

# Level 3 Diplomas in Driving Goods Vehicles (4012)

April 2016 Version 1.1



## Qualification at a glance

<b>Support materials</b>	Centre handbook
<b>Registration and certification</b>	Consult the Walled Garden/Online

<b>Title and level</b>	<b>City &amp; Guilds</b>	<b>Accreditation</b>
Level 3 Diploma in Driving Goods Vehicles (Articulated and	4012-30	600/2645/5
Level 3 Diploma in Driving Goods	4012-31	600/2645/5
Level 3 Diploma in Driving Goods	4012-32	600/2645/5

City & County Level: Diplomas in Driving Goods Vehicles (10/12)

<b>Unit 069</b>	<b>Ensure the van is loaded correctly</b>	<b>55</b>
<b>Unit 070</b>	<b>Ensure the articulated or drawbar vehicle is loaded correctly</b>	<b>57</b>
<b>Unit 071</b>	<b>Ensure the rigid vehicle is unloaded correctly</b>	<b>59</b>
<b>Unit 072</b>	<b>Ensure the van is unloaded correctly</b>	<b>61</b>
<b>Unit 073</b>	<b>Ensure the articulated or drawbar vehicle is unloaded correctly</b>	<b>63</b>
<b>Unit 074</b>	<b>Principles of food safety supervision in logistics</b>	<b>65</b>
<b>Unit 075</b>	<b>Take responsibility for health, safety and security in your team</b>	<b>67</b>
<b>Unit 076</b>	<b>Supervise the receipt, storage and dispatch of goods</b>	<b>69</b>
<b>Unit 077</b>	<b>Schedule logistics operations to meet customer requirements</b>	<b>71</b>
<b>Unit 078</b>	<b>Optimise the use of logistics resources</b>	<b>73</b>
<b>Unit 079</b>	<b>Respond to problems in logistics operations</b>	<b>75</b>
<b>Unit 080</b>	<b>Apply technology in logistics operations</b>	<b>77</b>
<b>Unit 081</b>	<b>Improve the performance of logistics operations</b>	<b>79</b>
<b>Unit 082</b>	<b>Minimise the environmental impact of logistics operations</b>	<b>81</b>
<b>Unit 083</b>	<b>Provide leadership for your team in logistics operations</b>	<b>83</b>
<b>Unit 084</b>	<b>Allocate and check work in your team in logistics operations</b>	<b>85</b>
<b>Unit 085</b>	<b>Routing and scheduling of loads</b>	<b>87</b>
<b>Unit 086</b>	<b>Manage your own professional development in logistics operations</b>	<b>89</b>
<b>Unit 087</b>	<b>Develop productive working relationships with colleagues in logistics operations</b>	<b>91</b>
<b>Unit 088</b>	<b>Manage the traffic office</b>	<b>93</b>
<b>Unit 089</b>	<b>Recruit, select and keep colleagues in logistics operations</b>	<b>95</b>
<b>Unit 090</b>	<b>Build and manage teams in logistics operations</b>	<b>98</b>
<b>Unit 091</b>	<b>Arrange the transportation of goods using multiple transport modes</b>	<b>100</b>
<b>Unit 092</b>	<b>Organise the preparation of documentation for the transportation of goods</b>	<b>102</b>
<b>Unit 093</b>	<b>Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations</b>	<b>104</b>
<b>Unit 094</b>	<b>Help team members address problems affecting their performance in logistics operations</b>	<b>106</b>
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# 1 Introduction

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

Who is the qualification for?	Ideal for those with some experience in driving duties making delivery and collections looking to progress
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
Is the qualification part of a framework	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"> <li>Team leading and management through the ILM.</li> <li>Industry specific: <ul style="list-style-type: none"> <li>International Trade and Logistics Operations (3293)</li> <li>Traffic Office (3438)</li> <li></li> </ul> </li> </ul>

## Structure

Learners must achieve a total of **42** credits:

### Mandatory – min 10 credits

<b>Option 1</b>	Min 7 credits from at least 3 units in Group A and min 9 credits
<b>Option 2</b>	Min 6 credits from at least 2 units in Group C and min 4 credits
	4012-30 Articulated and Drawbar Pathway Group: min 4
<b>Pathway groups</b>	4012-31 Rigid Vehicles Pathway Group: min 4 credits from
	4012-32 Van Pathway Group: min 4 credits from Group I and

### Level 3 Diploma in Driving Goods Vehicles

Unit accreditation	City & Guilds	Unit title	Credit value
<b>Mandatory</b>			
Y/601/7920	052	Contribute to the provision of customer service in logistics	3
K/601/4875	075	Take responsibility for Health, Safety	3
T/601/7603	083	Provide leadership for your team in	4
<b>Optional</b>			
		<b>Group A</b>	
Y/601/7187	060	Inducting new colleagues into a	2
R/601/7611	084	Allocate and check work in your team	3
F/601/7183	089	Recruit, select and keep colleagues in	4
J/601/7184	090	Build and manage teams in logistics	4
R/601/7186	094	Help team members address problems affecting their performance	3
<b>Optional</b>			
		<b>Group B</b>	
K/601/7596	077	Schedule logistics operations to meet	4
Y/601/7173	085	Routing and scheduling of loads	3
Y/600/7646	091	Arrange the transportation of goods	3
D/600/7647	092	Organise the preparation of documentation for the transportation	3
M/601/7602	093	Ensure compliance with legal, regulatory, ethical and social	3
<b>Optional</b>			
		<b>Group C</b>	
M/601/7597	078	Optimise the use of logistics	3
T/601/7598	079	Respond to problems in logistics	3
A/601/7599	080	Apply technology in logistics	4
H/601/7600	081	Improve the performance of logistics	4
K/601/7601	082	Minimise the environmental impact of	3

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

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

Unit accreditation	City & Guilds	Unit title	Credit value
<b>Optional</b>		<b>Group E</b>	
R/602/2761	064	Drive the articulated or drawbar vehicle on private roads in a safe and	4
L/602/2760	067	Drive the articulated or drawbar vehicle on public roads in a safe and	6
<b>Optional</b>		<b>Group F</b>	
H/602/2781	051	Couple and uncouple the articulated	3
M/601/9463	053	Dealing with payment transactions in	2
T/602/2722	056	Prepare the articulated or drawbar	2
J/602/2739	059	Protect the articulated or drawbar	2
M/602/2766	070	Ensure the articulated or drawbar	4
A/602/2771	073	Ensure the articulated or drawbar	3

### 4012-31 Level 3 Diploma in Driving Goods Vehicles (Rigid Vehicles Pathway)

Unit accreditation	City & Guilds	Unit title	Credit value
<b>Optional</b>		<b>Group G</b>	
J/602/2840	062	Drive the rigid vehicle on private roads in a safe and fuel efficient	4
R/602/2839	065	Drive the rigid vehicle on public roads	6
<b>Optional</b>		<b>Group H</b>	
M/601/9463	053	Dealing with payment transactions in	2
K/602/2832	054	Prepare the rigid vehicle for driving	2
M/602/2833	057	Protect the rigid vehicle and the load	2
Y/602/2843	068	Ensure the rigid vehicle is loaded	4
T/602/2848	071	Ensure the rigid vehicle is unloaded	2

### 4012-32 Level 3 Diploma in Driving Goods Vehicles (Van Pathway)

Unit accreditation	City & Guilds	Unit title	Credit value
<b>Optional</b>		<b>Group I</b>	
L/602/2855	063	Drive the van on private roads in a	4
A/602/2852	066	Drive the van on public roads in a	6
<b>Optional</b>		<b>Group J</b>	
M/601/9463	053	Dealing with payment transactions in	2
R/602/2842	055	Prepare the van for driving	2
N/602/2840	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	2





## 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 Framework 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](http://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
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## 4 Assessment

Candidates must:

- have a completed portfolio of evidence for each unit.

Framework units that are used to assess competence within the Framework 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 Framework 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

### Summary of units

Unit accreditation	City & Guilds	Unit title	Credit value
H/602/2781	51	Couple and uncouple the articulated or	3
Y/601/7920	52	Contribute to the provision of customer	3
M/601/9463	53	Dealing with payment transactions in	2
K/602/2832	54	Prepare the rigid vehicle for driving	2
K/602/2842	55	Prepare the van for driving	2
H/602/2722	56	Prepare the articulated or drawbar	2
M/602/2833	57	Protect the rigid vehicle and the load	2
K/602/2840	58	Protect the van and the load	2
H/602/2739	59	Protect the articulated or drawbar vehicle	2

Unit accreditation	City & Guilds	Unit title	Credit value
Y/601/7187	60	Inducting new colleagues into a logistic	2
M/601/7180	61	Monitor vehicle movements	2
J/602/2840	62	Drive the rigid vehicle on private roads in	4
L/602/2855	63	Drive the van on private roads in a safe	4
R/602/2761	64	Drive the articulated or drawbar vehicle on private roads in a safe and fuel	4
R/602/2839	65	Drive the rigid vehicle on public roads in a	6
A/602/2852	66	Drive the van on public roads in a safe	6
L/602/2760	67	Drive the articulated or drawbar vehicle on public roads in a safe and fuel efficient	6
Y/602/2843	68	Ensure the rigid vehicle is loaded	4
H/602/2859	69	Ensure the van is loaded correctly	4
M/602/2760	70	Ensure the articulated or drawbar vehicle	4
T/602/2848	71	Ensure the rigid vehicle is unloaded	2
H/602/2862	72	Ensure the van is unloaded correctly	2
A/602/2771	73	Ensure the articulated or drawbar vehicle	3
T/600/6584	74	Principles of food safety supervision in	3
K/601/4875	75	Take responsibility for Health, Safety and	3
Y/601/7934	76	Supervise the receipt, storage and	6
K/601/7596	77	Schedule logistics operations to meet	4
M/601/7597	78	Optimise the use of logistics resources	3
L/601/7598	79	Respond to problems in logistics	3
A/601/7599	80	Apply technology in logistics operations	4
M/601/7600	81	Improve the performance of logistics	4
K/601/7601	82	Minimise the environmental impact of	3

Unit accreditation	City & Guilds	Unit title	Credit value
T/601/7603	83	Provide leadership for your team in	4
R/601/7611	84	Allocate and check work in your team in	3
Y/601/7173	85	Routing and scheduling of loads	3
M/601/7177	86	Manage your own professional	4
A/601/7179	87	Develop productive working relationships	2
A/601/7182	88	Manage the traffic office	4
F/601/7183	89	Recruit, select and keep colleagues in	4
J/601/7184	90	Build and manage teams in logistics	4
Y/600/7646	91	Arrange the transportation of goods	3
D/600/7647	92	Organise the preparation of documentation for the transportation of	3
M/601/7602	93	Ensure compliance with legal, regulatory, ethical and social requirements in	3
R/601/7186	94	Help team members address problems affecting their performance in logistics	3



## Unit 051

## Couple and uncouple the articulated or drawbar vehicle

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 10 – ‘Couple and uncouple the vehicle’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> 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. <b>Who this unit is for</b> This unit is relevant to drivers of articulated or draw bar vehicles or those who are responsible for articulated or draw bar

The learner will: 1. Know how to couple and uncouple the articulated or draw bar vehicle
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"><li>• health, safety and security</li><li>• personal protective equipment</li><li>• legal requirements</li><li>• operating requirements</li></ul> 1.2 Explain: <ul style="list-style-type: none"><li>• how to prepare the articulated or draw bar vehicle for coupling and uncoupling</li><li>•</li></ul>

<ul style="list-style-type: none"> <li>• how to connect and disconnect different connections</li> <li>• how to align the unit to the trailer for coupling and uncoupling</li> <li>• which required checks are needed</li> <li>• how to test the coupling</li> <li>• how to stow connections</li> </ul>
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

<p>The learner will:</p> <p>2. Be able to couple and uncouple the articulated or draw bar vehicle</p>
<p>The learner can:</p> <p>2.1 Follow all organisational policies and procedures, in relation to coupling and uncoupling the articulated or draw bar vehicle correctly, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• personal protective equipment</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• trailer braking systems</li> </ul> <p>2.2 Prepare the articulated or draw bar vehicle for coupling and uncoupling</p> <p>2.3 Manoeuvre the unit in relation to the trailer for coupling and uncoupling</p> <p>2.4 Establish that the coupling is positioned and secured and that all necessary connections have been made</p> <p>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</p> <p>2.6 Select a safe site for uncoupling trailers from their units</p> <p>2.7 Disconnect the connections between the unit and trailer, when uncoupling</p> <p>2.8 Stow all connections according to organisational procedures and practices</p> <p>2.9 Drive the articulated or draw bar vehicle from the trailer to ensure</p>

## Unit 052

## Contribute to the provision of customer service in logistics operations

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit Sfl 12 – ‘Contribute to the provision of customer services’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> This unit is about creating and maintaining customer satisfaction and developing relationships through effective communication. It includes understanding business and customer confidentiality, the organisation’s image and the limits of own authority when dealing with customers. <b>Who this unit is for</b> This unit is relevant to those who work in the logistics sector who work both individually and

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

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

<p>The learner will:</p> <p>2. Be able to contribute to the provision of customer services in logistics</p>
<p>The learner can:</p> <p>2.1 Follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• personal protective equipment</li> <li>• maintaining effective customer relations</li> <li>• personal appearance and hygiene</li> <li>• reporting procedures and systems</li> <li>• recording information</li> <li>• confidentiality</li> <li>• complaints</li> </ul> <p>2.2 Develop positive relationships with customers</p> <p>2.3 Ensure that own personal appearance and hygiene meet organisational policies and standards</p> <p>2.4 Communicate effectively with customers</p> <p>2.5 Ensure that all information available is up-to-date and accurate</p> <p>2.6 Identify customer needs</p> <p>2.7 Deal effectively with customer enquiries</p> <p>2.8 Ensure the customer is promptly informed of any action that is taken</p> <p>2.9 Maintain customer confidentiality</p> <p>2.10 Update customer records accurately</p> <p>2.11 Record customer enquiries and outcomes accurately using the organisation's procedures and systems</p>

## Unit 053

## Dealing with payment transactions in logistics operations

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 14– ‘Dealing with payment transactions’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> This standard is about dealing with payment transactions securely and in accordance with organisations procedures. <b>Who this unit is for</b> This standard is relevant to drivers of cycles or those in support roles who work both as

The learner will: 1. Know how to deal with payment transactions
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to payments, that relate to: <ul style="list-style-type: none"><li>• health, safety and security</li><li>• legal requirements</li><li>• operating requirements</li></ul> 1.2 Explain the required information on: <ul style="list-style-type: none"><li>• the collection of payments</li><li>• methods for carrying payments</li></ul> 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

<p>The learner will:</p> <p>2. Be able to deal with payment transactions</p>
<p>The learner can:</p> <p>2.1 Follow all organisational policies and procedures, in relation to payments, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• legal requirements</li> <li>• operating requirements</li> </ul> <p>2.2 Obtain all relevant documentation required for the payment</p> <p>2.3 Confirm the goods for which payment is required, the amount involved, and the payment method</p> <p>2.4 Ensure there is adequate provision for collecting and carrying payments in a safe and secure manner</p> <p>2.5 Collect the payments on delivery of goods and confirm the amount received is correct</p> <p>2.6 Record and issue a receipt for the payment</p> <p>2.7 Secure payments in a designated place, in accordance with organisational operating procedures</p> <p>2.8 Reconcile payments received with the documentation and payments collected</p> <p>2.9 Deposit completed documentation and payments with the relevant person or to the relevant place</p>

## Unit 054

## Prepare the rigid vehicle for driving

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 1 – ‘Prepare the vehicle for driving’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> 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. <b>Who this unit is for</b> This unit is relevant to drivers of rigid vehicles or those who are responsible for rigid vehicles

The learner will: 1. Know how to prepare the rigid vehicle for driving
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"><li>• health, safety and security</li><li>• legal requirements</li><li>• operating requirements</li></ul> 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"><li>• how to check the vehicles systems</li><li>• how to check instruments, controls, gauges and vehicle systems</li><li>•</li></ul>

- 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

The learner will:

2. Be able to prepare the rigid vehicle for driving

The learner can:

- 2.1 Follow all organisational policies and procedures, in relation to preparing the rigid 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 rigid 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 rigid 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



<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 1 – ‘Prepare the vehicle for driving’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<p><b>What this unit is about</b></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><b>Who this unit is for</b></p> <p>This unit is relevant to drivers of vans or those who are responsible for vans within logistics</p>

<p>The learner will:</p> <ol style="list-style-type: none"> <li>1. Know how to prepare the van for driving</li> </ol>
<p>The learner can:</p> <ol style="list-style-type: none"> <li>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"> <li>• health, safety and security</li> <li>• legal requirements</li> <li>• operating requirements</li> </ul> </li> <li>1.2 Explain how to check that the van has sufficient fuel, additives and water</li> <li>1.3 Explain the operation of the van instruments and controls to include: <ul style="list-style-type: none"> <li>• how to check the vehicle systems</li> <li>• how to check instruments, controls, gauges and vehicle systems</li> <li>• indications of electrical or mechanical problems</li> </ul> </li> <li>1.4 Explain the responsibilities of the driver for the van and the load</li> <li>1.5 Explain the organisational procedures for reporting defects including</li> </ol>

- 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

The learner will:

2. Be able to prepare the van for driving

The learner can:

- 2.1 Follow all organisational policies and procedures, in relation to preparing the van for driving, that relate to:
  - 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:
  - steering wheel
  - mirrors
  - seat
 for optimum control, observation and comfort
- 2.4 Check the van 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

## Unit 056

## Prepare the articulated or drawbar vehicle for driving

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 1 – ‘Prepare the vehicle for driving’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> 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. <b>Who this unit is for</b> This unit is relevant to drivers of articulated or draw bar vehicles or those who are responsible for articulated or draw bar

The learner will: 1. Know how to prepare the articulated or draw bar vehicle for driving
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"><li>• health, safety and security</li><li>• legal requirements</li><li>• operating requirements</li></ul> 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"><li>• how to check the vehicle systems</li><li>•</li></ul>

<ul style="list-style-type: none"> <li>• indications of electrical or mechanical problems</li> </ul>
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

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

## Unit 057

## Protect the rigid vehicle and the load

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit Sfl 2 – ‘Protect the vehicle and the load’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<p><b>What this unit is about</b></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><b>Who this unit is for</b></p> <p>This unit is relevant to drivers of rigid vehicles or those who are responsible for rigid vehicles</p>

The learner will: 1. Know how to protect the rigid vehicle and the load
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"><li>• health, safety and security</li><li>• legal requirements</li><li>• operating requirements</li><li>• different locations</li><li>• changes in condition of the load</li><li>• theft or damage</li></ul> 1.2 Describe how to identify damage or deterioration in the condition of

- 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

The learner will:

2. Be able to protect the rigid vehicle and the load

The learner can:

- 2.1 Follow all organisational policies and procedures, in relation to protecting the rigid 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

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 2 – ‘Protect the vehicle and the load’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<p><b>What this unit is about</b></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><b>Who this unit is for</b></p> <p>This unit is relevant to drivers of vans or those who are responsible for vans within logistics</p>

<p>The learner will:</p> <p>1. Know how to protect the van and the load</p>
<p>The learner can:</p> <p>1.1 Explain the relevant organisational policies and procedures, in relation to protecting the van and load, that relates to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• different locations</li> <li>• changes in condition of the load</li> <li>• theft or damage</li> </ul> <p>1.2 Describe how to identify damage or deterioration in the condition of the load</p>

- |                                                                                                                                                                                                                                                                                                                                                                    |
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| <p>1.4 Describe the risks associated with protecting the van and the load at different locations</p> <p>1.5 Explain the security checks that are required to protect the van and the load</p> <p>1.6 Identify problems that can occur when protecting the van and its load</p> <p>1.7 Explain the appropriate action to take, in order to deal with identified</p> |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

The learner will:
2. Be able to protect the van and the load
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"><li>• health, safety and security</li><li>• legal requirements</li><li>• operating requirements</li><li>• different locations</li><li>• theft</li><li>• damage</li><li>• reporting procedures</li></ul>



## Unit 059

## Protect the articulated or drawbar vehicle and the load

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 2 – ‘Protect the vehicle and the load’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> 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. <b>Who this unit is for</b> This unit is relevant to drivers of articulated or draw bar vehicles or those who are responsible for articulated or draw bar

The learner will: 1. Know how to protect the articulated or draw bar vehicle and the load
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: <ul style="list-style-type: none"><li>• health, safety and security</li><li>• legal requirements</li><li>• operating requirements</li><li>• different locations</li><li>•</li></ul>

- 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

The learner will:

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

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:

- 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

## Unit 060

## Inducting new colleagues into a logistic operation

<b>Relationship to NOS:</b>	This unit is not mapped to a National Occupational Standards as it is related to a
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> This unit is about inducting new staff into a logistics operation. It deals with the importance of induction, and ensuring that new colleagues are familiar with organisational procedures, the workplace and their role and responsibilities <b>Who this unit is for</b> This unit is relevant to all operatives involved in inducting new colleagues into a logistics operation. Operatives could, for example, be working in warehousing and storage,

The learner will:

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

The learner can:

- 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

- |                                                                                              |
|----------------------------------------------------------------------------------------------|
| 1.3 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                 |

The learner will:
2. Be able to induct colleagues into logistic operations
The learner can:
2.1 Follow all organisational policies and procedures in relation to inducting new colleagues into a logistic operating, that relates to:
<ul style="list-style-type: none"><li>• the organisation</li><li>• health, safety and security</li><li>• personal protective equipment</li><li>• legal requirements</li><li>• equality and diversity, and inclusion</li><li>• data protection</li><li>• staff handbook</li></ul>
2.2 Communicate effectively
2.3 Ensure colleagues are familiar with:
<ul style="list-style-type: none"><li>• the organisational chart</li><li>• the premises</li><li>• own workplace</li><li>• personal protective equipment</li><li>• emergency evacuation procedures</li><li>• health, safety and security</li></ul>
2.4 Introduce new colleagues to co-workers
2.5 Ensure colleagues are aware of own responsibilities within the staff handbook

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 52 'Monitor vehicle movements'
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<p><b>What this unit is about</b></p> <p>This unit is about monitoring the vehicle movements. It involves reacting to any changes impacting on routing or scheduling of the vehicle or road. It deals with informing relevant personnel of changes and maintaining records</p> <p><b>Who this unit is for</b></p> <p>This unit is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and</p>

<p>The learner will:</p> <p>1. Know how to monitor vehicle movements</p>
<p>The learner can:</p> <p>1.1 Explain the relevant organisational policies and procedures, in relation to monitoring vehicle movements, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• environmental factors</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• monitoring requirements</li> <li>• driver hours and licencing requirements</li> <li>• vehicle operators licencing requirements</li> <li>• route, destination, delivery and collection schedules</li> </ul> <p>1.2 Explain the following:</p> <ul style="list-style-type: none"> <li>• sources of information</li> <li>•</li> </ul>

vehicles and loads

- limitations of routes, vehicles, equipment and drivers
- 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

The learner will:

2. Be able to monitor vehicle movements

The learner can:

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 licencing requirements
- vehicle operators licencing 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

## Unit 062

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

<b>Relationship to NOS:</b>	This unit is derived from Skills for Logistics NOS Unit SfL 5 – ‘Drive the vehicle on public roads in a and efficient manner’ to provide a unit
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> This unit is about the safe and fuel efficient driving of a rigid vehicle on private roads. It covers the appropriate use of rigid 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. <b>Who this unit is for</b> This unit is relevant only to drivers of rigid vehicles whose duties are carried out

The learner will: 1. Know how to drive the rigid vehicle on private roads in a fuel efficient
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"><li>• health, safety and security</li><li>• legal requirements</li><li>• operating requirements</li></ul> 1.2 Explain the organisations 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

- 1.5 Explain how the actions of other road users can affect driving manner
- 1.6 Explain how to:
- 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:
- 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 rigid vehicle
- 1.10 Identify problems that can occur when driving the vehicle, on private roads, in a safe and fuel efficient manner
- 1.11 Explain the appropriate action to take, in order to deal with identified problems

The learner will:

2. Be able to drive the rigid vehicle on private roads in a safe and fuel

The learner can:

- 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 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
  - overtaking other vehicles at a suitable point
  -



## Unit 063

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

<b>Relationship to NOS:</b>	This unit is derived from Skills for Logistics NOS Unit SfL 5 – ‘Drive the vehicle on public roads in a and efficient manner’ to provide a unit solely
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> This unit is about the safe and fuel efficient driving of a van on private roads. It covers the appropriate use of van controls to maximise safety and fuel efficiency. It covers knowledge of the factors that maximise fuel efficiency and the safety of other road users. <b>Who this unit is for</b> This unit is relevant only to drivers of vans whose duties are carried out exclusively on

The learner will: 1. Know how to drive the van on private roads in a fuel efficient manner
The learner can: 1.1 Explain the relevant organisation’s policies and procedures, in relation to driving the van in a fuel efficient manner, that relates to: <ul style="list-style-type: none"><li>• health, safety and security</li><li>• legal requirements</li><li>• operating requirements</li></ul> 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

<p>1.6 Explain how to:</p> <ul style="list-style-type: none"> <li>• position the van on the road to ensure the safety of yourself and other road users</li> <li>• appropriately use signals</li> <li>• alter speed to meet different types of road conditions and requirements</li> <li>• use the controls of the van to optimize fuel consumption</li> <li>• assess and maintain safe separation distances</li> <li>• assess factors affecting safe stopping distances</li> <li>• use the controls of the van to adjust braking under different road conditions</li> </ul> <p>1.7 Identify types of hazard that could occur on the road</p> <p>1.8 When overtaking, identify:</p> <ul style="list-style-type: none"> <li>• when overtaking should and should not occur</li> <li>• the types of hazards involved</li> <li>• factors affecting the distance required to overtake other vehicles</li> </ul> <p>1.9 Describe the effects severe braking could have on the load and roadworthiness of the van</p> <p>1.10 Identify problems that can occur when driving the vehicle, on private roads, in a safe and fuel efficient manner</p> <p>1.11 Explain the appropriate action to take, in order to deal with</p>
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<p>The learner will:</p> <p>2. Be able to drive the van on private roads in a safe and fuel efficient</p>
<p>The learner can:</p> <p>2.1 Follow organisational policies and procedures, in relation to driving the vehicle and load, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• legal requirements</li> <li>• operating requirements</li> </ul> <p>2.2 Position the van and apply lane discipline to maintain the safety of yourself, other road users according to the prevailing driving conditions</p> <p>2.3 Demonstrate how to drive the van safely and in a fuel efficient manner to include:</p> <ul style="list-style-type: none"> <li>• giving clear signals in good time</li> <li>• driving at the appropriate speed for the driving conditions</li> <li>• minimising fuel consumption and wear and tear</li> <li>• applying the braking systems, in a controlled manner, appropriate to the driving, distance available, the van and its load</li> <li>• overtaking other vehicles at a suitable point</li> <li>•</li> </ul>

## Unit 064

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

<b>Relationship to NOS:</b>	This unit is derived from Skills for Logistics NOS Unit SfL 5 – ‘Drive the vehicle on public roads in a and efficient manner’ to provide a
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> This unit is about the safe and fuel efficient driving of a articulated or draw bar vehicle on private roads. It covers the appropriate use of articulated or draw bar 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. <b>Who this unit is for</b> This unit is relevant only to drivers of articulated or draw bar vehicles whose duties

The learner will: 1. Know how to drive the articulated or draw bar vehicle on private roads
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to driving the articulated or draw bar vehicle in a fuel efficient manner, that relate to: <ul style="list-style-type: none"><li>• health, safety and security</li><li>• legal requirements</li><li>• operating requirements</li></ul> 1.2 Explain the organisation’s policy when driving conditions vary and

- 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

The learner will:

2. Be able to drive the articulated or draw bar vehicle on private roads in

The learner can:

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
-

- 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

## Unit 065

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

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 5 – ‘Drive the vehicle on public roads in a fuel efficient manner’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> 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. <b>Who this unit is for</b> This unit is relevant to drivers of rigid vehicles

The learner will: 1. Know how to drive the rigid vehicle on public roads in a safe and fuel
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"><li>• health, safety and security</li><li>• legal requirements</li><li>• operating requirements</li></ul> 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

1.6 Explain how to:

- 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:

- 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

<p>The learner will:</p> <p>2. Be able to drive the rigid vehicle on public roads in a safe and fuel</p>
<p>The learner can:</p> <p>2.1 Follow organisational policies and procedures, in relation to driving the rigid vehicle and load, that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• legal requirements</li><li>• operating requirements</li></ul> <p>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</p> <p>2.3 Demonstrate how to drive the rigid vehicle safely and in a fuel efficient manner to include:</p> <ul style="list-style-type: none"><li>• giving clear signals in good time</li><li>• driving at the appropriate speed for the driving conditions</li><li>• minimising fuel consumption and wear and tear</li><li>• applying the braking systems, in a controlled manner, appropriate to the driving conditions, distance available, the rigid vehicle and its load</li><li>• overtaking other rigid vehicles at a suitable point</li><li>•</li></ul>

## Unit 066

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

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 5 – ‘Drive the vehicle on public roads in a fuel efficient manner’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> 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. <b>Who this unit is for</b> This unit is relevant to drivers of vans whose

The learner will: 1. Know how to drive the van on public roads in a safe and fuel efficient
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"><li>• health, safety and security</li><li>• legal requirements</li><li>• operating requirements</li></ul> 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



- 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:

- 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 Identify problems that can occur when driving the van, on public roads, in a safe and fuel efficient manner

1.11 Explain the appropriate action to take, in order to deal with

The learner will:

2. Be able to drive the van on public roads in a safe and fuel efficient

The learner can:

2.1 Follow organisational policies and procedures, in relation to driving the van and load, that relate to:

- 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:

- 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
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## Unit 067

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

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 5 – ‘Drive the vehicle on public roads in a fuel efficient manner’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> 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. <b>Who this unit is for</b> This unit is relevant to drivers of articulated or draw bar vehicles whose duties involve driving

The learner will: 1. Know how to drive the articulated or draw bar vehicle on public roads
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"><li>• health, safety and security</li><li>• legal requirements</li><li>• operating requirements</li></ul> 1.2. Explain the organisation’s policy when driving conditions vary and result in changes to the schedule

- 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

The learner will:

2. Be able to drive the articulated or draw bar vehicle on public roads in a

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:
- 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,

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

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit Sfl 7 'Ensure the vehicle is loaded correctly'
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> 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. <b>Who this unit is for</b> 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

The learner will: 1. Know how to load the rigid vehicle correctly
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"><li>• health, safety and security</li><li>•</li></ul>

- legal requirements
- operating requirements
- monitoring requirements

1.2 Explain the required information to include:

- 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

1.3 Identify problems that can occur when ensuring that the rigid vehicle is loaded correctly

1.4 Explain the appropriate action to take, in order to deal with identified problems

<p>The learner will:</p> <p>2. Be able to ensure the rigid vehicle is loaded correctly</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"> <li>• health, safety and security</li> <li>• personal protective equipment</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• monitoring requirements</li> </ul> <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</p>

## Unit 069

## Ensure the van is loaded correctly

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit Sfl 7 'Ensure the vehicle is loaded correctly'
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<p><b>What this unit is about</b></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><b>Who this unit is for</b></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</p>

The learner will: 1. Know how to load the van correctly
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"><li>• health, safety and security</li><li>• personal protective equipment</li><li>•</li></ul>

- operating requirements
- monitoring requirements

1.2 Explain the required information to include:

- 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

1.3 Identify problems that can occur when ensuring that the van is loaded correctly

1.4 Explain the appropriate action to take, in order to deal with identified problems

The learner will:

2. Be able to ensure the van is loaded correctly

The learner can:

2.1 Follow all organisational policies and procedures, in relation to ensuring the van 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 van and load are compatible

2.4 Ensure that the van has been loaded in the appropriate manner for the type of load and delivery sequences

2.5 Ensure that the load is secured and stabilized, for transportation

2.6 Ensure that any loose materials, restraints, and ancillary equipment



## Unit 070

## Ensure the articulated or drawbar vehicle is loaded correctly

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 7 'Ensure the vehicle is loaded correctly'
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> 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. <b>Who this unit is for</b> 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

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

- 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

The learner will:

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

The learner can:

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

## Unit 071

## Ensure the rigid vehicle is unloaded correctly

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 8 – ‘Ensure the vehicle is correctly’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> 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. <b>Who this unit is for</b> 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

The learner will:

1. Know how to ensure that the rigid vehicle is unloaded correctly

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:
  - health, safety and security
  - personal protective clothing
  - legal requirements
  - operating requirements
  - monitoring requirements
- 1.2 Explain the required information to include:
  -

- 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

1.3 Explain how to prepare the rigid vehicle for unloading

1.4 Identify problems that can occur when ensuring that the rigid vehicle is unloaded correctly

1.5 Explain the appropriate action to take, in order to deal with identified

The learner will:

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

The learner can:

2.1 Follow all organisational policies and procedures, in relation to ensuring the rigid 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

## Unit 072

## Ensure the van is unloaded correctly

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 8 – ‘Ensure the vehicle is unloaded correctly’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b>

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.

### **Who this unit is for**

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

The learner will: 1. Know how to ensure that the van is unloaded correctly
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"><li>• health, safety and security</li><li>• personal protective equipment</li><li>• legal requirements</li><li>• operating requirements</li><li>• monitoring requirements</li></ul> 1.2 Explain the required information to include: <ul style="list-style-type: none"><li>•</li></ul>

- 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

The learner will:

2. Be able to ensure that the van is unloaded correctly

The learner can:

2.1 Follow all organisational policies and procedures, in relation to ensuring the van 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

## Unit 073

## Ensure the articulated or drawbar vehicle is unloaded correctly

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 8 – ‘Ensure the vehicle is unloaded correctly’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> 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. <b>Who this unit is for</b> 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

The learner will: 1. Know how to ensure that the articulated or draw bar vehicle is
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"><li>• health, safety and security</li><li>• personal protective clothing</li><li>•</li></ul>

- operating requirements
- monitoring requirements

1.2 Explain the required information to include:

- the person responsible for receiving the load
- how the articulated or draw bar vehicle should be prepared for unloading and delivery
- when and how to re-distribute the load
- the appropriate equipment for moving the load
- proof of delivery procedures or systems

1.3 Explain how to prepare the articulated or draw bar vehicle for unloading

1.4 Identify problems that can occur when 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

<p>The learner will:</p> <p>2. Be able to ensure that the articulated or draw bar vehicle is unloaded</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"> <li>• health, safety and security</li> <li>• personal protective equipment</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• monitoring requirements</li> </ul> <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>



## Unit 074

## Principles of food safety supervision in logistics

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**Relationship to NOS:**

This unit is mapped to Skills for Logistics NOS

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**Endorsement by a sector or other**

This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry

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**Aim:****What this unit is about**

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

**Who this unit is for**

This unit is relevant to all those who supervise

The learner will:

1. Understand how supervisors can ensure compliance with food safety

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

<p>The learner will:</p> <p>2. Understand how to apply procedures to maintain the safety of food</p>
<p>The learner can:</p> <p>2.1 Describe methods and procedures for controlling food safety to include critical control points, critical limits and corrective actions</p> <p>2.2 Justify the importance of high standards of personal hygiene</p> <p>2.3 Explain procedures for cleaning and disinfection</p> <p>2.4 Describe the importance of and methods for pest control</p> <p>2.5 Explain the importance of temperature control</p>

<p>The learner will:</p> <p>3. Understand how to monitor procedures to maintain the safety of food</p>
<p>The learner can:</p> <p>3.1 Describe the consequences for food safety from microbial, chemical, physical and allergenic hazards</p> <p>3.2 State the importance of monitoring and recording critical control points</p> <p>3.3 State the importance of measuring against critical limits</p> <p>3.4 Describe how to monitor and record staff activities in order to maintain food safety</p> <p>3.5 Describe the corrective actions to be taken in the event of critical</p>

<p>The learner will:</p> <p>4. Understand the role of the supervisor in staff training</p>
<p>The learner can:</p> <p>4.1 Explain the supervisor's role in continually reviewing and improving the organisation's food safety procedures</p> <p>4.2 Explain the requirements for induction and on-going training of staff in food safety</p> <p>4.3 Explain how to communicate management procedures for food</p>

## Unit 075

## Take responsibility for health, safety and security in your team

<b>Relationship to NOS:</b>	This unit is not mapped to a National Occupational Standard as it is a cross-sector
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<p>This unit is aimed at people working within the Logistics Environment. It covers two main areas:</p> <ul style="list-style-type: none"><li>• Health Safety and Security and</li><li>• The correct use of Personal Protective</li></ul>

The learner will: 1. Understand health safety and security requirements
The learner can: 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

<p>The learner will:</p> <p>2. Be able to work safely</p>
<p>The learner can:</p> <p>2.1 Evaluate the safety and own security risks and those that effect the team</p> <p>2.2 Report any safety and security risks using organisational procedures</p> <p>2.3 Wear the correct Personal Protective Equipment according to organisational requirements</p> <p>2.4 Demonstrate how to inform visitors, to work areas what the correct clearly the safety and security procedures are</p> <p>2.5 Demonstrate how to prevent unauthorized access to hazardous areas</p> <p>2.6 Demonstrate the organisation of site protection to own team</p> <p>2.7 Undertake risk assessments according to the site and organisational procedures</p> <p>2.8 Evaluate safety and security that have occurred in the recent past</p>

## Unit 076

## Supervise the receipt, storage and dispatch of goods

<b>Relationship to NOS:</b>	This unit is derived from Skills for Logistics NOS Unit Sfl 33 – ‘Monitor the receipt, storage or dispatch of goods’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> This unit is about supervising the areas and processes for receipt, storage and dispatch of goods. It deals with ensuring the correct equipment is used, that areas are safe and appropriate for the receipt of goods, and that information in relation to monitoring the receipt, storage or dispatch of goods is communicated <b>Who this unit is for</b> This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport

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

- 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

The learner will:

2. Be able to supervise the receipt, storage or dispatch of goods in

The learner can:

- 2.1 Inspect the type, condition, quantity of the goods being received, stored or dispatched
- 2.2 Check the storage conditions and equipment required to receive, store or dispatch the goods
- 2.3 Organise the movement or rotation of goods to assist receiving, storing or dispatching goods
- 2.4 Demonstrate how to use the organisations resources effectively
- 2.5 Communicate effectively with others
- 2.6 Complete records for supervising the receipt, storage or dispatch of

## Unit 077

## Schedule logistics operations to meet customer requirements

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 36 – ‘Schedule logistics operations to meet customer requirements’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> This unit is about identifying the type of operation required and producing schedules to meet the customer’s needs. It covers the requirements for good planning, scheduling methods and with dealing with problems with the schedule <b>Who this unit is for</b> This unit is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and

The learner will: 1. Know how to schedule logistics operations to meet customer
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to scheduling logistics operations to meet customer requirements, that relate to: <ul style="list-style-type: none"><li>• health, safety and security</li><li>• compliance</li><li>• roles, responsibilities, information and management systems</li></ul> 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

- 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

The learner will:

2. Be able to schedule logistics operations to meet customer

The learner can:

- 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



## Unit 078

## Optimise the use of logistics resources

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit Sfl 37 – 'Optimise the use of logistics resources'
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> This unit is about identifying the appropriate resource and planning how to use it and monitoring its use to improve performance. <b>Who this unit is for</b> This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and

The learner will: 1. Know how to optimize the use of logistics resources
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"><li>• health, safety and security</li><li>• compliance</li><li>• roles, responsibilities, information and management systems</li><li>• legislation and regulations</li></ul> 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

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

The learner will:
2. Be able to optimize the use of logistics resources
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"><li>• health, safety and security</li><li>• compliance</li><li>• roles, responsibilities, information and management systems</li><li>• legislation and regulations</li></ul>
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

- health, safety and security
- compliance
- roles, responsibilities, information and management systems
- legislation and regulations

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 38 – ‘Respond to problems in logistics operations’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<p><b>What this unit is about</b></p> <p>This unit is about using previous experience to deal with problems. Identifying the most appropriate response and monitoring its effectiveness</p> <p><b>Who this unit is for</b></p> <p>This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and</p>

<p>The learner will:</p> <ol style="list-style-type: none"> <li>1. Know how to respond to problems in logistics operations</li> </ol>
<p>The learner can:</p> <ol style="list-style-type: none"> <li>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"> <li>• health, safety and security</li> <li>• compliance</li> <li>• roles, responsibilities information and management systems</li> </ul> </li> <li>1.2 Explain the importance of good communication methods</li> <li>1.3 Describe the different types of information required for responding to problems in logistics operations</li> <li>1.4 Explain factors that could lead to problems in logistics operations</li> <li>1.5 Explain contingency planning methods</li> </ol>

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

## Unit 080

## Apply technology in logistics operations

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 39 – ‘Apply technology in logistics operations’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> This unit is about using technology that is effective and efficient. Checking that colleagues know how to use technology and identifying possible improvements <b>Who this unit is for</b> This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and

The learner will: 1. Know how to apply technology in logistics operations
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to applying technology in logistics operations, that relate to: <ul style="list-style-type: none"><li>• health, safety and security</li><li>• compliance</li><li>• roles, responsibilities information and management systems</li></ul> 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

<p>The learner will:</p> <p>2. Be able to apply technology in logistics operations</p>
<p>The learner can:</p> <p>2.1 Follow all organisational policies and procedures, in relation to applying technology in logistics operations, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• compliance</li> <li>• roles, responsibilities, information and management systems</li> </ul> <p>2.2 Check that the technology is applied</p> <p>2.3 Check that maintenance schedules are undertaken</p> <p>2.4 Check that colleagues using the technology can operate it competently</p> <p>2.5 Monitor colleagues in the safe use of the technology</p> <p>2.6 Identify colleagues training needs</p> <p>2.7 Respond to training needs</p> <p>2.8 Report on how the technology has improved logistics operations</p> <p>2.9 Make recommendations for further improvement to logistics operations</p> <p>2.10 Overcome any failures in the technology</p>

## Unit 081

## Improve the performance of logistics operations

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 40 – ‘Improve the performance of logistics operations’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> 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. <b>Who this unit is for</b> This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and

The learner will:

1. Know how to improve performance in logistics operations

The learner can:

- 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

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



<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 41 – ‘Minimise the environmental impact of logistics operations’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<p><b>What this unit is about</b></p> <p>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</p> <p><b>Who this unit is for</b></p> <p>This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and</p>

<p>The learner will:</p> <p>1. Know how to minimise the environmental impact of logistics</p>
<p>The learner can:</p> <p>1.1 Explain the relevant organisational policies and procedures, in relation to minimising the environmental impact of logistics operations, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• compliance</li> <li>• roles, responsibilities, information and management systems</li> <li>• environmental protection</li> <li>• systems to assess environmental impact</li> <li>• recycling and disposal of materials</li> </ul> <p>1.2 Describe the different sources and types of information required for improving performance in logistics operations</p>

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| 1.4 Identify ways to reduce the effects on the environment<br>1.5 Identify ways to use energy and materials more effectively and |
|----------------------------------------------------------------------------------------------------------------------------------|

The learner will:
2. Be able to minimise the environmental impact of logistics operations
The learner can:
2.1 Follow all organisational policies and procedures, in relation to minimising the environmental impact of logistics operations, that relate to:
<ul style="list-style-type: none"><li>• health, safety and security</li><li>• compliance</li><li>• roles, responsibilities, information and management systems</li><li>• environmental protection</li><li>• systems to assess environmental impact</li><li>• recycling and disposal of materials</li></ul>
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

## Unit 083

## Provide leadership for your team in logistics operations

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit Sfl 42 – ‘Provide leadership for your team in logistics operations’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> This unit is about providing leadership for your team. It deals with planning teams objectives, motivating team members, communication and steering the team through difficulties <b>Who this unit is for</b> This unit is relevant for team leaders, supervisors and managers working in logistics operations. Team leaders, supervisors and managers could, for example, be working in warehousing and storage, transport or freight

The learner will: 1. Know how to provide leadership for own team in logistics operations
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to providing leadership for own team, that relate to: <ul style="list-style-type: none"><li>• roles, responsibilities, information and management systems</li><li>• setting objectives</li><li>• equality and diversity, and inclusion</li><li>• monitoring work activities</li></ul> 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

and disagreements and techniques for resolving these  
1.7 Explain the benefits of encouraging creativity and innovation within a

The learner will:

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

The learner can:

2.1 Follow all organisational policies and procedures, in relation to providing leadership in own team in logistics operations, that relate to:

- roles, responsibilities, information and management systems
- setting objectives
- equality and diversity, and inclusion
- monitoring work activities

2.2 Communicate effectively

2.3 Communicate the purpose and objectives of the team to all members

2.4 Plan the achievement of the objectives with team members

2.5 Set individual work objectives to each member of the team

2.6 Encourage team members to achieve team objectives

2.7 Provide support to team members

2.8 Motivate team members

2.9 Encourage creativity and innovation to achieve team objectives

2.10 Encourage team members to take the lead when they have the knowledge and expertise to do so

2.11 Ensure that any conflict is dealt with promptly

2.12 Monitor the activities and progress of the team

## Unit 084

## Allocate and check work in your team in logistics operations

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 43 – ‘Allocate and check work in your team’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> This unit is about allocating and checking work in own team in logistics operations. It deals with planning, confirming work activities, allocating work activities fairly amongst team members, motivating and supporting team members to achieve work activities and monitoring the achievement of work activities. <b>Who this unit is for</b> This unit is relevant for team leaders, supervisors and managers working in logistics operations. Team leaders, supervisors and managers could, for example, be working in warehousing and storage, transport or freight

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

- 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

The learner will:

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

The learner can:

- 2.1 Follow all organisational policies and procedures, in relation to allocating and checking work in own team in logistics operations, that relate to:
  - 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

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit Sfl 46 – ‘Routing and scheduling of loads’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<p><b>What this unit is about</b></p> <p>This unit is about gathering all of the information required for routing and scheduling. It involves collating information in regard to timings and destinations of consignments and the type of vehicle required to carry the goods</p> <p><b>Who this unit is for</b></p> <p>This unit is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and</p>

<p>The learner will:</p> <p>1. Know how to route and schedule loads</p>
<p>The learner can:</p> <p>1.1 Explain the relevant organisational policies and procedures, in relation to routeing and scheduling loads, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• recording systems and documentation</li> </ul> <p>1.2 Explain the different modes of transport that can be used</p> <p>1.3 Explain the following in relation to the vehicle and load:</p> <ul style="list-style-type: none"> <li>• the type of load and characteristics of the consignment to be moved</li> <li>• different types of vehicle that can be used</li> <li>•</li> </ul>

<ul style="list-style-type: none"> <li>• methods of load distribution</li> <li>• environmental economy and efficiency issues</li> </ul> <p>1.4 Identify all sorting parameters relevant to the delivery or collection of the loads</p> <p>1.5 Explain sources of routing information including:</p> <ul style="list-style-type: none"> <li>• time, destination</li> <li>• delivery and collection schedules</li> </ul> <p>1.6 Explain how to deal with loads that cannot be routed and scheduled</p> <p>1.7 Explain how to report any consignments that cannot be broken down into loads</p> <p>1.8 Identify problems that can occur when routing and scheduling loads</p> <p>1.9 Explain the appropriate action to take, in order to deal with identified</p>
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<p>The learner will:</p> <p>2. Be able to route and schedule loads</p>
<p>The learner can:</p> <p>2.1 Follow all organisational policies and procedures, in relation to routing and scheduling loads, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• recording systems and documentation</li> </ul> <p>2.2 Obtain details of the consignment, time and destination for delivery of the loads</p> <p>2.3 Collate consignments and setting out priorities and optimization of delivery and collection schedules to meet customer requirements</p> <p>2.4 Confirm the following:</p> <ul style="list-style-type: none"> <li>• method of transport</li> <li>• types of vehicle and equipment to be used</li> <li>• the load and suitability of vehicle</li> </ul> <p>2.5 Record and communicate information on the load to the appropriate</p>



## Unit 086

## Manage your own professional development in logistics operations

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 50 – ‘Manage your own resources and professional development’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> 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 <b>Who this unit is for</b> This unit is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and

The learner will: 1. Know how to manage own professional development in logistics
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"><li>• health, safety and security</li><li>• legal requirements</li><li>• operating requirements</li></ul> 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

- 1.6 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

The learner will:

2. Be able to manage own professional development in logistics

The learner can:

- 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

## Unit 087

## Develop productive working relationships with colleagues in logistics operations

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 51 – ‘Develop productive working relationships with colleagues’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> 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. <b>Who this unit is for</b> This unit is suitable for all those working in logistics operations who have responsibility for developing working relationships with

The learner will: 1. Know how to develop productive working relationships with colleagues
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"><li>• health, safety and security</li><li>• legal requirements</li><li>• equality and diversity, and inclusion</li><li>• operating requirements</li></ul> 1.2 Explain the benefits of developing productive working relationships 1.3 Explain the importance of creating an environment of trust and mutual

- 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

The learner will:

2. Be able to develop productive working relationships in logistics

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:
  - 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

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit Sfl 54 – ‘Manage the traffic office’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<p><b>What this unit is about</b></p> <p>This unit is about managing the traffic office. It deals with recording feedback, communicating it to relevant people and advising them of likely outcomes. It involves evaluating performance, effectiveness and efficiency to identify trends</p> <p><b>Who this unit is for</b></p> <p>This unit is relevant to those managing or supervising staff engaged in road transport operations. This could relate to warehousing and storage, transport or</p>

The learner will:

1. Know how to manage the traffic office

The learner can:

- 1.1 Explain the relevant organisational policies and procedures, in relation to managing the traffic office, that relate to:

- health, safety and security
- environmental factors
- legal requirements
- operating requirements
- route, destination, delivery and collection schedules
- review systems

- 1.2 Explain the following:

- the type of load and characteristics of the consignment being

- different modes of transport
- types of vehicles and equipment that can be used for carrying different loads
- 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

The learner will:

2. Be able to manage the traffic office

The learner can:

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

## Unit 089

## Recruit, select and keep colleagues in logistics operations

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit Sfl 55 – ‘Recruit, select and keep colleagues’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> This unit is about recruiting, selecting and keeping colleagues in logistics operations. It deals with determining staff turnover, recruiting and selecting procedures, the importance of exit interviews and reviewing the effectiveness of internal procedures for recruiting, selecting and keeping colleagues <b>Who this unit is for</b> This unit is relevant to those managing or engaged in the recruitment, selection or keeping of colleagues in logistics operations. This could relate to warehousing and storage,

The learner will: 1. Know how to recruit, select and keep colleagues in logistics operations
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to recruiting, selecting and keeping colleagues in logistics operations, that relate to: <ul style="list-style-type: none"><li>• health, safety and security</li><li>• legal requirements</li><li>• equality and diversity, and inclusion</li><li>• accessing specialist expertise</li></ul> 1.2 Explain the following in relation to staff turnover: <ul style="list-style-type: none"><li>•</li></ul>

<ul style="list-style-type: none"> <li>• types of reasons colleagues may give for leaving</li> <li>• how to measure staff turnover</li> <li>• causes and effects of high and low staff turnover</li> <li>• measures that can be taken to address staff turnover issues</li> </ul>
<p>1.3 Explain how to undertake a skills analysis exercise to:</p> <ul style="list-style-type: none"> <li>• review the workload to identify shortfalls in the number of colleagues and/or skills, knowledge, understanding and experience</li> <li>• identify actual skill and avoid stereotyping</li> <li>• different options for identified shortfalls their advantages and disadvantages</li> </ul>
<p>1.4 Explain the purpose of job descriptions and person specifications, and:</p> <ul style="list-style-type: none"> <li>• what they should contain</li> <li>• the importance of consulting with others when producing or updating them</li> </ul>
<p>1.5 Explain the different stages in the recruiting and selecting process, and:</p> <ul style="list-style-type: none"> <li>• the importance of consulting others on the stages</li> <li>• methods used their advantages and disadvantages</li> <li>• associated timings</li> <li>• the role of others during each stage</li> </ul>
<p>1.6 Explain the importance of giving fair, clear and accurate information on vacancies to potential applicants</p>
<p>1.7 Explain how to judge whether applicants meet the stated requirements</p>
<p>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</p>
<p>1.9 Explain how to review the effectiveness of recruitment and selection in logistics operations</p>
<p>1.10 Identify problems that can occur when recruiting, selecting and keeping colleagues in logistics operations</p>
<p>1.11 Explain the appropriate action to take in order to deal with identified ms</p>

<p>The learner will:</p> <p>2. Be able recruit, select and keep colleagues in logistics operations</p>
<p>The learner can:</p> <p>2.1 Follow all organisational policies and procedures, in relation to ensuring the vehicle is unloaded correctly, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• legal requirements</li> <li>• equality and diversity, and inclusion</li> <li>• accessing specialist expertise</li> </ul>



- 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

## Unit 090

## Build and manage teams in logistics operations

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit Sfl 56 – ‘Build and manage teams’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b>

This unit is about building and managing teams in logistics operations. It deals with developing good communication skills, selecting team members according to the purpose of the team and the teams’ goals and reviewing how the team performs against its purpose and goals

### **Who this unit is for**

This unit is relevant to those building and managing teams in logistics operations. This could relate to warehousing and storage,

The learner will:

1. Know how build and mange teams in logistics operations

The learner can:

- 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

<ul style="list-style-type: none"> <li>the stages of team development</li> </ul>
<p>1.3 When building a team explain the importance of:</p> <ul style="list-style-type: none"> <li>identifying a clear team purpose</li> <li>identifying diversity of expertise, knowledge, skills and attitudes to achieve the team purpose</li> <li>selecting team members with the required expertise, knowledge and skills</li> <li>developing complementary roles</li> <li>agreeing with team members the behaviours that can help achieve the team purpose and those that may hinder</li> <li>ensuring team members understand their unique contribution to achieving the team purpose</li> <li>ensuring team members understand how each role complements and supports other roles</li> <li>building mutual trust and respect</li> <li>open communication</li> </ul>
<p>1.4 Explain how to provide constructive feedback to team members in order to enhance the performance of the team as a whole</p>
<p>1.5 Identify problems that can occur when building and managing teams</p>
<p>1.6 Explain the appropriate action to take, in order to deal with identified problems</p>

<p>The learner will:</p> <p>2. Be able to build and manage teams</p>
<p>The learner can:</p> <p>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:</p> <ul style="list-style-type: none"> <li>health, safety and security</li> <li>legal requirements</li> <li>equality and diversity, and inclusion</li> </ul> <p>2.2 Communicate with others effectively</p> <p>2.3 Identify the diversity and expertise, knowledge, skills and attitudes required to achieve the team's objectives</p> <p>2.4 Select team members that have the expertise, knowledge, skills and attitudes to achieve the team purpose</p> <p>2.5 Build the team by:</p> <ul style="list-style-type: none"> <li>agreeing with team members behaviours that can help the team achieve</li> <li>agreeing roles and responsibilities with team members to ensure each complements and supports other roles</li> <li>providing opportunities to build mutual trust and respect</li> </ul> <p>2.6 Encourage the team to seize opportunities presented by changes to the team composition</p> <p>2.7 Provide opportunities for open communication and feedback to improve performance of team</p>

## Unit 091

## Arrange the transportation of goods using multiple transport modes

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit Sfl 68 – ‘Arrange the transportation of goods using multiple transport modes’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> This unit is about arranging the transportation of goods using multiple transport modes. It deals with identifying criteria for arranging transportation of goods using multiple modes, identifying service providers, rates and terms and conditions and legislation and regulations that apply <b>Who this unit is for</b> This unit is relevant to those working in an administrative role within international trade

The learner will: 1. Be able to identify the criteria for arranging the transportation of
The learner can: 1.1 Identify all relevant details on the goods to be transported to include: <ul style="list-style-type: none"><li>• health, safety and security</li><li>• environmental factors</li><li>• special requirements</li></ul> 1.2 Identify criteria for selecting service providers to include: <ul style="list-style-type: none"><li>• systems for selecting service providers</li><li>• systems for placing orders</li><li>• advantages and disadvantages of different modes of transport</li><li>•</li></ul>

- rates and terms of conditions
- legislation and regulations

### 1.3 Identify organisational procedures to complete required selection

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

<p>The learner will:</p> <p>3. Identify any problems that can occur when arranging the</p>
<p>The learner can:</p> <p>3.1 Identify problems that can occur arranging the transportation of goods using multiple modes of transport</p>

## Unit 092

## Organise the preparation of documentation for the transportation of goods

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit Sfl 69 – ‘Organise the preparation of documentation for the transportation of goods’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> This unit is about organisation the preparation of documentation for the transportation of goods. It deals with identifying routes and destination, international borders and restrictions that may apply to the goods <b>Who this unit is for</b> This unit is relevant to those working in an administrative role within international trade

The learner will: 1. Be able to identify the required documentation for the goods
The learner can: 1.1 Identify all relevant details on the goods to be transported to include: <ul style="list-style-type: none"><li>• health, safety and security</li><li>• environmental factors</li><li>• special requirements</li></ul> 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

<p>The learner will:</p> <p>2. Be able to organise the preparation of the documentation</p>
<p>The learner can:</p> <p>2.1 Confirm with appropriate people relevant details of the goods</p> <p>2.2 Confirm with appropriate people the transportation instructions to include:</p> <ul style="list-style-type: none"> <li>• route and destination</li> <li>• international borders and any restrictions that apply</li> <li>• the correct documentation to be completed</li> <li>• the organisations that require the documentation</li> </ul> <p>2.3 Allocate resources to prepare the documentation</p> <p>2.4 Schedule the preparation of the documentation to meet critical dates and time for delivery</p> <p>2.5 Ensure all documentation is completed accurately in accordance with organisational procedures and legislation</p> <p>2.6 Ensure that all documentation is files and stored according to organisational procedures and legislation</p> <p>2.7 Pass on documentation to appropriate people at the right time</p>

<p>The learner will:</p> <p>3. Identify any problems that can occur when organisation the</p>
<p>The learner can:</p> <p>3.1 Identify problems that can occur when organising the preparation of documentation for transporting goods</p>

## Unit 093

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

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 35 – ‘Ensure compliance with legal, regulatory, ethical and social requirements’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> This unit is about ensuring compliance with organisations policies and procedures in order to meet legislative, regulatory, ethical and social requirements <b>Who this unit is for</b> This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and

The learner will: 1. Know how to ensure compliance with legal, regulatory, ethical and
The learner can: 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: <ul style="list-style-type: none"><li>• monitoring developments in legislation and regulation</li><li>• governance</li><li>• non-compliance</li><li>• maintaining policies and procedures</li><li>• risk management</li><li>• ethics and values</li><li>•</li></ul>



- 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

The learner will:

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

The learner can:

- 2.1 Follow all organisational policies and procedures, in relation to compliance with legal, regulatory, ethical and social requirements in logistics operations, that relate to:
  - 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

## Unit 094

## Help team members address problems affecting their performance in logistics operations

<b>Relationship to NOS:</b>	This unit is mapped directly to Skills for Logistics NOS Unit SfL 57 – ‘Help team members address problems affecting their performance’
<b>Endorsement by a sector or other</b>	This unit is endorsed by Skills for Logistics, the Sector Skills Council for the Freight Logistics Industry
<b>Aim:</b>	<b>What this unit is about</b> This unit is about helping team members to address problems affecting their performance. It deals with providing opportunities for team members to improve their performance, methods to improve performance and reviewing actions taken <b>Who this unit is for</b> This unit is relevant to those managing teams and the performance of the team in logistics operations. This could relate to warehousing

The learner will: 1. Know how to help team members address problems affecting their
The learner can: 1.1 Explain the relevant organisational policies and procedures, in relation to helping team members address problems their performance, that relate to: <ul style="list-style-type: none"><li>• health, safety and security</li><li>• legal requirements</li><li>• equality and diversity, and inclusion</li></ul> 1.2 Explain how to encourage team members to approach appropriate

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

The learner will:

2. Be able to help team members address problems affecting their

The learner can:

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



## 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](http://www.cityandguilds.com/functionalskills)
- Essential Skills (Northern Ireland) – see [www.cityandguilds.com/essentialskillsni](http://www.cityandguilds.com/essentialskillsni)
- Essential Skills Wales – see [www.cityandguilds.com/esw](http://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](http://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:** general guidance about the Framework 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 GOLNe-volve assessments.

## Useful contacts

### UK learners

#### General qualification

T: +44 (0)844 543 0033

E: [learnersupport@cityandguilds.com](mailto:learnersupport@cityandguilds.com)

#### International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

#### Centres

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: [centresupport@cityandguilds.com](mailto:centresupport@cityandguilds.com)

#### Single subject qualifications

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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

E: [singlesubjects@cityandguilds.com](mailto:singlesubjects@cityandguilds.com)

#### International awards

Results, Entries, Enrolments,  
Invoices, Missing or late exam

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: [intops@cityandguilds.com](mailto:intops@cityandguilds.com)

#### Walled Garden

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: [walledgarden@cityandguilds.com](mailto:walledgarden@cityandguilds.com)

#### Employer

Employer solutions, Mapping,  
Accreditation, Development

T: +44 (0)121 503 8993

E: [business@cityandguilds.com](mailto:business@cityandguilds.com)

#### Publications

Logbooks, Centre documents,

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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## **About City & Guilds**

As the UK's leading vocational education organisation, City & Guilds is leading the talent revolution by inspiring people to unlock their potential and develop their skills. We offer over 500 qualifications across 28 industries through 8500 centres worldwide and award around two million certificates every year. City & Guilds is recognised and respected by employers across the world as a sign of quality and exceptional training.

## **City & Guilds Group**

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

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