

Level 3 Certificate Transporting Freight by Road (4012-40/41/42)

July 2012 Version 1.0



Qualification at a glance

Subject area	Transporting Freight by Road
City & Guilds number	4012
Age group approved	16+
Assessment	Portfolio
Support materials	Centre handbook Candidate logbook
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
Level 3 Certificate Transporting Freight by Road	4012-40/41/42	600/5766/X



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1 Introduction

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

Area	Description
Who is the qualification for?	Ideal for those with some experience in driving duties, making deliveries and collections and looking to progress into supervision, team leading and management.
What does the qualifications cover?	It allows candidates to learn, develop and practise the skills required for employment and/or career progression in the logistics sector. This qualification covers all the essential skills and knowledge you need for a successful career as delivery driver, and covers vans, rigid and articulated lorries.
Is the qualification part of a framework or initiative?	It serves as the core component at Level 3, in the Driving Goods Vehicles Apprenticeship framework.
What opportunities for progression are there?	It allows candidates to progress into employment or to the following City & Guilds qualifications: <ul style="list-style-type: none"> • Team leading and management through the ILM. Industry specific: <ul style="list-style-type: none"> • International Trade and Logistics Operations (3293) • Traffic Office (3438) • Logistics Operations (3439)

Structure

Learners must achieve a minimum of **29** credits for **Level 3 Certificate in Transporting Freight by Road (Articulated and Drawbar Pathway)** or a minimum of **26** credits for **Level 3 Certificate in Transporting Freight by Road (Rigid Vehicles Pathway)** or a minimum of **26** credits for **Level 3 Certificate in Transporting Freight by Road (Van Pathway)**.

4012-40 Level 3 Certificate in Transporting Freight by Road (Articulated and Drawbar Pathway)

Learners must achieve a total minimum of **29** credits. 19 credits form the Mandatory Group, a minimum of 4 credits from 2 units from Optional Group 1 and a minimum of 6 credits from 2 units from Optional Group 2.

Unit accreditation number	City & Guilds unit	Unit title	Credit value
Mandatory			
H/602/2781	051	Couple and uncouple the articulated or drawbar vehicle	3
L/602/2760	067	Drive the articulated or drawbar vehicle on public roads in a safe and fuel efficient manner	6
T/601/7598	079	Respond to problems in logistics operations	3
K/601/7601	082	Minimise the environmental impact of logistics operations	3
A/601/7179	087	Develop productive working relationships with colleagues in logistics operations	2
M/601/7177	086	Manage your own professional development in logistics	2
Optional Group 1			
T/602/2722	039	Prepare the articulated or drawbar vehicle for driving	2
J/602/2739	040	Protect the articulated or drawbar vehicle and the load	2
M/602/2766	045	Ensure the articulated or drawbar vehicle is loaded correctly	4
A/602/2771	047	Ensure the articulated or drawbar vehicle is unloaded correctly	3
Optional Group 2			
D/601/9457	013	Plan the route and timings for the collection and delivery of goods	6
T/600/6584	074	Principles of food safety supervision in logistics	3
M/601/7597	078	Optimise the use of logistics operations	3
H/601/7600	081	Improve the performance of logistics operations	4

4012-41 Level 3 Certificate in Transporting Freight by Road (Rigid Vehicles Pathway)

Learners must achieve a total minimum of **26** credits. 16 credits form the Mandatory Group, a minimum of 4 credits from 2 units from Optional Group 1 and a minimum of 6 credits from 2 units from Optional Group 2.

Unit accreditation number	City & Guilds unit	Unit title	Credit value
Mandatory			
R/602/2839	065	Drive the rigid vehicle on public roads in a safe and fuel efficient manner	6
T/601/7598	079	Respond to problems in logistics operations	3
K/601/7601	082	Minimise the environmental impact of logistics operations	3
A/601/7179	087	Develop productive working relationships with colleagues in logistics operations	2
M/601/7177	086	Manage your own professional development in logistics	2
Optional Group 1			
K/602/2832	027	Prepare the rigid vehicle for driving	2
M/602/2833	028	Protect the rigid vehicle and the load	2
Y/602/2843	068	Ensure the rigid vehicle is loaded correctly	4
T/602/2848	071	Ensure the rigid vehicle is unloaded correctly	3
Optional Group 2			
D/601/9457	013	Plan the route and timings for the collection and delivery of goods	6
T/600/6584	074	Principles of food safety supervision in logistics	3
M/601/7597	078	Optimise the use of logistics operations	3
H/601/7600	081	Improve the performance of logistics operations	4

4012-42 Level 3 Certificate in Transporting Freight by Road (Van Pathway)

Learners must achieve a total minimum of **26** credits. 16 credits form the Mandatory Group, a minimum of 4 credits from 2 units from Optional Group 1 and a minimum of 6 credits from 2 units from Optional Group 2.

Unit accreditation number	City & Guilds unit	Unit title	Credit value
Mandatory			
A/602/2852	066	Drive the van on public roads in a safe and fuel efficient manner	6
T/601/7598	079	Respond to problems in logistics operations	3
K/601/7601	082	Minimise the environmental impact of logistics operations	3
A/601/7179	087	Develop productive working relationships with colleagues in logistics operations	2
M/601/7177	086	Manage your own professional development in logistics	2
Optional Group 1			
R/602/2842	055	Prepare the van for driving	2
K/602/2846	058	Protect the van and the load	2
H/602/2859	069	Ensure the van is loaded correctly	4
H/602/2862	072	Ensure the van is unloaded correctly	3
Optional Group 2			
D/601/9457	013	Plan the route and timings for the collection and delivery of goods	6
T/600/6584	074	Principles of food safety supervision in logistics	3
M/601/7597	078	Optimise the use of logistics operations	3
H/601/7600	081	Improve the performance of logistics operations	4



2 Centre requirements

Approval

Centres approved to offer the qualification 3990 NVQ in Driving Goods Vehicles and the 3290 NVQ in Logistics will be automatically approved for the new City & Guilds Driving Goods Vehicles qualification. No further centre action is required.

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

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

Resource requirements

Physical resources and site agreements

Centres can use specially designated areas within a centre to assess. The equipment, systems and machinery must meet industrial standards and be capable of being used under normal working conditions.

Centre staffing

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

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

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

Assessors and internal verifiers

This section summarises the quality assurance requirements that apply to QCF units and qualifications used to demonstrate competence

Assessors must:

- hold a Driving Licence i.e., Cat A or Cat B or Cat C1 or Cat C or Cat C+E, with the entitlement needed to drive the vehicle on which the assessment is being undertaken
- satisfy the external verifier that they are occupationally competent in the employment context in which assessment is undertaken
- hold a current ADR certificate when assessment takes place in the context of the movement or handling of dangerous goods
- hold or be working towards the appropriate regulatory body approved qualifications for assessment and internal verification, such as those developed by Lifelong Learning UK
- be fully conversant with the units against which the assessments and verifications are to be undertaken
- carry out assessment according to the relevant Learning and Development National Occupational Standards (*approved January 2010* these can be found on the National Occupational Standards Directory: www.ukstandards.org.uk).

Trainee Assessors must:

- have a plan, which is overseen by the relevant assessment centre, to achieve the relevant assessor qualification within an agreed timescale
- all assessment decisions made by those working towards a relevant assessor qualification must be verified by a qualified Teacher/Trainer, Assessor or an Assessor recognised by the Awarding Organisation as appropriate.

Internal Verifiers must:

- hold or be working towards a suitable Internal Verifier qualification such as one based on LLUK standards
- have sufficient and relevant technical/occupational familiarity with the units that are verified
- be fully conversant with the standards and assessment criteria in the units to be assessed
- have a working knowledge of the DVLA Driving Licence regulations relating to the candidate and the vehicle on which the assessment is being undertaken.
- must have a working knowledge of ADR certification and the risks associated with the transport of dangerous goods when assessment takes place in the context of the management, movement or handling of dangerous goods
- understand the Awarding Organisation's quality assurance systems and requirements for this qualification.

Trainee Internal Verifiers must:

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

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

Continuing professional development (CPD)

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

Candidate entry requirements

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

Age restrictions

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



3 Delivering the qualification

Initial assessment and induction

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

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

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

Support materials

The following resource is available for this qualification:

Description	How to access
Candidate logbook	www.cityandguilds.com



4 Assessment

Candidates must:

- have a completed portfolio of evidence for each unit.

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

Learners should be enabled to complete, wherever possible, real work activities that provide both evidence of underpinning knowledge and evidence of competence to demonstrate they have met the learning outcomes and assessment criteria of the QCF unit and that they are competent in relation to the NOS.

Simulation

When a Learner is unable to complete real work activities simulation is permitted, circumstances in which simulation may take place are:

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

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



5 Units

Availability of units

The units are on The Register of Regulated Qualifications:
<http://register.ofqual.gov.uk/Unit>

Structure of units

These units each have the following:

- City & Guilds unit number
- Title
- Unit Accreditation Number (UAN)
- Level
- Credit value
- Guided Learning Hours (GLH)
- Relationship to National Occupational Standards (NOS), other qualifications and frameworks
- Endorsement by a sector or other appropriate body
- Unit aims
- Learning outcomes which are comprised of a number of assessment criteria

Unit 013

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

UAN:	D/601/9457
Level:	Level 3
Credit value:	6
GLH:	30
Relationship to NOS:	This unit is mapped directly to Skills for Logistics
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry

Aim:

What this unit is about

This unit is about planning a route for a cycle in the light of information about the delivery requirements and schedule. It includes the identification of factors relating to the cycle and the load that will influence route choice, such as weight and height restrictions. It includes the need to comply with legal requirements for breaks during driving duties and to identify suitable places for such breaks.

Who is this unit for

This unit is relevant to drivers of cycles or those who plan delivery schedules for cycles and those who are responsible for cycles within logistics organisations.

Learning outcome
The learner will: 1. Know how to plan the route and timings for the collection and delivery of loads
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to planning the route and timings for the collection and delivery of loads, that relate to: <ul style="list-style-type: none">• health, safety and security• personal protective equipment• legal requirements• operating requirements

- | | |
|-----|--|
| 1.2 | Explain how to use route planning resources |
| 1.3 | Explain the impact that the following factors have on route planning <ul style="list-style-type: none"> • restrictions on the load • vehicle dimensions and weight • requirements to plan alternative routes • road restrictions on selected route • load restrictions on selected route • journey times • facilities at stopping points • estimation of driving distances • effective use of driving time • legislation in relation to driver's hours |
| 1.4 | Describe the implications for the vehicle and load on the selection of particular routes |
| 1.5 | Identify problems that can occur when planning the route and timings for the collection and delivery of goods |
| 1.6 | Explain the appropriate action to take, in order to deal with identified problems |

Learning outcome	
The learner will:	
2.	Be able to plan the route and timings for the collection and delivery of loads
Assessment criteria	
The learner can:	
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 • personal protective equipment • legal requirements • operating requirements
2.2	Collect all relevant information on the: <ul style="list-style-type: none"> • destination • route • schedule • driving distances • times • vehicle • load • restrictions • facilities at stopping points
2.3	Use relevant route planning resources
2.4	Identify the major and minor roads for reaching the destination
2.5	Plan alternative routes to ensure effective use of driving time
2.6	Estimate driving distances and time required to achieve schedule

Unit 027

Prepare the rigid vehicle for driving

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

Learning outcome
The learner will: 1. Know how to prepare the rigid vehicle for driving
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to preparing the rigid vehicle for driving, that relate to: <ul style="list-style-type: none">• health, safety and security• legal requirements• operating requirements 1.2 Explain how to check that the rigid vehicle has sufficient fuel, additives and water 1.3 Explain the operation of the rigid vehicle instruments and controls to include: <ul style="list-style-type: none">• how to check the vehicles systems• how to check instruments, controls, gauges and vehicle systems

	<ul style="list-style-type: none"> • indications of electrical or mechanical problems
1.4	Explain the responsibilities of the driver for the rigid vehicle and the load
1.5	Explain the organisational procedures for reporting defects including information on previously reported problems with the rigid vehicle
1.6	Explain how to obtain information on previously reported problems with the rigid vehicle
1.7	Explain which person(s) is officially responsible for releasing the rigid vehicle
1.8	Identify problems that can occur when preparing the rigid vehicle for driving
1.9	Explain the appropriate action to take, in order to deal with identified problems

Learning outcome	
The learner will:	
2.	Be able to prepare the rigid vehicle for driving
Assessment criteria	
The learner can:	
2.1	Follow all organisational policies and procedures, in relation to preparing the rigid vehicle for driving, that relate to: <ul style="list-style-type: none"> • health, safety and security • legal requirements • operating requirements
2.2	Check the vehicle and vehicle systems to ensure the rigid vehicle is legal and roadworthy
2.3	Carry out adjustments to the: <ul style="list-style-type: none"> • steering wheel • mirrors • seat
2.4	for optimum control, observation and comfort
2.5	Check the rigid vehicle has sufficient: <ul style="list-style-type: none"> • fuel • additives • oil • water
2.6	Check that any ancillary equipment is in working order
2.7	Demonstrate that all documentation your organisation requires is with the rigid vehicle

Unit 028

Protect the rigid vehicle and the load

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

Learning outcome
The learner will: 1. Know how to protect the rigid vehicle and the load
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to protecting the rigid vehicle and load, that relate to: <ul style="list-style-type: none">• 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 rigid vehicle's load
1.4	Describe the risks associated with protecting the rigid vehicle and load at different locations
1.5	Explain the security checks that are required to protect the rigid vehicle and the load
1.6	Identify problems that can occur when protecting the rigid vehicle and its load
1.7	Explain the appropriate action to take, in order to deal with identified problems

Learning outcome	
The learner will:	
2.	Be able to protect the rigid vehicle and the load
Assessment criteria	
The learner can:	
2.1	Follow all organisational policies and procedures, in relation to protecting the rigid vehicle and load, that relate to: <ul style="list-style-type: none"> • 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

Unit 039

Prepare the articulated or drawbar vehicle for driving

UAN:	T/602/2722
Level:	Level 2
Credit value:	2
GLH:	10
Relationship to NOS:	This unit is mapped directly to Skills for Logistics NOS Unit SfL 1 – ‘Prepare the vehicle for driving’
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
Aim:	<p>What this unit is about</p> <p>This unit is about checking a articulated or draw bar vehicle before driving it on the public road. It covers the physical checks that a driver needs to make and the documentation that they need to complete to comply with legal and organisational requirements before the start of each driving duty.</p> <p>Who this unit is for</p> <p>This unit is relevant to drivers of articulated or draw bar vehicles or those who are responsible for articulated or draw bar vehicles within logistics organisations.</p>

Learning outcome
The learner will: 1. Know how to prepare the articulated or draw bar vehicle for driving
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to preparing the articulated or draw bar vehicle for driving, that relate to: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none">• how to check the vehicle systems

	<ul style="list-style-type: none"> • how to check instruments, controls, gauges and vehicle systems • indications of electrical or mechanical problems
1.4	Explain the responsibilities of the driver for the articulated or draw bar vehicle and the load
1.5	Explain the organisational procedures for reporting defects including information on previously reported problems with the articulated or draw bar vehicle
1.6	Explain how to obtain information on previously reported problems with the articulated or draw bar vehicle
1.7	Explain which person(s) is officially responsible for releasing the articulated or draw bar vehicle
1.8	Identify problems that can occur when preparing the articulated or draw bar vehicle for driving
1.9	Explain the appropriate action to take, in order to deal with identified problems

Learning outcome	
The learner will:	
2.	Be able to prepare the articulated or draw bar vehicle for driving
Assessment criteria	
The learner can:	
2.1	Follow all organisational policies and procedures, in relation to preparing the articulated or draw bar vehicle for driving, that relate to: <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • steering wheel • mirrors • seat
2.4	for optimum control, observation and comfort
2.5	Check the articulated or draw bar vehicle has sufficient: <ul style="list-style-type: none"> • fuel • additives • oil • water
2.6	Check that any ancillary equipment is in working order
2.7	Demonstrate that all documentation your organisation requires is with the articulated or draw bar vehicle

Unit 040

Protect the articulated or drawbar vehicle and the load

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

Learning outcome
The learner will: 1. Know how to protect the articulated or draw bar vehicle and the load
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to protecting the articulated or draw bar vehicle and load, that relate to: 1.2 health, safety and security 1.3 legal requirements 1.4 operating requirements <ul style="list-style-type: none">• different locations

	<ul style="list-style-type: none"> • changes in condition of the load • theft or damage
1.5	Describe how to identify damage or deterioration in the condition of the load
1.6	Explain different methods for protecting the articulated or draw bar vehicle's load
1.7	Describe the risks associated with protecting the articulated or draw bar vehicle and load at different locations
1.8	Explain the security checks that are required to protect the articulated or draw bar vehicle and the load
1.9	Identify problems that can occur when protecting the articulated or draw bar vehicle and its load
1.10	Explain the appropriate action to take, in order to deal with identified problems

Learning outcome	
The learner will:	
2.	Be able to protect the articulated or draw bar vehicle and the load
Assessment criteria	
The learner can:	
2.1	Follow all organisational policies and procedures, in relation to protecting the articulated or draw bar vehicle and load, that relate to: <ul style="list-style-type: none"> • health, safety and security • 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

Unit 045

Ensure the articulated or drawbar vehicle is loaded correctly

UAN:	M/602/2766
Level:	Level 2
Credit value:	4
GLH:	25
Relationship to NOS:	This unit is mapped directly to Skills for Logistics NOS Unit Sfl 7 'Ensure the vehicle is loaded correctly'
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
Aim:	<p>What this unit is about</p> <p>This unit is about ensuring the planning the loading of a articulated or draw bar vehicle in the light of information about the delivery requirements and schedule. It covers ensuring that a vehicle is correctly loaded before driving it on the public road. It covers knowledge of the way a load should be secured, the physical checks that a driver needs to make and the documentation that they need to complete to comply with legal and organisational requirements before the start of each driving duty. It includes the need for appropriate communication with others involved in loading.</p> <p>Who this unit is for</p> <p>This unit is relevant to drivers of articulated or draw bar vehicles, those who work in warehousing and storage facilities and those who are responsible for the loading of articulated or draw bar vehicles within logistics organisations</p>

Learning outcome
The learner will: 1. Know how to load the articulated or draw bar vehicle correctly
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to ensuring the articulated or draw bar vehicle is loaded correctly, that relate to:

<ul style="list-style-type: none"> • health, safety and security • personal protective equipment • legal requirements • operating requirements • monitoring requirements <p>1.2 Explain the required information to include:</p> <ul style="list-style-type: none"> • 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 <p>1.3 Identify problems that can occur when ensuring that the articulated or draw bar vehicle is loaded correctly</p> <p>1.4 Explain the appropriate action to take, in order to deal with identified problems</p>

<p>Learning outcome</p> <p>The learner will:</p> <p>2. Be able to ensure the articulated or draw bar vehicle is loaded correctly</p>
<p>Assessment criteria</p> <p>The learner can:</p> <p>2.1 Follow all organisational policies and procedures, in relation to ensuring the articulated or draw bar vehicle is loaded correctly, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • legal requirements • operating requirements • monitoring requirements <p>2.2 Communicate effectively with others</p> <p>2.3 Ensure that the articulated or draw bar vehicle and load are compatible</p> <p>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</p> <p>2.5 Ensure that the load is secured and stabilized, for transportation</p> <p>2.6 Ensure that any loose materials, restraints, and ancillary equipment are secured and stabilized for transportation</p>

Unit 047

Ensure the articulated or drawbar vehicle is unloaded correctly

UAN:	A/602/2771
Level:	Level 2
Credit value:	3
GLH:	15
Relationship to NOS:	This unit is mapped directly to Skills for Logistics NOS Unit SfL 8 – ‘Ensure the vehicle is unloaded correctly’
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
Aim:	What this unit is about This unit is about ensuring that the unloading of all or part of a load as part of driving duties, is undertaken correctly. It covers the responsibility a driver has to ensure a articulated or draw bar vehicle remains safe and legal during and after unloading. It includes the need for appropriate communication with others involved in unloading and proof of delivery procedures. Who this unit is for This unit is relevant to drivers of articulated or draw bar vehicles, those who work in warehousing and storage facilities and those who are responsible for the unloading of articulated or draw bar vehicles within logistics organisations

Learning outcome
The learner will: 1. Know how to ensure that the articulated or draw bar vehicle is unloaded correctly
Assessment criteria
The learner can: 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• personal protective clothing

<ul style="list-style-type: none"> • legal requirements • operating requirements • monitoring requirements
<p>1.2 Explain the required information to include:</p> <ul style="list-style-type: none"> • the person responsible for receiving the load • how the articulated or draw bar vehicle should be prepared for unloading and delivery • when and how to re-distribute the load • the appropriate equipment for moving the load • proof of delivery procedures or systems
<p>1.3 Explain how to prepare the articulated or draw bar vehicle for unloading</p>
<p>1.4 Identify problems that can occur when ensuring that the articulated or draw bar vehicle is unloaded correctly</p>
<p>1.5 Explain the appropriate action to take, in order to deal with identified problems</p>

<p>Learning outcome</p>
<p>The learner will:</p> <p>2. Be able to ensure that the articulated or draw bar vehicle is unloaded correctly</p>
<p>Assessment criteria</p>
<p>The learner can:</p> <p>2.1 Follow all organisational policies and procedures, in relation to ensuring the articulated or draw bar vehicle is unloaded correctly, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • legal requirements • operating requirements • monitoring requirements <p>2.2 Communicate effectively with others</p> <p>2.3 Identify the person responsible for receiving the load</p> <p>2.4 Ensure the unloading is properly planned</p> <p>2.5 Ensure that the part of the load to be unloaded is correctly identified</p> <p>2.6 Ensure the correct proof of delivery procedures are completed</p>

Unit 051

Couple and uncouple the articulated or drawbar vehicle

UAN:	H/602/2781
Level:	Level 2
Credit value:	3
GLH:	10
Relationship to NOS:	This unit is mapped directly to Skills for Logistics NOS Unit SfL 10 – ‘Couple and uncouple the vehicle’
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
Aim:	<p>What this unit is about</p> <p>This unit is about coupling and uncoupling of trailers from articulated or draw bar vehicles. It covers the selection of safe and suitable places to couple and uncouple trailers. It includes the identification and use of coupling equipment and the legal safety and operating requirements that apply.</p> <p>Who this unit is for</p> <p>This unit is relevant to drivers of articulated or draw bar vehicles or those who are responsible for articulated or draw bar vehicles within logistics organisations.</p>

Learning outcome
The learner will: 1. Know how to couple and uncouple the articulated or draw bar vehicle
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to coupling and uncoupling the articulated or draw bar vehicle correctly, that relate to: <ul style="list-style-type: none">• health, safety and security• personal protective equipment• legal requirements• operating requirements 1.2 Explain: <ul style="list-style-type: none">• how to prepare the articulated or draw bar vehicle for coupling and uncoupling

<ul style="list-style-type: none"> • when different connections have to be made • 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

Learning outcome
The learner will:
2. Be able to couple and uncouple the articulated or draw bar vehicle
Assessment criteria
The learner can:
2.1 Follow all organisational policies and procedures, in relation to coupling and uncoupling the articulated or draw bar vehicle correctly, that relate to: <ul style="list-style-type: none"> • health, safety and security • 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

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

Learning outcome
The learner will:
1. Know how to prepare the van for driving
Assessment criteria
The learner can:
1.1 Explain the relevant organisational policies and procedures, in relation to preparing the van for driving, that relate to:
<ul style="list-style-type: none"> • health, safety and security • legal requirements • operating requirements
1.2 Explain how to check that the van has sufficient fuel, additives and water
1.3 Explain the operation of the van instruments and controls to include:
<ul style="list-style-type: none"> • how to check the vehicle systems • how to check instruments, controls, gauges and vehicle systems • indications of electrical or mechanical problems

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| 1.4 | Explain the responsibilities of the driver for the van and the load |
| 1.5 | Explain the organisational procedures for reporting defects including information on previously reported problems with the van |
| 1.6 | Explain how to obtain information on previously reported problems with the van |
| 1.7 | Explain which person(s) is officially responsible for releasing the van |
| 1.8 | Identify problems that can occur when preparing the van for driving |
| 1.9 | Explain the appropriate action to take, in order to deal with identified problems |

Learning outcome	
The learner will:	
2.	Be able to prepare the van for driving
Assessment criteria	
The learner can:	
2.1	Follow all organisational policies and procedures, in relation to preparing the van for driving, that relate to: <ul style="list-style-type: none"> • health, safety and security • legal requirements • operating requirements
2.2	Check the vehicle and vehicle systems to ensure the van is legal and roadworthy
2.3	Carry out adjustments to the: <ul style="list-style-type: none"> • steering wheel • mirrors • seat
2.4	for optimum control, observation and comfort
2.5	Check the van has sufficient: <ul style="list-style-type: none"> • fuel • additives • oil • water
2.6	Check that any ancillary equipment is in working order
2.7	Demonstrate that all documentation your organisation requires is with the van

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

Learning outcome
The learner will:
1. Know how to protect the van and the load
Assessment criteria
The learner can:
1.1 Explain the relevant organisational policies and procedures, in relation to protecting the van and load, that relates to:
<ul style="list-style-type: none"> • health, safety and security • legal requirements • operating requirements • different locations • changes in condition of the load • theft or damage

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| 1.2 | Describe how to identify damage or deterioration in the condition of the load |
| 1.3 | Explain different methods for protecting the van's load |
| 1.4 | Describe the risks associated with protecting the van and the load at different locations |
| 1.5 | Explain the security checks that are required to protect the van and the load |
| 1.6 | Identify problems that can occur when protecting the van and its load |
| 1.7 | Explain the appropriate action to take, in order to deal with identified problems |

Learning outcome	
The learner will:	
2.	Be able to protect the van and the load
Assessment criteria	
The learner can:	
2.1	Follow all organisational policies and procedures, in relation to protecting the van and the load, that relate to: <ul style="list-style-type: none"> • health, safety and security • legal requirements • operating requirements • different locations • theft • damage • reporting procedures
2.2	Carry out security checks

Unit 065

Drive the rigid vehicle on public roads in a safe and fuel efficient manner

UAN:	R/602/2839
Level:	Level 2
Credit value:	6
GLH:	30
Relationship to NOS:	This unit is mapped directly to Skills for Logistics NOS Unit SfL 5 – ‘Drive the vehicle on public roads in a fuel efficient manner’
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
Aim:	What this unit is about This unit is about the safe and fuel efficient driving of a rigid vehicle on the public road. It covers the appropriate use of vehicle controls to maximise safety and fuel efficiency. It covers knowledge of the factors that maximise fuel efficiency and the safety of other road users. Who this unit is for This unit is relevant to drivers of rigid vehicles whose duties involve driving on public roads

Learning outcome
The learner will: 1. Know how to drive the rigid vehicle on public roads in a safe and fuel efficient manner
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to driving the rigid vehicle in a fuel efficient manner, that relate to: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none"> • position the rigid 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 rigid vehicle to optimize fuel consumption • assess and maintain safe separation distances • assess factors affecting safe stopping distances • use the controls of the rigid vehicle to adjust braking under different road conditions
1.7	Identify types of hazard that could occur on the road
1.8	When overtaking, identify: <ul style="list-style-type: none"> • when overtaking should and should not occur • 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 rigid vehicle
1.10	Identify problems that can occur when driving the rigid 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

Learning outcome
The learner will: 2. Be able to drive the rigid vehicle on public roads in a safe and fuel efficient manner
Assessment criteria
The learner can: 2.1 Follow organisational policies and procedures, in relation to driving the rigid vehicle and load, that relate to: <ul style="list-style-type: none"> • health, safety and security • legal requirements • operating requirements 2.2 Position the rigid 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 rigid 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 rigid vehicle and its load
 - overtaking other rigid vehicles at a suitable point
 - take preventative action to avoid harm to any other road user

Unit 066

Drive the van on public roads in a safe and fuel efficient manner

UAN:	A/602/2852
Level:	Level 2
Credit value:	6
GLH:	30
Relationship to NOS:	This unit is mapped directly to Skills for Logistics NOS Unit Sfl 5 – ‘Drive the vehicle on public roads in a fuel efficient manner’
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
Aim:	What this unit is about This unit is about the safe and fuel efficient driving of a van on the public road. It covers the appropriate use of vehicle controls to maximise safety and fuel efficiency. It covers knowledge of the factors that maximise fuel efficiency and the safety of other road users. Who this unit is for This unit is relevant to drivers of vans whose duties involve driving on public roads

Learning outcome
The learner will: 1. Know how to drive the van on public roads in a safe and fuel efficient manner
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to driving the van in a fuel efficient manner, that relate to: <ul style="list-style-type: none">• 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 action of other road users can affect driving manner

1.6	Explain how to: <ul style="list-style-type: none"> • position the van 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 van in optimize fuel consumption • assess and maintain safe separation distances • assess factors affecting safe stopping distances • use the controls of the van to adjust braking under different road conditions
1.7	Identify types of hazard that could occur on the road
1.8	When overtaking, identify: <ul style="list-style-type: none"> • when overtaking should and should not occur • the types of hazard 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 van
1.10	1.10 Identify problems that can occur when driving the van, on public roads, in a safe and fuel efficient manner
1.11	1.11 Explain the appropriate action to take, in order to deal with identified problems

Learning outcome	
The learner will:	
2.	Be able to drive the van on public roads in a safe and fuel efficient manner
Assessment criteria	
The learner can:	
2.1	Follow organisational policies and procedures, in relation to driving the van and load, that relate to: <ul style="list-style-type: none"> • health, safety and security • legal requirements • operating requirements
2.2	Position the van and apply lane discipline to maintain safety of yourself, other road users according to the prevailing driving conditions
2.3	Demonstrate how to drive the van safely and in a fuel efficient manner to include: <ul style="list-style-type: none"> • giving clear signals in good time • driving at the appropriate speed for the driving conditions • minimise fuel consumption and wear and tear • applying the braking systems, in a controlled manner, appropriate to the driving conditions, distance available, the van and its load • overtaking other vans at a suitable point • take preventative actions to avoid harm to any other road user

Unit 067

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

UAN:	L/602/2760
Level:	Level 2
Credit value:	6
GLH:	30
Relationship to NOS:	This unit is mapped directly to Skills for Logistics NOS Unit SfL 5 – ‘Drive the vehicle on public roads in a fuel efficient manner’
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
Aim:	What this unit is about This unit is about the safe and fuel efficient driving of a articulated or draw bar vehicle on the public road. It covers the appropriate use of vehicle controls to maximise safety and fuel efficiency. It covers knowledge of the factors that maximise fuel efficiency and the safety of other road users. Who this unit is for This unit is relevant to drivers of articulated or draw bar vehicles whose duties involve driving on public roads

Learning outcome
The learner will: 1. Know how to drive the articulated or draw bar vehicle on public roads in a safe and fuel efficient manner
Assessment criteria
The learner can: 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: <ul style="list-style-type: none">• 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: <ul style="list-style-type: none"> • position the articulated or draw bar vehicle on the road to ensure the safety of yourself and other road users • 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: <ul style="list-style-type: none"> • 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

Learning outcome	
The learner will:	
2.	Be able to drive the articulated or draw bar vehicle on public roads in a safe and fuel efficient manner
Assessment criteria	
The learner can:	
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: <ul style="list-style-type: none"> • 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

Unit 068

Ensure the rigid vehicle is loaded correctly

UAN:	Y/602/2843
Level:	Level 2
Credit value:	4
GLH:	25
Relationship to NOS:	This unit is mapped directly to Skills for Logistics NOS Unit Sfl 7 'Ensure the vehicle is loaded correctly'
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
Aim:	<p>What this unit is about</p> <p>This unit is about ensuring the planning the loading of a rigid vehicle in the light of information about the delivery requirements and schedule. It covers ensuring that a vehicle is correctly loaded before driving it on the public road. It covers knowledge of the way a load should be secured, the physical checks that a driver needs to make and the documentation that they need to complete to comply with legal and organisational requirements before the start of each driving duty. It includes the need for appropriate communication with others involved in loading.</p> <p>Who this unit is for</p> <p>This unit is relevant to drivers of rigid vehicles, those who work in warehousing and storage facilities and those who are responsible for the loading of rigid vehicles within logistics organisations</p>

Learning outcome
The learner will: 1. Know how to load the rigid vehicle correctly
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to ensuring the rigid vehicle is loaded correctly, that relate to: <ul style="list-style-type: none">• health, safety and security• personal protective equipment

<ul style="list-style-type: none"> • legal requirements • operating requirements • monitoring requirements
<p>1.2 Explain the required information to include:</p> <ul style="list-style-type: none"> • suitability of the rigid 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
<p>1.3 Identify problems that can occur when ensuring that the rigid vehicle is loaded correctly</p>
<p>1.4 Explain the appropriate action to take, in order to deal with identified problems</p>

<p>Learning outcome</p>
<p>The learner will:</p> <p>2. Be able to ensure the rigid vehicle is loaded correctly</p>
<p>Assessment criteria</p>
<p>The learner can:</p> <p>2.1 Follow all organisational policies and procedures, in relation to ensuring the rigid vehicle is loaded correctly, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • legal requirements • operating requirements • monitoring requirements <p>2.2 Communicate effectively with others</p> <p>2.3 Ensure that the rigid vehicle and load are compatible</p> <p>2.4 Ensure that the rigid vehicle has been loaded in the appropriate manner for the type of load and delivery sequence</p> <p>2.5 Ensure that the load is secured and stabilized, for transportation</p> <p>2.6 Ensure that any loose materials, restraints, and ancillary equipment are secured and stabilized for transportation</p>

Unit 069

Ensure the van is loaded correctly

UAN:	H/602/2859
Level:	Level 2
Credit value:	4
GLH:	25
Relationship to NOS:	This unit is mapped directly to Skills for Logistics NOS Unit SfL 7 'Ensure the vehicle is loaded correctly'
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
Aim:	<p>What this unit is about</p> <p>This unit is about ensuring the planning the loading of a van in the light of information about the delivery requirements and schedule. It covers ensuring that a vehicle is correctly loaded before driving it on the public road. It covers knowledge of the way a load should be secured, the physical checks that a driver needs to make and the documentation that they need to complete to comply with legal and organisational requirements before the start of each driving duty. It includes the need for appropriate communication with others involved in loading.</p> <p>Who this unit is for</p> <p>This unit is relevant to drivers of vans, those who work in warehousing and storage facilities and those who are responsible for the loading of vans within logistics organisations</p>

Learning outcome
The learner will: 1. Know how to load the van correctly
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to ensuring the van is loaded correctly, that relates to: <ul style="list-style-type: none">• health, safety and security• personal protective equipment• legal requirements

<ul style="list-style-type: none"> • operating requirements • monitoring requirements <p>1.2 Explain the required information to include:</p> <ul style="list-style-type: none"> • suitability of the van for the load • load restrictions • loading and delivering 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 <p>1.3 Identify problems that can occur when ensuring that the van is loaded correctly</p> <p>1.4 Explain the appropriate action to take, in order to deal with identified problems</p>

<p>Learning outcome</p> <p>The learner will:</p> <p>2. Be able to ensure the van is loaded correctly</p>
<p>Assessment criteria</p> <p>The learner can:</p> <p>2.1 Follow all organisational policies and procedures, in relation to ensuring the van is loaded correctly, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • legal requirements • operating requirements • monitoring requirements <p>2.2 Communicate effectively with others</p> <p>2.3 Ensure that the van and load are compatible</p> <p>2.4 Ensure that the van has been loaded in the appropriate manner for the type of load and delivery sequences</p> <p>2.5 Ensure that the load is secured and stabilized, for transportation</p> <p>2.6 Ensure that any loose materials, restraints, and ancillary equipment are secured and stabilized for transportation</p>

Unit 071

Ensure the rigid vehicle is unloaded correctly

UAN:	T/602/2848
Level:	Level 2
Credit value:	2
GLH:	15
Relationship to NOS:	This unit is mapped directly to Skills for Logistics NOS Unit SfL 8 – ‘Ensure the vehicle is unloaded correctly’
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
Aim:	<p>What this unit is about</p> <p>This unit is about ensuring that the unloading of all or part of a load as part of driving duties, is undertaken correctly. It covers the responsibility a driver has to ensure a rigid vehicle remains safe and legal during and after unloading. It includes the need for appropriate communication with others involved in unloading and proof of delivery procedures.</p> <p>Who this unit is for</p> <p>This unit is relevant to drivers of rigid vehicles, those who work in warehousing and storage facilities and those who are responsible for the unloading of rigid vehicles within logistics organisations</p>

Learning outcome
The learner will: 1. Know how to ensure that the rigid vehicle is unloaded correctly
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to ensuring the rigid vehicle is unloaded correctly, that relate to: <ul style="list-style-type: none">• health, safety and security• personal protective clothing• legal requirements• operating requirements• monitoring requirements

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| <p>1.2 Explain the required information to include:</p> <ul style="list-style-type: none"> • the person responsible for receiving the load • how the rigid vehicle should be prepared for unloading and delivery • when and how to re-distribute the load • the appropriate equipment for moving the load • proof of delivery procedures or systems <p>1.3 Explain how to prepare the rigid vehicle for unloading</p> <p>1.4 Identify problems that can occur when ensuring that the rigid vehicle is unloaded correctly</p> <p>1.5 Explain the appropriate action to take, in order to deal with identified problems</p> |
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Learning outcome

The learner will:

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| 2. Be able to ensure that the rigid vehicle is unloaded correctly |
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Assessment criteria

The learner can:

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| <p>2.1 Follow all organisational policies and procedures, in relation to ensuring the rigid vehicle is unloaded correctly, that relate to:</p> <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • legal requirements • operating requirements • monitoring requirements <p>2.2 Communicate effectively with others</p> <p>2.3 Identify the person responsible for receiving the load</p> <p>2.4 Ensure the unloading is properly planned</p> <p>2.5 Ensure that the part of the load to be unloaded is correctly identified</p> <p>2.6 Ensure the correct proof of delivery procedures are completed</p> |
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Unit 072

Ensure the van is unloaded correctly

UAN:	H/602/2862
Level:	Level 2
Credit value:	2
GLH:	15
Relationship to NOS:	This unit is mapped directly to Skills for Logistics NOS Unit SfL 8 – ‘Ensure the vehicle is unloaded correctly’
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
Aim:	<p>What this unit is about</p> <p>This unit is about ensuring that the unloading of all or part of a load as part of driving duties, is undertaken correctly. It covers the responsibility a driver has to ensure a van remains safe and legal during and after unloading. It includes the need for appropriate communication with others involved in unloading and proof of delivery procedures.</p> <p>Who this unit is for</p> <p>This unit is relevant to drivers of vans, those who work in warehousing and storage facilities and those who are responsible for the unloading of vans within logistics organisations</p>

Learning outcome
The learner will: 1. Know how to ensure that the van is unloaded correctly
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to ensuring the van is unloaded correctly, that relate to: <ul style="list-style-type: none">• health, safety and security• personal protective equipment• legal requirements• operating requirements• monitoring requirements

1.2	Explain the required information to include: <ul style="list-style-type: none"> • the person responsible for receiving the load • how the van should be prepared for unloading and delivery • when and how to re-distribute the load • the appropriate equipment for moving the load • proof of delivery procedures or systems
1.3	Explain how to prepare the van for unloading
1.4	Identify problems that can occur when ensuring that the van is unloaded correctly
1.5	Explain the appropriate action to take, in order to deal with identified problems

Learning outcome	
The learner will:	
2.	Be able to ensure that the van is unloaded correctly
Assessment criteria	
The learner can:	
2.1	Follow all organisational policies and procedures, in relation to ensuring the van is unloaded correctly, that relate to: <ul style="list-style-type: none"> • 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

Unit 074

Principles of food safety supervision in logistics

UAN:	T/600/6584
Level:	Level 3
Credit value:	3
GLH:	25
Relationship to NOS:	This unit is derived from Skills for Logistics NOS for Food Safety in a Logistics Environment
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
Aim:	<p>What this unit is about</p> <p>This unit is about the supervision of food safety and hygiene within logistics operations. It covers how supervisors can ensure compliance with food safety legislation, the application and monitoring of procedures and standards of personal hygiene</p> <p>Who this unit is for</p> <p>This unit is relevant to all those who supervise food safety in logistics operations</p>

Learning outcome
The learner will: 1. Understand how supervisors can ensure compliance with food safety legislation
Assessment criteria
The learner can: 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

Learning outcome
The learner will: 2. Understand how to apply procedures to maintain the safety of food
Assessment criteria
The learner can: 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

Learning outcome
The learner will: 3. Understand how to monitor procedures to maintain the safety of food
Assessment criteria
The learner can: 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

Learning outcome
The learner will: 4. Understand the role of the supervisor in staff training
Assessment criteria
The learner can: 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

Unit 078

Optimise the use of logistics resources

UAN:	M/601/7597
Level:	Level 3
Credit value:	3
GLH:	15
Relationship to NOS:	This unit is derived from Skills for Logistics NOS Unit Sfl 37 – ‘Optimise the use of logistics resources’
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
Aim:	What this unit is about This unit is about identifying the appropriate resource and planning how to use it and monitoring its use to improve performance. Who this unit is for This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding

Learning outcome
The learner will: 1. Know how to optimize the use of logistics resources
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to optimizing the use of logistics resources, that relate to: <ul style="list-style-type: none">• health, safety and security• compliance• roles, responsibilities, information and management systems• legislation and regulations
1.2 Describe the different sources and types of information required for optimizing the use of logistics resources
1.3 Explain the importance of good communication methods
1.4 Explain the types of resource used in specific logistics operations
1.5 Explain the methods used for optimizing the use of logistics resources
1.6 Explain the factors that need to be taken into account when optimizing the use of logistics resources

1.7	Explain methods for improving or developing used logistics resources
1.8	Identify problems that can occur when optimising the use of logistics resources
1.9	Explain appropriate action when dealing with identified problems

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

Unit 079

Respond to problems in logistics operations

UAN:	T/601/7598
Level:	Level 3
Credit value:	3
GLH:	15
Relationship to NOS:	This unit is mapped directly to Skills for Logistics NOS Unit Sfl 38 – ‘Respond to problems in logistics operations’
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
Aim:	What this unit is about This unit is about using previous experience to deal with problems. Identifying the most appropriate response and monitoring its effectiveness Who this unit is for This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding

Learning outcome
The learner will: 1. 1 Know how to respond to problems in logistics operations
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to responding to problems in logistics operations, that relate to: <ul style="list-style-type: none">• health, safety and security• compliance• roles, responsibilities information and management systems 1.2 Explain the importance of good communication methods 1.3 Describe the different types of information required for responding to problems in logistics operations 1.4 Explain factors that could lead to problems in logistics operations 1.5 Explain contingency planning methods 1.6 Explain risk assessment methods used

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

Unit 081

Improve performance of logistics operations

UAN:	H/601/7600
Level:	Level 3
Credit value:	4
GLH:	20
Relationship to NOS:	This unit is derived from Skills for Logistics NOS Unit Sfl 40 – ‘Improve the performance of logistics operations’
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
Aim:	What this unit is about This unit is about identifying areas of the operation which can be improved. It deals with consulting colleagues to identify problems and the impact of improvements, and how to evaluate the effect improvements have on the operation. Who this unit is for This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding

Learning outcome
The learner will: 1. Know how to improve performance in logistics operations
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to improving performance in logistics operations, that relate to: <ul style="list-style-type: none">• health, safety and security• compliance• roles, responsibilities, information and management systems
1.2 Describe the different sources and types of information required for improving performance in logistics operations
1.3 Explain improvements methods that are used in the organisation and industry
1.4 Explain methods used for evaluating improvement methods
1.5 Identify problems that can occur when improving performance in logistics operations
1.6 Explain appropriate action when dealing with identified problems

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

Unit 082

Minimise the environmental impact of logistics operations

UAN:	K/601/7601
Level:	Level 2
Credit value:	3
GLH:	15
Relationship to NOS:	This unit is mapped directly to Skills for Logistics NOS Unit SfL 41 – ‘Minimise the environmental impact of logistics operations
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
Aim:	What this unit is about This unit is about monitoring the environmental impact of the operation and identifying ways of reducing that impact. It deals with how energy and materials are used and identifying ways of using them more effectively Who this unit is for This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding

Learning outcome
The learner will: 1. 1 Know how to minimise the environmental impact of logistics operations
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to minimising the environmental impact of logistics operations, that relate to: <ul style="list-style-type: none">• health, safety and security• compliance• roles, responsibilities, information and management systems• environmental protection• systems to assess environmental impact• recycling and disposal of materials

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| 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 |
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Learning outcome

The learner will:

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| 2. Be able to minimise the environmental impact of logistics operations |
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Assessment criteria

The learner can:

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

Unit 086

Manage your own professional development in logistics operations

UAN:	M/601/7177
Level:	Level 3
Credit value:	2
GLH:	11
Relationship to NOS:	This unit is mapped directly Skills for Logistics NOS Unit Sfl 50 – ‘Manage your own resources and professional development’
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
Aim:	<p>What this unit is about</p> <p>This unit is about managing own professional development. It deals with understanding own learning style, values, personal and work goals, obtaining feedback, improving own performance through the development of a personal development plan</p> <p>Who this unit is for</p> <p>This unit is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding</p>

Learning outcome
The learner will: 1. 1.Know how to manage own professional development in logistics operations
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to managing own resources and professional development, that relate to: <ul style="list-style-type: none">• 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

Learning outcome	
The learner will:	
2.	Be able to manage own professional development in logistics operations
Assessment criteria	
The learner can:	
2.1	Follow organisational policies and procedures, in relation to managing own professional development, that relate to: <ul style="list-style-type: none"> • 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:
2.5	personal learning styles
2.6	gaps between current and future requirements of work role and current knowledge, understanding and skills
2.7	Review activities undertaken in development plan in relation to performance
2.8	Review feedback received and update own development plan in light of feedback and performance

Unit 087

Develop productive working relationships with colleagues in logistics operations

UAN:	A/601/7179
Level:	Level 3
Credit value:	2
GLH:	12
Relationship to NOS:	This unit is mapped directly to Skills for Logistics NOS Unit SfL 51 – ‘Develop productive working relationships with colleagues’
Endorsement by a sector or other appropriate body:	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
Aim:	What this unit is about This unit is about developing productive working relationships with colleagues within logistics operations. It deals with supporting colleagues within teams, dealing with difficult situations, supporting and delivering own work to maintain the productivity of the operation. Who this unit is for This unit is suitable for all those working in logistics operations who have responsibility for developing working relationships with colleagues

Learning outcome
The learner will: 1. Know how to develop productive working relationships with colleagues in logistics operations
Assessment criteria
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to developing productive working relationships, that relate to: <ul style="list-style-type: none">• health, safety and security• legal requirements• equality and diversity, and inclusion• operating requirements

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| 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 |

Learning outcome	
The learner will:	
2.	Be able to develop productive working relationships in logistics operations
Assessment criteria	
The learner can:	
2.1	Follow all organisational policies and procedures, in relation to developing productive working relationships with colleagues in logistics operations, that relate to: <ul style="list-style-type: none"> • 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



Appendix 1 Relationships to other qualifications

Literacy, language, numeracy and ICT skills development

This [these] qualification[s] can develop skills that can be used in the following qualifications:

- Functional Skills (England) – see www.cityandguilds.com/functionalskills
- Essential Skills (Northern Ireland) – see www.cityandguilds.com/essentialskillsni
- Essential Skills Wales – see www.cityandguilds.com/esw



Appendix 2 Sources of general information

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

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

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

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

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

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

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

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

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

Useful contacts

UK learners General qualification information	T: +44 (0)844 543 0033 E: learnersupport@cityandguilds.com
International learners General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: intcg@cityandguilds.com
Centres Exam entries, Certificates, Registrations/enrolment, Invoices, Missing or late exam materials, Nominal roll reports, Results	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: centresupport@cityandguilds.com
Single subject qualifications Exam entries, Results, Certification, Missing or late exam materials, Incorrect exam papers, Forms request (BB, results entry), Exam date and time change	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 F: +44 (0)20 7294 2404 (BB forms) E: singlesubjects@cityandguilds.com
International awards Results, Entries, Enrolments, Invoices, Missing or late exam materials, Nominal roll reports	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: intops@cityandguilds.com
Walled Garden Re-issue of password or username, Technical problems, Entries, Results, e-assessment, Navigation, User/menu option, Problems	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413 E: walledgarden@cityandguilds.com
Employer Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 E: business@cityandguilds.com
Publications Logbooks, Centre documents, Forms, Free literature	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413

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City & Guilds
1 Giltspur Street
London EC1A 9DD
T +44 (0)844 543 0000
F +44 (0)20 7294 2413
www.cityandguilds.com

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