Level 3 Certificate for Traffic Office (3438-02)

Qualification handbook

501/2233/2

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1   Introduction

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

Qualification title and level	Level 3 Certificate in Traffic Office
City & Guilds qualification number	3438-02
Qualification accreditation number	501/2233/2
Registration & certification	See Walled Garden/Online Catalogue for last dates

Area	Description
Who is the qualification for?	It meets the needs of candidates who work or want to work as schedulers and planners for the Logistics sector. This is a level 3 qualification so successful candidates can be viewed as fully competent in an operational role and aware of the skills required for a traffic office supervisor/manager.
What does the qualification cover?	It allows candidates to learn, develop and practise the skills required for employment and/or career progression in the logistics sector. The qualification covers the essential areas of Health and Safety, managing the traffic office, planning routes, customer service, vehicle tracking and post journey reporting for both UK and internationally.
What will learners be able to do?	This qualification will confirm that learners are occupationally competent in the skills and knowledge to work in the traffic office and cover the NOS as prescribed by Skills for Logistics SSC. The leadership elements of this qualification (recruitment, induction and relationship management) will prepare the candidates for a supervision/management role within their organisation. Qualifications are not used as a 'Licence to Practice' in the Logistics Sector, however, employers and stakeholders support formal recognition of the demonstration of competence in the workplace.
Is the qualification part of a framework or initiative?	This qualification can be taken as a standalone qualification suitable for learners aged 16 + or as part of an advanced apprenticeship within logistics.
Why has the qualification been developed?	It replaces the City & Guilds Level 3 NVQ in Logistics (Traffic Office) 3290-03
Who did we develop the qualification with?	It was developed in association with Skills for Logistics SSC.

1.1   Qualification structure

To achieve the Level 3 Certificate in Traffic Office, learners must achieve a minimum of **12** credits from the mandatory units plus a minimum of **4** credits and a minimum of **2** units from (005-010), plus a minimum of **3** credits from (011-013) and a minimum of **6** credits from (014-016).

The table below illustrates the unit titles, the credit value of each unit and the title of the qualification which will be awarded to candidates successfully completing the required combination of units and/or credits. It also shows any excluded combination of units.

Unit accreditation number	City & Guilds unit number	Unit title	Mandatory/ optional for full qualification	Credit value
K/502/1072	001	Health and Safety at work HS1	Mandatory	3
A/601/7179	002	Develop Productive working relationships with colleagues in logistics operations	Mandatory	2
A/601/7182	003	Manage the traffic office	Mandatory	4
Y/601/7173	004	Routeing and scheduling of loads	Mandatory	3
R/601/7172	005	Identify suitable collection or delivery points	Optional–Group 1	2
D/601/7174	006	Release vehicles for daily tasks	Optional–Group 1	2
M/601/7180	007	Monitor vehicle movements	Optional–Group 1	2
T/601/7181	008	Post journey reports and checks	Optional–Group 1	2
Y/601/7187	009	Inducting new colleagues into a logistics operation	Optional–Group 1	2
Y/601/7920	010	Contribute to the provision of customer service in logistic operations	Optional–Group 1	3
H/601/7175	011	Produce costings for freight transport	Optional–Group 2	4
K/601/7176	012	International road transport operations	Optional–Group 2	5
R/601/7186	013	Help team members address problems affecting their performance in logistics operations	Optional–Group 2	3
J/601/7184	014	Build and manage teams in logistics operations	Optional–Group 3	4
F/601/7183	015	Recruit, select and keep colleagues in logistics operations	Optional–Group 3	4
M/601/7177	016	Manage your own professional development in logistics operations	Optional–Group 3	2

1.2 Opportunities for progression

On completion of this qualification candidates may progress into employment or specialise further in either management through any of the wide range of courses offered by the Institute of Learning and Management, or the City & Guilds level 3 in Logistics Operations (3439).

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.

2.1 Resource requirements

Human resources

As these units are being used to assess competence in the workplace, they must be verified:
- internally by an Internal Verifier who is accountable to the assessment centre
- externally by an External Verifier who is accountable to City & Guilds.

Internal Verifiers must:
- hold or be working towards a suitable Internal Verifier qualification
- have sufficient and relevant technical/occupational familiarity with the units that are verified
- be fully conversant with the Traffic Office National Occupational Standards and assessment criteria in the units to be assessed
- understand the City & Guilds 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

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

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.

2.2 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.

3.2 Recommended delivery strategies

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification 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.

When designing and delivering the course programme, centres might wish to incorporate other teaching and learning that is not assessed as part of the qualification. This might include the following:
- literacy, language and/or numeracy
- personal learning and thinking
- personal and social development
- employability

Where applicable, this could involve enabling the candidate to access relevant qualifications covering these skills.

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   Witness testimony

Witness testimony is recognised by Skills for Logistics as an appropriate tool for assessors in collecting evidence about candidate performance in the workplace. However before using witness testimony, assessors must satisfy themselves that:

- witnesses are clear as to the purpose and use of the testimony
- witnesses have relevant experience and expertise in the area of competence in which they are providing testimony and;
- there is no relationship between the candidate and witness or witness and assessor that might invalidate the testimony.

4.3   Realistic work environment

To ensure that assessment is carried out in realistic work environment, Skills for Logistics require that candidates be in a relevant job role in the road freight sector throughout the period of assessment. Assessors should ensure that they and the internal verifier agree that the candidate is in a suitable job role during the period of assessment. If required, the internal verifier submitting the candidate's job description to the external verifier might reinforce this judgement.

Skills for Logistics re-iterate that its NOS have been designed to be capable of assessment in the normal workplace and that subject to the arrangements for simulation described above this should be the case. Skills for Logistics will indicate RWE requirements within specific NOS.

4.4   Time constraints

The following time constraints must be applied to the assessment of this qualification:

- Candidates must be assessed over a period of six months
- It is anticipated that an assignment should take no longer than eight hours, in total, to complete. Centre staff should guide candidates to ensure excessive evidence gathering is avoided. Centres finding that assignments are taking longer, should contact the external verifier for guidance
- All assignments must be completed and assessed within the candidate's period of registration. Centres should advise candidates of any internal timescales for the completion and marking of individual assignments.

4.5 Evidence requirements

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

When simulation is used, those who assess must 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 situation.

Units that must not be assessed by simulation must be identified in the assessment methodologies for the qualification or family of qualifications, as agreed with Skills for Logistics.

The need for simulation may result from consideration of:

- safety
- legislation
- regulation
- contingency
- cost

5 Units

Availability 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
- notes for guidance.

Summary of units

City & Guilds unit number	Title	QCF unit number (UAN)	Credits
001	Health, safety and security at work HS1	K/502/1072	3
002	Develop productive working relationships with colleagues in logistic operations	A/601/7179	2
003	Manage the traffic office	A/601/7182	4
004	Routing and scheduling of loads	Y/601/7173	3
005	Identify suitable collection or delivery points	R/601/7172	2
006	Release vehicles for daily tasks	D/601/7174	2
007	Monitor vehicle movements	M/601/7180	2
008	Post journey reports and checks	T/601/7181	2
009	Inducting new colleagues into a logistics operations	Y/601/7187	2
010	Contribute to the provision of customer service in logistics operations	Y/601/7920	3
011	Produce costings for freight transport	H/601/7175	4
012	International road transport operations	K/601/7176	5
013	Help team members address problems affecting their performance in logistics operations	R/601/7186	3
014	Build and manage teams in logistics operations	J/601/7184	4
015	Recruit, select and keep colleagues in logistics operations	F/601/7183	4
016	Manage your own professional development in logistics operations	M/601/7177	2

Unit 001   Health, safety and security at work

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

Unit 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 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

This unit will be assessed by:

•   an assignment covering practical skills and underpinning knowledge.

Unit 001 Health, safety and security at work
Outcome 1 Be able to work safely

Assessment Criteria

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 / COSHH
9. Identify who the nominated first aiders are

Unit 001　　　Health, safety and security at work

Outcome 2　　　Be able to monitor the workplace for hazards

Assessment Criteria

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)

Unit 001　Health, safety and security at work

Outcome 3　　　Be able to contribute to workplace security

Assessment Criteria

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   Develop productive working relationships with colleagues in logistics operations

Level: 3
Credit value: 2
UAN: A/601/7179

Unit 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 outcomes
There are **two** learning outcomes to this unit. The learner will:
1. Know how to develop productive working relationships with colleagues in logistics operations
2. Be able to develop productive working relationships in logistics operations

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 NOS Unit SfL 51 – 'Develop productive working relationships with colleagues'.

Support of the unit by a sector or other appropriate body
This unit is endorsed by Skills for Logistics.

Assessment
This unit will be assessed by:
* an assignment covering practical skills and underpinning knowledge.

Unit 002 Develop productive working relationships with colleagues in logistics operations

Outcome 1   Know how to develop productive working relationships with colleagues in logistics operations

Assessment Criteria

The learner can:

1. Explain the relevant organisational policies and procedures, in relation to developing productive working relationships, that relate to:
    - health, safety and security
    - legal requirements
    - equality and diversity, and inclusion
    - 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, and 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

Unit 002 Develop productive working relationships with colleagues in logistics operations

Outcome 2 Be able to develop productive working relationships in logistics operations

Assessment Criteria

The learner can:

1. Follow all organisational policies and procedures, in relation to developing productive working relationships with colleagues in logistics operations, that relate to:
   - health, safety and security
   - legal requirements
   - equality and diversity, and inclusion
   - 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

Unit 003   Manage the traffic office

Level: **3**

Credit value: **4**

UAN: **A/601/7182**

Unit aim

This unit is about managing the traffic office. It deals with recording feedback, communicating it to relevant people and advising them of likely outcomes. It involves evaluating performance, effectiveness and efficiency to identify trends.

This unit is relevant to those managing or supervising staff engaged in road transport operations. This could relate to warehousing and storage, transport or freight forwarding.

Learning outcomes

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

1. Know how to manage the traffic office
2. Be able to manage the traffic office

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 NOS Unit SfL 54 – 'Manage the traffic office'.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Unit 003 Manage the traffic office
Outcome 1 Know how to manage the traffic office

Assessment Criteria

The learner can:

1. Explain the relevant organisational policies and procedures, in relation to managing the traffic office, that relate to:
    - health, safety and security
    - environmental factors
    - legal requirements
    - operating requirements
    - route, destination, delivery and collection schedules
    - review systems
2. Explain the following:
    - the type of load and characteristics of the consignment being moved
    - different modes of transport
    - types of vehicles and equipment that can be used for carrying different loads
    - sources of feedback information
3. Explain how to manage colleagues within the operation
4. Identify problems that can occur when managing the traffic office
5. Explain the appropriate action to take in order to deal with identified problems

Unit 003   Manage the traffic office

Outcome 2   Be able to manage the traffic office

Assessment Criteria

The learner can:

1. Follow all organisational policies and procedures, in relation to managing the traffic office, that relate to:
    - health, safety and security
    - personal protective equipment
    - legal requirements
    - operating requirements
    - route, destination, delivery and collection schedules
    - review systems
2. Manage colleagues to plan the transportation of loads
3. Monitor the use of resources
4. Support colleagues decisions where problems arise
5. Advise customers and relevant personnel of any changes in the resources allocated or the delivery schedules
6. Maintain records making any changes according to operational procedures
7. Evaluate feedback obtained on the use of resources
8. Review actual performance against the operational plan
9. Evaluate the effectiveness and efficiency of completed operations
10. Formulate an action plan based on patterns or trends in actual performance in order to improve performance
11. Propose amendments to operational and organisational procedures
12. Communicate effectively

Unit 004   Routing and scheduling of loads

Level: 3
Credit value: 3
UAN: Y/601/7173

Unit 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 outcomes

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

1. Know how to route and schedule loads
2. Be able to route and schedule loads

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 NOS Unit SfL 46 – 'Routing and scheduling of loads'.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

This unit will be assessed by:

• an assignment covering practical skills and underpinning knowledge.

Unit 004 Routing and scheduling of loads

Outcome 1 Know how to route and schedule loads

Assessment Criteria

The learner can:

1. Explain the relevant organisational policies and procedures, in relation to routing and scheduling loads, that relate to:
     - health, safety and security
     - legal requirements
     - operating requirements
     - 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:
     - the type of load and characteristics of the consignment to be moved
     - different types of vehicle that can be used
     - vehicle weights and dimensions
     - methods of load distribution
     - environmental economy and efficiency issues
4. Identify all sorting parameters relevant to the delivery or collection of the load
5. Explain sources of routing information including:
     - Time, destination
     - 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 can occur when routing and scheduling loads
9. Explain the appropriate action to take, in order to deal with identified problems

Unit 004   Routing and scheduling of loads

Outcome 2   Be able to route and schedule loads

Assessment Criteria

The learner can:

1. Follow all organisational policies and procedures, in relation to routing and scheduling loads, that relate to:
    *   health, safety and security
    *   legal requirements
    *   operating requirements
    *   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 optimisation of delivery and collection schedules to meet customer requirements
4. Confirm the following:
    *   method of transport
    *   types of vehicle and equipment to be used
    *   the load and suitability of vehicle
5. Record and communicate information on the load to the appropriate personnel

Unit 005   Identify suitable collection or delivery points

Level: **2**
Credit value: **2**
UAN: **R/601/7172**

Unit 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 outcomes

There are **two** learning outcomes to this unit. The learner will:
1. Know how to identify suitable collection or delivery points
2. Be able to identify suitable collection or delivery points

Guided learning hours

It is recommended that **7** 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 NOS Unit SfL 45 'Identify suitable collection or delivery points'.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

This unit will be assessed by:
- an assignment covering practical skills and underpinning knowledge.

Unit 005   Identify suitable collection or delivery points

Outcome 1   Know how to identify suitable collection or delivery points

Assessment Criteria

The learner can:

1. Explain the relevant organisational policies and procedures, in relation to suitable collection or delivery points, that relate to:
   - health, safety and security
   - legal requirements
   - operating requirements
   - environmental factors
   - access points
   - recording and documentation
   - 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 of delivery points
4. Explain the appropriate action to take, when problems occur with facilities at collection points

Unit 005   Identify suitable collection or delivery points

Outcome 2   Be able to identify suitable collection or delivery points

Assessment Criteria

The learner can:

1. Follow all organisational policies and procedures, in relation to identifying suitable collection or delivery points, that relate to:
   * health, safety and security
   * legal requirements
   * operating requirements
   * environmental factors
   * access points
   * recording and documentation
   * 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 of delivery point details can be obtained
4. Communicate effectively
5. Obtain the following information relating to collection or delivery points:
   * physical access and security requirements
   * health, safety and environmental requirements
   * limitations or restrictions
   * legal and operating requirements
   * physical loading and unloading facilities
   * any specialist equipment required
6. Confirm the loads and determine the suitability of the collection or delivery point

Unit 006   Release vehicles for daily tasks

Level: 2
Credit value: 2
UAN: D/601/7174

Unit 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 outcomes

There are **two** learning outcomes to this unit. The learner will:
1. Know how to release vehicles for daily tasks
2. Be able to release vehicles for daily tasks

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 NOS Unit SfL 47 – 'Release vehicles for daily tasks'.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

This unit will be assessed by:
- an assignment covering practical skills and underpinning knowledge.

Unit 006   Release vehicles for daily tasks

Outcome 1   Know how to release vehicles for daily tasks

Assessment Criteria

The learner can:

1. Explain the relevant organisational policies and procedures, in relation to releasing vehicles for daily tasks that relate to:
    *   health, safety and security
    *   legal requirements
    *   environmental factors
    *   documentation systems
    *   driver hours and licensing requirements
    *   vehicle operators licensing requirements
    *   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

Unit 006 Release vehicles for daily tasks

Outcome 2 Be able to release vehicles for daily tasks

Assessment Criteria

The learner can:
1. Follow all organisational policies and procedures in relation to releasing the vehicles for daily tasks that relate to:
    - health, safety and security
    - legal requirements
    - environmental factors
    - documentation systems
    - driver hours and licensing requirements
    - vehicle operators licensing requirements
    - 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

Unit 007 Monitor vehicle movements

Level: 2
Credit value: 2
UAN: N/601/7180

Unit aim

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.

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 outcomes

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

1. Know how to monitor vehicle movements
2. Be able to monitor vehicle movements

Guided learning hours

It is recommended **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 NOS Unit SfL 52 'Monitor vehicle movements'.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Unit 007 Monitor vehicle movements

Outcome 1 Know how to monitor vehicle movements

Assessment Criteria

The learner can:

1. Explain the relevant organisational policies and procedures, in relation to monitoring vehicle movements, that relate to:
   - health, safety and security
   - environmental factors
   - legal requirements
   - operating requirements
   - monitoring requirements
   - driver hours and licensing requirements
   - vehicle operators licensing requirements
   - route, destination, delivery and collection schedules
2. Explain the following:
   - sources of information
   - methods and equipment used for monitoring the progress of vehicles and loads
   - limitations of routes, vehicles, equipment and drivers
   - 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

Unit 007   Monitor vehicle movements

Outcome 2   Be able to monitor vehicle movements

Assessment Criteria

The learner can:

1. Follow all organisational policies and procedures, in relation to monitoring vehicle movements, that relate to:
     * health, safety and security
     * environmental factors
     * legal requirements
     * operating requirements
     * monitoring requirements
     * driver hours and licensing requirements
     * vehicle operators licensing requirements
     * 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:
     * relevant personnel of changes to the routing and scheduling of vehicles and loads
     * customers about changes to the routing and scheduling of vehicles and loads
5. Demonstrate how to take action in response to:
     * problems reported by drivers in relation to breakdowns or traffic
     * emergencies or collisions in relation to the vehicle and load
6. Monitor the progress of vehicles and loads

Unit 008   Post journey reports and checks

Level: 2
Credit value: 2
UAN: T/601/7181

Unit 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 outcomes

There are **two** learning outcomes to this unit. The learner will:
1. Know how to undertake post journey reports and checks
2. Be able to undertake post journey reports and checks

Guided learning hours

It is recommended that **10** 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 NOS Unit SfL 53 – 'Post journey reports and checks'.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

This unit will be assessed by:
• an assignment covering practical skills and underpinning knowledge.

Unit 008   Post journey reports and checks
Outcome 1   Know how to undertake post journey reports and checks

Assessment Criteria

The learner can:

1. Explain the relevant organisational policies and procedures, in relation to undertaking post journey reports and checks, that relate to:
    - health, safety and security
    - environmental factors
    - legal requirements
    - operating requirements
    - driver hours and licensing requirements
    - vehicle operators licensing requirements
    - recording and documentations systems

Unit 008 Post journey reports and checks

Outcome 2 Be able to undertake post journey reports and checks

Assessment Criteria

The learner can:

1. Follow all organisational policies and procedures, in relation to post journey and checks, that relate to:
   - health, safety and security
   - environmental factors
   - legal requirements
   - operating requirements
   - driver hours and licensing requirements
   - vehicle operators licensing requirements
   - recording and documentations 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:
   - vehicle
   - driver

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.

Unit 009   Inducting new colleagues into a logistics operation

Level: **2**
Credit value: **2**
UAN: **Y/601/7187**

Unit aim

This unit is about inducting new staff into a logistics operation. It deals with the importance of induction, and ensuring that new colleagues are familiar with organisational procedures, the workplace and their role and responsibilities.

This unit is relevant to all operatives involved in inducting new colleagues into a logistics operation. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:
1. Know how to induct new colleagues into a logistics operation
2. Be able to induct colleagues into logistics operations

Guided learning hours

It is recommended that **11** 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 not mapped to a National Occupational Standards as it is related to a cross sector function in logistics operations.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

This unit will be assessed by:
- an assignment covering practical skills and underpinning knowledge.

Unit 009   Inducting new colleagues into a logistics operation

Outcome 1   Know how to induct new colleagues into a logistics operation

Assessment Criteria

The learner can:

1. Explain the relevant organisational policies and procedures, in relation to inducting new colleagues into a logistics operation that relate to:
    - the organisation
    - health, safety and security
    - personal protective equipment
    - legal requirements
    - equality and diversity, and inclusion
    - data protection
    - staff handbook
2. Explain the importance of completing an induction
3. Identify problems that can occur when inducting new colleagues into a logistics operation
4. Explain the appropriate action to take, in order to deal with identified problems

Unit 009   Inducting new colleagues into a logistics operation

Outcome 2   Be able to induct colleagues into logistics operations

Assessment Criteria

The learner can:

1. Follow all organisational policies and procedures, in relation to inducting new colleagues into a logistics operation, that relate to:
    * the organisation
    * health, safety and security
    * personal protective equipment
    * legal requirements
    * equality and diversity, and inclusion
    * data protection
    * staff handbook
2. Communicate effectively
3. Ensure colleagues are familiar with:
    * the organisational chart
    * the premises
    * own workplace
    * personal protective equipment
    * emergency evacuation procedures
    * health safety and security
4. Introduce new colleagues to co-workers
5. Ensure colleagues are aware of own responsibilities within the staff handbook
6. Complete documentation according to organisational procedures

Unit 010 Contribute to the provision of customer service in logistics operations

Level: 2
Credit value: 3
UAN: Y/601/7920

Unit 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 outcomes

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

1. Know how to contribute to the provision of customer services in logistics operations
2. Be able to contribute to the provision of customer services in logistics operations

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 NOS Unit SfL 12 – 'Contribute to the provision of customer services'.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

This unit will be assessed by:

* an assignment covering practical skills and underpinning knowledge.

Unit 010 Contribute to the provision of customer service in logistics operations

Outcome 1 Know how to contribute to the provision of customer services in logistics operations

Assessment Criteria

The learner can:

1. Explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to:
   - health, safety and security
   - personal protective equipment
   - maintaining effective customer relations
   - personal appearance and hygiene
   - reporting procedures and systems
   - recording information
   - confidentiality
   - complaints
2. Describe different types of customers in relation to own organisation
3. Describe the importance of
   - promoting the organisation's image positively
   - effective communication
   - good customer service
4. Identify the services available to customers in own organisation
5. Describe the implications of:
   - a negative image on your organisation
   - poor communication
   - poor customer service
6. Describe:
   - own role in dealing with customer complaints and
   - the limits of your responsibility
7. Identify who to report to when you are unable to deal with a customer enquiry or request

Unit 010   Contribute to the provision of customer service in logistics operations

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

Assessment Criteria

The learner can:
1. Follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations, that relate to:
    - health, safety and security
    - personal protective equipment
    - maintaining effective customer relations
    - personal appearance and hygiene
    - reporting procedures and systems
    - recording information
    - confidentiality
    - 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 customer complaints effectively

Unit 011 Produce costings for freight transport

Level: 4
Credit value: 4
UAN: H/601/7175

Unit aim

This unit is about producing costings for freight transport. It involves identifying points of contact, collection and/or delivery points and driver or vehicle requirements. It deals with any special requirements in regard to care of the load during transport and the loading and unloading of the vehicle.

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 outcomes

There are **two** learning outcomes to this unit. The learner will:
1. Know how to produce costings for freight transport
2. Be able to produce costings for freight transport

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 NOS Unit SfL 48– 'Produce costings for freight transport'

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics

Assessment

This unit will be assessed by:
- an assignment covering practical skills and underpinning knowledge.

Unit 011   Produce costings for freight transport
Outcome 1   Know how to produce costings for freight transport

Assessment Criteria

The learner can:

1. Explain the relevant organisational policies and procedures, in relation to producing costings for freight transport, that relate to:
   - health, safety and security
   - legal requirements
   - operating requirements
   - recording and documentation requirements
   - terms and conditions for transporting loads
2. Explain the following:
   - sources and point of contact for information on the movement of goods
   - the types of loads and characteristics of the consignment to be moved
   - different modes of transport
   - types of vehicles for carrying different loads and how these affect costings
   - the types of facilities required for loading and unloading
   - types and sources of specialist equipment that may be used
3. Explain costs and the reasons for fluctuations

Unit 011   Produce costings for freight transport

Outcome 2   Be able to produce costings for freight transport

Assessment Criteria

The learner can:
1. Follow organisational policies and procedures, in relation to producing costings for freight transport, that relate to:
    - health, safety and security
    - legal requirements
    - environmental factors
    - operating requirements
    - recording and documentation requirements
    - terms and conditions for transporting loads
2. Make contact with an appropriate person where contract details can be obtained
3. Confirm the collection and delivery point details to determine the distance and other associated costs
4. Confirm the operational requirements in relation to any constraints on the consignment
5. Confirm the driver and vehicle requirements for carrying out the transportation of the load
6. Obtain information of the physical loading and unloading facilities available at the collection and delivery points and any specialist equipment to be used
7. Collate and record the information obtained to prepare the quotation
8. Communicate effectively

Unit 012 International road transport operations

Level: 4
Credit value: 5
UAN: K/601/7176

Unit aim

This unit is about international road transport operations. It deals with obtaining information in regard to vehicle, load, driver requirements in order to produce documentation for the movement of loads outside of the United Kingdom.

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 outcomes

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

1. Know how to undertake international road transport operations
2. Be able to undertake international road transport operations

Guided learning hours

It is recommended that **25** 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 NOS Unit SfL – 49 'International road transport operations'

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Unit 012   International road transport operations

Outcome 1   Know how to undertake international road transport operations

Assessment Criteria

The learner can:

1. Explain the relevant organisational policies and procedures, in relation to international road transport operations, that relate to:
    * health, safety and security
    * legal requirements
    * operating requirements
    * environmental factors
    * international movements
    * documentation systems
    * driver hours and licensing requirements
    * vehicle operators licensing requirements
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. Explain how drivers, vehicles, equipment and other resources are allocated
7. Explain required documentation for the international movement of goods
8. Identify problems that can occur when undertaking international road transportation operations
9. Explain the appropriate action to take, in order to deal with identified problems

Unit 012   International road transport operations

Outcome 2   Be able to undertake international road transport operations

Assessment Criteria

The learner can:

1. Follow organisational policies and procedures, in relation to protecting the vehicle and load, that relate to:
     - health, safety and security
     - legal requirements
     - operating requirements
     - environmental factors
     - international movements
     - documentation systems
     - driver hours and licensing requirements
     - vehicle operators licensing requirements
2. Assess which information is required for:
     - loads to be transported into and out of the United Kingdom
     - the driver, vehicle in relation to international movement of goods
3. Obtain the required documentation for international movements
4. Record the required information on the international movements of goods
5. Confirm the allocation of resources
6. Issue instructions and relevant documentation to the appropriate personnel
7. Advise appropriate personnel of the movement of the load
8. Communicate effectively
9. Ensure the movement of the loads complies with relevant legislation, regulation and codes of practice
10. Monitor the movements of the loads
11. Maintain records in accordance with operational procedures

Unit 013 Help team members address problems affecting their performance in logistics operations

Level: 4
Credit value: 3
UAN: R/601/7186

Unit aim

This unit is about helping team members to address problems affecting their performance. It deals with providing opportunities for team members to improve their performance, methods to improve performance and reviewing actions taken.

This unit is relevant to those managing teams and the performance of the team in logistics operations. This could relate to warehousing and storage, transport or freight forwarding.

Learning outcomes

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

1. Know how to help team members address problems affecting their performance
2. Be able to help team members address problems affecting their performance in logistics operations

Guided learning hours

It is recommended that **10** 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 NOS Unit SfL 57 – 'Help team members address problems affecting their performance'.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

This unit will be assessed by:

- an assignment covering practical skills and underpinning knowledge.

Unit 013   Help team members address problems affecting their performance in logistics operations

Outcome 1   Know how to help team members address problems affecting their performance

Assessment Criteria

The learner can:

1. Explain the relevant organisational policies and procedures, in relation to helping team members address problems their performance, that relate to:
   - health, safety and security
   - legal requirements
   - equality and diversity, and inclusion
2. Explain how to encourage team members to approach appropriate people with problems that may affect their performance
3. Explain the:
   - importance of identifying performance issues with the team member(s) concerned
   - importance of discussing problems with team members at a time and place appropriate to the type, seriousness and complexity of the problem
   - how to gather and check the information to identify the problem and its cause accurately
   - range of alternative courses of action that can be taken
   - importance of agreeing with the team member in a timely and effective manner a way of dealing with the problem
   - when to refer the team member to support services or specialists
   - the importance of confidentiality
   - recording actions

Unit 013   Help team members address problems affecting their performance in logistics operations

Outcome 2   Be able to help team members address problems affecting their performance in logistics operations

Assessment Criteria

The learner can:

1. Follow all organisational policies and procedures, in relation to helping team members address problems affecting their performance, that relate to:
   - health, safety and security
   - legal requirements
   - equality and diversity, and inclusion
2. Communicate with others effectively
3. Provide opportunities for team members to discuss problems that may affect their performance
4. Identify performance issues and discuss these with the team member(s) concerned at a time and place appropriate to the type, seriousness and complexity of the problem
5. Check that all information gathered accurately identifies the problem and its cause
6. Discuss a range of alternative courses of action with the team member(s)
7. Agree with the team member(s) in a timely manner effective action that will deal with the problem
8. Demonstrate how to refer the team member(s) to support services or specialists
9. Keep a confidential record of all discussion with team member(s)
10. Review actions to ensure they meet the organisations policies for managing people

Unit 014 Build and manage teams in logistics operations

Level: 3
Credit value: 4
UAN: J/601/7184

Unit aim

This unit is about building and managing teams in logistics operations. It deals with developing good communication skills, selecting team members according to the purpose of the team and the teams' goals and reviewing how the team performs against its purpose and goals.

This unit is relevant to those building and managing teams in logistics operations. This could relate to warehousing and storage, transport or freight forwarding.

Learning outcomes

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

1. Know how to build and manage teams in logistics operations
2. Be able to build and manage teams

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 NOS Unit SfL 56 – 'Build and manage teams'.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

This unit will be assessed by:

• an assignment covering practical skills and underpinning knowledge.

Unit 014   Build and manage teams in logistics operations

Outcome 1   Know how to build and manage teams in logistics operations

Assessment Criteria

The learner can:

1. Explain the relevant organisational policies and procedures, in relation to building and managing teams in logistics operations, that relate to:
   - health, safety and security
   - legal requirements
   - equality and diversity, and inclusion
   - operating requirements
2. Explain the:
   - principles of effective communication and how to apply them
   - maximise communication methods when managing remote teams
   - the stages of team development
3. When building a team explain the importance of:
   - Identifying a clear team purpose
   - Identifying diversity of expertise, knowledge, skills and attitudes to achieve the team purpose
   - selecting team members with the required expertise, knowledge and skills
   - developing complementary roles
   - agreeing with team members the behaviours that can help achieve the team purpose and those that may hinder
   - ensuring team members understand their unique contribution to achieving the team purpose
   - ensuring team members understand how each role complements and supports other roles
   - building mutual trust and respect
   - open communication
4. Explain how to provide constructive feedback to team members in order to enhance the performance of the team as a whole
5. Identify problems that can occur when building and managing teams
6. Explain the appropriate action to take, in order to deal with identified problems

Unit 014 Build and manage teams in logistics operations

Outcome 2 Be able to build and manage teams

Assessment Criteria

The learner can:

1. Follow all organisational policies and procedures, in relation to planning the route and timings for the collection and delivery of loads, that relate to
   - health, safety and security
   - legal requirements
   - equality and diversity, and inclusion
2. Communicate with others effectively
3. Identify the diversity and expertise, knowledge, skills and attitudes required to achieve the team's objectives
4. Select team members that have the expertise, knowledge, skills and attitudes to achieve the team purpose
5. Build the team by:
   - greeing with team members behaviours that are can help the team achieve
   - agreeing roles and responsibilities with team members to ensure each complements and supports other roles
   - providing opportunities to build mutual trust and respect
6. Encourage the team to seize opportunities presented by changes to the team composition
7. Provide opportunities for open communication and feedback to improve performance of team
8. Review the performance of the team in relation to its purpose

Unit 015 Recruit, select and keep colleagues in logistics operations

Level: **3**
Credit value: **4**
UAN: **F/601/7183**

Unit aim

This unit is about recruiting, selecting and keeping colleagues in logistics operations. It deals with determining staff turnover, recruiting and selecting procedures, the importance of exit interviews and reviewing the effectiveness of internal procedures for recruiting, selecting and keeping colleagues.

This unit is relevant to those managing or engaged in the recruitment, selection or keeping of colleagues in logistics operations. This could relate to warehousing and storage, transport or freight forwarding.

Learning outcomes

There are **two** learning outcomes to this unit. The learner will:
1. Know how to recruit, select and keep colleagues in logistics operations
2. Be able recruit, select and keep colleagues in logistics operations

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 NOS Unit SfL 55 – 'Recruit, select and keep colleagues'.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

This unit will be assessed by:
• an assignment covering practical skills and underpinning knowledge.

Unit 015   Recruit, select and keep colleagues in logistics operations

Outcome 1   Know how to recruit, select and keep colleagues in logistics operations

Assessment Criteria

The learner can:

1. Explain the relevant organisational policies and procedures, in relation to recruiting, selecting an keeping colleagues in logistics operations, that relate to:
    - health, safety and security
    - legal requirements
    - equality and diversity, and inclusion
    - accessing specialist expertise
2. Explain the following in relation to staff turnover:
    - the importance of undertaking exit interviews sensitively
    - types of reasons colleagues may give for leaving
    - how to measure staff turnover
    - causes and effects of high and low staff turnover
    - measures that can be taken to address staff turnover issues
3. Explain how to undertake a skills analysis exercise to:
    - review the workload to identify shortfalls in the number of colleagues and/or skills, knowledge, understanding and experience
    - identify actual skill and avoid stereotyping
    - different options for identified shortfalls their advantages and disadvantages
4. Explain the purpose of job descriptions and person specifications, and:
    - what they should contain
    - the importance of consulting with others when producing or updating them
5. Explain the different stages in the recruiting and selecting process, and:
    - the importance of consulting others on the stages
    - methods used their advantages and disadvantages
    - associated timings
    - the role of others during each stage
6. Explain the importance of giving fair, clear and accurate information on vacancies to potential applicants
7. Explain how to judge whether applicants meet the stated requirements
8. Explain how to take account of equality, diversity and inclusion issues, including legislation and any relevant codes of practice and how cultural differences in language, body language, tone of voice and dress can differ from expectations
9. Explain how to review the effectiveness of recruitment and selection in logistics operations
10. Identify problems that can occur when recruiting, selecting and keeping colleagues in logistics operations
11. Explain the appropriate action to take, in order to deal with identified problems

Unit 015   Recruit, select and keep colleagues in logistics operations

Outcome 2   Be able recruit, select and keep colleagues in logistics operations

Assessment Criteria

The learner can:

1. Follow all organisational policies and procedures, in relation to ensuring recruiting, selecting and keeping colleagues in logistics operations, that relate to:
   - health, safety and security
   - legal requirements
   - equality and diversity, and inclusion
   - accessing specialist expertise
2. Communicate effectively with others
3. Undertake exit interviews with colleagues who are leaving
4. Review the work undertaken to identify any shortfall in the number of colleagues and/or the pool of skills, knowledge, understanding and experience
5. Review options for dealing with shortfalls in staffing
6. Consult with others to produce or update job descriptions and person specifications
7. Demonstrate how to identify a vacancy
8. Consult with others to agree the stages in the recruitment and selection process including:
   - methods to be used
   - associated timings
   - and those to be involved
9. Ensure that:
   - all information on vacancies is fair, clear and accurate before it goes to potential applicants
   - the skills required by the applicant to succeed in the recruitment process are no more than are required to perform the job
10. Participate in the recruitment and selection process to ensure that:
    - the process is fair, consistent and effective
    - applicants offered positions are likely to work effectively with colleagues
11. Review the recruitment and selection process to identify improvements

Unit 016 Manage your own professional development in logistics operations

Level: 3
Credit value: 2
UAN: M/601/7177

Unit aim

This unit is about managing own professional development. It deals with understanding own learning style, values, personal and work goals, obtaining feedback, improving own performance through the development of a personal development plan.

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 outcomes

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

1. Know how to manage own professional development in logistics operations
2. Be able to manage own professional development in logistics operations

Guided learning hours

It is recommended that **11** 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 NOS Unit SfL 50 – 'Manage your own resources and professional development'.

Support of the unit by a sector or other appropriate body

This unit is endorsed by Skills for Logistics.

Assessment

This unit will be assessed by:

*   an assignment covering practical skills and underpinning knowledge.

Unit 016 Manage your own professional development in logistics operations

Outcome 1   Know how to manage own professional development in logistics operations

Assessment Criteria

The learner can:

1. Explain the relevant organisational policies and procedures, in relation to managing own resources and professional development, that relate to:
    * health, safety and security
    * legal requirements
    * operating requirements
2. Explain how to develop own professional development plan
3. Explain own learning style
4. Explain the current and future requirements of own work role
5. Explain own values, career and personal goals in relation to work role
6. Explain sources of feedback used to evaluate performance
7. Explain how to update work objectives and development plans in the light of performance, feedback received, any development activities undertaken and any wider changes
8. Explain how to monitor the quality of own work and progress against development plans

Unit 016 Manage your own professional development in logistics operations

Outcome 2 Be able to manage own professional development in logistics operations

Assessment Criteria

The learner can:

1. Follow organisational policies and procedures, in relation to managing own professional development, that relate to:
   - health, safety and security
   - legal requirements
   - operating requirements
2. Agree personal work objectives with appropriate people
3. Agree how progress will be measured with appropriate people
4. Produce own development plan to take account of the following:
   - personal learning styles
   - gaps between current and future requirements of work role and current knowledge, understanding and skills
5. Review activities undertaken in development plan in relation to performance
6. Review feedback received and update own development plan in light of feedback and performance.

Appendix 1   Relationships to other qualifications

Links to other qualifications and frameworks

This mapping is provided as guidance and suggests areas of overlap and commonality between the qualifications. It does not imply that candidates completing units in one qualification are automatically covering all of the content of the qualifications listed in the mapping.

Centres are responsible for checking the different requirements of all qualifications they are delivering and ensuring that candidates meet requirements of all units/qualifications. For example, units within a QCF qualification may be similar in content to units in the NQF qualification which the candidate may have already undertaken and this may present opportunities for APL.

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).

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 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.

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, 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

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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