

Level 2 Certificate in Logistics Operations (3439-06)

June 2021 Version 1.1



Qualification at a glance

Subject area	Logistics Operations
City & Guilds number	3439
Age group approved	16+
Entry requirements	None
Assessment	Portfolio
Support materials	Centre handbook Candidate logbook
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	GLH	TQT	City & Guilds number	Accreditation number
Level 2 Certificate in Logistics Operations	92	200	3439-06	600/3160/8



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1 Introduction

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

Area	Description
Who is the qualification for?	This qualification is for candidates who work or want to work as a logistics operative within the logistics sector.
What does the qualification cover?	The qualification allows candidates to learn, develop and practice the skills required for career progression in the logistics sector. This qualification covers the range of activities carried out by logistics operatives within a warehouse, traffic office or transport department such as monitoring vehicle movements, collection and deliveries, wrap and pack goods and contribute to customer service.
Is the qualification part of a framework or initiative?	This qualification serves as core component of the Level 2 Apprenticeship for Logistics Operations.
Who did we develop the qualification with?	The Level 2 Certificate in Logistics Operations was developed in association with Skills for Logistics
What opportunities for progression are there?	This qualification allows candidates to progress into employment or to the following City & Guilds qualifications: <ul style="list-style-type: none">• Team leading and management through the ILM. Industry specific:• International Trade and Logistics Operations (3293)• Warehousing & Storage (1016)• Traffic Office (3438)

Structure

To achieve the **Level 2 Certificate in Logistics Operations (3439-06)**, learners must achieve **20 credits in total**, made up of:

- **13 credits** from the mandatory units, and a minimum of:
- **2 credits** from the optional group 1
- **3 credits** from the optional group 2
- **2 credits** from the optional group 3.

Unit accreditation number	City & Guilds unit	Unit title	Credit value
Mandatory			
Y/601/9456	001	Make an effective contribution to a business in the logistics sector	3
K/502/1072	002	Health, safety and security at work	3
Y/601/7920	013	Contribute to the provision of customer service in logistics operations	3
H/601/7919	018	Develop effective working relationships with colleagues in logistics operations	4
Optional		Group 1	
R/602/2842	019	Prepare the van for driving	2
K/602/2846	020	Protect the van and the load	2
K/602/2832	021	Prepare the rigid vehicle for driving	2
M/602/2833	022	Protect the rigid vehicle and the load	2
T/602/2722	023	Prepare the articulated or draw bar vehicle for driving	2
J/602/2739	024	Protect the articulated or draw bar vehicle and the load	2
A/601/9451	025	Obtain information on the collection and/or delivery of loads	2
Optional		Group 2	
R/601/7916	026	Pick goods in logistics operations	3
Y/601/7917	027	Wrap and pack goods in logistics operations	3
T/601/7925	028	Place goods in storage in logistics operations	4
Optional		Group 3	
D/601/7174	029	Release vehicles for daily tasks	2
R/601/7172	030	Identify suitable collection or delivery points	2
M/601/7180	031	Monitor vehicle movements	2



2 Centre requirements

Approval

Centres approved to offer the qualifications 3292-03 NVQ Logistics Operations Management or 3439-03 Level 3 Logistics Operations will be automatically approved for the new City & Guilds Level 2 Logistics Operations qualification. No further centre action is required.

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

To offer this qualification new centres will need to gain both centre and qualification approval. Please refer to the *Centre Manual – Supporting Customer Excellence* for further information.

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

Resource requirements

Assessors

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

Internal verifiers

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

- hold a D34 or V1 Internal Verifier qualification or be working towards a V1 have sufficient and relevant technical/occupational familiarity with the units that are verified
- be fully conversant with the standards and assessment criteria in the units to be assessed

- understand City & Guild's quality assurance systems and requirements for this qualification.

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

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

External verifiers

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

- hold or be working towards a suitable External Verifier qualification
- have sufficient and relevant technical/occupational familiarity with the units that are externally verified
- be fully conversant with the standards and assessment criteria in the units to be assessed
- understand City & Guild's quality assurance systems and requirements for this qualification.

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

Employer Direct Model

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

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

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

Candidate entry requirements

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification which they already hold. There are no formal entry requirements for candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

Age restrictions

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

Other legal considerations

The following legal considerations apply to this qualification.

- Some machinery must only be operated by those who have the appropriate licence.



3 Delivering the qualification

Initial assessment and induction

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

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

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

Recommended delivery strategies

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

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

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

4 Assessment

Summary of assessment methods

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

- a portfolio of evidence for each unit.

Health and safety

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

Evidence requirements

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

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

Circumstances in which simulation may take place are where the:

- learner is required to complete a particular work activity that does not occur on a regular basis and therefore opportunities to complete the activity do not easily arise
- learner is required to respond to a situation that rarely occurs, such as responding to an emergency situation
- the safety of the learner and/or resources would be put at risk.

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

Recognition of prior learning and experience (RPL)

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

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

Recording forms

City & Guilds has developed a Logbook for recording the evidence, which can be downloaded from the City & Guilds website. Centres may devise or customise alternative documents, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre.

Unit	Unit title	Assessment method
001	Make an effective contribution to a business in the logistics sector	Portfolio
002	Health, safety and security at work	Portfolio
013	Contribute to the provision of customer service in logistics operations	Portfolio
018	Develop effective working relationships with colleagues in logistics operations	Portfolio
019	Prepare the van for driving	Portfolio
020	Protect the van and the load	Portfolio
021	Prepare the rigid vehicle for driving	Portfolio
022	Protect the rigid vehicle and the load	Portfolio
023	Prepare the articulated or draw bar vehicle for driving	Portfolio
024	Protect the articulated or draw bar vehicle and the load	Portfolio
025	Obtain information on the collection and/or delivery of loads	Portfolio
026	Pick goods in logistics operations	Portfolio
027	Wrap and pack goods in logistics operations	Portfolio
028	Place goods in storage in logistics operations	Portfolio
029	Release vehicles for daily tasks	Portfolio
030	Identify suitable collection or delivery points	Portfolio
031	Monitor vehicle movements	Portfolio



5 Units

Availability of units

The units for this qualification follow:

Structure of units

These units each have the following:

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

Unit 001

Make an effective contribution to a business in the logistics sector

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

Learning outcome
The learner will: 1. Know how to make an effective contribution to a business in the logistics sector
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to: a. health, safety and security b. personal protective equipment c. your work role d. quality standards 1.2 identify own reporting line and the work roles of colleagues 1.3 describe methods for improving personal work performance 1.4 describe methods for identifying learning needs 1.5 explain the importance of supporting colleagues and the difference it makes to productivity

1.6 describe how misunderstandings and conflict in working relationships may be resolved constructively.

Learning outcome

The learner will:

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

Assessment criteria

The learner can:

- 2.1 follow all organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to:
 - a. health, safety and security
 - b. personal protective clothing
 - c. own work role
 - d. quality standards
- 2.2 communicate effectively with others
- 2.3 confirm tasks, priorities and responsibilities with an appropriate person
- 2.4 perform work tasks in ways that are consistent with good practice in the organisation
- 2.5 ensure that:
 - a. personal appearance and hygiene
 - b. equipment
 - c. work areaare maintained in accordance with organisational requirements
- 2.6 identify own learning needs from feedback obtained from appropriate people
- 2.7 agree a learning plan that is realistic, with an appropriate person
- 2.8 promptly action requests from others that fall within own responsibility.

Unit 002

Health, safety and security at work

UAN:	K/502/1072
Level:	Level 2
Credit value:	3
GLH:	20
Relationship to NOS:	This unit is linked to Skillfast UK's Manufacturing Sewn Products NOS 2007 (HS1).
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
Aim:	This unit is about health, safety and security at work. It includes 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. This unit is for those who take responsibility for their own health, safety and security in the workplace, and monitor the workplace for hazards.

Learning outcome
The learner will: 1. Be able to work safely
Assessment criteria

<p>The learner can:</p> <ol style="list-style-type: none"> 1.1 take appropriate action in the event of fire, emergencies or accidents 1.2 identify where alarms, emergency exits, escape routes, emergency equipment and assembly points are located 1.3 demonstrate safe and appropriate use of emergency equipment 1.4 discriminate between different alarm sounds 1.5 comply with equipment operating procedures and manufacturers instructions 1.6 demonstrate safe handling and lifting techniques 1.7 demonstrate correct use and maintenance of any protective clothing and/or equipment 1.8 comply with personal responsibilities under the Health & Safety at Work Act / COSHH 1.9 identify who the nominated first aiders are.

<p>Learning outcome</p> <p>The learner will:</p> <ol style="list-style-type: none"> 2. Be able to monitor the workplace for hazards
<p>Assessment criteria</p> <p>The learner can:</p> <ol style="list-style-type: none"> 2.1 identify hazardous substances that are used in the workplace and demonstrate methods of making them safe or reducing their danger in the event of an accident 2.2 identify hazards posed by machinery that is used in the workplace and demonstrate methods of making safe or reducing their danger in the event of an accident 2.3 demonstrate how to handle and store hazardous substances including debris 2.4 demonstrate how to store materials and equipment 2.5 explain what the most likely accidents and emergencies in the workplace are and how to deal with them 2.6 comply with personal responsibilities under the COSHH (Control of Substances Hazardous to Health).

<p>Learning outcome</p> <p>The learner will:</p> <ol style="list-style-type: none"> 3. Be able to contribute to workplace security
<p>Assessment criteria</p> <p>The learner can:</p> <ol style="list-style-type: none"> 3.1 outline and comply with the organisation's rules, codes, guidelines and standards relating to security 3.2 explain how to deal with loss of property.

Unit 013

Contribute to the provision of customer service in logistics operations

UAN:	Y/601/7920
Level:	Level 2
Credit value:	3
GLH:	18
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit SfL 12 – ‘Contribute to the provision of customer services’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
Aim:	<p>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.</p> <p>This unit is relevant to those who work in the logistics sector who work both individually and as part of a team.</p>

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

- a. promoting the organisation's image positively
 - b. effective communication
 - c. good customer service
- 1.4 identify the services available to customers in own organisation
- 1.5 describe the implications of:
- a. a negative image on their organisation
 - b. poor communication
 - c. poor customer service
- 1.6 describe:
- a. own role in dealing with customer complaints and
 - b. the limits of own responsibility
- 1.7 identify who to report to when they are unable to deal with a customer enquiry or request.

Learning outcome
The learner will: 2. Be able to contribute to the provision of customer services in logistics operations
Assessment criteria
The learner can: 2.1 follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations, that relate to: <ul style="list-style-type: none"> a. health, safety and security b. personal protective equipment c. maintaining effective customer relations d. personal appearance and hygiene e. reporting procedures and systems f. recording information g. confidentiality h. complaints 2.2 develop positive relationships with customers 2.3 ensure that own personal appearance and hygiene meet organisational policies and standards 2.4 communicate effectively with customers 2.5 ensure that all information available is up-to-date and accurate 2.6 identify customer needs 2.7 deal effectively with customer enquiries 2.8 ensure the customer is promptly informed of any action that is taken 2.9 maintain customer confidentiality 2.10 update customer records accurately 2.11 record customer enquiries and outcomes accurately using the organisation's procedures and systems 2.12 deal with customer complaints effectively.

Unit 018

Develop effective working relationships with colleagues in logistics operations

UAN:	H/601/7919
Level:	Level 2
Credit value:	4
GLH:	15
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit – SfL22 ‘Develop effective working relationships with colleagues in logistics operations’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
Aim:	<p>This unit is about developing working relationships with those on various contracts of employment working in logistics operations. It deals with supporting colleagues and when to seek support from others and methods for reducing conflicts with others.</p> <p>This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

Learning outcome
The learner will: 1. Know how to develop effective working relationships with colleagues in logistics operations
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures for developing effective working relationships in logistics operations that relate to: a. health, safety and security b. quality standards c. confidentiality d. equality and diversity 1.2 describe own roles and responsibilities and those of colleagues 1.3 explain the importance of good communication methods 1.4 explain the importance of feedback to improve work performance 1.5 explain how to identify learning needs and the opportunities for learning that are available

1.6 explain how to deal constructively with misunderstandings and difficulties that can arise in working relationships.

Learning outcome

The learner will:

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

Assessment criteria

The learner can:

- 2.1 communicate with colleagues effectively
- 2.2 confirm tasks, priorities and responsibilities clearly and accurately with colleagues
- 2.3 respond to requests from colleagues that fall within their responsibility
- 2.4 report any circumstances that prevent the achievement of quality standards
- 2.5 obtain information and assistance from colleagues
- 2.6 seek relevant feedback on work achievements and performance from relevant people
- 2.7 determine own learning needs based on feedback and observation of own performance
- 2.8 agree a learning plan that outlines realistic development opportunities and timescales.

Unit 019

Prepare the van for driving

UAN:	R/602/2842
Level:	Level 2
Credit value:	2
GLH:	10
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit Sfl 1 – ‘Prepare the vehicle for driving’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (Sfl), the Sector Skills Council for freight logistics industries.
Aim:	<p>This unit is about checking a van before driving it on the public road. It covers the physical checks that a driver needs to make and the documentation that they need to complete to comply with legal and organisational requirements before the start of each driving duty.</p> <p>This unit is relevant to drivers of vans or those who are responsible for vans within logistics organisations.</p>

Learning outcome
The learner will: 1. Know how to prepare the van for driving
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to preparing the van for driving, that relate to: a. health, safety and security b. legal requirements c. operating requirements 1.2 explain how to check that the van has sufficient fuel, additives and water 1.3 explain the operation of the van instruments and controls to include: a. how to check the vehicle systems b. how to check instruments, controls, gauges and vehicle systems c. indications of electrical or mechanical problems 1.4 explain the responsibilities of the driver for the van and the load 1.5 explain the organisational procedures for reporting defects, including information on previously reported problems with the van 1.6 explain how to obtain information on previously reported problems with the van

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| 1.7 explain which person(s) is officially responsible for releasing the van |
| 1.8 identify problems that can occur when preparing the van for driving |
| 1.9 explain the appropriate action to take, in order to deal with identified problems. |

Learning outcome

The learner will:

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|---|
| 2. Be able to prepare the van for driving |
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Assessment criteria

The learner can:

- | |
|---|
| 2.1 follow all organisational policies and procedures, in relation to preparing the van for driving, that relate to: <ul style="list-style-type: none">a. health, safety and securityb. legal requirementsc. operating requirements |
| 2.2 check the vehicle and vehicle systems to ensure the van is legal and roadworthy |
| 2.3 carry out adjustments to the: <ul style="list-style-type: none">a. steering wheelb. mirrorsc. seat for optimum control, observation and comfort |
| 2.4 check the van has sufficient: <ul style="list-style-type: none">a. fuelb. additivesc. oild. water |
| 2.5 check that any ancillary equipment is in working order |
| 2.6 demonstrate that all the documentation which the organisation requires is with the van. |

Unit 020

Protect the van and the load

UAN:	K/602/2846
Level:	Level 2
Credit value:	2
GLH:	15
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit Sfl 2 – ‘Protect the vehicle and the load’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (Sfl), the Sector Skills Council for freight logistics industries.
Aim:	<p>This unit is about checking a van and its load at appropriate times during a journey. It covers the physical checks that a driver needs to make and the procedures and associated documentation that they may need to complete if damage or other problems are found. It requires drivers to be aware of factors that may affect the security of the van and its load and the actions they can take to reduce risks.</p> <p>This unit is relevant to drivers of vans or those who are responsible for vans within logistics organisations.</p>

Learning outcome
The learner will: 1. Know how to protect the van and the load
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to protecting the van and load, that relate to: a. health, safety and security b. legal requirements c. operating requirements d. different locations e. changes in condition of the load f. theft or damage 1.2 describe how to identify damage or deterioration in the condition of the load 1.3 explain different methods for protecting the van’s load 1.4 describe the risks associated with protecting the van and load at different locations 1.5 explain the security checks that are required to protect the van and the load

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|--|
| 1.6 identify problems that can occur when protecting the van and its load |
| 1.7 explain the appropriate action to take, in order to deal with identified problems. |

Learning outcome

The learner will:

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|--|
| 2. Be able to protect the van and the load |
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Assessment criteria

The learner can:

- | |
|---|
| 2.1 follow all organisational policies and procedures, in relation to protecting the van and load, that relate to: <ul style="list-style-type: none">a. health, safety and securityb. legal requirementsc. operating requirementsd. different locationse. theftf. damageg. reporting procedures |
| 2.2 carry out security checks |
| 2.3 demonstrate how to report any change in the condition of the load according to organisational procedures. |

Unit 021

Prepare the rigid vehicle for driving

UAN:	K/602/2832
Level:	Level 2
Credit value:	2
GLH:	10
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit SfL 1 – ‘Prepare the vehicle for driving’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
Aim:	This unit is about checking a rigid vehicle before driving it on the public road. It covers the physical checks that a driver needs to make and the documentation that they need to complete to comply with legal and organisational requirements before the start of each driving duty. This unit is relevant to drivers of rigid vehicles or those who are responsible for rigid vehicles within logistics organisations.

Learning outcome
The learner will: 1. Know how to prepare the rigid vehicle for driving
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to preparing the rigid vehicle for driving, that relate to: a. health, safety and security b. legal requirements c. operating requirements 1.2 explain how to check that the rigid vehicle has sufficient fuel, additives and water 1.3 explain the operation of the rigid vehicle instruments and controls to include: a. how to check the vehicle systems b. how to check instruments, controls, gauges and vehicle systems c. indications of electrical or mechanical problems 1.4 explain the responsibilities of the driver for the rigid vehicle and the load 1.5 explain the organisational procedures for reporting defects including information on previously reported problems with the rigid vehicle

- 1.6 explain how to obtain information on previously reported problems with the rigid vehicle
- 1.7 explain which person(s) is officially responsible for releasing the rigid vehicle
- 1.8 identify problems that can occur when preparing the rigid vehicle for driving
- 1.9 explain the appropriate action to take, in order to deal with identified problems.

Learning outcome

The learner will:

2. Be able to prepare the rigid vehicle for driving

Assessment criteria

The learner can:

- 2.1 follow all organisational policies and procedures, in relation to preparing the rigid vehicle for driving, that relate to:
 - a. health, safety and security
 - b. legal requirements
 - c. operating requirements
- 2.2 check the vehicle and vehicle systems to ensure the rigid vehicle is legal and roadworthy
- 2.3 carry out adjustments to the:
 - a. steering wheel
 - b. mirrors
 - c. seatfor optimum control, observation and comfort
- 2.4 check the rigid vehicle has sufficient:
 - a. fuel
 - b. additives
 - c. oil
 - d. water
- 2.5 check that any ancillary equipment is in working order
- 2.6 demonstrate that all documentation that the organisation requires is with the rigid vehicle.

Unit 022

Protect the rigid vehicle and the load

UAN:	M/602/2833
Level:	Level 2
Credit value:	2
GLH:	15
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit Sfl 2 – ‘Protect the vehicle and the load’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (Sfl), the Sector Skills Council for freight logistics industries.
Aim:	<p>This unit is about checking a rigid vehicle and its load at appropriate times during a journey. It covers the physical checks that a driver needs to make and the procedures and associated documentation that they may need to complete if damage or other problems are found. It requires drivers to be aware of factors that may affect the security of the rigid vehicle and its load and the actions they can take to reduce risks.</p> <p>This unit is relevant to drivers of rigid vehicles or those who are responsible for rigid vehicles within logistics organisations.</p>

Learning outcome
The learner will: 1. Know how to protect the rigid vehicle and the load
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to protecting the rigid vehicle and load, that relate to: a. health, safety and security b. legal requirements c. operating requirements d. different locations e. changes in condition of the load f. theft or damage 1.2 describe how to identify damage or deterioration in the condition of the load 1.3 explain different methods for protecting the rigid vehicle’s load 1.4 describe the risks associated with protecting the rigid vehicle and load at different locations

- | | |
|-----|---|
| 1.5 | explain the security checks that are required to protect the rigid vehicle and the load |
| 1.6 | identify problems that can occur when protecting the rigid vehicle and its load |
| 1.7 | explain the appropriate action to take, in order to deal with identified problems. |

Learning outcome

The learner will:

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| 2. Be able to protect the rigid vehicle and the load |
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Assessment criteria

The learner can:

- | | |
|-----|---|
| 2.1 | follow all organisational policies and procedures, in relation to protecting the rigid vehicle and load, that relate to: <ul style="list-style-type: none">a. health, safety and securityb. legal requirementsc. operating requirementsd. different locationse. theftf. damageg. reporting procedures |
| 2.2 | carry out security checks |
| 2.3 | demonstrate how to report any change in the condition of the load according to organisational procedures. |

Unit 023

Prepare the articulated or draw bar vehicle for driving

UAN:	T/602/2722
Level:	Level 2
Credit value:	2
GLH:	10
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit Sfl 1 – 'Prepare the vehicle for driving'.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (Sfl), the Sector Skills Council for freight logistics industries.
Aim:	This unit is about checking an articulated or draw bar vehicle before driving it on the public road. It covers the physical checks that a driver needs to make and the documentation that they need to complete to comply with legal and organisational requirements before the start of each driving duty. This unit is relevant to drivers of articulated or draw bar vehicles or those who are responsible for articulated or draw bar vehicles within logistics organisations.

Learning outcome
The learner will: 1. Know how to prepare the articulated or draw bar vehicle for driving
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to preparing the articulated or draw bar vehicle for driving, that relate to: a. health, safety and security b. legal requirements c. operating requirements 1.2 explain how to check that the articulated or draw bar vehicle has sufficient fuel, additives and water 1.3 explain the operation of the articulated or draw bar vehicle instruments and controls to include: a. how to check the vehicle systems b. how to check instruments, controls, gauges and vehicle systems c. indications of electrical or mechanical problems 1.4 explain the responsibilities of the driver for the articulated or draw bar vehicle and the load

- 1.5 explain the organisational procedures for reporting defects including information on previously reported problems with the articulated or draw bar vehicle
- 1.6 explain how to obtain information on previously reported problems with the articulated or draw bar vehicle
- 1.7 explain which person(s) is officially responsible for releasing the articulated or draw bar vehicle
- 1.8 identify problems that can occur when preparing the articulated or draw bar vehicle for driving
- 1.9 explain the appropriate action to take, in order to deal with identified problems.

Learning outcome

The learner will:

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

Assessment criteria

The learner can:

- 2.1 follow all organisational policies and procedures, in relation to preparing the articulated or draw bar vehicle for driving, that relate to:
 - a. health, safety and security
 - b. legal requirements
 - c. operating requirements
- 2.2 check the vehicle and vehicle systems to ensure the articulated or draw bar vehicle is legal and roadworthy
- 2.3 carry out adjustments to the:
 - a. steering wheel
 - b. mirrors
 - c. seatfor optimum control, observation and comfort
- 2.4 check the articulated or draw bar vehicle has sufficient:
 - a. fuel
 - b. additives
 - c. oil
 - d. water
- 2.5 check that any ancillary equipment is in working order
- 2.6 demonstrate that all documentation which the organisation requires is with the articulated or draw bar vehicle.

Unit 024

Protect the articulated or draw bar vehicle and the load

UAN:	J/602/2739
Level:	Level 2
Credit value:	2
GLH:	15
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit Sfl 2 – ‘Protect the vehicle and the load’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (Sfl), the Sector Skills Council for freight logistics industries.
Aim:	This unit is about checking an articulated or draw bar vehicle and its load at appropriate times during a journey. It covers the physical checks that a driver needs to make and the procedures and associated documentation that they may need to complete if damage or other problems are found. It requires drivers to be aware of factors that may affect the security of the articulated or draw bar vehicle and its load and the actions they can take to reduce risks. This unit is relevant to drivers of articulated or draw bar vehicles or those who are responsible for articulated or draw bar vehicles within logistics organisations.

Learning outcome
The learner will: 1. Know how to protect the articulated or draw bar vehicle and the load
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to protecting the articulated or draw bar vehicle and load, that relate to: a. health, safety and security b. legal requirements c. operating requirements d. different locations e. changes in condition of the load f. theft or damage 1.2 describe how to identify damage or deterioration in the condition of the load

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| <ol style="list-style-type: none">1.3 explain different methods for protecting the articulated or draw bar vehicle's load1.4 describe the risks associated with protecting the articulated or draw bar vehicle and load at different locations1.5 explain the security checks that are required to protect the articulated or draw bar vehicle and the load1.6 identify problems that can occur when protecting the articulated or draw bar vehicle and its load1.7 explain the appropriate action to take, in order to deal with identified problems. |
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Learning outcome

The learner will:

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| <ol style="list-style-type: none">2. Be able to protect the articulated or draw bar vehicle and the load |
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Assessment criteria

The learner can:

- | |
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| <ol style="list-style-type: none">2.1 follow all organisational policies and procedures, in relation to protecting the articulated or draw bar vehicle and load, that relate to:<ol style="list-style-type: none">a. health, safety and securityb. legal requirementsc. operating requirementsd. different locationse. theftf. damageg. reporting procedures2.2 carry out security checks2.3 demonstrate how to report any change in the condition of the load according to organisational procedures. |
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Unit 025

Obtain information on the collection and/or delivery of loads

UAN:	A/601/9451
Level:	Level 2
Credit value:	2
GLH:	10
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit Sfl 6 – ‘Obtain information on the collection and delivery of loads’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
Aim:	This unit is about a driver’s responsibility in relation to the load they are carrying and requirements relating to the collection and delivery of loads. It covers what a driver needs to do to make sure that their vehicle is suitable for the load to be carried and the documentation that they need to complete to comply with legal and organisational requirements during each driving duty.

Learning outcome
The learner will: 1. Know how to obtain information on the collection and/or delivery of loads
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to obtaining information on the collection and/or delivery of the load, that relate to: a. health, safety and security b. legal requirements c. operating requirements d. monitoring requirements 1.2 explain the required information on the load to include: a. the type of information for the load b. where the information can be found c. destination and schedule and any recent information that could affect the destination and schedule d. requirements for loading and unloading e. requirements for collections 1.3 identify problems that can occur when obtaining information on the

collection and/or delivery of loads
1.4 explain the appropriate action to take, in order to deal with identified problems.

Learning outcome
The learner will: 2. Be able to obtain information on the collection and/or delivery of loads
Assessment criteria
The learner can: 2.1 follow all organisational policies and procedures, in relation to obtaining information on the collection and/or delivery of the load, that relate to: a. health, safety and security b. legal requirements c. operating requirements d. monitoring requirements 2.2 collect information on the load to include: a. the details of the load b. destination and schedule c. requirements for loading and unloading d. requirements for collections and/or deliveries 2.3 assess any relevant information that could affect the destination and schedule 2.4 communicate effectively with others in relation to the collection and/or delivery of the load 2.5 assess the suitability of the cycle for the load.

Unit 026

Pick goods in logistics operations

UAN:	R/601/7916
Level:	Level 2
Credit value:	3
GLH:	15
Relationship to NOS:	This unit is linked to Skills for Logistics NOS – SfL20 'Pick goods'.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
Aim:	<p>This unit is about picking goods ready for dispatch or to assemble orders. It deals with identifying the goods, being aware of potential problems and the use of appropriate picking equipment</p> <p>This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

Learning outcome
The learner will: 1. Know how to pick goods in logistics operations
Assessment criteria

<p>The learner can:</p> <ol style="list-style-type: none"> 1.1 explain the relevant organisational policies and procedures for picking goods in logistics operations that relate to: <ol style="list-style-type: none"> a. health, safety and security requirements b. environmental factors c. special requirements d. personal protective equipment e. picking methods 1.2 identify any specific hazards in relation to moving and handling the goods 1.3 describe the types of equipment that can be used to pick the goods 1.4 describe the correct handling methods for the goods 1.5 describe the roles and responsibilities of colleagues in relation to picking goods 1.6 identify problems that can occur when picking and handling the goods 1.7 explain appropriate action when dealing with identified problems.

<p>Learning outcome</p>
<p>The learner will:</p> <ol style="list-style-type: none"> 2. Be able to pick the goods in logistics operations
<p>Assessment criteria</p>
<p>The learner can:</p> <ol style="list-style-type: none"> 2.1 locate the goods to be picked 2.2 apply correct picking methods/equipment for the type of goods and size of order 2.3 use the correct handling methods and/or picking equipment to pick the goods.

<p>Learning outcome</p>
<p>The learner will:</p> <ol style="list-style-type: none"> 3. Be able to prepare the goods for assembling orders in logistics operations
<p>Assessment criteria</p>
<p>The learner can:</p> <ol style="list-style-type: none"> 3.1 place the goods into the appropriate location, receptacle or onto pallets 3.2 position the picked goods ready for assembling orders 3.3 use the correct handling methods and/or equipment to place the goods correctly for assembling orders.

Unit 027

Wrap and pack goods in logistics operations

UAN:	Y/601/7917
Level:	Level 2
Credit value:	3
GLH:	12
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit – SfL21 ‘Wrap and pack goods’.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
Aim:	This unit is about wrapping and packing goods as part of the logistics operation. It deals with identifying the goods, the correct method and materials for wrapping and packing to safeguard the goods during transportation of storage. It deals with labelling the goods and disposal of any waste materials generated during wrapping and packing activities. This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

Learning outcome
The learner will: 1. Know how to prepare the goods for wrapping and packing in logistics operations
Assessment criteria

<p>The learner can:</p> <ol style="list-style-type: none"> 1.1 explain the relevant organisational policies and procedures for packing the goods in logistics operations that relate to: <ol style="list-style-type: none"> a. health, safety and security requirements b. environmental factors c. special requirements d. personal protective equipment e. waste minimisation and disposal 1.2 describe the types of wrapping and packing materials to be used for packing the goods 1.3 describe the tools and equipment to be used for packing the goods 1.4 describe the roles and responsibilities of colleagues in relation to packing the goods 1.5 identify problems that can occur when wrapping and packing the goods 1.6 explain appropriate action when dealing with identified problems.
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<p>Learning outcome</p>
<p>The learner will:</p> <ol style="list-style-type: none"> 2. Be able to wrap and pack the goods in logistics operations
<p>Assessment criteria</p>
<p>The learner can:</p> <ol style="list-style-type: none"> 2.1 check that the goods being packed match the specifications provided in the information 2.2 comply with all health, safety and security issues relating to wrapping and packing the goods 2.3 schedule the packing of the goods according to agreed work instructions 2.4 protect goods from damage while they are being packed 2.5 use the appropriate tools and equipment safely in accordance with organisational procedures 2.6 pack, wrap and seal goods using the correct type and quantity of packing materials 2.7 minimise waste 2.8 label the packages with the correct information for further use 2.9 dispose of waste materials correctly and promptly.

Unit 028

Place goods in storage in logistics operations

UAN:	T/601/7925
Level:	Level 2
Credit value:	4
GLH:	16
Relationship to NOS:	This unit is linked to Skills for Logistics - NOS unit Sfl26 'Place goods in storage'.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
Aim:	<p>This unit is about placing goods into storage in logistics operations in order to maximise space, improve distribution and reduce risks. It deals with identifying appropriate locations for the size, weight or type of goods including usage or turnover.</p> <p>This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

Learning outcome
The learner will: 1. Know how to place goods in storage logistics operations
Assessment criteria

<p>The learner can:</p> <ol style="list-style-type: none"> 1.1 explain the relevant organisational policies and procedures for placing the goods into storage in logistics operations, that relate to: <ol style="list-style-type: none"> a. health, safety and security b. environmental factors c. special requirements d. storage conditions e. stock rotation 1.2 describe the different sources and types of information required for placing the goods 1.3 describe the areas for storing different types of goods 1.4 explain the importance of preparing storage areas before placing goods 1.5 describe the equipment and facilities required in the area receiving goods 1.6 explain the correct handling methods for different types of goods 1.7 identify problems that can occur when placing goods in storage 1.8 explain appropriate action when dealing with identified problems.

<p>Learning outcome</p>
<p>The learner will:</p> <ol style="list-style-type: none"> 2. Be able to place goods in storage in logistics operations
<p>Assessment criteria</p>
<p>The learner can:</p> <ol style="list-style-type: none"> 2.1 ensure that the area is clean, tidy and clear of obstructions 2.2 use the correct handling methods and/or equipment to place the goods into storage 2.3 place the goods in the correct location for space utilisation, to prevent damage and meet distribution requirements 2.4 update stock control records accurately 2.5 communicate clearly and accurately, with appropriate people, the monitoring and storage arrangements for the goods.

Unit 029

Release vehicles for daily tasks

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

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

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

Learning outcome

The learner will:

2. Be able to release vehicles for daily tasks

Assessment criteria

The learner can:

- 2.1 follow all organisational policies and procedures in relation to releasing the vehicles for daily tasks that relate to:
 - a. health, safety and security
 - b. legal requirements
 - c. environmental factors
 - d. documentation systems
 - e. driver hours and licensing requirements
 - f. vehicle operators licensing requirements
 - g. route, destination, delivery and collection schedules
- 2.2 obtain details of the loads to be delivered
- 2.3 confirm the routing and scheduling information for transporting the loads
- 2.4 select the driver, vehicle and any equipment to be used for transporting the load
- 2.5 maintain records of the driver, vehicle and any equipment used
- 2.6 communicate effectively
- 2.7 authorise the use of resources
- 2.8 issue consignment documents or proof of delivery notes.

Unit 030

Identify suitable collection or delivery points

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

Learning outcome
The learner will: 1. Know how to identify suitable collection or delivery points
Assessment criteria

<p>The learner can:</p> <ol style="list-style-type: none"> 1.1 explain the relevant organisational policies and procedures, in relation to suitable collection or delivery points, that relate to: <ol style="list-style-type: none"> a. health, safety and security b. legal requirements c. operating requirements d. environmental factors e. access points f. recording and documentation g. safe loading and unloading of vehicles 1.2 explain the characteristics of the load to be moved and the suitability of the vehicle for that load 1.3 identify problems that can occur with facilities at collection of delivery points 1.4 explain the appropriate action to take, when problems occur with facilities at collection points.
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<p>Learning outcome</p> <p>The learner will:</p> <ol style="list-style-type: none"> 2. Be able to identify suitable collection or delivery points
<p>Assessment criteria</p> <p>The learner can:</p> <ol style="list-style-type: none"> 2.1 follow all organisational policies and procedures, in relation to identifying suitable collection or delivery points, that relate to: <ol style="list-style-type: none"> a. health, safety and security b. legal requirements c. operating requirements d. environmental factors e. access points f. recording and documentation g. safe loading and unloading of vehicles 2.2 confirm the requirements and constraints of the load to be moved 2.3 establish a point of contact where collection of delivery point details can be obtained 2.4 communicate effectively 2.5 obtain the following information relating to collection or delivery points: <ol style="list-style-type: none"> a. physical access and security requirements b. health, safety and environmental requirements c. limitations or restrictions d. legal and operating requirements e. physical loading and unloading facilities f. any specialist equipment required 2.6 confirm the loads and determine the suitability of the collection or delivery point.

Unit 031

Monitor vehicle movements

UAN:	M/601/7180
Level:	Level 2
Credit value:	2
GLH:	12
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit Sfl 52 'Monitor vehicle movements'.
Endorsement by a sector or regulatory body:	This unit is endorsed by Skills for Logistics (Sfl), the Sector Skills Council for freight logistics industries.
Aim:	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 outcome
The learner will: 1. Know how to monitor vehicle movements
Assessment criteria
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to monitoring vehicle movements, that relate to: a. health, safety and security b. environmental factors c. legal requirements d. operating requirements e. monitoring requirements f. driver hours and licensing requirements g. vehicle operators licensing requirements h. route, destination, delivery and collection schedules 1.2 explain the following: a. sources of information b. methods and equipment used for monitoring the progress of vehicles and loads c. limitations of routes, vehicles, equipment and drivers d. environmental, economy and efficiency issues relating to the vehicle and load 1.3 identify problems that can occur when monitoring vehicle movements

1.4 explain the appropriate action to take in order to deal with identified problems.

Learning outcome

The learner will:

2. Be able to monitor vehicle movements

Assessment criteria

The learner can:

- 2.1 follow all organisational policies and procedures, in relation to monitoring vehicle movements, that relate to:
 - a. health, safety and security
 - b. environmental factors
 - c. legal requirements
 - d. operating requirements
 - e. monitoring requirements
 - f. driver hours and licensing requirements
 - g. vehicle operators licensing requirements
 - h. route, destination, delivery and collection schedules
- 2.2 confirm the routing and scheduling information for the vehicles and loads
- 2.3 demonstrate how to take action to modify routing and scheduling of vehicles and loads in response to changes in customer requirements
- 2.4 demonstrate how to inform:
- 2.5 relevant personnel of changes to the routing and scheduling of vehicles and loads
- 2.6 customers about changes to the routing and scheduling of vehicles and loads
- 2.7 demonstrate how to take action in response to:
- 2.8 problems reported by drivers in relation to breakdowns or traffic
- 2.9 emergencies or collisions in relation to the vehicle and load
- 2.10 monitor the progress of vehicles and loads.



Appendix 1 Sources of general information

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

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

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

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

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

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

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

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

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

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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

E: singlesubjects@cityandguilds.com

International awards

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping,
Accreditation, Development
Skills, Consultancy

T: +44 (0)121 503 8993

E: business@cityandguilds.com

Publications

Logbooks, Centre documents,
Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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City & Guilds Group

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