

Level 2 Certificate in Driving Goods Vehicles – Articulated or Draw Bar Vehicle (4012-23)



Candidate logbook
501/1799/3

www.cityandguilds.com
August 2011
Version 1.0

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Level 2 Certificate in Driving Goods Vehicles – Articulated or Draw Bar Vehicle (4012-23)

Candidate logbook

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Contents

1	About your candidate logbook	5
2	Units	7
3	The assessment process	8
4	Using your logbook	9
5	Candidate progress record	10
Unit 039	Prepare the Articulated or Draw Bar Vehicle for Driving	11
Unit 040	Protect the Articulated or Draw Bar Vehicle and the Load	13
Unit 041	Operate and Monitor the Articulated or Draw Bar Vehicle Systems	15
Unit 042	Manoeuvre the Articulated or Draw Bar Vehicle in Restricted Space	17
Unit 005	Obtain information on the collection and/or delivery of loads	19
Unit 043	Drive the Articulated or Draw Bar Vehicle on Public Roads in a Safe and Fuel Efficient Manner	21
Unit 044	Drive the Articulated or Draw Bar Vehicle on Private Roads in a Safe and Fuel Efficient Manner	23
Unit 045	Ensure the Articulated or Draw Bar Vehicle is Loaded Correctly	25
Unit 046	Load the Articulated or Draw Bar Vehicle Correctly	27
Unit 047	Ensure the Articulated or Draw Bar Vehicle is Unloaded Correctly	29
Unit 048	Unload the Articulated or Draw Bar Vehicle Correctly	31
Unit 049	Couple and Uncouple the Articulated or Draw Bar Vehicle	33
Unit 050	Attach and Detach Articulated or Drawbar Vehicle Mounted Bodies	35
Unit 013	Plan the route and timings for the collection and delivery of goods	37
Unit 014	Make an effective contribution to a business in the logistics sector	39
Unit 015	Contribute to the provision of customer service in logistics operations	41
Unit 016	Dealing with payment transactions in logistics operations	43
Appendix 1	Summary of City & Guilds assessment policies	45

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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 2 Certificate in Driving Goods Vehicles – Articulated or Draw Bar Vehicle (4012-23)**. It contains forms you can use to record your evidence of what you have done.

There are **15 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 2 and one at 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

The learner must achieve a minimum of **29** credits by completing:

- five mandatory units – **13** credits
- minimum of **4** credits from optional group 1
- minimum of **4** credits from optional group 2
- minimum of **3** credits from optional group 3
- minimum of **5** credits from optional group 4

City & Guilds unit	Unit title	GLH	Credit value
	Mandatory group	10	2
039	Prepare the articulated or draw bar vehicle for driving	15	2
040	Protect the articulated or draw bar vehicle and the load	16	3
041	Operate and monitor the articulated or draw bar vehicle systems	18	4
042	Manoeuvre the articulated or draw bar vehicle in restricted spaces	10	2
005	Obtain information on the collection and/or delivery of loads	10	2
	Minimum of 4 credits to be taken from the following group		
	Option group 1		
043	Drive the articulated or draw bar vehicle on public roads in a safe and fuel efficient manner	30	6
044	Drive the articulated or draw bar vehicle on private roads in a safe and fuel efficient manner	20	4
	Minimum of 4 credits to be taken from the following group		
	Option group 2		
045	Ensure the articulated or draw bar vehicle is loaded correctly	25	4
046	Load the articulated or draw bar vehicle correctly	30	5
	Minimum of 3 credits to be taken from the following group		
	Option group 3		
047	Ensure the articulated or draw bar vehicle is unloaded correctly	15	3
048	Unload the articulated or draw bar vehicle correctly	20	3
	Minimum of 5 credits to be taken from the following group		
	Option group 4		
013	Plan the route and timings for the collection and delivery of goods	30	6
014	Make an effective contribution to a business in the logistics sector	10	3
015	Contribute to the provision of customer service in logistics operations	18	3
016	Dealing with payment transactions in logistics operations	10	2
049	Couple and uncouple the articulated or draw bar vehicle	10	3
050	Attach and detach articulated or drawbar vehicle mounted bodies	10	3

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 2 Certificate in Driving Goods Vehicles – Articulated or Draw Bar Vehicle (4012-23)

Units	039	040	041	042	005								
Credits	2	2	3	4	2								
Total Credits Achieved:													

Minimum 29 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 039

Prepare the articulated or draw bar vehicle for driving

2 credits

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

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1.1 explain the relevant organisational policies and procedures, in relation to preparing the articulated or draw bar vehicle for driving, that relate to:		
<ul style="list-style-type: none"> • health, safety and security 		
<ul style="list-style-type: none"> • legal requirements 		
<ul style="list-style-type: none"> • operating requirements 		
1.2 explain how to check that the articulated or draw bar vehicle has sufficient fuel, additives and water		
1.3 explain the operation of the articulated or draw bar vehicle instruments and controls to include:		
<ul style="list-style-type: none"> • how to check the vehicle systems 		
<ul style="list-style-type: none"> • how to check instruments, controls, gauges and vehicle systems 		
<ul style="list-style-type: none"> • indications of electrical or mechanical problems 		
1.4 explain the responsibilities of the driver for the articulated or draw bar vehicle and the load		
1.5 explain the organisational procedures for reporting defects including information on previously reported problems with the articulated or draw bar vehicle		
1.6 explain how to obtain information on previously reported problems with the articulated or draw bar vehicle		
Type of evidence →		
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

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

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					
2.1 follow all organisational policies and procedures, in relation to preparing the articulated or draw bar vehicle for driving, that relate to:						
<ul style="list-style-type: none"> health, safety and security 						
<ul style="list-style-type: none"> legal requirements 						
<ul style="list-style-type: none"> operating requirements 						
2.2 check the vehicle and vehicle systems to ensure the articulated or draw bar vehicle is legal and roadworthy						
2.3 carry out adjustments to the:						
<ul style="list-style-type: none"> steering wheel 						
<ul style="list-style-type: none"> mirrors 						
<ul style="list-style-type: none"> seat for optimum control, observation and comfort 						
2.4 check the articulated or draw bar vehicle has sufficient:						
<ul style="list-style-type: none"> fuel 						
<ul style="list-style-type: none"> additives 						
<ul style="list-style-type: none"> oil 						
<ul style="list-style-type: none"> water 						
2.5 check that any ancillary equipment is in working order						
2.6 demonstrate that all documentation your organisation requires is with the articulated or draw bar vehicle						
Type of evidence →						
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Unit 040

Protect the articulated or draw bar vehicle and the load

2 credits

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

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1.1 explain the relevant organisational policies and procedures, in relation to protecting the articulated or draw bar vehicle and load, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
• different locations		
• changes in condition of the load		
• theft or damage		
1.2 describe how to identify damage or deterioration in the condition of the load		
1.3 explain different methods for protecting the articulated or draw bar vehicle's load		
1.4 describe the risks associated with protecting the articulated or draw bar vehicle and load at different locations		
1.5 explain the security checks that are required to protect the articulated or draw bar vehicle and the load		
1.6 identify problems that can occur when protecting the articulated or draw bar vehicle and its load		
1.7 explain the appropriate action to take, in order to deal with identified problems		
	Type of evidence →	
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

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

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					
2.1 follow all organisational policies and procedures, in relation to protecting the articulated or draw bar vehicle and load, that relate to:						
<ul style="list-style-type: none"> health, safety and security 						
<ul style="list-style-type: none"> legal requirements 						
<ul style="list-style-type: none"> operating requirements 						
<ul style="list-style-type: none"> different locations 						
<ul style="list-style-type: none"> theft 						
<ul style="list-style-type: none"> damage 						
<ul style="list-style-type: none"> reporting procedures 						
2.2 carry out security checks						
2.3 demonstrate how to report any change in the condition of the load according to organisational procedures						
Type of evidence →						
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Unit 041

Operate and monitor the articulated or draw bar vehicle systems

41 credits

Outcome 1 Know how to operate and monitor the vehicle systems

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1.1 explain the relevant organisational policies and procedures, that relate to:		
<ul style="list-style-type: none"> • health, safety and security 		
<ul style="list-style-type: none"> • legal requirements 		
<ul style="list-style-type: none"> • articulated or draw bar vehicle operating systems 		
<ul style="list-style-type: none"> • articulated or draw bar vehicle monitoring systems 		
1.2 describe the purposes and functions of the articulated or draw bar vehicles instruments		
1.3 explain the articulated or draw bar vehicle requirements for:		
<ul style="list-style-type: none"> • fuel 		
<ul style="list-style-type: none"> • additives 		
<ul style="list-style-type: none"> • oil 		
<ul style="list-style-type: none"> • water 		
1.4 identify problems that can occur when operating and monitoring the articulated or draw bar vehicle systems		
1.5 explain the appropriate action to take, in order to deal with identified problems		
Type of evidence →		
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 2 Be able to operate and monitor the vehicle systems

Assessment criteria (Performance)	Evidence date					
Simulation is not acceptable for performance evidence in this unit						
You must be able to:	Portfolio reference					
2.1 follow all organisational policies and procedures that relate to:						
<ul style="list-style-type: none"> health, safety and security 						
<ul style="list-style-type: none"> legal requirements 						
<ul style="list-style-type: none"> articulated or draw bar vehicle operating systems 						
<ul style="list-style-type: none"> articulated or draw bar vehicle monitoring systems 						
2.2 operate the vehicle controls to maintain the safety, security of yourself, the Articulated or Draw Bar vehicle and others						
2.3 operate fuel delivery systems correctly and safely						
2.4 demonstrate how to minimise wear and tear on the Articulated or Draw Bar vehicle systems						
Type of evidence →						
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Unit 042

Manoeuvre the articulated or draw bar vehicle in restricted space

4 credits

Outcome 1 Know how to manoeuvre the articulated or draw bar vehicle in restricted spaces

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1.1 explain the relevant organisational policies and procedures, in relation to manoeuvring the articulated or draw bar vehicle, that relate to:		
<ul style="list-style-type: none"> health, safety and security 		
<ul style="list-style-type: none"> legal requirements 		
<ul style="list-style-type: none"> operating requirements 		
1.2 state the:		
<ul style="list-style-type: none"> dimensions of the articulated or draw bar vehicle 		
<ul style="list-style-type: none"> clearances required for the articulated or draw bar vehicle during different activities 		
<ul style="list-style-type: none"> types of signals to be used when manoeuvring the articulated or draw bar vehicle 		
1.3 explain the observations required to ensure the safety of yourself and other road users		
1.4 identify suitable spaces for safe manoeuvring		
1.5 identify the types of hazard that could occur during manoeuvring		
1.6 explain the effects of inappropriate speed during manoeuvring		
1.7 identify problems that can occur when manoeuvring the articulated or draw bar vehicle in restricted spaces		
1.8 explain the appropriate action to take, in order to deal with identified problems		
Type of evidence →		
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 2 Be able to manoeuvre the articulated or draw bar vehicle in restricted spaces

Assessment criteria (Performance)	Evidence date					
Simulation is not acceptable for performance evidence in this unit						
You must be able to:	Portfolio reference					
2.1 follow organisational policies and procedures, in relation to manoeuvring the articulated or draw bar vehicle, that relate to:						
<ul style="list-style-type: none"> health, safety and security 						
<ul style="list-style-type: none"> legal requirements 						
<ul style="list-style-type: none"> operating requirements 						
2.2 manoeuvre the articulated or draw bar vehicle in restricted spaces and include:						
<ul style="list-style-type: none"> the appropriate use of signals 						
<ul style="list-style-type: none"> using the appropriate speed for the manoeuvre 						
<ul style="list-style-type: none"> monitoring the actions of other road users 						
<ul style="list-style-type: none"> ensuring there is no damage to the articulated or draw bar vehicle or surrounding environment 						
<ul style="list-style-type: none"> ensuring the articulated or draw bar vehicle is in a suitable position for the required activities 						
Type of evidence →						
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Unit 005

Obtain information on the collection and/or delivery of loads

2 credits

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

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1.1 explain the relevant organisational policies and procedures, in relation to obtaining information on the collection and/or delivery of the load, that relate to:		
<ul style="list-style-type: none"> • health, safety and security 		
<ul style="list-style-type: none"> • legal requirements 		
<ul style="list-style-type: none"> • operating requirements 		
<ul style="list-style-type: none"> • monitoring requirements 		
1.2 explain the required information on the load to include:		
<ul style="list-style-type: none"> • the type of information for the load 		
<ul style="list-style-type: none"> • where the information can be found 		
<ul style="list-style-type: none"> • destination and schedule and any recent information that could affect the destination and schedule 		
<ul style="list-style-type: none"> • requirements for loading and unloading 		
<ul style="list-style-type: none"> • requirements for collections 		
1.3 identify problems that can occur when obtaining information on the collection and / or delivery of loads		
1.4 explain the appropriate action to take, in order to deal with identified problems		
	Type of evidence →	
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

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

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					
2.1 follow all organisational policies and procedures, in relation to obtaining information on the collection and / or delivery of the load, that relate to:						
<ul style="list-style-type: none"> health, safety and security 						
<ul style="list-style-type: none"> legal requirements 						
<ul style="list-style-type: none"> operating requirements 						
<ul style="list-style-type: none"> monitoring requirements 						
2.2 collect information on the load to include:						
<ul style="list-style-type: none"> the details of the load 						
<ul style="list-style-type: none"> destination and schedule 						
<ul style="list-style-type: none"> requirements for loading and unloading 						
<ul style="list-style-type: none"> requirements for collections and/or deliveries 						
2.3 assess any relevant information that could affect the destination and schedule						
2.4 communicate effectively with others in relation to the collection and / or delivery of the load						
2.5 assess the suitability of the vehicle for the load						
Type of evidence →						
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Unit 043

Drive the articulated or draw bar vehicle on public roads in a safe and fuel efficient manner

6 credits

Outcome 1 Know how to drive the vehicle on public roads in a safe and fuel efficient manner

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1.1 explain the relevant organisational policies and procedures, in relation to driving the articulated or draw bar vehicle in a fuel efficient manner, that relate to:		
<ul style="list-style-type: none">health, safety and security		
<ul style="list-style-type: none">legal requirements		
<ul style="list-style-type: none">operating requirements		
1.2 explain the organisation's policy when driving conditions vary and result in changes to the schedule		
1.3 describe how to adapt driving styles to changes in driving conditions		
1.4 explain how to adapt driving manner to suit changes in driving conditions		
1.5 explain how the actions of other road users can affect driving manner		
1.6 explain how to:		
<ul style="list-style-type: none">position the articulated or draw bar vehicle on the road to ensure the safety of yourself and other road users		
<ul style="list-style-type: none">appropriately use signals		
<ul style="list-style-type: none">alter speed to meet different types of road		
<ul style="list-style-type: none">use the controls of the articulated or draw bar vehicle to optimise fuel consumption		
<ul style="list-style-type: none">assess and maintain safe separation distances		
<ul style="list-style-type: none">assess factors affecting safe stopping distances		
<ul style="list-style-type: none">use the controls of the articulated or draw bar vehicle to adjust braking under different road conditions		
1.7 identify types of hazard that could occur on the road		
1.8 when overtaking, identify:		
<ul style="list-style-type: none">when overtaking should and should not occur		
<ul style="list-style-type: none">the types of hazards involved		

<ul style="list-style-type: none"> factors affecting the distance required to overtake other articulated or draw bar vehicles 		
1.9 describe the effects severe braking could have on the load and road worthiness of the articulated or draw bar vehicle		
1.10 identify problems that can occur when driving the articulated or draw bar vehicle, on public roads, in a safe and fuel efficient manner		
1.11 explain the appropriate action to take, in order to deal with identified problems		
Type of evidence →		
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 2 Be able to drive the articulated or draw bar vehicle on public roads in a safe and fuel efficient manner

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
2.1 follow organisational policies and procedures, in relation to driving the articulated or draw bar vehicle and load, that relate to:						
<ul style="list-style-type: none"> health, safety and security 						
<ul style="list-style-type: none"> legal requirements 						
<ul style="list-style-type: none"> operating requirements 						
2.2 position the articulated or draw bar vehicle and apply lane discipline to maintain the safety of yourself, other road users according to the prevailing driving conditions						
2.3 demonstrate how to drive the articulated or draw bar vehicle safely and in a fuel efficient manner to include:						
<ul style="list-style-type: none"> giving clear signals in good time 						
<ul style="list-style-type: none"> driving at the appropriate speed for the driving conditions minimising fuel consumption and wear and tear 						
<ul style="list-style-type: none"> applying the braking systems, in a controlled manner, appropriate to the driving conditions, distance available, the articulated or draw bar vehicle and its load 						
<ul style="list-style-type: none"> overtaking other vehicles at a suitable point 						
<ul style="list-style-type: none"> taking preventative action to avoid harm to any other road user 						
Type of evidence →						

Unit 044

Drive the articulated or draw bar vehicle on private roads in a safe and fuel efficient manner

4 credits

Outcome 1 Know how to drive the articulated or draw bar vehicle on private roads in a fuel efficient manner

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1.1 explain the relevant organisational policies and procedures, in relation to driving the articulated or draw bar vehicle in a fuel efficient manner, that relate to:		
<ul style="list-style-type: none">health, safety and security		
<ul style="list-style-type: none">legal requirements		
<ul style="list-style-type: none">operating requirements		
1.2 explain the organisation's policy when driving conditions vary and result in changes to the schedule		
1.3 describe how to adapt driving styles to changes in driving conditions		
1.4 explain how to adapt driving manner to suit changes in driving conditions		
1.5 explain how the actions of other road users can affect driving manner		
1.6 explain how to:		
<ul style="list-style-type: none">position the articulated or draw bar vehicle on the road to ensure the safety of yourself and other road users		
<ul style="list-style-type: none">appropriately use signals		
<ul style="list-style-type: none">alter speed to meet different types of road conditions and requirements		
<ul style="list-style-type: none">use the controls of the articulated or draw bar vehicle to optimise fuel consumption		
<ul style="list-style-type: none">assess and maintain safe separation distances		
<ul style="list-style-type: none">assess factors affecting safe stopping distances		
<ul style="list-style-type: none">use the controls of the articulated or draw bar vehicle to adjust braking under different road conditions		
1.7 identify types of hazard that could occur on the road		
1.8 when overtaking, identify:		
<ul style="list-style-type: none">when overtaking should and should not occur		
<ul style="list-style-type: none">the types of hazards involved		

<ul style="list-style-type: none"> • factors affecting the distance required to overtake other vehicles 		
1.9 describe the effects severe braking could have on the load and roadworthiness of the articulated or draw bar vehicle		
1.10 identify problems that can occur when driving the vehicle, on private roads, in a safe and fuel efficient manner		
1.11 explain the appropriate action to take, in order to deal with identified problems		
Type of evidence →		
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 2 Be able to drive the articulated or draw bar vehicle on private roads in a safe and fuel efficient manner

Assessment criteria (Performance)	Evidence date					
Simulation is not acceptable for performance evidence in this unit						
You must be able to:	Portfolio reference					
2.1 follow organisational policies and procedures, in relation to driving the vehicle and load, that relate to:						
<ul style="list-style-type: none"> • health, safety and security 						
<ul style="list-style-type: none"> • legal requirements 						
<ul style="list-style-type: none"> • operating requirements 						
2.2 position the articulated or draw bar vehicle and apply lane discipline to maintain the safety of yourself and other road users according to the prevailing driving conditions						
2.3 demonstrate how to drive the articulated or draw bar vehicle safely and in a fuel efficient manner to include:						
<ul style="list-style-type: none"> • giving clear signals in good time 						
<ul style="list-style-type: none"> • driving at the appropriate speed for the driving conditions 						
<ul style="list-style-type: none"> • minimising fuel consumption and wear and tear 						
<ul style="list-style-type: none"> • applying the braking systems, in a controlled manner, appropriate to the driving conditions, distance available, the articulated or draw bar vehicle and its load 						
<ul style="list-style-type: none"> • overtaking other vehicles at a suitable point 						
<ul style="list-style-type: none"> • taking preventative action to avoid harm to any other road user 						
Type of evidence →						

Unit 045

Ensure the articulated or draw bar vehicle is loaded correctly

4 credits

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

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1.1 explain the relevant organisational policies and procedures, in relation to ensuring the articulated or draw bar vehicle is loaded correctly, that relate to:		
<ul style="list-style-type: none"> health, safety and security 		
<ul style="list-style-type: none"> personal protective equipment 		
<ul style="list-style-type: none"> legal requirements 		
<ul style="list-style-type: none"> operating requirements 		
<ul style="list-style-type: none"> monitoring requirements 		
1.2 explain the required information to include:		
<ul style="list-style-type: none"> suitability of the articulated or draw bar vehicle for the load 		
<ul style="list-style-type: none"> load restrictions 		
<ul style="list-style-type: none"> loading and delivery sequences 		
<ul style="list-style-type: none"> how to distribute the load 		
<ul style="list-style-type: none"> when and how to redistribute the load 		
<ul style="list-style-type: none"> correct securing of the load 		
<ul style="list-style-type: none"> use of correct restraints 		
<ul style="list-style-type: none"> why, how and where to check axle weights 		
1.3 identify problems that can occur when ensuring that the articulated or draw bar vehicle is loaded correctly		
1.4 explain the appropriate action to take, in order to deal with identified problems		
Type of evidence →		
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 2 Be able to ensure the articulated or draw bar vehicle is loaded correctly

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					
2.1 follow all organisational policies and procedures, in relation to ensuring the articulated or draw bar vehicle is loaded correctly, that relate to:						
<ul style="list-style-type: none"> health, safety and security 						
<ul style="list-style-type: none"> personal protective equipment 						
<ul style="list-style-type: none"> legal requirements 						
<ul style="list-style-type: none"> operating requirements 						
<ul style="list-style-type: none"> monitoring requirements 						
2.2 communicate effectively with others						
2.3 ensure that the articulated or draw bar vehicle an load are compatible						
2.4 ensure that the articulated or draw bar vehicle has been loaded in the appropriate manner for the type of load and delivery sequence						
2.5 ensure that the load is secured and stabilized, for transportation						
2.6 ensure that any loose materials, restraints, and ancillary equipment are secured and stabilized for transportation						
<p style="text-align: right;">Type of evidence →</p>						
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Unit 046

Load the articulated or draw bar vehicle correctly

5 credits

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

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1.1 explain the relevant organisational policies and procedures, in relation to ensuring the articulated or draw bar vehicle is loaded correctly, that relate to:		
• health, safety and security		
• personal protective equipment		
• legal requirement		
• operating requirements		
• monitoring requirements		
• handling methods		
1.2 explain the required information to include:		
• suitability of the articulated or draw bar vehicle for the load		
• load restrictions		
• loading and delivery sequences		
• how to distribute the load		
• when and how to re-distribute the load		
• correct securing of the load		
• use of correct restraints		
• why, how and where to check axle weights		
1.3 explain how to prepare the articulated or draw bar vehicle for loading		
1.4 identify problems that can occur when loading the articulated or draw bar vehicle correctly		
1.5 explain the appropriate action to take in order to deal with identified problems		
	Type of evidence →	
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

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

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					
2.1 follow all organisational policies and procedures, in relation to ensuring the articulated or draw bar vehicle is loaded correctly, that relate to:						
<ul style="list-style-type: none"> health, safety and security 						
<ul style="list-style-type: none"> personal protective equipment 						
<ul style="list-style-type: none"> legal requirements 						
<ul style="list-style-type: none"> operating requirements 						
<ul style="list-style-type: none"> monitoring requirements 						
2.2 communicate effectively with others						
2.3 ensure that the articulated or draw bar vehicle and load are compatible						
2.4 ensure that the articulated or draw bar vehicle is ready to receive the load						
2.5 ensure the loading area is suitable and safe						
2.6 manoeuvre the articulated or draw bar vehicle into a suitable position for loading						
2.7 load the articulated or draw bar vehicle in the appropriate manner, using the correct handling methods, for the type of load and delivery sequence						
2.8 secure the load with the correct restraints						
2.9 secure any loose materials, restraints, and ancillary equipment so that they cannot shift or come loose during transportation						
Type of evidence →						
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Unit 047

Ensure the articulated or draw bar vehicle is unloaded correctly

4 credits

Outcome 1 Know how to ensure that the articulated or draw bar vehicle is unloaded correctly

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1.1 explain the relevant organisational policies and procedures, in relation to ensuring the articulated or draw bar vehicle is unloaded correctly, that relate to:		
<ul style="list-style-type: none"> health, safety and security 		
<ul style="list-style-type: none"> personal protective clothing 		
<ul style="list-style-type: none"> legal requirements 		
<ul style="list-style-type: none"> operating requirements 		
<ul style="list-style-type: none"> monitoring requirements 		
1.2 explain the required information to include:		
<ul style="list-style-type: none"> the person responsible for receiving the load 		
<ul style="list-style-type: none"> how the articulated or draw bar vehicle should be prepared for unloading and delivery 		
<ul style="list-style-type: none"> when and how to re-distribute the load 		
<ul style="list-style-type: none"> the appropriate equipment for moving the load 		
<ul style="list-style-type: none"> proof of delivery procedures or systems 		
1.3 explain how to prepare the articulated or draw bar vehicle for unloading		
1.4 identify problems that can occur when ensuring that the articulated or draw bar vehicle is unloaded correctly		
1.5 explain the appropriate action to take in order to deal with identified problems		
Type of evidence →		
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 2 Be able to ensure that the articulated or draw bar vehicle is unloaded correctly

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					
2.1 follow all organisational policies and procedures, in relation to ensuring the articulated or draw bar vehicle is unloaded correctly, that relate to:						
<ul style="list-style-type: none"> health, safety and security 						
<ul style="list-style-type: none"> personal protective equipment 						
<ul style="list-style-type: none"> legal requirements 						
<ul style="list-style-type: none"> operating requirements 						
<ul style="list-style-type: none"> monitoring requirements 						
2.2 communicate effectively with others						
2.3 identify the person responsible for receiving the load						
2.4 ensure the unloading is properly planned						
2.5 ensure that the part of the load to be unloaded is correctly identified						
2.6 ensure the correct proof of delivery procedures are completed						
Type of evidence →						
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Unit 048

Unload the articulated or draw bar vehicle correctly

3 credits

Outcome 1 Know how to unload the articulated or draw bar vehicle correctly

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1.1 explain the relevant organisational policies and procedures, in relation to ensuring the articulated or draw bar vehicle is unloaded correctly, that relate to:		
• health, safety and security		
• personal protective clothing		
• legal requirements		
• operating requirements		
• monitoring requirements		
• handling methods		
1.2 explain the required information to include:		
• the person responsible for receiving the load		
• how the articulated or draw bar vehicle should be prepared for unloading and delivery		
• when and how to redistribute the load		
• the appropriate equipment for moving the load		
• proof of delivery procedures or systems		
1.3 explain how to prepare the articulated or draw bar vehicle for unloading		
1.4 identify problems that can occur when unloading the articulated or draw bar vehicle correctly		
1.5 explain the appropriate action to take in order to deal with identified problems		
	Type of evidence →	
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 2 Be able to unload the articulated or draw bar vehicle correctly

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					
2.1 follow all organisational policies and procedures, in relation to ensuring the articulated or draw bar vehicle is unloaded correctly, that relate to:						
<ul style="list-style-type: none"> • health, safety and security 						
<ul style="list-style-type: none"> • personal protective equipment 						
<ul style="list-style-type: none"> • legal requirements 						
<ul style="list-style-type: none"> • operating requirements 						
<ul style="list-style-type: none"> • monitoring requirements 						
2.2 communicate effectively with others						
2.3 identify the person responsible for receiving the load						
2.4 manoeuvre the articulated or draw bar vehicle into a safe and suitable position for unloading						
2.5 prepare the articulated or draw bar vehicle correctly for unloading						
2.6 demonstrate how to properly plan for unloading the articulated or draw bar vehicle						
2.7 correctly identify the part of the load to be unloaded						
2.8 use the correct handling method to move the load						
2.9 follow the correct proof of delivery procedures						
Type of evidence →						
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Unit 049

Couple and uncouple the articulated or draw bar vehicle

3 credits

Outcome 1 Know how to couple and uncouple the articulated or draw bar vehicle

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1.1 explain the relevant organisational policies and procedures, in relation to coupling and uncoupling the articulated or draw bar vehicle correctly, that relate to:		
<ul style="list-style-type: none"> health, safety and security 		
<ul style="list-style-type: none"> personal protective equipment 		
<ul style="list-style-type: none"> legal requirements 		
<ul style="list-style-type: none"> operating requirements 		
1.2 explain:		
<ul style="list-style-type: none"> how to prepare the articulated or draw bar vehicle for coupling and uncoupling 		
<ul style="list-style-type: none"> when different connections have to be made 		
<ul style="list-style-type: none"> how to connect and disconnect different 		
<ul style="list-style-type: none"> connections 		
<ul style="list-style-type: none"> how to align the unit to the trailer for coupling and uncoupling 		
<ul style="list-style-type: none"> which required checks are needed 		
<ul style="list-style-type: none"> how to test the coupling 		
<ul style="list-style-type: none"> how to stow connections 		
1.3 identify problems that can occur when coupling and uncoupling the articulated or draw bar vehicle		
1.4 explain the appropriate action to take in order to deal with identified problems		
	Type of evidence →	
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 2 Be able to couple and uncouple the articulated or draw bar vehicle

Assessment criteria (Performance)	Evidence date					
Simulation is not acceptable for performance evidence in this unit						
You must be able to:	Portfolio reference					
2.1 follow all organisational policies and procedures, in relation to coupling and uncoupling the articulated or draw bar vehicle correctly, that relate to:						
<ul style="list-style-type: none"> • health, safety and security 						
<ul style="list-style-type: none"> • personal protective equipment 						
<ul style="list-style-type: none"> • legal requirements 						
<ul style="list-style-type: none"> • operating requirements 						
<ul style="list-style-type: none"> • trailer braking systems 						
2.2 prepare the articulated or draw bar vehicle for coupling and uncoupling						
2.3 manoeuvre the unit in relation to the trailer for coupling and uncoupling						
2.4 establish that the coupling is positioned and secured and that all necessary connections have been made						
2.5 test that the unit and trailer systems work correctly and that the articulated or draw bar vehicle is safe to drive after coupling						
2.6 select a safe site for uncoupling trailers from their units						
2.7 disconnect the connections between the unit and trailer, when uncoupling						
2.8 stow all connections according to organisational procedures and practices						
2.9 drive the articulated or draw bar vehicle from the trailer to ensure the uncoupling has been achieved						
Type of evidence →						
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Unit 050

Attach and detach articulated or drawbar vehicle mounted bodies

3 credits

Outcome 1 Know how to attach and detach the articulated or drawbar vehicle mounted body

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1.1 explain the relevant organisational policies and procedures, in relation to attaching and detaching the vehicle mounted body correctly, that relate to:		
<ul style="list-style-type: none"> • health, safety and security 		
<ul style="list-style-type: none"> • personal protective equipment 		
<ul style="list-style-type: none"> • legal requirements 		
<ul style="list-style-type: none"> • operating requirements 		
1.2 explain:		
<ul style="list-style-type: none"> • how to prepare the vehicle for attaching and detaching the vehicle mounted body 		
<ul style="list-style-type: none"> • when different connections have to be made 		
<ul style="list-style-type: none"> • how to connect and disconnect different connections 		
<ul style="list-style-type: none"> • how to position the vehicle for coupling and uncoupling 		
<ul style="list-style-type: none"> • which required checks are required 		
<ul style="list-style-type: none"> • how to test the coupling has been completed successfully 		
1.3 identify problems that can occur when attaching and detaching the body to the vehicle		
1.4 explain the appropriate action to take, in order to deal with identified problems		
Type of evidence →		
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 2 Be able to attach and detach the articulated or drawbar vehicle mounted body

Assessment criteria (Performance)	Evidence date					
Simulation is not acceptable for performance evidence in this unit						
You must be able to:	Portfolio reference					
2.1 follow all organisational policies and procedures, in relation to attaching and detaching the vehicle mounted body correctly, that relate to:						
<ul style="list-style-type: none"> • health, safety and security 						
<ul style="list-style-type: none"> • personal protective equipment 						
<ul style="list-style-type: none"> • legal requirements 						
<ul style="list-style-type: none"> • operating requirements 						
2.2 prepare the vehicle for attaching and detaching						
2.3 manoeuvre the vehicle in relation to the body for attaching						
2.4 establish that the body is positioned correctly and secured and that all necessary connections have been made						
2.5 test that the vehicle and body systems work correctly and that the vehicle is safe to drive after attachment of the body						
2.6 select a safe site for detaching the body from the vehicle						
2.7 disconnect the connections between the vehicle and the body when detaching						
2.8 stow all connections according to organisational procedures and practices						
2.9 drive the vehicle from the body carefully to ensure the detachment of the body has been achieved						
Type of evidence →						
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Unit 013

Plan the route and timings for the collection and delivery of goods

6 credits

Outcome 1 Know how to plan the route and timings for the collection and delivery of loads

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1.1 explain the relevant organisational policies and procedures, in relation to planning the route and timings for the collection and delivery of loads, that relate to:		
<ul style="list-style-type: none"> • health, safety and security 		
<ul style="list-style-type: none"> • personal protective equipment 		
<ul style="list-style-type: none"> • legal requirements 		
<ul style="list-style-type: none"> • operating requirements 		
1.2 explain how to use route planning resources		
1.3 explain the impact that the following factors have on route planning:		
<ul style="list-style-type: none"> • restrictions on the load 		
<ul style="list-style-type: none"> • vehicle dimensions and weight 		
<ul style="list-style-type: none"> • requirements to plan alternative routes 		
<ul style="list-style-type: none"> • road restrictions on selected route 		
<ul style="list-style-type: none"> • load restrictions on selected route 		
<ul style="list-style-type: none"> • journey times 		
<ul style="list-style-type: none"> • facilities at stopping points 		
<ul style="list-style-type: none"> • estimation of driving distances 		
<ul style="list-style-type: none"> • effective use of driving time 		
<ul style="list-style-type: none"> • legislation in relation to driver's hours 		
1.4 describe the implications for the vehicle and load on the selection of particular routes		
1.5 identify problems that can occur when planning the route and timings for the collection and delivery of goods		
1.6 explain the appropriate action to take, in order to deal with identified problems		
Type of evidence →		
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 2 Be able to plan the route and timings for the collection and delivery of loads

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					
2.1 follow all organisational policies and procedures, in relation to planning the route and timings for the collection and delivery of loads, that relate to:						
• health, safety and security						
• personal protective equipment						
• legal requirements						
• operating requirements						
2.2 collect all relevant information on the:						
• destination						
• route						
• schedule						
• driving distances						
• times						
• vehicle						
• load						
• restrictions						
• facilities at stopping points						
2.3 use relevant route planning resources						
2.4 identify the major and minor roads for reaching the destination						
2.5 plan alternative routes to ensure effective use of driving time						
2.6 estimate driving distances and time required to achieve schedule						
Type of evidence →						
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Unit 014

Make an effective contribution to a business in the logistics sector

3 credits

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

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
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:		
• 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		
	Type of evidence →	
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

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

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					
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 						
<ul style="list-style-type: none"> personal protective clothing 						
<ul style="list-style-type: none"> own work role 						
<ul style="list-style-type: none"> 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 						
<ul style="list-style-type: none"> equipment 						
<ul style="list-style-type: none"> 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						
Type of evidence →						
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Unit 015

Contribute to the provision of customer service in logistics operations

3 credits

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

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1.1 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		
1.2 describe different types of customers in relation to own organisation		
1.3 describe the importance of		
• 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:		
• a negative image on your organisation		
• poor communication		
• poor customer service		
1.6 describe:		
• 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		
	Type of evidence →	
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 2 Be able to contribute to the provision of customer services 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					
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 						
<ul style="list-style-type: none"> personal protective equipment 						
<ul style="list-style-type: none"> maintaining effective customer relations 						
<ul style="list-style-type: none"> personal appearance and hygiene 						
<ul style="list-style-type: none"> reporting procedures and systems 						
<ul style="list-style-type: none"> recording information 						
<ul style="list-style-type: none"> confidentiality 						
<ul style="list-style-type: none"> 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						
Type of evidence →						
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Unit 016

Dealing with payment transactions in logistics operations

2 credits

Outcome 1 Know how to deal with payment transactions

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1.1 explain the relevant organisational policies and procedures, in relation to payments, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
1.2 explain the required information on:		
• the collection of payments		
• methods for carrying payments		
1.3 identify problems that can occur when dealing with payment transactions		
1.4 explain the appropriate action to take, in order to deal with identified problems		
	Type of evidence →	
= Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 2 Be able to deal with payment transactions

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					
2.1 follow all organisational policies and procedures, in relation to payments, that relate to:						
<ul style="list-style-type: none"> • health, safety and security 						
<ul style="list-style-type: none"> • legal requirements 						
<ul style="list-style-type: none"> • operating requirements 						
2.2 obtain all relevant documentation required for the payment						
2.3 confirm the goods for which payment is required, the amount involved, and the payment method						
2.4 ensure there is adequate provision for collecting and carrying payments in a safe and secure manner						
2.5 collect the payments on delivery of goods and confirm the amount received is correct						
2.6 record and issue a receipt for the payment						
2.7 secure payments in a designated place, in accordance with organisational operating procedures						
2.8 reconcile payments received with the documentation and payments collected						
2.9 deposit completed documentation and payments with relevant person or to the relevant place						
2.10 record and report any discrepancies promptly to relevant person(s)						
Type of evidence →						
= 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



www.cityandguilds.com

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

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WL-04-4012