Level 3 Certificate in Logistics Operations (3439-03)

Candidate logbook

501/2376/2

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

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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 the units in City & Guilds' **Level 3 Certificate in Logistics Operations (3439-03)**. It contains forms you can use to record your evidence of what you have done.

There are **16 units** in total available in this qualification. You should discuss and agree with your assessor/tutor which of these units you are going to work towards. The units in this logbook are for **Level 3**.

About City & Guilds

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

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

2 Units

To achieve the **Level 3 Certificate in Logistics Operations**, learners must achieve a total of **21 credits:**
- **9 credits** from the mandatory units
- plus a minimum of **3 credits** from optional group 1
- plus a minimum of **3 credits** from optional group 2
- plus a minimum of **3 credits** from optional group 3
- plus a minimum of **3 credits** from optional group 4.

City & Guilds unit	Unit title	GLH	Credit value
	Mandatory group		
001	Make an effective contribution to a business in the logistics sector	10	3
002	Health, safety and security at work	20	3
003	Optimise the use of logistics resources	15	3
	Option group 1 (a minimum of 3 credits)		
004	Improve performance in logistics operations	20	4
005	Provide leadership for your team in logistics operations	20	4
006	Allocate and check work in your team in logistics operations	12	3
	Option group 2 (a minimum of 3 credits)		
007	Maintain the safety and security of hazardous goods and materials in logistics operations	30	6
008	Supervise the receipt, storage or dispatch of goods	20	6
009	Minimise the environmental impact of logistics operations	15	3
	Option group 3 (a minimum of 3 credits)		
010	Arrange the transportation of goods using multiple transport modes	26	3
011	Schedule logistics operations to meet customers requirements	18	4
012	International road transport operations	25	5
	Option group 4 (a minimum of 3 credits)		
013	Contribute to the provision of customer service in logistics operations	18	3
014	Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations	15	3
015	Respond to problems in logistics operations	15	3
016	Apply technology in logistics operations	18	4

3 The assessment process

Simulation is allowed in some of the units in this qualification. Where simulation is needed this must be agreed with your external verifier in advance to ensure validity. Candidates should be assessed under normal workplace conditions. However, there are situations where the actual workplace may not be appropriate, or where waiting for naturally occurring evidence is impractical. Therefore, the setting up or devising of assessment situations will be allowed, when it can be demonstrated that the following circumstances require it in areas related to.

The following people at your centre will explain the assessment process and help you achieve your unit(s).

The assessor/tutor

The assessor/tutor is the person you will have the most contact with as you work towards your unit(s). You may have more than one assessor/tutor depending on which unit(s) you take or you may be assessed by a person who is not your tutor.

The internal verifier

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

The external verifier

The external verifier works for City & Guilds and helps to ensure that your centre meets the required standards for quality and assessment.

4   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.

5   Candidate progress record

Level 3 Certificate in Logistics Operations (3439-03)

Units	001	002	003										
Credits	3	3	3										
Total Credits Achieved:													

Minimum 21 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 001.1 Know how to make an effective contribution to a business in the logistics sector

Assessment criteria (Knowledge) 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:		
• health, safety and security		
• personal protective equipment		
• your work role		
• 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 WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 001.2 Be able to make an effective contribution to a business in the logistics sector

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	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, and						
• 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 WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 002 Health, safety and security at work
3 credits

Outcome 002.1 Be able to work safely

Assessment criteria (Performance)	Evidence date					
Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.						
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 manufacturers instructions						
6. demonstrate safe handling and lifting techniques						
7. demonstrate correct use and maintenance of any protective clothing and/or equipment						
8. comply with personal responsibilities under the Health & Safety at Work Act / COSHH						
9. identify who the nominated first aiders are.						
Type of evidence ➜						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Outcome 002.2 Be able to monitor the workplace for hazards

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	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 WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Outcome 002.3 Be able to contribute to workplace security

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	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 WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 003   Optimise the use of logistics resources
3 credits

Outcome 003.1 Know how to optimise the use of logistics resources

Assessment criteria (Knowledge) **You must be able to:**	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to optimising the use of logistics resources, that relate to:		
• health, safety and security		
• compliance		
• roles, responsibilities, information and management systems		
• legislation and regulations		
2. describe the different sources and types of information required for optimising the use of logistics resources		
3. explain the importance of good communication methods		
4. explain the types of resource used in specific logistics operations		
5. explain the methods used for optimising the use of logistics resources		
6. explain the factors that need to be taken into account when optimising the use of logistics resources		
7. explain methods for improving or developing used logistics resources		
8. identify problems that can occur when optimising the use of logistics resources		
9. explain appropriate action when dealing with identified problems.		
Type of evidence ➔		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 003.2 Be able to optimise the use of logistics resources

Assessment criteria (Performance)	Evidence date					
Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.						
You must be able to:	Portfolio reference					
1. Follow all organisational policies and procedures, in relation to optimising the use of logistics resources, that relate to:						
• health, safety and security						
• compliance						
• roles, responsibilities, information and management systems						
• legislation and regulations						
2. identify the availability and demand for logistics resources in the organisation						
3. determine the level and type of resources used for the logistics operation						
4. use logistics resources effectively and efficiently						
5. plan the use of logistics resources to achieve a balance between usage and performance						
6. monitor the use of logistics resources to identity any positive or negative effects on the environment.						
Type of evidence ➔						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 004 Improve performance in logistics operations
4 credits

Outcome 004.1 Know how to improve performance in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to improving performance in logistics operations, that relate to:		
• health, safety and security		
• compliance		
• roles, responsibilities, information and management systems		
2. describe the different sources and types of information required for improving performance in logistics operations		
3. explain improvements methods that are used in the organisation and industry		
4. explain methods used for evaluating improvement methods		
5. identify problems that can occur when improving performance in logistics operations		
6. explain appropriate action when dealing with identified problems.		
Type of evidence ➔		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 004.2 Be able to improve performance in logistics operations

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	Evidence date					
You must be able to:	**Portfolio reference**					
1. follow all organisational policies and procedures, in relation to improving performance in logistics operations, that relate to:						
• health, safety and security						
• compliance						
• roles, responsibilities, information and management systems						
2. assess an area for improvement						
3. assess improvement methods appropriate for the logistics operation						
4. recommend suitable methods for improving performance						
5. develop success criteria to be used to evaluate application of the improvement methods						
6. implement the improvement methods						
7. monitor the application of the improvement methods						
8. evaluate the application of the improvement methods						
9. record work according to organisational procedures.						
Type of evidence ➔						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 005   Provide leadership for your team in logistics operations

4 credits

Outcome 005.1   Know how to provide leadership for own team in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to providing leadership for own team, that relate to:		
• roles, responsibilities, information and management systems		
• setting objectives		
• equality and diversity, and inclusion		
• monitoring work activities		
2. explain different leadership styles		
3. explain the principles of effective communication		
4. explain methods for motivating, supporting and encouraging team members to achieve team objectives		
5. explain the importance of creating an environment of trust and mutual respect		
6. explain the importance of understanding difficult situations, conflicts and disagreements and techniques for resolving these		
7. explain the benefits of encouraging creativity and innovation within a team.		
Type of evidence ➔		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 005.2 Be able to provide leadership in own team in logistics operations

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	Evidence date					
You must be able to:	**Portfolio reference**					
1. follow all organisational policies and procedures, in relation to providing leadership in own team in logistics operations, that relate to:						
• roles, responsibilities, information and management systems						
• setting objectives						
• equality and diversity, and inclusion						
• monitoring work activities						
2. communicate effectively						
3. communicate the purpose and objectives of the team to all members						
4. plan the achievement of the objectives with team members						
5. set individual work objectives to each member of the team						
6. encourage team members to achieve team objectives						
7. provide support to team members						
8. motivate team members						
9. encourage creativity and innovation to achieve team objectives						
10. encourage team members to take the lead when they have the knowledge and expertise to do so						
11. ensure that any conflict is dealt with promptly						
12. monitor the activities and progress of the team						
13. record work according to organisational procedures.						
Type of evidence ➜						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 006 Allocate and check work in your team in logistics operations

3 credits

Outcome 006.1 Know how to allocate and check work in own team in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to allocating and checking work in own team in logistics operations, that relate to:		
• health, safety and security		
• roles, responsibilities, information and management systems		
• use of sustainable resources		
• equality and diversity, and inclusion		
• monitoring work activities		
2. explain the principles of effective communication		
3. explain methods for motivating, supporting and encouraging team members to complete allocated work		
4. explain methods for improving the performance of the team and recognising achievement.		
Type of evidence ➔		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 006.2 Be able to allocate and check work in own team in logistics operations

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	Evidence date					
You must be able to:	**Portfolio reference**					
1. follow all organisational policies and procedures, in relation to allocating and checking work in own team in logistics operations, that relate to:						
• health, safety and security						
• roles, responsibilities, information and management systems						
• use of sustainable resources						
• equality and diversity, and inclusion						
• monitoring work activities						
2. confirm the work required of the team with own line manager						
3. plan the work of the team, identifying priorities and critical activities and available resources						
4. allocate the work to team members fairly						
5. brief team members on the standard of work required						
6. encourage team members to make suggestions and seek clarification in relation to work allocated						
7. motivate team members						
8. check the progress and quality of work activities						
9. provide feedback to team members on work performance						
10. ensure that any conflict is dealt with promptly						
11. record work according to organisational process.						
Type of evidence ➜						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 007 Maintain the safety and security of hazardous goods and materials in logistics operations

6 credits

Outcome 007.1 Know how to maintain the safety and security of hazardous goods and materials in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures for maintaining the safety and security of hazardous goods and materials in logistics operations, that relate to:		
• health, safety and security		
• personal protective equipment		
• environmental factors		
• special requirements		
• storage conditions		
• monitoring systems		
2. explain the appropriate action to take in an emergency		
3. explain the meaning of different hazardous markings and areas		
4. describe storage and distribution requirements for the hazardous goods and materials including any precautions that must be taken		
5. explain the use of equipment that can be used when maintaining the safety and security of hazardous goods and materials		
6. identify problems that can occur when maintaining the safety and security of hazardous goods and materials		
7. explain appropriate action when dealing with identified problems.		
Type of evidence ➔		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 007.2 Be able to maintain the safety and security of hazardous goods and materials in logistics operations

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	Evidence date						
You must be able to:	**Portfolio reference**						
1. obtain all relevant information on the hazardous goods and materials							
2. demonstrate that the correct precautions have been undertaken in accordance with health and safety and organisational policies and procedures							
3. monitor the condition of the hazardous goods and materials in accordance with manufacturer's instructions and organisational policies and procedures							
4. manoeuvre the hazardous goods and materials safely with the appropriate equipment according to agreed procedures.							
Type of evidence ➔							
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report							

Unit 008   Supervise the receipt, storage or dispatch of goods

6 credits

Outcome 008.1 Know how to supervise the receipt, storage or dispatch of goods in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. Explain the relevant organisational policies and procedures for supervising the receipt, storage or dispatch of goods in logistics operations, that relate to:		
• health, safety and security		
• environmental factors		
• special requirements		
• stock rotation		
• monitoring and testing		
2. explain sources of information required to determine the capacity and limitations of the storage facility		
3. describe the equipment that can be used for the receipt, storage or dispatch of the goods		
4. identify problems that can occur when monitoring the receipt, storage or dispatch of goods		
5. explain appropriate action when dealing with identified problems.		
Type of evidence ➔		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 008.2 Be able to supervise the receipt, storage or dispatch of goods in logistics operations

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	Evidence date						
You must be able to:	**Portfolio reference**						
1. inspect the type, condition, quantity of the goods being received, stored or dispatched							
2. check the storage conditions and equipment required to receive, store or dispatch the goods							
3. organise the movement or rotation of goods to assist receiving, storing or dispatching goods							
4. demonstrate how to use the organisation's resources effectively							
5. communicate effectively with others							
6. complete records for supervising the receipt, storage or dispatch of goods accurately.							
Type of evidence ➔							
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report							

Unit 009 Minimise the environmental impact of logistics operations

3 credits

Outcome 009.1 Know how to minimise the environmental impact of logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to minimising the environmental impact of logistics operations, that relate to:		
• health, safety and security		
• compliance		
• roles, responsibilities, information and management systems		
• environmental protection		
• systems to assess environmental impact		
• recycling and disposal of materials		
2. describe the different sources and types of information required for improving performance in logistics operations		
3. explain environmental issues affecting the logistics sector		
4. identify ways to reduce the effects on the environment		
5. identify ways to use energy and materials more effectively and efficiently.		
Type of evidence ➜		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 009.2 Be able to minimise the environmental impact of logistics operations

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	Evidence date					
You must be able to:	**Portfolio reference**					
1. follow all organisational policies and procedures, in relation to minimising the environmental impact of logistics operations, that relate to:						
• health, safety and security						
• compliance						
• roles, responsibilities, information and management systems						
• environmental protection						
• systems to assess environmental impact						
• recycling and disposal of materials						
2. implement the organisation's environmental policy						
3. monitor the use of energy and materials to deliver logistics operations						
4. assess the environmental risks of specific logistics operations before implementation						
5. report on the effects of logistics operations on the environment						
6. ensure that surplus materials are disposed of or recycled correctly						
7. brief visitors and sub-contractors of environmental responsibilities according to organisational polices						
8. recommend ways to minimise the environmental impact of logistics operations						
9. record work according to organisational procedures.						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 010 Arrange the transportation of goods using multiple transport modes

3 credits

Outcome 010.1 Be able to identify the criteria for arranging transportation of goods using multiple modes of transport

Assessment criteria (Performance)	Evidence date					
Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.						
You must be able to:	**Portfolio reference**					
1. identify all relevant details on the goods to be transported to include:						
• health, safety and security						
• environmental factors						
• special requirements						
2. identify criteria for selecting service providers to include:						
• systems for selecting service providers						
• systems for placing orders						
• advantages and disadvantages of different modes of transport						
• major routes, hubs and destinations						
• rates and terms of conditions						
• legislation and regulations in relation to the goods						
3. identify organisational procedures to complete required selection.						
Type of evidence ➜						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Outcome 010.2 Be able to arrange the transporting of goods using multiple modes of transport

Assessment criteria (Performance)	Evidence date					
You must be able to:	**Portfolio reference**					
1. confirm with appropriate people the criteria required						
2. confirm with appropriate people relevant details of the goods						
3. explain the advantages and disadvantages of each mode of transport						
4. assess each mode of transport for the goods						
5. determine the most appropriate combination of modes of transport						
6. place and confirm the order according to organisational procedures						
7. complete all documentation accurately in accordance with organisational procedures and legislation						
8. ensure that all documentation is filed and stored according to organisational procedures and legislation						
9. pass on documentation to appropriate people at the right time according to organisational procedures and legislation.						
Type of evidence ➔						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Outcome 010.3 Identify any problems that can occur when arranging the transportation of goods using multiple modes of transport

Assessment criteria (Performance)	Evidence date					
You must be able to:	**Portfolio reference**					
1. identify problems that can occur arranging the transportation of goods using multiple modes of transport						
2. show how to take appropriate action to deal with the problems.						
Type of evidence ➔						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 011   Schedule logistics operations to meet customers requirements

4 credits

Outcome 011.1 Know how to schedule logistics operations to meet customer requirements

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to scheduling logistics operations to meet customer requirements, that relate to:		
• health, safety and security		
• compliance		
• roles, responsibilities, information and management systems		
2. describe the different sources and types of information required for scheduling logistics operations to meet customer requirements		
3. explain the importance of good communication methods		
4. explain the methods and tools used for scheduling logistics operations to meet customer requirements		
5. explain the factors that need to be taken into account when scheduling logistics operations to meet customer requirements		
6. describe the activities that need to be taken into account when scheduling logistics operations to meet customer requirements		
7. identify problems that can occur when scheduling logistics operations to meet customer requirements		
8. explain appropriate action when dealing with identified problems.		
Type of evidence ➔		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 011.2 Be able to schedule logistics operations to meet customer requirements

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	Evidence date					
You must be able to:	**Portfolio reference**					
1. follow all organisational policies and procedures, in relation to scheduling logistics operations to meet customer requirements, that relate to:						
• health, safety and security						
• compliance						
• roles, responsibilities, information and management systems						
2. comply with logistics operations that are required to meet customers' requirements						
3. agree with customers the timings and deadlines for the provision for the logistics operations						
4. apply scheduling methods and tools according to organisational procedures						
5. apply logistics resources and sequence of tasks required to provide the logistics operations						
6. review all relevant factors and risks that could affect the schedule						
7. plan the logistics operations to ensure that the supply chain continues to function effectively						
8. monitor the provision of logistics operations against the schedule						
9. record work according to operational procedures.						
Type of evidence ➜						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 012 International road transport operations
5 credits

Outcome 012.1 Know how to undertake international road transport operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to international road transport operations, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
• environmental factors		
• international movements		
• documentation systems		
• driver hours and licensing requirements		
• vehicle operators licensing requirements		
2. explain different modes of transport that can be used		
3. explain the types of load and characteristics of the consignment to be moved		
4. explain the types of vehicles and specialist equipment that can be used to move the loads		
5. explain the skills and qualifications required of driver personnel		
6. explain how drivers, vehicles, equipment and other resources are allocated		
7. explain required documentation for the international movement of goods		
8. identify problems that can occur when undertaking international road transportation operations		
9. explain the appropriate action to take, in order to deal with identified problems.		
Type of evidence ➔		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 012.2 Be able to undertake international road transport operations

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	Evidence date						
You must be able to:	**Portfolio reference**						
1. follow organisational policies and procedures, in relation to protecting the vehicle and load, that relate to:							
• health, safety and security							
• legal requirements							
• operating requirements							
• environmental factors							
• international movements							
• documentation systems							
• driver hours and licensing requirements							
• vehicle operators licensing requirements							
2. assess which information is required for:							
• loads to be transported into and out of the united kingdom							
• the driver, vehicle in relation to international movement of goods							
3. obtain the required documentation for international movements							
4. record the required information on the international movements of goods							
5. confirm the allocation of resources							
6. issue instructions and relevant documentation to the appropriate personnel							
7. advise appropriate personnel of the movement of the load							
8. communicate effectively							
9. ensure the movement of the loads complies with relevant legislation, regulation and codes of practice							
10. monitor the movements of the loads							
11. maintain records in accordance with operational procedures.							
Type of evidence ➜							
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report							

Unit 013   Contribute to the provision of customer service in logistics operations

3 credits

Outcome 013.1   Know how to contribute to the provision of customer services in logistics operations

Assessment criteria (Knowledge) 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:		
• health, safety and security		
• personal protective equipment		
• maintaining effective customer relations		
• personal appearance and hygiene		
• reporting procedures and systems		
• recording information		
• confidentiality		
• complaints		
2. describe different types of customers in relation to own organisation		
3. describe the importance of:		
• promoting the organisation's image positively		
• effective communication		
• good customer service		
4. identify the services available to customers in own organisation		
5. describe the implications of:		
• a negative image on your organisation		
• poor communication		
• poor customer service		
6. describe:		
• own role in dealing with customer complaints and		
• the limits of your responsibility		
7. identify who to report to when you are unable to deal with a customer enquiry or request.		
Type of evidence ➜		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 013.2 Be able to contribute to the provision of customer services in logistics operations

Assessment criteria (Performance)	Evidence date					
Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.						
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 customer complaints effectively.						
Type of evidence ➜						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 014   Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations

3 credits

Outcome 014.1   Know how to ensure compliance with legal, regulatory, ethical and social requirements in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to compliance with legal, regulatory, ethical and social requirements in logistics operation that relate to:		
• monitoring developments in legislation and regulation		
• governance		
• non-compliance		
• maintaining polices and procedures		
• risk management		
• ethics and values		
• confidentially		
2. describe the different sources and types of information that are used for current organisational and operational procedures		
3. describe the organisation's approach to current and emerging social attitudes to management and leadership practice		
4. describe regulatory, ethical and operational requirements, both national and international that affect own logistics operation		
5. describe ways in which other organisations in the logistics sector deal with current and emerging social concerns and expectations		
6. explain the importance of implementing the polices and procedures.		
Type of evidence ➔		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 014.2 Be able to ensure compliance with legal, regulatory, ethical and social requirements

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	Evidence date					
You must be able to:	**Portfolio reference**					
1. follow all organisational policies and procedures, in relation to compliance with legal, regulatory, ethical and social requirements in logistics operations, that relate to:						
• monitoring developments in legislation and regulation						
• governance						
• non-compliance						
• maintaining policies and procedures						
• risk management						
• ethics and values						
• confidentiality						
2. obtain information from suitable sources on the current organisational and operational policies and procedures						
3. communicate effectively						
4. ensure the organisations policies and procedures are implemented						
5. monitor the organisations policies and procedures						
6. assess the organisations policies and procedures						
7. review the organisations policies and procedures						
8. assess the impact of failure to comply with the organisation's policies and procedures						
9. recommend changes to organisation's policies and procedures						
10. report on the organisation's policies and procedures						
11. provide feedback on the implementation of the organisation's policies and procedures						
12. provide information to those that require it promptly						
13. encourage the sharing of information within the constraints of confidentiality						
14. record work according to organisational procedures.						
Type of evidence ➜						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 015　　　Respond to problems in logistics operations
3 credits

Outcome 015.1　Know how to respond to problems in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1.　explain the relevant organisational policies and procedures, in relation to responding to problems in logistics operations, that relate to:		
•　health, safety and security		
•　compliance		
•　roles, responsibilities information and management systems		
2.　explain the importance of good communication methods		
3.　describe the different types of information required for responding to problems in logistics operations		
4.　explain factors that could lead to problems in logistics operations		
5.　explain contingency planning methods		
6.　explain risk assessment methods used.		
Type of evidence ➜		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 015.2 Be able to respond to problems in logistics operations

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	Evidence date					
You must be able to:	**Portfolio reference**					
1. follow all organisational policies and procedures, in relation to responding to problems in logistics operations that relate to:						
• health, safety and security						
• compliance						
• roles, responsibilities, information and management systems						
2. develop procedures for identifying problems						
3. respond to problems within logistics operations						
4. review problems that have occurred previously and the factors that led to them						
5. assess the impact of previous problems on the logistics operation						
6. plan the activities and resources that are required to respond to a particular problem						
7. implement the plan in response to a particular problem						
8. obtain feedback on the plan						
9. develop contingency plans						
10. implement contingency plans						
11. obtain feedback from others on the use of contingency plans						
12. review the effectiveness of the plans						
13. record work according to organisational procedures.						
Type of evidence ➜						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 016   Apply technology in logistics operations
4 credits

Outcome 016.1   Know how to apply technology in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to applying technology in logistics operations, that relate to:		
• health, safety and security		
• compliance		
• roles, responsibilities information and management systems		
2. explain the importance of good communication methods		
3. describe the different sources and types of information required for applying technology in logistics operations		
4. explain the resources and systems that can be applied in logistics operations		
5. explain the latest technological advances that may be applied in logistics operations		
6. explain the impact of new technology in the logistics operation		
7. identify problems that can occur when applying technology in logistics operations.		
Type of evidence ➔		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 016.2 Be able to apply technology in logistics operations

Assessment criteria (Performance)	Evidence date					
Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.						
You must be able to:	Portfolio reference					
1. follow all organisational policies and procedures, in relation to applying technology in logistics operations, that relate to:						
• health, safety and security						
• compliance						
• roles, responsibilities, information and management systems						
2. check that the technology is applied						
3. check that maintenance schedules are undertaken						
4. check that colleagues using the technology can operate it competently						
5. monitor colleagues in the safe use of the technology						
6. identify colleagues training needs						
7. respond to training needs						
8. report on how the technology has improved logistics operations						
9. make recommendations for further improvement to logistics operations						
10. overcome any failures in the technology						
11. record work according to organisational procedures.						
Type of evidence ➜						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Appendix 1   Summary of City & Guilds assessment policies

Health and Safety

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

Equal Opportunities

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

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

Access to assessment

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

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

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

Complaints and appeals

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

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

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

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

City & Guilds
Believe you can

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

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: **feedbackandcomplaints@cityandguilds.com**