

Level 3 Diploma in Driving Goods Vehicles – Articulated and Drawbar (4012-30)



Candidate logbook

Accreditation number: 600/2645/5

www.cityandguilds.com
September 2011
Version 1.0

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City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0033

F +44 (0)20 7294 2413

www.cityandguilds.com

learnersupport@cityandguilds.com

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1 About your candidate logbook

1.1 Contact details

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

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

Your Assessor(s)	
Your Internal Verifier	
Quality Assurance Contact	

1 About your candidate logbook

1.2 Introduction to the logbook

This logbook will help you complete the units in City & Guilds' **Level 3 Diploma in Driving Goods Vehicles – Articulated and Drawbar (4012-30)**. It contains forms you can use to record your evidence of what you have done.

There are **32 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 the Level 3 qualification.

About City & Guilds

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

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

2 Units

Learners must achieve a total of **42** credits: **10** credits from the mandatory group, a minimum of **26** credits from the Optional Groups and a minimum of **6** credits from the chosen Pathway Groups.

Option 1

Minimum 7 credits from at least 3 units in Group A and minimum 9 credits from at least 3 units in Group B

Option 2

Minimum 6 credits from Group C and minimum 4 credits from Group D.

4012-30 Articulated and Drawbar Pathway Group

Minimum 4 credits from Group E and minimum 2 credits from Group F

Level 3 Diploma in Driving Goods Vehicles – Mandatory Units

Unit accreditation number	City & Guilds unit	Unit title	Credit value
Y/601/7920	052	Contribute to the provision of customer service in logistics operations	3
K/601/4875	075	Take responsibility for health, safety and security in your team	3
T/601/7603	083	Provide leadership for your team in logistics operations	4

Level 3 Diploma in Driving Goods Vehicles – Option groups

Group A			
Unit accreditation number	City & Guilds unit	Unit title	Credit value
Y/601/7187	060	Inducting new colleagues into a logistic operation	2
R/601/7611	084	Allocate and check work in your team in logistics operations	3
F/601/7183	089	Recruit, select and keep colleagues in logistics operations	4
J/601/7184	090	Build and manage teams in logistics operations	4
R/601/7186	094	Help team members address problems affecting their performance in logistics operations	3

Group B

Unit accreditation number	City & Guilds unit	Unit title	Credit value
K/601/7596	077	Schedule logistics operations to meet customer requirements	4
Y/601/7173	085	Routing and scheduling of loads	3
Y/600/7646	091	Arrange the transportation of goods using multiple transport modes	3
D/600/7647	092	Organise the preparation of documentation for the transportation of goods	3
M/601/7602	093	Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations	3

Group C

Unit accreditation number	City & Guilds unit	Unit title	Credit value
M/601/7597	078	Optimise the use of logistics resources	3
T/601/7598	079	Respond to problems in logistics operations	3
A/601/7599	080	Apply technology in logistics operations	4
H/601/7600	081	Improve the performance of logistics operations	4
K/601/7601	082	Minimise the environmental impact of logistics operations	3

Group D

Unit accreditation number	City & Guilds unit	Unit title	Credit value
M/601/7180	061	Monitor vehicle movements	2
T/600/6584	074	Principles of food safety supervision in logistics	3
Y/601/7934	076	Supervise the receipt, storage and dispatch of goods	6
M/601/7177	086	Manage your own professional development in logistics operations	2
A/601/7179	087	Develop productive working relationships with colleagues in logistics operations	2
A/601/7182	088	Manage the traffic office	4

Group E

Unit accreditation number	City & Guilds unit	Unit title	Credit value
R/602/2761	064	Drive the articulated or drawbar vehicle on private roads in a safe and fuel efficient manner	4
L/602/2760	067	Drive the articulated or drawbar vehicle on public roads in a safe and fuel efficient manner	6

Group F

Unit accreditation number	City & Guilds unit	Unit title	Credit value
H/602/2781	051	Couple and uncouple the articulated or drawbar vehicle	3
M/601/9463	053	Dealing with payment transactions in logistics operations	2
T/602/2722	056	Prepare the articulated or drawbar vehicle for driving	2
J/602/2739	059	Protect the articulated or drawbar vehicle and the load	2
M/602/2766	070	Ensure the articulated or drawbar vehicle is loaded correctly	4
A/602/2771	073	Ensure the articulated or drawbar vehicle is unloaded correctly	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 3 Diploma in Driving Goods Vehicles – Articulated and Drawbar (4012-30)

Units													
Credits													
Total Credits Achieved:													

Minimum 42 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 051

Couple and uncouple the articulated or drawbar vehicle

3 credits

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

Assessment criteria (Knowledge) The learner can:	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:		
• health, safety and security		
• personal protective equipment		
• legal requirements		
• operating requirements		
1.2 Explain:		
• how to prepare the articulated or draw bar vehicle for coupling and uncoupling		
• when different connections have to be made		
• how to connect and disconnect different connections		
• how to align the unit to the trailer for coupling and uncoupling		
• which required checks are needed		
• how to test the coupling		
• 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 take, in order to deal with identified problems		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

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

Assessment criteria (Performance)	Evidence date					
The learner can:	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:						
• health, safety and security						
• personal protective equipment						
• legal requirements						
• operating requirements						
• 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 →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 052

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) The learner can:	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 organisations 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 when you are unable to deal with a customer enquiry or request		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

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

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations, that relate to:						
• health, safety and security						
• personal protective equipment						
• maintaining effective customer relations						
• personal appearance and hygiene						
• reporting procedures and systems						
• recording information						
• confidentiality						
• complaints						
2.2 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 →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 053

Dealing with payment transactions in logistics operations

2 credits

Outcome 1 Know how to deal with payment transactions

Assessment criteria (Knowledge) The learner can:	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 →	
O = 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					
The learner can:	Portfolio reference					
2.1 Follow all organisational policies and procedures, in relation to payments, that relate to:						
• health, safety and security						
• legal requirements						
• 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 the relevant person or to the relevant place						
2.10 Record and report any discrepancies promptly to relevant person(s)						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 056

Prepare the articulated or drawbar vehicle for driving

2 credits

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

Assessment criteria (Knowledge) The learner can:	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:		
• health, safety and security		
• legal requirements		
• 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:		
• how to check the vehicle systems		
• how to check instruments, controls, gauges and vehicle systems		
• indications of electrical or mechanical problems		
1.4 Explain the responsibilities of the driver for the articulated or draw bar vehicle and the load		
1.5 Explain the organisational procedures for reporting defects including information on previously reported problems with the articulated or draw bar vehicle		
1.6 Explain how to obtain information on previously reported problems with the articulated or draw bar vehicle		
1.7 Explain which person(s) is officially responsible for releasing the articulated or draw bar vehicle		
1.8 Identify problems that can occur when preparing the articulated or draw bar vehicle for driving		
1.9 Explain the appropriate action to take, in order to deal with identified problems		
	Type of evidence →	
O = 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					
The learner can:	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:						
• health, safety and security						
• legal requirements						
• 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:						
• steering wheel						
• mirrors						
• seat						
for optimum control, observation and comfort						
2.4 Check the articulated or draw bar vehicle has sufficient:						
• fuel						
• additives						
• oil						
• 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 →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 059

Protect the articulated or drawbar vehicle and the load

2 credits

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

Assessment criteria (Knowledge) The learner can:	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 →	
O = 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					
The learner can:	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:						
• health, safety and security						
• legal requirements						
• operating requirements						
• different locations						
• theft						
• damage						
• 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 →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 060

Inducting new colleagues into a logistic operation

2 credits

Outcome 1 Know how to induct new colleagues into a logistics operation

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain the relevant organisational policies and procedures, in relation to inducting new colleagues into a logistic operation that relates to:		
• the organisation		
• health, safety and security		
• personal protective equipment		
• legal requirements		
• equality and diversity, and inclusion		
• data protection		
• staff handbook		
1.2 Explain the importance of completing an induction		
1.3 Identify problems that can occur when inducting new colleagues into a logistic operating		
1.4 Explain the appropriate action to take, in order to deal with identified problems		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able to induct colleagues into logistic operations

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Follow all organisational policies and procedures in relation to inducting new colleagues into a logistic operating, that relates to:						
• the organisation						
• health, safety and security						
• personal protective equipment						
• legal requirements						
• equality and diversity, and inclusion						
• data protection						
• staff handbook						
2.2 Communicate effectively						
2.3 Ensure colleagues are familiar with:						
• the organisational chart						
• the premises						
• own workplace						
• personal protective equipment						
• emergency evacuation procedures						
• health, safety and security						
2.4 Introduce new colleagues to co-workers						
2.5 Ensure colleagues are aware of own responsibilities within the staff handbook						
2.6 Complete documentation according to organisational procedures						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 061

Monitor vehicle movements

2 credits

Outcome 1 Know how to monitor vehicle movements

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain the relevant organisational policies and procedures, in relation to monitoring vehicle movements, that relate to:		
<ul style="list-style-type: none"> • health, safety and security 		
<ul style="list-style-type: none"> • environmental factors 		
<ul style="list-style-type: none"> • legal requirements 		
<ul style="list-style-type: none"> • operating requirements 		
<ul style="list-style-type: none"> • monitoring requirements 		
<ul style="list-style-type: none"> • driver hours and licensing requirements 		
<ul style="list-style-type: none"> • vehicle operators licensing requirements 		
<ul style="list-style-type: none"> • route, destination, delivery and collection schedules 		
1.2 Explain the following:		
<ul style="list-style-type: none"> • sources of information 		
<ul style="list-style-type: none"> • methods and equipment used for monitoring the progress of vehicles and loads 		
<ul style="list-style-type: none"> • limitations of routes, vehicles, equipment and drivers 		
<ul style="list-style-type: none"> • environmental, economy and efficiency issues relating to the vehicle and load 		
1.3 Identify problems that can occur when monitoring vehicle movements		
1.4 Explain the appropriate action to take in order to deal with identified problems		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able to monitor vehicle movements

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Follow all organisational policies and procedures, in relation to monitoring vehicle movements, that relate to:						
• health, safety and security						
• environmental factors						
• legal requirements						
• operating requirements						
• monitoring requirements						
• driver hours and licensing requirements						
• vehicle operators licensing requirements						
• route, destination, delivery and collection schedules						
2.2 Confirm the routing and scheduling information for the vehicles and loads						
2.3 Demonstrate how to take action to modify routing and scheduling of vehicles and loads in response to changes in customer requirements						
2.4 Demonstrate how to inform:						
• relevant personnel of changes to the routing and scheduling of vehicles and loads						
• customers about changes to the routing and scheduling of vehicles and loads						
2.5 Demonstrate how to take action in response to:						
• problems reported by drivers in relation to breakdowns or traffic						
• emergencies or collisions in relation to the vehicle and load						
2.6 Monitor the progress of vehicles and loads						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 064

Drive the articulated or drawbar 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) The learner can:	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:		
• health, safety and security		
• legal requirements		
• 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:		
• position the articulated or draw bar vehicle on the road to ensure the safety of yourself and other road users		
• appropriately use signals		
• alter speed to meet different types of road conditions and requirements		
• use the controls of the articulated or draw bar vehicle to optimize fuel consumption		
• assess and maintain safe separation distances		
• assess factors affecting safe stopping distances		
• 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:		
• when overtaking should and should not occur		
• the types of hazards involved		
• factors affecting the distance required to overtake other vehicles		

1.9 When overtaking, identify:		
• when overtaking should and should not occur		
• the types of hazards involved		
• factors affecting the distance required to overtake other vehicles		
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 →		
O = 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					
The learner can:	Portfolio reference					
2.1 Follow organisational policies and procedures, in relation to driving the vehicle and load, that relate to:						
• health, safety and security						
• legal requirements						
• 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:						
• giving clear signals in good time						
• driving at the appropriate speed for the driving conditions						
• minimising fuel consumption and wear and tear						
• applying the braking systems, in a controlled manner, appropriate to the driving conditions, distance available, the articulated or draw bar vehicle and its load						
• overtaking other vehicles at a suitable point						
• take preventative action to avoid harm to any other road user						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 067

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

6 credits

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

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain organisational policies and procedures, in relation to driving the articulated and draw bar vehicle and load, in a fuel efficient manner, that relate to:		
• health, safety and security		
• legal requirements		
• 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:		
• position the articulated or draw bar vehicle on the road to ensure the safety of yourself and other road users		
• appropriately use signals		
• alter speed to meet different types of road conditions and requirements		
• use the controls of the articulated or draw bar vehicle to optimize fuel		
• consumption		
• assess and maintain safe separation distances		
• assess factors affecting safe stopping distances		
• 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:		
• when overtaking should and should not occur		
• the types of hazards involved		
• 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 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 →		
O = 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)	Evidence date					
The learner can:	Portfolio reference					
2.1 Follow organisational policies and procedures, in relation to driving the articulated or draw bar vehicle and load, in a fuel efficient manner, that relate to:						
• health, safety and security						
• legal requirements						
• 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:						
• giving clear signals in good time						
• driving at the appropriate speed for the driving conditions						
• minimising fuel consumption and wear and tear						
• applying the braking systems, in a controlled manner, appropriate to the driving conditions, distance available, the articulated or draw bar vehicle and its load						
• overtake other vehicles at a suitable point						
• take preventative action to avoid harm to any other road user						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 070

Ensure the articulated or drawbar vehicle is loaded correctly

4 credits

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

Assessment criteria (Knowledge) The learner can:	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 requirements		
• operating requirements		
• monitoring requirements		
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 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 →	
O = 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)	Evidence date					
The learner can:	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:						
• health, safety and security						
• personal protective equipment						
• legal requirements						
• operating requirements						
• 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 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						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 073

Ensure the articulated or drawbar vehicle is unloaded correctly

3 credits

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

Assessment criteria (Knowledge) The learner can:	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 →		
O = 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					
The learner can:	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:						
• health, safety and security						
• personal protective equipment						
• legal requirements						
• operating requirements						
• 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 →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 074

Principles of food safety supervision in logistics

3 credits

Outcome 1 Understand how supervisors can ensure compliance with food safety legislation

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Summarise the importance of food safety management procedures		
1.2 Explain the responsibilities of employers in respect of food safety legislation and procedures to ensure compliance		
1.3 Explain the responsibilities of employees in respect of food safety legislation and procedures to ensure compliance		
1.4 Explain how food safety legislation is enforced		
1.5 State where sources of information on food safety legislation can be found		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Understand how to apply procedures to maintain the safety of food

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
2.1 Describe methods and procedures for controlling food safety to include critical control points, critical limits and corrective actions		
2.2 Justify the importance of high standards of personal hygiene		
2.3 Explain procedures for cleanliness and disinfection		
2.4 Describe the importance of and methods for pest control		
2.5 Explain the importance of temperature control		
2.6 Describe the methods used to control temperature		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 3 Understand how to monitor procedures to maintain the safety of food

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
3.1 Describe the consequences for food safety from microbial, chemical, physical and allergenic hazards		
3.2 State the importance of monitoring and recording critical control points		
3.3 State the importance of measuring against critical limits		
3.4 Describe how to monitor and record staff activities in order to maintain food safety		
3.5 Describe the corrective actions to be taken in the event of critical limits being met or exceeded		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 4 Understand the role of the supervisor in staff training

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
4.1 Explain the supervisor’s role in continually reviewing and improving the organisation’s food safety procedures		
4.2 Explain the requirements for induction and on-going training of staff in food safety		
4.3 Explain how to communicate management procedures for food safety effectively to colleagues		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Unit 075

Take responsibility for health, safety and security in your team

3 credits

Outcome 1 Understand health safety and security requirements

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Describe organisational policies and procedures that relate to health, safety and security		
1.2 Identify people and items that are vulnerable to safety and security risks in the workplace		
1.3 Explain the approved precautions that can be used to minimize safety and security risks		
1.4 Identify appropriate Personal Protective Equipment		
1.5 Explain action that can be taken to prevent harm to individuals		
1.6 Explain action that can be taken in response to accidents and emergencies		
1.7 Identify the approved process for undertaking risk assessments according to organisational policies		
1.8 Explain the required site protection for a particular job		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able to work safely

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Evaluate the safety and own security risks and those that effect the team						
2.2 Report any safety and security risks using organisational procedures						
2.3 Wear the correct Personal Protective Equipment according to organisational requirements						
2.4 Demonstrate how to inform visitors, to work areas what the correct clearly the safety and security procedures are						
2.5 Demonstrate how to prevent unauthorized access to hazardous areas						
2.6 Demonstrate the organisation of site protection to own team						
2.7 Undertake risk assessments according to the site and organisational procedures						
2.8 Evaluate safety and security that have occurred in the recent past						
2.9 Make recommendations to improve site health, safety and security						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 076

Supervise the receipt, storage and dispatch of goods

6 credits

Outcome 1 Know how to supervise the receipt, storage or dispatch of goods in logistics operations

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain the relevant organisational policies and procedures for supervising the receipt, storage or dispatch of goods in logistics operations, that relate to:		
• health, safety and security		
• environmental factors		
• special requirements		
• stock rotation		
• monitoring and testing		
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		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able to supervise the receipt, storage or dispatch of goods in logistics operations

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
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 organisations resources effectively						
2.5 Communicate effectively with others						
2.6 Complete records for supervising the receipt, storage or dispatch of goods accurately						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 077

Schedule logistics operations to meet customer requirements

4 credits

Outcome 1 Know how to schedule logistics operations to meet customer requirements

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain the relevant organisational policies and procedures, in relation to scheduling logistics operations to meet customer requirements, that relate to:		
• health, safety and security		
• compliance		
• roles, responsibilities, information and management systems		
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		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able to schedule logistics operations to meet customer requirements

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Follow all organisational policies and procedures, in relation to scheduling logistics operations to meet customer requirements, that relate to:						
• health, safety and security						
• compliance						
• roles, responsibilities, information and management systems						
2.2 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						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 078

Optimise the use of logistics resources

3 credits

Outcome 1 Know how to optimize the use of logistics resources

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain the relevant organisational policies and procedures, in relation to optimizing the use of logistics resources, that relate to:		
• 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		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able to optimize the use of logistics resources

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Follow all organisational policies and procedures, in relation to optimizing the use of logistics resources, that relate to:						
• 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						
2.7 Record work according to organisational procedures						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 079

Respond to problems in logistics operations

3 credits

Outcome 1 Know how to respond to problems in logistics operations

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain the relevant organisational policies and procedures, in relation to responding to problems in logistics operations, that relate to:		
• health, safety and security		
• compliance		
• roles, responsibilities information and management systems		
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		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able respond to problems in logistics operations

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Follow all organisational policies and procedures, in relation to responding to problems in logistics operations that relate to:						
• health, safety and security						
• compliance						
• roles, responsibilities, information and management systems						
2.2 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						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 080

Apply technology in logistics operations

4 credits

Outcome 1 Know how to apply technology in logistics operations

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain the relevant organisational policies and procedures, in relation to applying technology in logistics operations, that relate to:		
• health, safety and security		
• compliance		
• roles, responsibilities information and management systems		
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		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able to apply technology in logistics operations

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
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						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 081

Improve the performance of logistics operations

4 credits

Outcome 1 Know how to improve performance in logistics operations

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain the relevant organisational policies and procedures, in relation to improving performance in logistics operations, that relate to:		
• health, safety and security		
• compliance		
• roles, responsibilities, information and management systems		
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		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able to improve performance in logistics operations

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Follow all organisational policies and procedures, in relation to improving performance in logistics operations, that relate to:						
• health, safety and security						
• compliance						
• roles, responsibilities, information and management systems						
2.2 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						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 082

Minimise the environmental impact of logistics operations

3 credits

Outcome 1 Know how to minimise the environmental impact of logistics operations

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain the relevant organisational policies and procedures, in relation to minimising the environmental impact of logistics operations, that relate to:		
• health, safety and security		
• compliance		
• roles, responsibilities, information and management systems		
• environmental protection		
• systems to assess environmental impact		
• recycling and disposal of materials		
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		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able to minimise the environmental impact of logistics operations

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Follow all organisational policies and procedures, in relation to minimising the environmental impact of logistics operations, that relate to:						
• health, safety and security						
• compliance						
• roles, responsibilities, information and management systems						
• environmental protection						
• systems to assess environmental impact						
• recycling and disposal of materials						
2.2 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 polices						
2.8 Recommend ways to minimise the environmental impact of logistics operations						
2.9 Record work according to organisational procedures						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 083

Provide leadership for your team in logistics operations

4 credits

Outcome 1 Know how to provide leadership for own team in logistics operations

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain the relevant organisational policies and procedures, in relation to providing leadership for own team, that relate to:		
• roles, responsibilities, information and management systems		
• setting objectives		
• equality and diversity, and inclusion		
• monitoring work activities		
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		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able to provide leadership in own team in logistics operations

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
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 						
<ul style="list-style-type: none"> setting objectives 						
<ul style="list-style-type: none"> equality and diversity, and inclusion 						
<ul style="list-style-type: none"> 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						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 084

Allocate and check work in your team in logistics operations

3 credits

Outcome 1 Know how to allocate and check work in own team in logistics operations

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
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:		
• health, safety and security		
• roles, responsibilities, information and management systems		
• use of sustainable resources		
• 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		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able to allocate and check work in own team in logistics operations

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Follow all organisational policies and procedures, in relation to allocating and checking work in own team in logistics operations, that relate to:						
• health, safety and security						
• roles, responsibilities, information and management systems						
• use of sustainable resources						
• equality and diversity, and inclusion						
• monitoring work activities						
2.2 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 procedures						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 085

Routing and scheduling of loads

3 credits

Outcome 1 Know how to route and schedule loads

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain the relevant organisational policies and procedures, in relation to routeing and scheduling loads, 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"> • recording systems and documentation 		
1.2 Explain the different modes of transport that can be used		
1.3 Explain the following in relation to the vehicle and load:		
<ul style="list-style-type: none"> • the type of load and characteristics of the consignment to be moved 		
<ul style="list-style-type: none"> • different types of vehicle that can be used 		
<ul style="list-style-type: none"> • vehicle weights and dimensions 		
<ul style="list-style-type: none"> • methods of load distribution 		
1.4 Identify all sorting parameters relevant to the delivery or collection of the loads		
1.5 Explain sources of routing information including:		
<ul style="list-style-type: none"> • time, destination 		
<ul style="list-style-type: none"> • delivery and collection schedules 		
1.6 Explain how to deal with loads that cannot be routed and scheduled		
1.7 Explain how to report any consignments that cannot be broken down into loads		
1.8 Identify problems that can occur when routing and scheduling loads		
1.9 Explain the appropriate action to take, in order to deal with identified problems		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able to route and schedule loads

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Follow all organisational policies and procedures, in relation to routing and scheduling loads, that relate to:						
• health, safety and security						
• legal requirements						
• operating requirements						
• recording systems and documentation						
2.2 Obtain details of the consignment, time and destination for delivery of the loads						
2.3 Collate consignments and setting out priorities and optimization of delivery and collection schedules to meet customer requirements						
2.4 Confirm the following:						
• method of transport						
• types of vehicle and equipment to be used						
• the load and suitability of vehicle						
2.5 Record and communicate information on the load to the appropriate personnel						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 086

Manage your own professional development in logistics operations

2 credits

Outcome 1 Know how to manage own professional development in logistics operations

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain the relevant organisational policies and procedures, in relation to managing own resources and professional development, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
1.2 Explain how to develop own professional development plan		
1.3 Explain own learning style		
1.4 Explain the current and future requirements of own work role		
1.5 Explain own values, career and personal goals in relation to work role		
1.6 Explain sources of feedback used to evaluate performance		
1.7 Explain how to update work objectives and development plans in the light of performance, feedback received, any development activities undertaken and any wider changes		
1.8 Explain how to monitor the quality of own work and progress against development plans		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able to manage own professional development in logistics operations

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Follow organisational policies and procedures, in relation to managing own professional development, that relate to:						
• health, safety and security						
• legal requirements						
• operating requirements						
2.2 Agree personal work objectives with appropriate people						
2.3 Agree how progress will be measured with appropriate people						
2.4 Produce own development plan to take account of the following:						
• personal learning styles						
• gaps between current and future requirements of work role and current knowledge, understanding and skills						
2.5 Review activities undertaken in development plan in relation to performance						
2.6 Review feedback received and update own development plan in light of feedback and performance						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 087

Develop productive working relationships with colleagues in logistics operations

2 credits

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

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain the relevant organisational policies and procedures, in relation to developing productive working relationships, that relate to:		
• health, safety and security		
• legal requirements		
• equality and diversity, and inclusion		
• operating requirements		
1.2 Explain the benefits of developing productive working relationships		
1.3 Explain the importance of creating an environment of trust and mutual respect		
1.4 Explain the roles and responsibilities of work colleagues		
1.5 Explain the principles of effective communication		
1.6 Explain the importance of understanding difficult situations, conflicts of interest issues, and disagreements and techniques for resolving these		
1.7 Explain the importance of feedback on own performance		
1.8 Explain how to provide feedback to colleagues on their performance		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able to develop productive working relationships in logistics operations

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Follow all organisational policies and procedures, in relation to developing productive working relationships with colleagues in logistics operations, that relate to:						
• health, safety and security						
• legal requirements						
• equality and diversity, and inclusion						
• operating requirements						
2.2 Establish productive working relationships with colleagues						
2.3 Communicate effectively						
2.4 Exchange information and resources with colleagues to ensure all parties fulfil agreements						
2.5 Provide feedback to colleagues to improve performance						
2.6 Obtain feedback from colleagues to improve performance						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 088

Manage the traffic office

4 credits

Outcome 1 Know how to manage the traffic office

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain the relevant organisational policies and procedures, in relation to managing the traffic office, that relate to:		
<ul style="list-style-type: none"> • health, safety and security 		
<ul style="list-style-type: none"> • environmental factors 		
<ul style="list-style-type: none"> • legal requirements 		
<ul style="list-style-type: none"> • operating requirements 		
<ul style="list-style-type: none"> • route, destination, delivery and collection schedules 		
<ul style="list-style-type: none"> • review systems 		
1.2 Explain the following:		
<ul style="list-style-type: none"> • the type of load and characteristics of the consignment being moved 		
<ul style="list-style-type: none"> • different modes of transport 		
<ul style="list-style-type: none"> • types of vehicles and equipment that can be used for carrying different 		
<ul style="list-style-type: none"> • loads 		
<ul style="list-style-type: none"> • sources of feedback information 		
1.3 Explain how to manage colleagues within the operation		
1.4 Identify problems that can occur when managing the traffic office		
1.5 Explain the appropriate action take, to in order to deal with identified problems		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able to manage the traffic office

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Follow all organisational policies and procedures, in relation to managing the traffic office, that relate to:						
• health, safety and security						
• personal protective equipment						
• legal requirements						
• operating requirements						
• route, destination, delivery and collection schedules						
• review systems						
2.2 Manage colleagues to plan the transportation of loads						
2.3 Monitor the use of resources						
2.4 Support colleagues decisions where problems arise						
2.5 Advise customers and relevant personnel of any changes in the resources allocated or the delivery schedules						
2.6 Maintain records making any changes according to operational procedures						
2.7 Evaluate feedback obtained on the use of resources						
2.8 Review actual performance against the operational plan						
2.9 Evaluate the effectiveness and efficiency of completed operations						
2.10 Formulate an action plan based on patterns or trends in actual performance in order to improve performance						
2.11 Propose amendments to operational and organisational procedures						
2.12 Communicate effectively						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 089

Recruit, select and keep colleagues in logistics operations

4 credits

Outcome 1 Know how to recruit, select and keep colleagues in logistics operations

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain the relevant organisational policies and procedures, in relation to recruiting, selecting and keeping colleagues in logistics operations, that relate to:		
• health, safety and security		
• legal requirements		
• equality and diversity, and inclusion		
• accessing specialist expertise		
1.2 Explain the following in relation to staff turnover:		
• the importance of undertaking exit interviews sensitively		
• types of reasons colleagues may give for leaving		
• how to measure staff turnover		
• causes and effects of high and low staff turnover		
• measures that can be taken to address staff turnover issues		
1.3 Explain how to undertake a skills analysis exercise to:		
• review the workload to identify shortfalls in the number of colleagues and/or skills, knowledge, understanding and experience		
• identify actual skill and avoid stereotyping		
• different options for identified shortfalls their advantages and disadvantages		
1.4 Explain the purpose of job descriptions and person specifications, and:		
• what they should contain		
• the importance of consulting with others when producing or updating them		
1.5 Explain the different stages in the recruiting and selecting process, and:		
• the importance of consulting others on the stages		
• methods used their advantages and disadvantages		
• associated timings		
• the role of others during each stage		
1.6 Explain the importance of giving fair, clear and accurate information on vacancies to potential applicants		

1.7 Explain how to judge whether applicants meet the stated requirements		
1.8 Explain how to take account of equality, diversity and inclusion issues, including legislation and any relevant codes of practice and how cultural differences in language, body language, tone of voice and dress can differ from expectations		
1.9 Explain how to review the effectiveness of recruitment and selection in logistics operations		
1.10 Identify problems that can occur when recruiting, selecting and keeping colleagues in logistics operations		
1.11 Explain the appropriate action to take in order to deal with identified problems		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able recruit, select and keep colleagues in logistics operations

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Follow all organisational policies and procedures, in relation to ensuring the vehicle is unloaded correctly, that relate to:						
• health, safety and security						
• legal requirements						
• equality and diversity, and inclusion						
• accessing specialist expertise						
2.2 Communicate effectively with others						
2.3 Undertake exit interviews with colleagues who are leaving						
2.4 Review the work undertaken to identify any shortfall in the number of colleagues and/or the pool of skills, knowledge, understanding and experience						
2.5 Review options for dealing with shortfalls in staffing						
2.6 Consult with others to produce or update job descriptions and person specifications						
2.7 Demonstrate how to identify a vacancy						
2.8 Consult with others to agree the stages in the recruitment and selection process including:						
• methods to be used						
• associated timings						
• and those to be involved						
2.9 Ensure that:						
• all information on vacancies is fair, clear and accurate before it goes to potential applicants						
• the skills required by the applicant to succeed in the recruitment process are no more than are required to perform the job						
2.10 Participate in the recruitment and selection process to ensure that:						
• the process is fair, consistent and effective						
• applicants offered positions are likely to work effectively with colleagues						
2.11 Review the recruitment and selection process to identify improvements						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 090

Build and manage teams in logistics operations

4 credits

Outcome 1 Know how build and manage teams in logistics operations

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain the relevant organisational policies and procedures, in relation to building and managing teams in logistics operations, that relate to:		
• health, safety and security		
• legal requirements		
• equality and diversity, and inclusion		
• operating requirements		
1.2 Explain the:		
• principles of effective communication and how to apply them		
• maximize communication methods when managing remote teams		
• the stages of team development		
1.3 When building a team explain the importance of:		
• identifying a clear team purpose		
• identifying diversity of expertise, knowledge, skills and attitudes to achieve the team purpose		
• selecting team members with the required expertise, knowledge and skills		
• developing complementary roles		
• agreeing with team members the behaviours that can help achieve the team purpose and those that may hinder		
• ensuring team members understand their unique contribution to achieving the team purpose		
• ensuring team members understand how each role complements and supports other roles		
• building mutual trust and respect		
• open communication		
1.4 Explain how to provide constructive feedback to team members in order to enhance the performance of the team as a whole		
1.5 Identify problems that can occur when building and managing teams		
1.6 Explain the appropriate action to take, in order to deal with identified problems		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 2 Be able to build and manage teams

Assessment criteria (Performance)	Evidence date					
The learner can:	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:						
<ul style="list-style-type: none"> • health, safety and security 						
<ul style="list-style-type: none"> • legal requirements 						
<ul style="list-style-type: none"> • equality and diversity, and inclusion 						
2.2 Communicate with others effectively						
2.3 Identify the diversity and expertise, knowledge, skills and attitudes required to achieve the team's objectives						
2.4 Select team members that have the expertise, knowledge, skills and attitudes to achieve the team purpose						
2.5 Build the team by:						
<ul style="list-style-type: none"> • agreeing with team members behaviours that are can help the team achieve 						
<ul style="list-style-type: none"> • agreeing roles and responsibilities with team members to ensure each complements and supports other roles 						
<ul style="list-style-type: none"> • providing opportunities to build mutual trust and respect 						
2.6 Encourage the team to seize opportunities presented by changes to the team composition						
2.7 Provide opportunities for open communication and feedback to improve performance of team						
2.8 Review the performance of the team in relation to its purpose						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 091

Arrange the transportation of goods using multiple transport modes

3 credits

Outcome 1 Be able to identify the criteria for arranging the transportation of goods using multiple modes of transport

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 Identify all relevant details on the goods to be transported to include:						
• health, safety and security						
• environmental factors						
• special requirements						
1.2 Identify criteria for selecting service providers to include:						
• systems for selecting service providers						
• systems for placing orders						
• advantages and disadvantages of different modes of transport						
• major routes, hubs and destinations						
• rates and terms of conditions						
• legislation and regulations						
1.3 Identify organisational procedures to complete required selection						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Outcome 2 Be able to arrange the transporting of goods using multiple modes of transport

Assessment criteria (Performance)	Evidence date					
	Portfolio reference					
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						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 3 Be able to identify any problems that can occur when arranging the transportation of goods using multiple modes of transport

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
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		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Unit 092

Organise the preparation of documentation for the transportation of goods

3 credits

Outcome 1 Be able to identify the required documentation for the goods

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
1.1 Identify all relevant details on the goods to be transported to include:						
• health, safety and security						
• environmental factors						
• special requirements						
1.2 Identify the route and destination for the goods						
1.3 Identify any international borders and restrictions that impact on the goods						
1.4 Identify all organisations that require the documentation						
1.5 Identify all documentation required						
1.6 Identify resources required to prepare the documentation						
1.7 Identify organisational procedures to complete required documentation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Outcome 2 Be able to organise the preparation of the documentation

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Confirm with appropriate people relevant details of the goods						
2.2 Confirm with appropriate people the transportation instructions to include:						
• route and destination						
• international borders and any restrictions that apply						
• the correct documentation to be completed						
• the organisations that require the documentation						
2.3 Allocate resources to prepare the documentation						
2.4 Schedule the preparation of the documentation to meet critical dates and time for delivery						
2.5 Ensure all documentation is completed accurately in accordance with organisational procedures and legislation						
2.6 Ensure that all documentation is files and stored according to organisational procedures and legislation						
2.7 Pass on documentation to appropriate people at the right time according to organisational procedures and legislation						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Outcome 3 Be able to identify any problems that can occur when organisation the preparation of documentation for transporting goods

Assessment criteria (Knowledge)	Portfolio reference	
The learner can:		
3.1 Identify problems that can occur when organising the preparation of documentation for transporting goods		
3.2 Show how to take appropriate action to deal with the problems		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Unit 093

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

3 credits

Outcome 1 Know how to ensure compliance with legal, regulatory, ethical and social requirements in logistics operations

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain the relevant organisational policies and procedures, in relation compliance with legal, regulatory, ethical and social requirements in logistics operation that relate to:		
• monitoring developments in legislation and regulation		
• governance		
• non-compliance		
• maintaining polices and procedures		
• risk management		
• ethics and values		
• confidentially		
1.2 Describe the different sources and types of information that are used for current organisational and operational procedures		
1.3 Describe the organisations 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 policies and procedures		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able to ensure compliance with legal, regulatory, ethical and social requirements

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
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:						
• monitoring developments in legislation and regulation						
• governance						
• non-compliance						
• maintaining policies 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 policies 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 and 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						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Unit 094

Help team members address problems affecting their performance in logistics operations

3 credits

Outcome 1 Know how to help team members address problems affecting their performance

Assessment criteria (Knowledge) The learner can:	Portfolio reference	
1.1 Explain the relevant organisational policies and procedures, in relation to helping team members address problems their performance, that relate to:		
• health, safety and security		
• legal requirements		
• equality and diversity, and inclusion		
1.2 Explain how to encourage team members to approach appropriate people with problems that may affect their performance		
1.3 Explain the:		
• importance of identifying performance issues with the team member(s) concerned		
• importance of discussing problems with team members at a time and place appropriate to the type, seriousness and complexity of the problem		
• how to gather and check the information to identify the problem and its cause accurately		
• range of alternative courses of action that can be taken		
• importance of agreeing with the team member in a timely and effective		
• manner a way of dealing with the problem		
• when to refer the team member to support services or specialists		
• the importance of confidentiality		
• recording actions		
	Type of evidence →	
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 2 Be able to help team members address problems affecting their performance in logistics operations

Assessment criteria (Performance)	Evidence date					
The learner can:	Portfolio reference					
2.1 Follow all organisational policies and procedures, in relation to helping team members address problems affecting their performance, that relate to:						
• health, safety and security						
• legal requirements						
• equality and diversity, and inclusion						
2.2 Communicate with others effectively						
2.3 Provide opportunities for team members to discuss problems that may affect their performance						
2.4 Identify performance issues and discuss these with the team member(s) concerned at a time and place appropriate to the type, seriousness and complexity of the problem						
2.5 Check that all information gathered accurately identifies the problem and its cause						
2.6 Discuss a range of alternative courses of action with the team member(s)						
2.7 Agree with the team member(s) in a timely manner effective action that will deal with the problem						
2.8 Demonstrate how to refer the team member(s) to support services or specialists						
2.9 Keep a confidential record of all discussion with team member(s)						
2.10 Review actions to ensure they meet the organisations policies for managing people						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report						

Appendix 1 Summary of City & Guilds assessment policies

Health and Safety

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

Equal Opportunities

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

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

Access to assessment

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

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

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

Complaints and appeals

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

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

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

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

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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

E: singlesubjects@cityandguilds.com

International awards

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: business@cityandguilds.com

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F: +44 (0)20 7294 2413

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

**Published by City & Guilds
1 Giltspur Street
London
EC1A 9DD
T +44 (0)844 543 0033
F +44 (0)20 7294 2413
www.cityandguilds.com**

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