

Level 3 Certificate in Logistics Operations (3439-03)

April 2011 Version 2.0



Qualification at a glance

Subject area	Logistics Operations
City & Guilds number	3439
Age group approved	16+
Entry requirements	None, but learners should be in a position to gather evidence for the units, so ideally already in a logistics environment and with the opportunity to practice leadership.
Assessment	Portfolio of evidence
Fast track	Automatic approval from 3292
Support materials	Centre handbook Assessment pack
Registration and certification	See Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
Level 3 Certificate in Logistics Operations	3439-03	501/2376/2



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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?	For candidates who work or want to work as team leaders/office managers or supervisors in a logistics environment.
What does the qualification cover?	Allows candidates to learn, develop and practise the skills required for employment and/or career progression in logistics sector management. Learners will be able to develop their skills in all aspects of the logistics leadership role including legislative, customer care, complex work management and team performance. By working with their assessor they will have the opportunity to demonstrate adding real value to the business.
Is the qualification part of a framework or initiative?	This qualification is part of the logistics apprenticeship framework.
What opportunities for progression are there?	Allows candidates to progress into employment or to the following City & Guilds qualifications: Team leading and management through the ILM. Industry specific: <ul style="list-style-type: none"> • International trade and logistics Operations (3293) • Traffic Office (3438)

Structure

To achieve the **Level 3 Certificate in Logistics Operations**, learners must achieve 21 credits

- 9 credits from the mandatory units
- plus a minimum of one unit from each of the unit groups A, B, C and D

Unit accreditation number	City & Guilds unit number	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
M/601/7597	003	Optimise the use of logistics resources	3

Unit accreditation number	City & Guilds unit number	Unit title	Credit value
Optional A			
H/601/7600	004	Improve performance in logistics operations	4
T/601/7603	005	Provide leadership for your team in logistics operations	4
R/601/7611	006	Allocate and check work in your team in logistics operations	3
Optional B			
J/601/7928	007	Maintain the safety and security of hazardous goods and materials in logistics operations	6
Y/601/7934	008	Supervise the receipt, storage or dispatch of goods	6
K/601/7601	009	Minimise the environmental impact of logistics operations	3
Optional C			
Y/600/7646	010	Arrange the transportation of goods using multiple transport modes	3
K/601/7596	011	Schedule logistics operations to meet customers requirements	4
K/601/7176	012	International road transport operations	5
Optional D			
Y/601/7920	013	Contribute to the provision of customer service in logistics operations	3
M/601/7602	014	Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations	3
T/601/7598	015	Respond to problems in logistics operations	3
A/601/7599	016	Apply technology in logistics operations	4



2 Centre requirements

Approval

If your Centre is approved to offer the qualification 3292 you can apply for the new Level 3 Certificate in Logistics Operations (3493) approval using the **fast track approval form**, available from the City & Guilds website.

Centres should use the fast track form if:

- there have been no changes to the way the qualifications are delivered, and
- they meet all of the approval criteria in the fast track form guidance notes.

Fast track 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 fast track 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 qualification before designing a course programme.

Centre staffing

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the area for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but cannot internally verify their own assessments.

Assessors and internal verifiers

Assessors and Internal Verifiers must hold or be working towards the appropriate regulatory body approved qualifications for assessment and internal verification, such as those developed by Lifelong Learning UK.

Internal Verifiers must:

- hold or be working towards a suitable Internal Verifier qualification such as one based on LLUK standards
- 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 the Awarding Organisation's quality assurance systems and requirements for this qualification

Trainee Internal Verifiers must have:

- a plan that is overseen by the recognised assessment centre, to achieve an appropriate Internal Verifier qualification within an agreed timescale

External Verifiers must:

- hold or be working towards a suitable External Verifier qualification such as one based on LLUK standards
- 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 the Awarding Organisation's quality assurance systems and requirements for this qualification

Trainee External Verifiers should have:

- a plan that is overseen by the recognised assessment centre, to achieve an appropriate External Verifier qualification within an agreed timescale

Continuing professional development (CPD)

Centres must support their staff to ensure that they have current knowledge of the occupational area, that delivery, mentoring, training, assessment and verification is in line with best practice, and that it takes account of any national or legislative developments.

Candidate entry requirements

City & Guilds does not set entry requirements for this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

Age restrictions

City & Guilds cannot accept any registrations for candidates under 16 as this qualification is not approved for under 16s.



3 Delivering the qualification

Initial assessment and induction

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

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

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.

Recording documents

Candidates and centres may decide to use a paper-based or electronic method of recording evidence.

City & Guilds endorses several ePortfolio systems. Further details are available at: www.cityandguilds.com/eportfolios.

City & Guilds has developed a set of *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate.

Recording forms are available on the City & Guilds website.

Although new centres are expected to use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre. Amendable (MS Word) versions of the forms are available on the City & Guilds website.



4 Assessment

Assessment of the qualification

Candidates must:

- have a completed portfolio of evidence for each unit

Unit	Unit title	Assessment method
001	Make an effective contribution to a business in logistics operations	Portfolio
002	Health, safety and security at work	Portfolio
003	Optimise the use of logistics resources	Portfolio
004	Improve performance in logistics operations	Portfolio
005	Provide leadership for your team in logistics operations	Portfolio
006	Allocate and check work in your team in logistics operations	Portfolio
007	Maintain the safety and security of hazardous goods and materials in logistics operations	Portfolio
008	Supervise the receipt, storage or dispatch of goods	Portfolio
009	Minimise the environmental impact of logistics operations	Portfolio
010	Arrange the transportation of goods using multiple transport modes	Portfolio
011	Schedule logistics operations to meet customers requirements	Portfolio
012	International road transport operations	Portfolio
013	Contribute to the provision of customer service in logistics operations	Portfolio
014	Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations	Portfolio
015	Respond to problems in logistics operations	Portfolio
016	Apply technology in logistics operations	Portfolio

Assessment strategy

The following sections on additional assessment needs and quality assurance requirements are taken from the assessment strategy provided by Skills for Logistics:

Additional assessment needs

QCF units that are used to assess competence within the QCF need to be assessed and quality assured in accordance with the following additional requirements:

1. When QCF units are used to assess competence, Awarding Organisations (AO's) are required to make sure their recognised assessment centres assess learners according to the NOS issued by the SSC for learning and development.
2. Learners should be enabled to complete, wherever possible, real work activities that provide both evidence of underpinning knowledge and evidence of competence to demonstrate they have met the learning outcomes and assessment criteria of the QCF unit and that they are competent in relation to the NOS
3. When a Learner is unable to complete real work activities simulation is permitted, circumstances in which simulation may take place are:
 - a learner is required to complete a work activity that does not occur on a regular basis and therefore opportunities to complete a particular work activity do not easily arise,
 - a learner is required to respond to a situation that rarely occurs, such as responding to an emergency situation,
 - the safety of the learner and/or resources would be put at risk
4. When simulation is used, those who assess the learner should be confident that the simulation replicates the workplace to such an extent that learners will be able to fully transfer their occupational competence to the workplace and real situations.
5. Assessors must be occupationally competent in the occupational area they are assessing where they have sufficient and relevant technical/occupational competence in the unit, at or above the level of the unit being assessed
6. Assessors and Internal Verifiers must hold or be working towards the appropriate regulatory body approved qualifications for assessment and internal verification, such as those developed by Lifelong Learning UK.
7. Assessors must be fully conversant with the units against which the assessments and verifications are to be undertaken
8. Assessors must carry out assessment according to the relevant Learning and Development National Occupational Standards (*approved January 2010*)*
9. All assessment decisions made by those working towards a relevant assessor qualification must be verified by a qualified Teacher/Trainer, Assessor or an Assessor recognised by the Awarding Organisation as appropriate
10. Trainee Assessors should have a plan, which is overseen by the relevant assessment centre, to achieve the relevant assessor qualification within an agreed timescale

*these can be found on the National Occupational Standards Directory:
www.ukstandards.org.uk

Quality Assurance Requirements

This section summarises the quality assurance requirements that apply to QCF units and qualifications used to demonstrate competence. Awarding Organisations should ensure that recognised assessment centres are familiar with these requirements.

1. QCF units that are used to assess competence must be verified:

- internally by an Internal Verifier who is accountable to the assessment centre
 - externally by an External Verifier who is accountable to the Awarding Organisation
2. Skills for Logistics recognise that employers in the sector provide in-house training, development and assessment processes that can meet the standards set for Assessors and Verifiers. Where an employer maps its in-house training, development and assessment processes against the Assessor and Verifier National Occupational Standards and shows that all are met; subject to agreement with the Awarding Organisation and Skills for Logistics, an employer is permitted to carry out Assessment and Verification using staff members who do not hold Assessor and Verifier qualifications. Such individuals must however, meet all other requirements for Assessors and Verifiers.

The full assessment strategy can be found on the Skills for Logistics website – **www.skillsforlogistics.org**

Recognition of prior learning (RPL)

Recognition of prior learning means using a person's previous experience or qualifications which have already been achieved to contribute to a new qualification. RPL is allowed - mapping may be required if prior learning has been non trade specific.



5 Units

Availability of units

Below is a list of the learning outcomes for all the units.

Structure of units

These units each have the following:

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

Summary of units

Unit	Unit title	Credits	QCF unit number
001	Make an effective contribution to a business in logistics operations	3	Y/601/9456
002	Health, safety and security at work	3	K/502/1072
003	Optimise the use of logistics resources	3	M/601/7597
004	Improve performance in logistics operations	4	H/601/7600
005	Provide leadership for your team in logistics operations	4	T/601/7603
006	Allocate and check work in your team in logistics operations	3	R/601/7611
007	Maintain the safety and security of hazardous goods and materials in logistics operations	6	J/601/7928
008	Supervise the receipt, storage or dispatch of goods	6	Y/601/7934
009	Minimise the environmental impact of logistics operations	3	K/601/7601
010	Arrange the transportation of goods using multiple transport modes	3	Y/600/7646
011	Schedule logistics operations to meet customers requirements	4	K/601/7596

Unit	Unit title	Credits	QCF unit number
012	International road transport operations	5	K/601/7176
013	Contribute to the provision of customer service in logistics operations	3	Y/601/7920
014	Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations	3	M/601/7602
015	Respond to problems in logistics operations	3	T/601/7598
016	Apply technology in logistics operations	4	A/601/7599

Unit 001

Make an effective contribution to a business in logistics operations

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’.
Assessment requirements specified by a sector or regulatory body	This unit is endorsed by Skills for Logistics, the Sector Skills Council for Logistics.
Aim	What this unit is about 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. Who this unit is for This unit is relevant to all those working in the logistics sector who work both individually or as part of a team.

Learning outcome	The learner will:
1. know how to make an effective contribution to a business in the logistics sector	
Assessment criteria	
The learner can:	
1.1 Explain the relevant organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to:	
	<ul style="list-style-type: none">• health, safety and security• personal protective equipment• your work role• 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: <ul style="list-style-type: none"> • health, safety and security • personal protective clothing • own work role • 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: <ul style="list-style-type: none"> • personal appearance and hygiene • equipment • work area are 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 SkillfastUK's Manufacturing Sewn Products NOS 2007 (HS1).
Assessment requirements specified by a sector or regulatory body	This unit is endorsed by Skills for Logistics, the Sector Skills Council for Logistics.

Aim

What this unit is about

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.

Who this unit is for

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	
	The learner can:
	1.1 Take appropriate action in the event of fire, emergencies or accidents
	1.2 Identify where alarms, emergency exits, escape routes, emergency equipment and assembly points are located
	1.3 Demonstrate safe and appropriate use of emergency equipment
	1.4 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

Learning outcome	The learner will:
2.	be able to monitor the workplace for hazards
Assessment criteria	
The learner can:	
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)

Learning outcome	The learner will:
3.	be able to contribute to workplace security
Assessment criteria	
The learner can:	
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 003

Optimise the use of logistics resources

UAN:	M/601/7597
Level:	Level 3
Credit value:	3
GLH:	15
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit SfL 37 – ‘Optimise the use of logistics resources’.
Assessment requirements specified by a sector or regulatory body	This unit is endorsed by Skills for Logistics, the Sector Skills Council for Logistics.
Aim	What this unit is about This unit is about identifying the appropriate resource and planning how to use it and monitoring its use to improve performance. Who this unit is for This unit is relevant for operatives working 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 optimize the use of logistics resources
Assessment criteria	
	The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to optimizing the use of logistics resources, that relate to: <ul style="list-style-type: none">• health, safety and security• compliance• roles, responsibilities, information and management systems• legislation and regulations 1.2 Describe the different sources and types of information required for optimizing the use of logistics resources 1.3 Explain the importance of good communication methods 1.4 Explain the types of resource used in specific logistics operations 1.5 Explain the methods used for optimizing the use of logistics resources 1.6 Explain the factors that need to be taken into account when optimizing the use of logistics resources 1.7 Explain methods for improving or developing used logistics resources

1.8	Identify problems that can occur when optimising the use of logistics resources
1.9	Explain appropriate action when dealing with identified problems

Learning outcome	The learner will:
2.	be able to optimize the use of logistics resources
Assessment criteria	
The learner can:	
2.1	Follow all organisational policies and procedures, in relation to optimizing the use of logistics resources, that relate to: <ul style="list-style-type: none"> • health, safety and security • compliance • roles, responsibilities, information and management systems • legislation and regulations
2.2	Identify the availability and demand for logistics resources in the organisation
2.3	Determine the level and type of resources used for the logistics operation
2.4	Use logistics resources effectively and efficiently
2.5	Plan the use of logistics resources to achieve a balance between usage and performance
2.6	Monitor the use of logistics resources to identify any positive or negative effects on the environment

Unit 004

Improve performance in logistics operations

UAN:	H/601/7600
Level:	Level 3
Credit value:	4
GLH:	20
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit SfL 40 – ‘Improve the performance of logistics operations’.
Assessment requirements specified by a sector or regulatory body	This unit is endorsed by Skills for Logistics, the Sector Skills Council for Logistics.
Aim	What this unit is about This unit is about identifying areas of the operation which can be improved. It deals with consulting colleagues to identify problems and the impact of improvements, and how to evaluate the effect improvements have on the operation. Who this unit is for This unit is relevant for operatives working 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 improve performance in logistics operations
Assessment criteria	
	The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to improving performance in logistics operations, that relate to: <ul style="list-style-type: none">• health, safety and security• compliance• roles, responsibilities, information and management systems 1.2 Describe the different sources and types of information required for improving performance in logistics operations 1.3 Explain improvements methods that are used in the organisation and industry

1.4	Explain methods used for evaluating improvement methods
1.5	Identify problems that can occur when improving performance in logistics operations
1.6	Explain appropriate action when dealing with identified problems

Learning outcome	The learner will:
2.	be able to improve performance in logistics operations
Assessment criteria	
The learner can:	
2.1	Follow all organisational policies and procedures, in relation to improving performance in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • compliance • roles, responsibilities, information and management systems
2.2	Assess an area for improvement
2.3	Assess improvement methods appropriate for the logistics operation
2.4	Recommend suitable methods for improving performance
2.5	Develop success criteria to be used to evaluate application of the improvement methods
2.6	Implement the improvement methods
2.7	Monitor the application of the improvement methods
2.8	Evaluate the application of the improvement methods
2.9	Record work according to organisational procedures

Unit 005

Provide leadership for your team in logistics operations

UAN:	T/601/7603
Level:	Level 3
Credit value:	4
GLH:	20
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit Sfl 42 – ‘Provide leadership for your team in logistics operations’.
Assessment requirements specified by a sector or regulatory body	This unit is endorsed by Skills for Logistics, the Sector Skills Council for Logistics.

Aim

What this unit is about

This unit is about providing leadership for your team. It deals with planning teams objectives, motivating team members, communication and steering the team through difficulties

Who this unit is for

This unit is relevant for team leaders, supervisors and managers working in logistics operations. Team leaders, supervisors and managers could, for example, be working in warehousing and storage, transport or freight forwarding

Learning outcome	The learner will:
1. know how to provide leadership for own team in logistics operations	
Assessment criteria	
The learner can:	
1.1	Explain the relevant organisational policies and procedures, in relation to providing leadership for own team, that relate to: <ul style="list-style-type: none">• roles, responsibilities, information and management systems• setting objectives• equality and diversity, and inclusion• monitoring work activities
1.2	Explain different leadership styles
1.3	Explain the principles of effective communication
1.4	Explain methods for motivating, supporting and encouraging team members to achieve team objectives

1.5	Explain the importance of creating an environment of trust and mutual respect
1.6	Explain the importance of understanding difficult situations, conflicts and disagreements and techniques for resolving these
1.7	Explain the benefits of encouraging creativity and innovation within a team

Learning outcome	The learner will:
2.	be able to provide leadership in own team in logistics operations
Assessment criteria	
The learner can:	
2.1	Follow all organisational policies and procedures, in relation to providing leadership in own team in logistics operations, that relate to: <ul style="list-style-type: none"> • roles, responsibilities, information and management systems • setting objectives • equality and diversity, and inclusion • monitoring work activities
2.2	Communicate effectively
2.3	Communicate the purpose and objectives of the team to all members
2.4	Plan the achievement of the objectives with team members
2.5	Set individual work objectives to each member of the team
2.6	Encourage team members to achieve team objectives
2.7	Provide support to team members
2.8	Motivate team members
2.9	Encourage creativity and innovation to achieve team objectives
2.10	Encourage team members to take the lead when they have the knowledge and expertise to do so
2.11	Ensure that any conflict is dealt with promptly
2.12	Monitor the activities and progress of the team
2.13	Record work according to organisational procedures

Unit 006

Allocate and check work in your team in logistics operations

UAN:	R/601/7611
Level:	Level 3
Credit value:	3
GLH:	12
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit SfL 43 – ‘Allocate and check work in your team’.
Assessment requirements specified by a sector or regulatory body	This unit is endorsed by Skills for Logistics, the Sector Skills Council for Logistics.
Aim	What this unit is about This unit is about allocating and checking work in own team in logistics operations. It deals with planning, confirming work activities, allocating work activities fairly amongst team members, motivating and supporting team members to achieve work activities and monitoring the achievement of work activities. Who this unit is for This unit is relevant for team leaders, supervisors and managers working in logistics operations. Team leaders, supervisors and managers could, for example, be working in warehousing and storage, transport or freight forwarding

Learning outcome	The learner will:
	1. know how to allocate and check work in own team in logistics operations
Assessment criteria	
	The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to allocating and checking work in own team in logistics operations, that relate to: <ul style="list-style-type: none">• health, safety and security• roles, responsibilities, information and management systems• use of sustainable resources

<ul style="list-style-type: none"> • equality and diversity, and inclusion • monitoring work activities
1.2 Explain the principles of effective communication
1.3 Explain methods for motivating, supporting and encouraging team members to complete allocated work
1.4 Explain methods for improving the performance of the team and recognizing achievement

Learning outcome	The learner will:
2.	be able to allocate and check work in own team in logistics operations
Assessment criteria	
The learner can:	
2.1	Follow all organisational policies and procedures, in relation to allocating and checking work in own team in logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • roles, responsibilities, information and management systems • use of sustainable resources • equality and diversity, and inclusion • monitoring work activities
2.2	Confirm the work required of the team with own line manager
2.3	Plan the work of the team, identifying priorities and critical activities and available resources
2.4	Allocate the work to team members fairly
2.5	Brief team members on the standard of work required
2.6	Encourage team members to make suggestions and seek clarification in relation to work allocated
2.7	Motivate team members
2.8	Check the progress and quality of work activities
2.9	Provide feedback to team members on work performance
2.10	Ensure that any conflict is dealt with promptly
2.11	Record work according to organisational process

Unit 007

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

UAN:	J/601/7928
Level:	Level 3
Credit value:	6
GLH:	30
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit 'Warehousing and Storage' NOS unit Sfl27 – 'Maintain the safety and security of hazardous goods and materials'.
Assessment requirements specified by a sector or regulatory body	This unit is endorsed by Skills for Logistics, the Sector Skills Council for Logistics.
Aim	What this unit is about This unit is about keeping hazardous goods safe and secure by regular monitoring of risks and taking prompt action when required Who this unit is for 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 maintain the safety and security of hazardous goods and materials in logistics operations
Assessment criteria	The learner can: 1.1 Explain the relevant organisational policies and procedures for maintaining the safety and security of hazardous goods and materials in logistics operations, that relate to: <ul style="list-style-type: none">• health, safety and security• personal protective equipment• environmental factors• special requirements• storage conditions• monitoring systems

- | | |
|-----|---|
| 1.2 | Explain the appropriate action to take in an emergency |
| 1.3 | Explain the meaning of different hazardous markings and areas |
| 1.4 | Describe storage and distribution requirements for the hazardous goods and materials including any precautions that must be taken |
| 1.5 | Explain the use of equipment that can be used when maintaining the safety and security of hazardous goods and materials |
| 1.6 | Identify problems that can occur when maintaining the safety and security of hazardous goods and materials |
| 1.7 | Explain appropriate action when dealing with identified problems |

Learning outcome	The learner will:
2.	be able to maintain the safety and security of hazardous goods and materials in logistics operations
Assessment criteria	
The learner can:	
2.1	Obtain all relevant information on the hazardous goods and materials
2.2	Demonstrate that the correct precautions have been undertaken in accordance with health and safety and organisational policies and procedures
2.3	Monitor the condition of the hazardous goods and materials in accordance with manufacturers instructions and organisational policies and procedures
2.4	Manoeuvre the hazardous goods and materials safely with the appropriate equipment according to agreed procedures

Unit 008

Supervise the receipt, storage or dispatch of goods

UAN:	Y/601/7934
Level:	Level 3
Credit value:	6
GLH:	20
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit Sfl 33 – ‘Monitor the receipt, storage or dispatch of goods’.
Assessment requirements specified by a sector or regulatory body	This unit is endorsed by Skills for Logistics, the Sector Skills Council for Logistics.

Aim

What this unit is about

This unit is about supervising the areas and processes for receipt, storage and dispatch of goods. It deals with ensuring the correct equipment is used, that areas are safe and appropriate for the receipt of goods, and that information in relation to monitoring the receipt, storage or dispatch of goods is communicated

Who this unit is for

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 supervise the receipt, storage or dispatch of goods in logistics operations
Assessment criteria	
The learner can:	
1.1	Explain the relevant organisational policies and procedures for supervising the receipt, storage or dispatch of goods in logistics operations, that relate to: <ul style="list-style-type: none">• health, safety and security• environmental factors• special requirements• stock rotation• monitoring and testing
1.2	Explain sources of information required to determine the capacity and limitations of the storage facility

1.3	Describe the equipment that can be used for the receipt, storage or dispatch of the goods
1.4	Identify problems that can occur when monitoring the receipt, storage or dispatch of goods
1.5	Explain appropriate action when dealing with identified problems

Learning outcome	The learner will:
2.	be able to supervise the receipt, storage or dispatch of goods in logistics operations
Assessment criteria	
The learner can:	
2.1	Inspect the type, condition, quantity of the goods being received, stored or dispatched
2.2	Check the storage conditions and equipment required to receive, store or dispatch the goods
2.3	Organise the movement or rotation of goods to assist receiving, storing or dispatching goods
2.4	Demonstrate how to use the organisation's resources effectively
2.5	Communicate effectively with others
2.6	Complete records for supervising the receipt, storage or dispatch of goods accurately

Unit 009

Minimise the environmental impact of logistics operations

UAN:	K/601/7601
Level:	Level 3
Credit value:	3
GLH:	15
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit SfL 41 – ‘Minimise the environmental impact of logistics operations’.
Assessment requirements specified by a sector or regulatory body	This unit is endorsed by Skills for Logistics, the Sector Skills Council for Logistics.
Aim	What this unit is about This unit is about monitoring the environmental impact of the operation and identifying ways of reducing that impact. It deals with how energy and materials are used and identifying ways of using them more effectively Who this unit is for This unit is relevant for operatives working 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 minimise the environmental impact of logistics operations	
Assessment criteria	
The learner can:	
1.1	Explain the relevant organisational policies and procedures, in relation to minimising the environmental impact of logistics operations, that relate to: <ul style="list-style-type: none">• health, safety and security• compliance• roles, responsibilities, information and management systems• environmental protection• systems to assess environmental impact• recycling and disposal of materials
1.2	Describe the different sources and types of information required for improving performance in logistics operations

1.3	Explain environmental issues affecting the logistics sector
1.4	Identify ways to reduce the effects on the environment
1.5	Identify ways to use energy and materials more effectively and efficiently

Learning outcome	The learner will:
	2. be able to minimise the environmental impact of logistics operations
Assessment criteria	
The learner can:	
2.1	Follow all organisational policies and procedures, in relation to minimising the environmental impact of logistics operations, that relate to: <ul style="list-style-type: none"> • health, safety and security • compliance • roles, responsibilities, information and management systems • environmental protection • systems to assess environmental impact • recycling and disposal of materials
2.2	Implement the organisation's environmental policy
2.3	Monitor the use of energy and materials to deliver logistics operations
2.4	Assess the environmental risks of specific logistics operations before implementation
2.5	Report on the effects of logistics operations on the environment
2.6	Ensure that surplus materials are disposed of or recycled correctly
2.7	Brief visitors and sub-contractors of environmental responsibilities according to organisational policies
2.8	Recommend ways to minimise the environmental impact of logistics operations
2.9	Record work according to organisational procedures

Unit 010

Arrange the transportation of goods using multiple transport modes

UAN:	Y/600/7646
Level:	Level 3
Credit value:	3
GLH:	26
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit SfL 68 – ‘Arrange the transportation of goods using multiple transport modes’.
Assessment requirements specified by a sector or regulatory body	This unit is endorsed by Skills for Logistics, the Sector Skills Council for Logistics.
Aim	What this unit is about This unit is about arranging the transportation of goods using multiple transport modes. It deals with health and safety, routing, rates and terms of condition for transporting goods. Who this unit is for This unit is relevant for operational staff, team leaders, supervisors and managers working in logistics operations. Team leaders, supervisors and managers could, for example, be working in warehousing and storage, transport or freight forwarding

Learning outcome	The learner will:
	1. be able to identify the criteria for arranging transportation of goods using multiple modes of transport
Assessment criteria	
The learner can:	
1.1 Identify all relevant details on the goods to be transported to include:	
<ul style="list-style-type: none">• Health, safety and security• Environmental factors• Special requirements	
1.2 Identify criteria for selecting service providers to include:	
<ul style="list-style-type: none">• Systems for selecting service providers• Systems for placing orders• Advantages and disadvantages of different modes of transport	

<ul style="list-style-type: none"> • Major routes, hubs and destinations • Rates and terms of conditions • Legislation and regulations in relation to the goods
1.3 Identify organisational procedures to complete required selection

Learning outcome	The learner will:
2.	be able to arrange the transporting of goods using multiple modes of transport
Assessment criteria	
The learner can:	
2.1	Confirm with appropriate people the criteria required
2.2	Confirm with appropriate people relevant details of the goods
2.3	Explain the advantages and disadvantages of each mode of transport
2.4	Assess each mode of transport for the goods
2.5	Determine the most appropriate combination of modes of transport
2.6	Place and confirm the order according to organisational procedures
2.7	Complete all documentation accurately in accordance with organisational procedures and legislation
2.8	Ensure that all documentation is filed and stored according to organisational procedures and legislation
2.9	Pass on documentation to appropriate people at the right time according to organisational procedures and legislation

Learning outcome	The learner will:
3.	identify any problems that can occur when arranging the transportation of goods using multiple modes of transport
Assessment criteria	
The learner can:	
3.1	Identify problems that can occur arranging the transportation of goods using multiple modes of transport
3.2	Show how to take appropriate action to deal with the problems

Unit 011

Schedule logistics operations to meet customers requirements

UAN:	K/601/7596
Level:	Level 3
Credit value:	4
GLH:	18
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit Sfl 36 – ‘Schedule logistics operations to meet customer requirements’.
Assessment requirements specified by a sector or regulatory body	This unit is endorsed by Skills for Logistics, the Sector Skills Council for Logistics.
Aim	What this unit is about This unit is about identifying the type of operation required and producing schedules to meet the customer’s needs. It covers the requirements for good planning, scheduling methods and with dealing with problems with the schedule Who this unit is for 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 schedule logistics operations to meet customer requirements	
Assessment criteria	
The learner can:	
1.1	Explain the relevant organisational policies and procedures, in relation to scheduling logistics operations to meet customer requirements, that relate to: <ul style="list-style-type: none">• health, safety and security• compliance• roles, responsibilities, information and management systems
1.2	Describe the different sources and types of information required for scheduling logistics operations to meet customer requirements
1.3	Explain the importance of good communication methods

1.4	Explain the methods and tools used for scheduling logistics operations to meet customer requirements
1.5	Explain the factors that need to be taken into account when scheduling logistics operations to meet customer requirements
1.6	Describe the activities that need to be taken into account when scheduling logistics operations to meet customer requirements
1.7	Identify problems that can occur when scheduling logistics operations to meet customer requirements
1.8	Explain appropriate action when dealing with identified problems

Learning outcome	The learner will:
2.	be able to schedule logistics operations to meet customer requirements
Assessment criteria	
The learner can:	
2.1	Follow all organisational policies and procedures, in relation to scheduling logistics operations to meet customer requirements, that relate to: <ul style="list-style-type: none"> • health, safety and security • compliance • roles, responsibilities, information and management systems
2.2	Comply with logistics operations that are required to meet customers requirements
2.3	Agree with customers the timings and deadlines for the provision for the logistics operations
2.4	Apply scheduling methods and tools according to organisational procedures
2.5	Apply logistics resources and sequence of tasks required to provide the logistics operations
2.6	Review all relevant factors and risks that could affect the schedule
2.7	Plan the logistics operations to ensure that the supply chain continues to function effectively
2.8	Monitor the provision of logistics operations against the schedule
2.9	Record work according to operational procedures

Unit 012

International road transport operations

UAN:	K/601/7176
Level:	Level 4
Credit value:	5
GLH:	25
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit SfL 49 – ‘International road transport operations’
Assessment requirements specified by a sector or regulatory body	This unit is endorsed by Skills for Logistics, the Sector Skills Council for Logistics.

Aim

What this unit is about

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

Who this unit is for

This unit is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding

Learning outcome	The learner will:
	1. know how to undertake international road transport operations
Assessment criteria	
	The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to international road transport operations, that relate to: <ul style="list-style-type: none">• health, safety and security• legal requirements• operating requirements• environmental factors• international movements• documentation systems• driver hours and licensing requirements• vehicle operators licensing requirements

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	Explain how drivers, vehicles, equipment and other resources are allocated
1.7	Explain required documentation for the international movement of goods
1.8	Identify problems that can occur when undertaking international road transportation operations
1.9	Explain the appropriate action to take, in order to deal with identified problems

Learning outcome	The learner will:
2.	be able to undertake international road transport operations
Assessment criteria	
The learner can:	
2.1	Follow organisational policies and procedures, in relation to protecting the vehicle and load, that relate to: <ul style="list-style-type: none"> • health, safety and security • legal requirements • operating requirements • environmental factors • international movements • documentation systems • driver hours and licensing requirements • vehicle operators licensing requirements
2.2	Assess which information is required for: <ul style="list-style-type: none"> • loads to be transported into and out of the United Kingdom • the driver, vehicle in relation to international movement of goods
2.3	Obtain the required documentation for international movements
2.4	Record the required information on the international movements of goods
2.5	Confirm the allocation of resources
2.6	Issue instructions and relevant documentation to the appropriate personnel
2.7	Advise appropriate personnel of the movement of the load
2.8	Communicate effectively
2.9	Ensure the movement of the loads complies with relevant legislation, regulation and codes of practice
2.10	Monitor the movements of the loads
2.11	Maintain records in accordance with operational procedures

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’.
Assessment requirements specified by a sector or regulatory body	This unit is endorsed by Skills for Logistics, the Sector Skills Council for Logistics.
Aim	What this unit is about 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. Who this unit is for This unit is relevant to those who work in the logistics sector who work both individually and as part of a team.

Learning outcome	The learner will:
1.	know how to contribute to the provision of customer services in logistics operations
Assessment criteria	
The learner can:	
1.1	Explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to: <ul style="list-style-type: none">• health, safety and security• personal protective equipment• maintaining effective customer relations• personal appearance and hygiene• reporting procedures and systems• recording information

<ul style="list-style-type: none"> • confidentiality • complaints
1.2 Describe different types of customers in relation to own organisation
1.3 Describe the importance of <ul style="list-style-type: none"> • promoting the organisation’s image positively • effective communication • good customer service
1.4 Identify the services available to customers in own organisation
1.5 Describe the implications of: <ul style="list-style-type: none"> • a negative image on your organisation • poor communication • poor customer service
1.6 Describe: <ul style="list-style-type: none"> • own role in dealing with customer complaints and • the limits of your responsibility
1.7 Identify who to report to when you are unable to deal with a customer enquiry or request

Learning outcome	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"> • health, safety and security • personal protective equipment • maintaining effective customer relations • personal appearance and hygiene • reporting procedures and systems • recording information • confidentiality • 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 014

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

UAN:	M/601/7602
Level:	Level 3
Credit value:	3
GLH:	15
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit SfL 35 – ‘Ensure compliance with legal, regulatory, ethical and social requirements’.
Assessment requirements specified by a sector or regulatory body	This unit is endorsed by Skills for Logistics, the Sector Skills Council for Logistics.
Aim	What this unit is about This unit is about ensuring compliance with organisations policies and procedures in order to meet legislative, regulatory, ethical and social requirements Who this unit is for This unit is relevant for operatives working 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 ensure compliance with legal, regulatory, ethical and social requirements in logistics operations
Assessment criteria	The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to compliance with legal, regulatory, ethical and social requirements in logistics operation that relate to: <ul style="list-style-type: none">• monitoring developments in legislation and regulation• governance• non-compliance• maintaining policies and procedures• risk management• ethics and values• confidentially

1.2	Describe the different sources and types of information that are used for current organisational and operational procedures
1.3	Describe the organisation's approach to current and emerging social attitudes to management and leadership practice
1.4	Describe regulatory, ethical and operational requirements, both national and international that affect own logistics operation
1.5	Describe ways in which other organisations in the logistics sector deal with current and emerging social concerns and expectations
1.6	Explain the importance of implementing the polices and procedures

Learning outcome	The learner will:
2.	be able to ensure compliance with legal, regulatory, ethical and social requirements
Assessment criteria	
The learner can:	
2.1	Follow all organisational policies and procedures, in relation to compliance with legal, regulatory, ethical and social requirements in logistics operations, that relate to: <ul style="list-style-type: none"> • monitoring developments in legislation and regulation • governance • non-compliance • maintaining polices and procedures • risk management • ethics and values • confidentiality
2.2	Obtain information from suitable sources on the current organisational and operational policies and procedures
2.3	Communicate effectively
2.4	Ensure the organisations polices and procedures are implemented
2.5	Monitor the organisations policies and procedures
2.6	Assess the organisations policies and procedures
2.7	Review the organisations policies and procedures
2.8	Assess the impact of failure to comply with the organisations policies and procedures
2.9	Recommend changes to organisations policies and procedures
2.10	Report on the organisations policies and procedures
2.11	Provide feedback on the implementation of the organisations policies and procedures
2.12	Provide information to those that require it promptly
2.13	Encourage the sharing of information within the constraints of confidentiality
2.14	Record work according to organisational procedures

Unit 015

Respond to problems in logistics operations

UAN:	T/601/7598
Level:	Level 3
Credit value:	3
GLH:	15
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit SfL 38 – ‘Respond to problems in logistics operations’.
Assessment requirements specified by a sector or regulatory body	This unit is endorsed by Skills for Logistics, the Sector Skills Council for Logistics.
Aim	What this unit is about This unit is about using previous experience to deal with problems. Identifying the most appropriate response and monitoring its effectiveness Who this unit is for This unit is relevant for operatives working 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 respond to problems in logistics operations
Assessment criteria	
	The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to responding to problems in logistics operations, that relate to: <ul style="list-style-type: none">• health, safety and security• compliance• roles, responsibilities information and management systems 1.2 Explain the importance of good communication methods 1.3 Describe the different types of information required for responding to problems in logistics operations 1.4 Explain factors that could lead to problems in logistics operations 1.5 Explain contingency planning methods 1.6 Explain risk assessment methods used

Learning outcome	The learner will:
2.	be able respond to problems in logistics operations
Assessment criteria	
The learner can:	
2.1	Follow all organisational policies and procedures, in relation to responding to problems in logistics operations that relate to: <ul style="list-style-type: none"> • health, safety and security • compliance • roles, responsibilities, information and management systems
2.2	Develop procedures for identifying problems
2.3	Respond to problems within logistics operations
2.4	Review problems that have occurred previously and the factors that led to them
2.5	Assess the impact of previous problems on the logistics operation
2.6	Plan the activities and resources that are required to respond to a particular problem
2.7	Implement the plan in response to a particular problem
2.8	Obtain feedback on the plan
2.9	Develop contingency plans
2.10	Implement contingency plans
2.11	Obtain feedback from others on the use of contingency plans
2.12	Review the effectiveness of the plans
2.13	Record work according to organisational procedures

Unit 016

Apply technology in logistics operations

UAN:	A/601/7599
Level:	Level 3
Credit value:	4
GLH:	3
Relationship to NOS:	This unit is linked to Skills for Logistics NOS Unit SfL 39 – ‘Apply technology in logistics operations’.
Assessment requirements specified by a sector or regulatory body	This unit is endorsed by Skills for Logistics, the Sector Skills Council for Logistics.
Aim	What this unit is about This unit is about using technology that is effective and efficient. Checking that colleagues know how to use technology and identifying possible improvements Who this unit is for This unit is relevant for operatives working 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 apply technology in logistics operations
Assessment criteria	
	The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to applying technology in logistics operations, that relate to: <ul style="list-style-type: none">• health, safety and security• compliance• roles, responsibilities information and management systems
	1.2 Explain the importance of good communication methods
	1.3 Describe the different sources and types of information required for applying technology in logistics operations
	1.4 Explain the resources and systems that can be applied in logistics operations
	1.5 Explain the latest technological advances that may be applied in logistics operations
	1.6 Explain the impact of new technology in the logistics operation

1.7 Identify problems that can occur when applying technology in logistics operations

Learning outcome

The learner will:

2. be able to apply technology in logistics operations

Assessment criteria

The learner can:

- 2.1 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
- 2.2 Check that the technology is applied
- 2.3 Check that maintenance schedules are undertaken
- 2.4 Check that colleagues using the technology can operate it competently
- 2.5 Monitor colleagues in the safe use of the technology
- 2.6 Identify colleagues training needs
- 2.7 Respond to training needs
- 2.8 Report on how the technology has improved logistics operations
- 2.9 Make recommendations for further improvement to logistics operations
- 2.10 Overcome any failures in the technology
- 2.11 Record work according to organisational procedures



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.

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 GOL/e-volve assessments.

Useful contacts

UK learners General qualification information	T: +44 (0)844 543 0033 E: learnersupport@cityandguilds.com
International learners General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com
Centres Exam entries, 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, GOLLA, Navigation, User/menu option, Problems	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: walledgarden@cityandguilds.com
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 E: business@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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