

Level 2 Certificate in Logistics Operations (3439-06)

Candidate logbook

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December 2011
Version 1.0

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Contents

1	About your candidate logbook	7
1.1	Contact details	7
1.2	Introduction to the logbook	8
2	Units	9
3	About approved centres	10
3.1	Types of centres	10
3.2	Assessment roles	11
4	About candidates	12
5	The assessment process	13
5.1	Before you start your qualification	13
6	Using your logbook	14
7	Candidate progress record	15
Unit 001	Make an effective contribution to a business in the logistics sector	16
Unit 002	Health, safety and security at work	18
Unit 013	Contribute to the provision of customer service in logistics operations	20
Unit 018	Develop effective working relationships with colleagues in logistics operations	22
Unit 019	Prepare the van for driving	24
Unit 021	Prepare the rigid vehicle for driving	28
Unit 022	Protect the rigid vehicle and load	30
Unit 023	Prepare the articulated or drawbar vehicle for driving	32
Unit 024	Protect the articulated or drawbar vehicle and the load	34
Unit 025	Obtain information on the collection and/or delivery of loads	36
Unit 026	Pick goods in a logistic operation	38
Unit 027	Wrap and pack goods in logistics operations	40
Unit 030	Identify suitable collection and delivery points	46
Appendix 1	Summary of City & Guilds assessment policies	50

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1 About your candidate logbook

1.1 Contact details

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

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

Your Assessor(s)	
Your Internal Verifier	
Quality Assurance Contact	

1 About your candidate logbook

1.2 Introduction to the logbook

This logbook will help you complete your **Level 2 Certificate in Logistics Operations (3439-06)**. It contains:

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

It will also tell you:

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

This logbook will help you complete the units in City & Guilds' **Level 2 Certificate in Logistics Operations (3439-06)**. It contains forms you can use to record the evidence of what you have done.

There are **17 units** in total available for this qualification. You should discuss and agree with your assessor/tutor which of these units you are going to work towards.

About City & Guilds

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

Information about City & Guilds and our qualifications is available on our website **www.cityandguilds.com**.

2 Units

You must achieve a minimum of **20 credits** to complete the **Level 2 Certificate in Logistics Operations (3439-06)**, made up of:

- **13 credits** from the mandatory units

plus a minimum of each of the following:

- **2 credits** from optional group 1
- **3 credits** from optional group 2
- **2 credits** from optional group 3.

Unit	Unit title	Credit value	GLH
Mandatory group (all 13 credits to be achieved)			
001	Make an effective contribution to a business in the logistics sector	3	10
002	Health, safety and security at work	3	20
013	Contribute to the provision of customer service in logistics operations	3	18
018	Develop effective working relationships with colleagues in logistics operations	4	15

Unit	Unit title	Credit value	GLH
Option group 1 (a minimum of 2 credits)			
019	Prepare the van for driving	2	10
020	Protect the van and the load	2	15
021	Prepare the rigid vehicle for driving	2	10
022	Protect the rigid vehicle and the load	2	15
023	Prepare the articulated or draw bar vehicle for driving	2	10
024	Protect the articulated or draw bar vehicle and the load	2	15
025	Obtain information on the collection and/or delivery of loads	2	10

Unit	Unit title	Credit value	GLH
Option group 2 (a minimum of 3 credits)			
026	Pick goods in logistics operations	3	15
027	Wrap and pack goods in logistics operations	3	12
028	Place goods in storage in logistics operations	4	16

Unit	Unit title	Credit value	GLH
Option group 3 (a minimum of 2 credits)			
029	Release vehicles for daily tasks	2	12
030	Identify suitable collection or delivery points	2	7
031	Monitor vehicle movements	2	12

3 About approved centres

3.1 Types of centres

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

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

Centre responsibilities

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

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

Centres are also responsible for supporting you as your work towards your qualification. Centres will:

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

3 About approved centres

3.2 Assessment roles

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

The assessor

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

Your assessor will:

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

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

The internal verifier

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

The external verifier

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

Witnesses

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

4 About candidates

Candidate role and responsibilities

Your responsibilities as a candidate are to:

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

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

Candidate enrolment number

Make sure you keep a note of your unique City & Guilds enrolment number on the front page of this logbook.

You will need this number again if you take any other City & Guilds qualifications. Using the same enrolment number helps City & Guilds keep a record of every unit and qualification you complete.

Moving to a new centre

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

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

5 The assessment process

5.1 Before you start your qualification

Initial assessment

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

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

6 Using your logbook

Recording forms

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

Please photocopy these forms as required.

7 Candidate progress record

Level 2 Certificate in Logistics Operations (3439-06)

Unit	001	002	013	018			
Credits	3	3	3	4			
Total Credits Achieved:							

Minimum 20 credits

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

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

Candidate Name:	
Candidate Signature:	
Date:	

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

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 001

Make an effective contribution to a business in the logistics sector

3 credits

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

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

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

Outcome 2 Be able to make an effective contribution to a business in the logistics sector

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to:						
	• health, safety and security						
	• personal protective clothing						
	• own work role						
	• quality standards						
2	communicate effectively with others						
3	confirm tasks, priorities and responsibilities with an appropriate person						
4	perform work tasks in ways that are consistent with good practice in the organisation						
5	ensure that:						
	• personal appearance and hygiene						
	• equipment						
	• work area						
	are maintained in accordance with organisational requirements						
6	identify own learning needs from feedback obtained from appropriate people						
7	agree a learning plan that is realistic, with an appropriate person						
8	promptly action requests from others that fall within own responsibility.						
Type of evidence →							

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

Unit 002
3 credits

Health, safety and security at work

Outcome 1 Be able to work safely

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	take appropriate action in the event of fire, emergencies or accidents						
2	identify where alarms, emergency exits, escape routes, emergency equipment and assembly points are located						
3	demonstrate safe and appropriate use of emergency equipment						
4	distinguish between different alarm sounds						
5	comply with equipment operating procedures and manufacturer's instructions						
6	demonstrate safe handling and lifting techniques						
7	demonstrate correct use and maintenance of any protective clothing and/or equipment						
8	comply with personal responsibilities under the Health and Safety at Work Act/COSHH						
9	identify who the nominated first aiders are.						
Type of evidence →							

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

Outcome 2 Be able to monitor the workplace for hazards

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

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

Outcome 3 Be able to contribute to workplace security

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	outline and comply with the organisation's rules, codes, guidelines and standards relating to security						
2	explain how to deal with loss of property.						
Type of evidence →							

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

Unit 013

Contribute to the provision of customer service in logistics operations

3 credits

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

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

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

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

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
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 customers complaints effectively.						
		Type of evidence →					

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

Unit 018

Develop effective working relationships with colleagues in logistics operations

4 credits

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

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	explain the relevant organisational policies and procedures for developing effective working relationships in logistics operations that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> quality standards 						
	<ul style="list-style-type: none"> confidentiality 						
	<ul style="list-style-type: none"> equality and diversity 						
2	describe own roles and responsibilities and those of colleagues						
3	explain the importance of good communication methods						
4	explain the importance of feedback to improve work performance						
5	explain how to identify learning needs and the opportunities for learning that are available						
6	explain how to deal constructively with misunderstandings and difficulties that can arise in working relationships.						
Type of evidence →							

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

Outcome 2 Be able to develop effective working relationships with colleagues in logistics operations

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	communicate with colleagues effectively						
2	confirm tasks, priorities and responsibilities clearly and accurately with colleagues						
3	respond to requests from colleagues that fall within your responsibility						
4	report any circumstances that prevent the achievement of quality standards						
5	obtain information and assistance from colleagues						
6	seek relevant feedback on work achievements and performance from relevant people						
7	determine own learning needs based on feedback and observation of own performance						
8	agree a learning plan that outlines realistic development opportunities and timescales.						
		Type of evidence →					

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

Unit 019

Prepare the van for driving

2 credits

Outcome 1 Know how to prepare the van for driving

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	explain the relevant organisational policies and procedures, in relation to preparing the van for driving, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
2	explain how to check that the van has sufficient fuel, additives and water						
3	explain the operation of the van instruments and controls to include:						
	<ul style="list-style-type: none"> how to check the vehicle systems 						
	<ul style="list-style-type: none"> how to check instruments, controls, gauges and vehicle systems 						
	<ul style="list-style-type: none"> indications of electrical or mechanical problems 						
4	explain the responsibilities of the driver for the van and the load						
5	explain the organisational procedures for reporting defects including information on previously reported problems with the van						
6	explain how to obtain information on previously reported problems with the van						
7	explain which person(s) is officially responsible for releasing the van						
8	identify problems that can occur when preparing the van for driving						
9	explain the appropriate action to take, in order to deal with identified problems.						
Type of evidence →							

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

Outcome 2 Be able to prepare the van for driving

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to preparing the van for driving, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
2	check the vehicle and vehicle systems to ensure the van is legal and roadworthy						
3	carry out adjustments to the:						
	<ul style="list-style-type: none"> steering wheel 						
	<ul style="list-style-type: none"> mirrors 						
	<ul style="list-style-type: none"> seat 						
	for optimum control, observation and comfort						
4	check the van has sufficient:						
	<ul style="list-style-type: none"> fuel 						
	<ul style="list-style-type: none"> additives 						
	<ul style="list-style-type: none"> oil 						
	<ul style="list-style-type: none"> water 						
5	check that any ancillary equipment is in working order						
6	demonstrate that all documentation your organisation requires is with the van.						
Type of evidence →							

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

Unit 020

Protect the van and the load

2 credits

Outcome 1 Know how to protect the van and the load

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	explain the relevant organisational policies and procedures, in relation to protecting the van and the load, that relate to:						
	<ul style="list-style-type: none"> health safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
	<ul style="list-style-type: none"> different locations 						
	<ul style="list-style-type: none"> changes in condition of the load 						
	<ul style="list-style-type: none"> theft or damage 						
2	describe how to identify damage or deterioration in the condition of the load						
3	explain different methods for protecting the van's load						
4	describe the risk associated with protecting the van and load at different locations						
5	explain the security checks that are required to protect the van and the load						
6	identify problems that can occur when protecting the van and its load						
7	explain the appropriate action to take, in order to deal with identified problems.						
		Type of evidence →					

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

Outcome 2 Be able to protect the van and the load

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to protecting the van and the load, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
	<ul style="list-style-type: none"> different locations 						
	<ul style="list-style-type: none"> theft 						
	<ul style="list-style-type: none"> damage 						
	<ul style="list-style-type: none"> reporting procedures 						
2	carry out security checks						
3	demonstrate how to report any change in the conditions of the load according to organisational procedures.						
Type of evidence →							

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

Unit 021

Prepare the rigid vehicle for driving

2 credits

Outcome 1 Know how to prepare the rigid vehicle for driving

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	explain the relevant organisational policies and procedures, in relation to preparing the rigid vehicle for driving, in relation to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
2	explain how to check that the rigid vehicle has sufficient fuel, additives and water						
3	explain the operation of the rigid vehicle instruments and controls to include:						
	<ul style="list-style-type: none"> how to check the vehicle systems 						
	<ul style="list-style-type: none"> how to check instruments, controls, gauges and vehicle systems 						
	<ul style="list-style-type: none"> indications of electrical or mechanical problems 						
4	explain the responsibilities of the driver for the rigid vehicle and the load						
5	explain the organisational procedures for reporting defects including information on previously reported problems with the rigid vehicle						
6	explain how to obtain information on previously reported problems with the rigid vehicle						
7	explain which person(s) is officially responsible for releasing the rigid vehicle						
8	identify problems that can occur when preparing the rigid vehicle for driving						
9	explain the appropriate action to take, in order to deal with identified problems.						
Type of evidence →							

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

Outcome 2 Be able to prepare the rigid vehicle for driving

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to preparing the rigid vehicle for driving, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
2	check the vehicle and vehicle systems to ensure the rigid vehicle is legal and roadworthy						
3	carry out adjustments to the:						
	<ul style="list-style-type: none"> steering wheel 						
	<ul style="list-style-type: none"> mirrors 						
	<ul style="list-style-type: none"> seat 						
	for optimum control, observation and comfort						
4	check the rigid vehicle has sufficient:						
	<ul style="list-style-type: none"> fuel 						
	<ul style="list-style-type: none"> additives 						
	<ul style="list-style-type: none"> oil 						
	<ul style="list-style-type: none"> water 						
5	check that any ancillary equipment is in working order						
6	demonstrate that all documentation your organisation requires is with the rigid vehicle.						
Type of evidence →							

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

Unit 022

Protect the rigid vehicle and load

2 credits

Outcome 1 Know how to protect the rigid vehicle and the load

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	explain the relevant organisational policies and procedures, in relation to protecting the rigid vehicle and load, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
	<ul style="list-style-type: none"> different locations 						
	<ul style="list-style-type: none"> changes in condition of the load 						
	<ul style="list-style-type: none"> theft or damage 						
2	describe how to identify damage or deterioration in the condition of the load						
3	explain different methods for protecting the rigid vehicle's load						
4	describe the risks associated with protecting the rigid vehicle and load at different locations						
5	explain the security checks that are required to protect the rigid vehicle and the load						
6	identify problems that can occur when protecting the rigid vehicle and its load						
7	explain the appropriate action to take, in order to deal with identified problems.						
Type of evidence →							

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

Outcome 2 Be able to protect the rigid vehicle and the load

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to protecting the rigid vehicle and the load, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
	<ul style="list-style-type: none"> different locations 						
	<ul style="list-style-type: none"> theft 						
	<ul style="list-style-type: none"> damage 						
	<ul style="list-style-type: none"> reporting procedures 						
2	carry out security checks						
3	demonstrate how to report any change in the condition of the load according to organisational procedures.						
Type of evidence →							

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

Unit 023

Prepare the articulated or drawbar vehicle for driving

2 credits

Outcome 1 Know how to prepare the articulated or draw bar vehicle for driving

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	explain the relevant organisational policies and procedures, in relation to preparing the articulated draw bar vehicle for driving, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
2	explain how to check that the articulated or draw bar vehicle has sufficient fuel, additives and water						
3	explain the operation of the articulated or draw bar instruments and controls to include:						
	<ul style="list-style-type: none"> how to check the vehicle systems 						
	<ul style="list-style-type: none"> how to check instruments, controls, gauges and vehicle systems 						
	<ul style="list-style-type: none"> indications of electrical or mechanical problems 						
4	explain the responsibilities of the driver for the articulated or draw bar vehicle and the load						
5	explain the organisational procedures for reporting defects including information on previously reported problems with the articulated or draw bar vehicle						
6	explain how to obtain information on previously reported problems with the articulated or draw bar vehicle						
7	explain which person(s) is officially responsible for releasing the articulated or draw bar vehicle						
8	identify problems that can occur when preparing the articulated or draw bar vehicle for driving						
9	explain the appropriate action to take, in order to deal with identified problems.						
Type of evidence →							

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

Outcome 2 Be able to prepare the articulated or draw bar vehicle for driving

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to preparing the articulated or draw bar vehicle for driving, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
2	check the vehicle and vehicle systems to ensure the articulated or draw bar vehicle is legal and roadworthy						
3	carry out adjustments to the:						
	<ul style="list-style-type: none"> steering wheel 						
	<ul style="list-style-type: none"> mirrors 						
	<ul style="list-style-type: none"> seat 						
	for optimum control, observation and comfort						
4	check the articulated or draw bar vehicle has sufficient:						
	<ul style="list-style-type: none"> fuel 						
	<ul style="list-style-type: none"> additives 						
	<ul style="list-style-type: none"> oil 						
	<ul style="list-style-type: none"> water 						
5	check that any ancillary equipment is in working order						
6	demonstrate that all documentation your organisation requires is with the articulated or draw bar vehicle.						
Type of evidence →							

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

Unit 024

Protect the articulated or drawbar vehicle and the load

2 credits

Outcome 1 Know how to protect the articulated or draw bar vehicle and the load

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	explain the relevant organisational policies and procedures, in relation to protecting the articulated or draw bar vehicle and load, that relates to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
	<ul style="list-style-type: none"> different locations 						
	<ul style="list-style-type: none"> changes in condition of the load 						
	<ul style="list-style-type: none"> theft or damage 						
2	describe how to identify damage or deterioration in the condition of the load						
3	explain different methods for protecting the articulated or draw bar vehicle's load						
4	describe the risks associated with protecting the articulated or draw bar vehicle and load at different locations						
5	explain the security checks that are required to protect the articulated or draw bar vehicle and the load						
6	identify problems that can occur when protecting the articulated or draw bar vehicle and its load						
7	explain the appropriate action to take, in order to deal with identified problems.						
Type of evidence →							

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

Outcome 2 Be able to protect the articulated or draw bar vehicle and the load

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to protecting the articulated or draw bar vehicle and load, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
	<ul style="list-style-type: none"> different locations 						
	<ul style="list-style-type: none"> theft 						
	<ul style="list-style-type: none"> damage 						
	<ul style="list-style-type: none"> reporting procedures 						
2	carry out security checks						
3	demonstrate how to report any change in the condition of the load according to organisational procedures.						
Type of evidence →							

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

Unit 025

Obtain information on the collection and/or delivery of loads

2 credits

Outcome 1 Know how to obtain information on the collection and/or delivery of loads

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	explain the relevant organisational policies and procedures, in relation to obtaining information on the collection and/or delivery of the load, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
	<ul style="list-style-type: none"> monitoring requirements 						
2	explain the required information on the load to include:						
	<ul style="list-style-type: none"> the type of information for the load 						
	<ul style="list-style-type: none"> where the information can be found 						
	<ul style="list-style-type: none"> destination and schedule and any recent information that could affect the destination and schedule 						
	<ul style="list-style-type: none"> requirements for loading and unloading 						
	<ul style="list-style-type: none"> requirements for collections 						
3	identify problems that can occur when obtaining information on the collection and/or delivery of loads						
4	explain the appropriate action to take, in order to deal with identified problems.						
Type of evidence →							

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

Outcome 2 Be able to obtain information on the collection and/or delivery of loads

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to obtaining information on the collection and/or delivery of the load, that relate to:						
	• health, safety and security						
	• legal requirements						
	• operating requirements						
	• monitoring requirements						
2	collect information on the load to include:						
	• the details of the load						
	• destination and schedule						
	• requirements for loading and unloading						
	• requirements for collections and/or deliveries						
3	assess any relevant information that could affect the destination and schedule						
4	communicate effectively with others in relation to the collection and/or delivery of the load						
5	assess the suitability of the vehicle for the load.						
Type of evidence →							

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

Unit 026

Pick goods in a logistic operation

3 credits

Outcome 1 Know how to pick goods in logistics operations

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	explain the relevant organisational policies and procedures picking goods in logistics operations that relate to:						
	<ul style="list-style-type: none"> health, safety and security requirements 						
	<ul style="list-style-type: none"> environmental factors 						
	<ul style="list-style-type: none"> special requirements 						
	<ul style="list-style-type: none"> personal protective equipment 						
2	identify any specific hazards in relation to moving and handling the goods						
3	describe the types of equipment that can be used to pick the goods						
4	describe the correct handling methods for the goods						
5	describe the roles and responsibilities of colleagues in relation to picking goods						
6	identify problems that can occur when picking and handling the goods						
7	explain appropriate action when dealing with identified problems.						
Type of evidence →							

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

Outcome 2 Be able to pick the goods in logistics operations

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	locate the goods to be picked						
2	apply correct picking methods/equipment for the type of goods and size of the order						
3	use the correct handling methods and/or picking equipment to pick the goods.						
		Type of evidence →					

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

Outcome 3 Be able to prepare the goods for assembling orders in logistics operations

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	place the goods into the appropriate location, receptacle or onto pallets						
2	position the picked goods ready for assembling orders						
3	use the correct handling methods and/or equipment to place the goods correctly for assembling orders.						
		Type of evidence →					

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

Unit 027

Wrap and pack goods in logistics operations

3 credits

Outcome 1 Know how to prepare the goods for wrapping and packing in logistic operations

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	explain the relevant organisational policies and procedures for packing the goods in logistics operations that relate to:						
	<ul style="list-style-type: none"> health, safety and security requirements 						
	<ul style="list-style-type: none"> environmental factors 						
	<ul style="list-style-type: none"> special requirements 						
	<ul style="list-style-type: none"> personal protective equipment 						
	<ul style="list-style-type: none"> waste minimisation and disposal 						
2	describe the types of wrapping and packing materials to be used for packing the goods						
3	describe the tools and equipment to be used for packing the goods						
4	describe the roles and responsibilities of colleagues in relation to packing the goods						
5	identify problems that can occur when wrapping and packing the goods						
6	explain appropriate action when dealing with identified problems.						
Type of evidence →							

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

Outcome 2 Be able to wrap and pack the goods in logistics operations

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	check that the goods being packed match the specifications provided in the information						
2	comply with all health, safety and security issues relating to wrapping and packing the goods						
3	schedule the packing of the goods according to agreed work instructions						
4	protect goods from damage while they are being packed						
5	use the appropriate tools and equipment safely in accordance with organisational procedures						
6	pack, wrap and seal goods using the correct type and quantity of packing materials						
7	minimise waste						
8	label the packages with the correct information for further use						
9	dispose of waste materials correctly and promptly.						
		Type of evidence →					

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

Unit 028

Place goods in storage in logistic operations

4 credits

Outcome 1 Know how to place goods in storage logistics operations

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	explain the relevant organisational policies and procedures for placing the goods into storage in logistics operations, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> environmental factors 						
	<ul style="list-style-type: none"> special requirements 						
	<ul style="list-style-type: none"> storage conditions 						
	<ul style="list-style-type: none"> stock rotation 						
2	describe the different sources and types of information required for placing the goods						
3	describe the areas for storing different types of goods						
4	explain the importance of preparing storage areas before placing goods						
5	describe the equipment and facilities required in the area receiving goods						
6	explain the correct handling methods for different types of goods						
7	identify problems that can occur when placing goods in storage						
8	explain appropriate action when dealing with identified problems.						
Type of evidence →							

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

Outcome 2 Be able to place goods in storage logistics operations

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	ensure that the area is clean, tidy and clear of obstructions						
2	use the correct handling methods and/or equipment to place the goods into storage						
3	place the goods in the correct location for space utilisation, to prevent damage and meet distribution requirements						
4	update stock control records accurately						
5	communicate clearly and accurately, with appropriate people, the monitoring and storage arrangements for the goods.						
		Type of evidence →					

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

Unit 029
2 credits

Release vehicles for daily tasks

Outcome 1 Know how to release vehicles for daily tasks

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

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

Outcome 2 Be able to release vehicles for daily tasks

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

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

Unit 030

Identify suitable collection and delivery points

2 credits

Outcome 1 Know how to identify suitable collection or delivery points

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
1	explain the relevant organisational policies and procedures, in relation to suitable collection or delivery points, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> legal requirements 						
	<ul style="list-style-type: none"> operating requirements 						
	<ul style="list-style-type: none"> environmental factors 						
	<ul style="list-style-type: none"> access points 						
	<ul style="list-style-type: none"> recording and documentation 						
	<ul style="list-style-type: none"> safe loading and unloading of vehicles 						
2	explain the characteristics of the load to be moved and the suitability of the vehicle for the 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.						
Type of evidence →							

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

Outcome 2 Be able to identify suitable collection or delivery points

Assessment criteria		Evidence date					
You must be able to:		Portfolio reference					
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 or 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.						
Type of evidence →							

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

Unit 031

Monitor vehicle movements

2 credits

Outcome 1 Know how to monitor vehicle movements

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

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

Outcome 2 Be able to monitor vehicle movements

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

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

Appendix 1 Summary of City & Guilds assessment policies

Health and Safety

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

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

Equal Opportunities

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

City & Guilds equal opportunities policy is available from our website www.cityandguilds.com, City & Guilds Customer Relations Team or your centre.

Access to assessment

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

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

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

Complaints and appeals

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

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

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

Our complaints policy is on our website www.cityandguilds.com or is available from the City & Guilds Customer Relations Team or your centre.

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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

E: singlesubjects@cityandguilds.com

International awards

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: business_unit@cityandguilds.com

Publications

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T: +44 (0)844 543 0000

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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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