation has been resolved.

Evidence requirements

Evidence requirements for this qualification are endemic within each unit. A holistic approach towards the collection of evidence is recommended. Assessing activities generated by the whole work experience, rather than focusing on specific tasks. The evidence should then be referenced across to all of the units it fits into.

Simulation/Realistic working environment should be used as a last resort where allowed. The main source of evidence must be by observation, in the candidate's workplace. Comparable working environments may only be used where it is not possible to assess across the range of standards at the candidate's workplace, and only with agreement from the External Verifier.

Circumstances in which simulation may take place are where the:

- learner is required to complete a particular work activity that does not occur on a regular basis and therefore opportunities to complete the activity do not easily arise
- 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.

When simulation is used, those who assess must be confident that the simulation replicates the workplace to such an extent that the learner will be able to fully transfer their occupational competence to the workplace and real situations.

Recognition of prior learning and experience (RPL)

Recognition of Prior Learning (RPL) recognises the contribution a person's previous experience could contribute to a qualification.

- Evidence from past achievement may be included as permissible evidence within assessment methods.
- Evidence of prior knowledge and understanding can be offered as supplementary evidence, as long as it is a measurable assessed outcome of learning which links to the unit of assessment.
- Assessors should make best use of all the assessment methods available to them in ensuring the most reliable and effective use is made of claims of prior learning and experience which relate to the individual circumstances.
- All candidates must demonstrate current competence with respect to recognition of prior learning (RPL).

Recording forms

City & Guilds has developed a Candidate Logbook for evidence recording, which can be downloaded from the City & Guilds website.

Centres may devise or customise alternative documents, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre.

Unit	Unit title	Assessment method
001	Health, safety and security at work	Portfolio
002	Develop productive working relationships with colleagues in logistics operations	Portfolio
004	Identify suitable collection or delivery points	Portfolio
005	Routing and scheduling of loads	Portfolio
006	Release vehicles for daily tasks	Portfolio
007	Monitor vehicle movements	Portfolio
008	Post journey reports and checks	Portfolio
010	Contribute to the provision of customer service in logistics operations	Portfolio
017	Make an effective contribution to a business in the logistics sector	Portfolio



5 Units

Availability of units

The units for this qualification follow:

Structure of units

These units each have the following:

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

Unit 001

Health, safety and security at work

UAN:	K/502/1072
Level:	Level 2
Credit value:	3
GLH:	20
Relationship to NOS:	This unit is linked to SkillfastUK's Manufacturing Sewn Products NOS 2007 (HS1).
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
Aim:	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 outcome
The learner will: 1. Be able to work safely
Assessment criteria
The learner can: 1.1 take appropriate action in the event of fire, emergencies or accidents 1.2 identify where alarms, emergency exits, escape routes, emergency equipment and assembly points are located 1.3 demonstrate safe and appropriate use of emergency equipment 1.4 distinguish between different alarm sounds 1.5 comply with equipment operating procedures and manufacturer's instructions 1.6 demonstrate safe handling and lifting techniques 1.7 demonstrate correct use and maintenance of any protective clothing and/or equipment 1.8 comply with personal responsibilities under the Health & Safety at Work Act/COSHH 1.9 identify who the nominated first aiders are.

Learning outcome
<p>The learner will:</p> <p>2. Be able to monitor the workplace for hazards</p>
Assessment criteria
<p>The learner can:</p> <p>2.1 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</p> <p>2.2 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</p> <p>2.3 demonstrate how to handle and store hazardous substances including debris</p> <p>2.4 demonstrate how to store materials and equipment</p> <p>2.5 explain what the most likely accidents and emergencies in the workplace are and how to deal with them</p> <p>2.6 comply with personal responsibilities under the COSHH (Control of Substances Hazardous to Health).</p>

Learning outcome
<p>The learner will:</p> <p>3. Be able to contribute to workplace security</p>
Assessment criteria
<p>The learner can:</p> <p>3.1 outline and comply with the organisation's rules, codes, guidelines and standards relating to security</p> <p>3.2 explain how to deal with loss of property.</p>

Unit 002

Develop productive working relationships with colleagues in logistics operations

UAN:	A/601/7179
Level:	Level 3
Credit value:	2
GLH:	12
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit Sfl 51 – ‘Develop productive working relationships with colleagues’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
Aim:	This unit is about developing productive working relationships with colleagues within logistics operations. It deals with supporting colleagues within teams, dealing with difficult situations, supporting and delivering own work to maintain the productivity of the operation. This unit is suitable for all those working in logistics operations who have responsibility for developing working relationships with colleagues

Learning outcome
The learner will: 1. Know how to develop productive working relationships with colleagues in logistics operations
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to developing productive working relationships, that relate to: a. health, safety and security b. legal requirements c. equality and diversity, and inclusion d. operating requirements 1.2 explain the benefits of developing productive working relationships 1.3 explain the importance of creating an environment of trust and mutual respect 1.4 explain the roles and responsibilities of work colleagues 1.5 explain the principles of effective communication 1.6 explain the importance of understanding difficult situations, conflicts of interest issues and disagreements and techniques for resolving these 1.7 explain the importance of feedback on own performance 1.8 explain how to provide feedback to colleagues on their performance.

Learning outcome
<p>The learner will:</p> <p>2. Be able to develop productive working relationships in logistics operations</p>
Assessment criteria
<p>The learner can:</p> <p>2.1 follow all organisational policies and procedures, in relation to developing productive working relationships with colleagues in logistics operations, that relate to:</p> <ul style="list-style-type: none"> a. health, safety and security b. legal requirements c. equality and diversity, and inclusion d. operating requirements <p>2.2 establish productive working relationships with colleagues</p> <p>2.3 communicate effectively</p> <p>2.4 exchange information and resources with colleagues to ensure all parties fulfil agreements</p> <p>2.5 provide feedback to colleagues to improve performance</p> <p>2.6 obtain feedback from colleagues to improve performance.</p>

Unit 004

Identify suitable collection or delivery points

UAN:	R/601/7172
Level:	Level 2
Credit value:	2
GLH:	7
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit SFL 45 'Identify suitable collection or delivery points'.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
Aim:	This unit is about identifying suitable collection and delivery points. It includes gathering information in regard to health, safety and environmental issues, facilities required or available for loading or unloading and access to sites. This unit is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

Learning outcome
The learner will: 1. Know how to identify suitable collection or delivery points
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to suitable collection or delivery points, that relate to: a. health, safety and security b. legal requirements c. operating requirements d. environmental factors e. access points f. recording and documentation g. safe loading and unloading of vehicles 1.2 explain the characteristics of the load to be moved and the suitability of the vehicle for that load 1.3 identify problems that can occur with facilities at collection or delivery points 1.4 explain the appropriate action to take, when problems occur with facilities at collection points.

Learning outcome
<p>The learner will:</p> <p>2. Be able to identify suitable collection or delivery points</p>
Assessment criteria
<p>The learner can:</p> <p>2.1 follow all organisational policies and procedures, in relation to identifying suitable collection or delivery points, that relate to:</p> <ul style="list-style-type: none"> a. health, safety and security b. legal requirements c. operating requirements d. environmental factors e. access points f. recording and documentation g. safe loading and unloading of vehicles <p>2.2 confirm the requirements and constraints of the load to be moved</p> <p>2.3 establish a point of contact where collection or delivery point details can be obtained</p> <p>2.4 communicate effectively</p> <p>2.5 obtain the following information relating to collection or delivery points:</p> <ul style="list-style-type: none"> a. physical access and security requirements b. health, safety and environmental requirements c. limitations or restrictions d. legal and operating requirements e. physical loading and unloading facilities f. any specialist equipment required <p>2.6 confirm the loads and determine the suitability of the collection or delivery point.</p>

Unit 005

Routing and scheduling of loads

UAN:	Y/601/7173
Level:	Level 3
Credit value:	3
GLH:	14
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit Sfl 46 – 'Routing and scheduling of loads'.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
Aim:	This unit is about gathering all of the information required for routing and scheduling. It involves collating information in regard to timings and destinations of consignments and the type of vehicle required to carry the goods. This unit is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

Learning outcome
The learner will: 1. Know how to route and schedule loads
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to routing and scheduling loads, that relate to: a. health, safety and security b. legal requirements c. operating requirements d. recording systems and documentation 1.2 explain the different modes of transport that can be used 1.3 explain the following in relation to the vehicle and load: a. the type of load and characteristics of the consignment to be moved b. different types of vehicle that can be used c. vehicle weights and dimensions d. methods of load distribution e. environmental economy and efficiency issues 1.4 identify all sorting parameters relevant to the delivery or collection of the loads

- 1.5 explain sources of routing information including:
 - a. time, destination
 - b. delivery and collection schedules
- 1.6 explain how to deal with loads that cannot be routed and scheduled
- 1.7 explain how to report any consignments that cannot be broken down into loads
- 1.8 identify problems that can occur when routing and scheduling loads
- 1.9 explain the appropriate action to take, in order to deal with identified problems.

Learning outcome

The learner will:

- 2. Be able to route and schedule loads

Assessment criteria

The learner can:

- 2.1 follow all organisational policies and procedures, in relation to routing and scheduling loads, that relate to:
 - a. health, safety and security
 - b. legal requirements
 - c. operating requirements
 - d. recording systems and documentation
- 2.2 obtain details of the consignment, time and destination for delivery of the loads
- 2.3 collate consignments and setting out priorities and optimization of delivery and collection schedules to meet customer requirements
- 2.4 confirm the following:
 - a. method of transport
 - b. types of vehicle and equipment to be used
 - c. the load and suitability of vehicle
- 2.5 record and communicate information on the load to the appropriate personnel.

Unit 006

Release vehicles for daily tasks

UAN:	D/601/7174
Level:	Level 2
Credit value:	2
GLH:	12
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit Sfl 47 – ‘Release vehicles for daily tasks’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
Aim:	This unit is about releasing vehicles for daily tasks. It involves checking that all pre-journey routines have been completed and that an appropriate driver has been allocated. This unit is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight.

Learning outcome
The learner will: 1. Know how to release vehicles for daily tasks
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to releasing vehicles for daily tasks that relate to: a. health, safety and security b. legal requirements c. environmental factors d. documentation systems e. driver hours and licensing requirements f. vehicle operators licensing requirements g. route, destination, delivery and collection schedules 1.2 explain different modes of transport that can be used 1.3 explain the types of load and characteristics of the consignment to be moved 1.4 explain the types of vehicles and specialist equipment that can be used to move the loads 1.5 explain the skills and qualifications required of driver personnel 1.6 identify problems that can occur when releasing vehicles for daily tasks

1.7 explain the appropriate action to take, in order to deal with identified problems.
--

Learning outcome

The learner will:

2. Be able to release vehicles for daily tasks
--

Assessment criteria

The learner can:

- | |
|---|
| <ul style="list-style-type: none">2.1 follow all organisational policies and procedures in relation to releasing the vehicles for daily tasks that relate to:<ul style="list-style-type: none">a. health, safety and securityb. legal requirementsc. environmental factorsd. documentation systemse. driver hours and licensing requirementsf. vehicle operators licensing requirementsg. route, destination, delivery and collection schedules2.2 obtain details of the loads to be delivered2.3 confirm the routing and scheduling information for transporting the loads2.4 select the driver, vehicle and any equipment to be used for transporting the load2.5 maintain records of the driver, vehicle and any equipment used2.6 communicate effectively2.7 authorise the use of resources2.8 issue consignment documents or proof of delivery notes. |
|---|

UAN:	M/601/7180
Level:	Level 2
Credit value:	2
GLH:	12
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit Sfl 52 'Monitor vehicle movements'
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
Aim:	<p>This unit is about monitoring the vehicle movements. It involves reacting to any changes impacting on routing or scheduling of the vehicle or road. It deals with informing relevant personnel of changes and maintaining records.</p> <p>This unit is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

Learning outcome
<p>The learner will:</p> <ol style="list-style-type: none"> 1. Know how to monitor vehicle movements
Assessment criteria
<p>The learner can:</p> <ol style="list-style-type: none"> 1.1 explain the relevant organisational policies and procedures, in relation to monitoring vehicle movements, that relate to: <ol style="list-style-type: none"> a. health, safety and security b. environmental factors c. legal requirements d. operating requirements e. monitoring requirements f. driver hours and licensing requirements g. vehicle operators licensing requirements h. route, destination, delivery and collection schedules 1.2 explain the following: <ol style="list-style-type: none"> a. sources of information b. methods and equipment used for monitoring the progress of vehicles and loads c. limitations of routes, vehicles, equipment and drivers d. environmental, economy and efficiency issues relating to the vehicle and load

- | |
|---|
| 1.3 identify problems that can occur when monitoring vehicle movements
1.4 explain the appropriate action to take in order to deal with identified problems. |
|---|

Learning outcome

The learner will:

- | |
|---|
| 2. Be able to monitor vehicle movements |
|---|

Assessment criteria

The learner can:

- | |
|---|
| 2.1 follow all organisational policies and procedures, in relation to monitoring vehicle movements, that relate to: <ul style="list-style-type: none"> a. health, safety and security b. environmental factors c. legal requirements d. operating requirements e. monitoring requirements f. driver hours and licensing requirements g. vehicle operators licensing requirements h. route, destination, delivery and collection schedules |
| 2.2 confirm the routing and scheduling information for the vehicles and loads |
| 2.3 demonstrate how to take action to modify routing and scheduling of vehicles and loads in response to changes in customer requirements |
| 2.4 demonstrate how to inform: <ul style="list-style-type: none"> a. relevant personnel of changes to the routing and scheduling of vehicles and loads b. customers about changes to the routing and scheduling of vehicles and loads |
| 2.5 demonstrate how to take action in response to: <ul style="list-style-type: none"> a. problems reported by drivers in relation to breakdowns or traffic b. emergencies or collisions in relation to the vehicle and load |
| 2.6 monitor the progress of vehicles and loads. |

Unit 008

Post journey reports and checks

UAN:	T/601/7181
Level:	Level 2
Credit value:	2
GLH:	10
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit Sfl 53 – ‘Post journey reports and checks’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
Aim:	This unit is about completing post-journey checks. It deals with checking any documentation, checking the condition of the vehicle and confirming any faults or damage has been reported. It involves dealing with any returned loads and re-tasking or rescheduling of driver or vehicle as required. This unit is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

Learning outcome

The learner will:

1. Know how to undertake post journey reports and checks

Assessment criteria

The learner can:

- 1.1 explain the relevant organisational policies and procedures, in relation to monitoring vehicle movements, that relate to:
 - a. health, safety and security
 - b. environmental factors
 - c. legal requirements
 - d. operating requirements
 - e. monitoring requirements
 - f. driver hours and licensing requirements
 - g. vehicle operators licensing requirements
 - h. recording and documentation systems.

Learning outcome
<p>The learner will:</p> <p>2. Be able to undertake post journey reports and checks</p>
Assessment criteria
<p>The learner can:</p> <p>2.1 follow all organisational policies and procedures, in relation to monitoring vehicle movements, that relate to:</p> <ul style="list-style-type: none"> a. health, safety and security b. environmental factors c. legal requirements d. operating requirements e. monitoring requirements f. driver hours and licensing requirements g. vehicle operators licensing requirements h. recording and documentations systems <p>2.2 confirm routing and scheduling information for the vehicles and loads</p> <p>2.3 demonstrate how to take action to modify routing and scheduling of vehicles and loads in response to changes in customer requirements</p> <p>2.4 demonstrate how to inform:</p> <ul style="list-style-type: none"> a. relevant personnel of changes to the routing and scheduling of vehicles and loads b. customers about changes to the routing and scheduling of vehicles and loads <p>2.5 demonstrate how to take action in response to:</p> <ul style="list-style-type: none"> a. problems reported by drivers in relation to breakdowns or traffic b. emergencies or collisions in relation to the vehicle and load <p>2.6 monitor the progress of vehicles and loads.</p>

Unit 010

Contribute to the provision of customer service in logistics operations

UAN:	Y/601/7920
Level:	Level 2
Credit value:	3
GLH:	18
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit Sfl 12 – 'Contribute to the provision of customer services'.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
Aim:	This unit is about creating and maintaining customer satisfaction and developing relationships through effective communication. It includes understanding business and customer confidentiality, the organisation's image and the limits of own authority when dealing with customers. This unit is relevant to those who work in the logistics sector who work both individually and as part of a team.

Learning outcome
The learner will: 1. Know how to contribute to the provision of customer services in logistics operations
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to: a. health, safety and security b. personal protective equipment c. maintaining effective customer relations d. personal appearance and hygiene e. reporting procedures and systems f. recording information g. confidentiality h. complaints 1.2 describe different types of customers in relation to own organisation 1.3 describe the importance of: a. promoting the organisation's image positively

<ul style="list-style-type: none"> b. effective communication c. good customer service
1.4 identify the services available to customers in own organisation
1.5 describe the implications of: <ul style="list-style-type: none"> a. a negative image on your organisation b. poor communication c. poor customer service
1.6 describe: <ul style="list-style-type: none"> a. own role in dealing with customer complaints and b. the limits of your responsibility
1.7 identify who to report to when you are unable to deal with a customer enquiry or request.

Learning outcome
<p>The learner will:</p> <p>2. Be able to contribute to the provision of customer services in logistics operations</p>
Assessment criteria
<p>The learner can:</p> <p>2.1 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"> a. health, safety and security b. personal protective equipment c. maintaining effective customer relations d. personal appearance and hygiene e. reporting procedures and systems f. recording information g. confidentiality h. complaints </p> <p>2.2 develop positive relationships with customers</p> <p>2.3 ensure that own personal appearance and hygiene meet organisational policies and standards</p> <p>2.4 communicate effectively with customers</p> <p>2.5 ensure that all information available is up-to-date and accurate</p> <p>2.6 identify customer needs</p> <p>2.7 deal effectively with customer enquiries</p> <p>2.8 ensure the customer is promptly informed of any action that is taken</p> <p>2.9 maintain customer confidentiality</p> <p>2.10 update customer records accurately</p> <p>2.11 record customer enquiries and outcomes accurately using the organisation's procedures and systems</p> <p>2.12 deal with customer complaints effectively.</p>

Unit 017

Make an effective contribution to a business in the logistics sector

UAN:	Y/601/9456
Level:	Level 2
Credit value:	3
GLH:	10
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit Sfl 11 – ‘Make an effective contribution to the business’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
Aim:	This unit is about understanding the organisation’s aims and procedures. It covers identifying individual and group targets, requirements and responsibilities. It is about helping colleagues and knowing how to communicate with others. It requires those working in the logistics sector to be aware of how they can improve their own performance. This unit is relevant to all those working in the logistics sector who work both individually or as part of a team.

Learning outcome

The learner will:

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

Assessment criteria

The learner can:

- 1.1 explain the relevant organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to:
 - a. health, safety and security
 - b. personal protective equipment
 - c. your work role
 - d. quality standards
- 1.2 identify own reporting line and the work roles of colleagues
- 1.3 describe methods for improving personal work performance
- 1.4 describe methods for identifying learning needs
- 1.5 explain the importance of supporting colleagues and the difference it makes to productivity
- 1.6 describe how misunderstandings and conflict in working relationships may be resolved constructively.

Learning outcome
<p>The learner will:</p> <p>2. Be able to make an effective contribution to a business in the logistics sector</p>
Assessment criteria
<p>The learner can:</p> <p>2.1 follow all organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to:</p> <ul style="list-style-type: none"> a. health, safety and security b. personal protective clothing c. own work role d. quality standards <p>2.2 communicate effectively with others</p> <p>2.3 confirm tasks, priorities and responsibilities with an appropriate person</p> <p>2.4 perform work tasks in ways that are consistent with good practice in the organisation</p> <p>2.5 ensure that:</p> <ul style="list-style-type: none"> a. personal appearance and hygiene b. equipment c. work area <p>are maintained in accordance with organisational requirements</p> <p>2.6 identify own learning needs from feedback obtained from appropriate people</p> <p>2.7 agree a learning plan that is realistic with an appropriate person</p> <p>2.8 promptly action requests from others that fall within own responsibility.</p>



Appendix 1 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 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.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as:

- Regulatory Arrangements for the Qualifications and Credit Framework (2008)
- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

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 e-assessments.

City & Guilds
Believe you can



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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

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, e-assessment,
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@cityandguilds.com

Publications

Logbooks, Centre documents,
Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

Every effort has been made to ensure that the information contained in this publication is true and correct at the time of going to press. However, City & Guilds' products and services are subject to continuous development and improvement and the right is reserved to change products and services from time to time. City & Guilds cannot accept liability for loss or damage arising from the use of information in this publication.

If you have a complaint, or any suggestions for improvement about any of the services that we provide, email: feedbackandcomplaints@cityandguilds.com

About City & Guilds

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Land Based Services (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

Copyright

The content of this document is, unless otherwise indicated, © The City and Guilds of London Institute and may not be copied, reproduced or distributed without prior written consent. However, approved City & Guilds centres and candidates studying for City & Guilds qualifications may photocopy this document free of charge and/or include a PDF version of it on centre intranets on the following conditions:

- centre staff may copy the material only for the purpose of teaching candidates working towards a City & Guilds qualification, or for internal administration purposes
- candidates may copy the material only for their own use when working towards a City & Guilds qualification

The *Standard Copying Conditions* (see the City & Guilds website) also apply.

Please note: National Occupational Standards are not © The City and Guilds of London Institute. Please check the conditions upon which they may be copied with the relevant Sector Skills Council.

Published by City & Guilds, a registered charity established to promote education and training

City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0000

F +44 (0)20 7294 2413

www.cityandguilds.com

HB-01-3438