

Level 3 Diploma in Warehousing and Storage (1016-07)



Candidate logbook

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www.cityandguilds.com
January 2012
Version 1.0

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City & Guilds

1 Giltspur Street

London EC1A 9DD

T +44 (0)844 543 0033

F +44 (0)20 7294 2413

www.cityandguilds.com

learnersupport@cityandguilds.com

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1 About your candidate logbook

1.1 Contact details

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

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

Your Assessor(s)	
Your Internal Verifier	
Quality Assurance Contact	

1 About your candidate logbook

1.2 Introduction to the logbook

This logbook will help you complete your **Level 3 Diploma in Warehousing and Storage (1016-07)**. It contains:

- the units you need to achieve to complete your qualification
- information about your responsibilities as a candidate
- forms you can use to record and organise your evidence.

It will also tell you:

- about your qualification
- what you need to do to complete your qualification
- who will help you.

This logbook will help you complete the units in City & Guilds' **Level 3 Diploma in Warehousing and Storage (1016-07)**. It contains forms you can use to record the evidence of what you have done.

There are **28 units** in total available for this qualification. You should discuss and agree with your assessor/tutor which of these units you are going to work towards.

About City & Guilds

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

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

2 Units

To achieve the **Level 3 Diploma in Warehousing and Storage (1016-07)** you must achieve a minimum of **40 credits** made up of:

- 16 credits from the mandatory units

plus a minimum of each of the following:

- **9 credits** from **at least 3 units** in optional group 1
- **4 credits** from **at least 2 units** in optional group 2
- **6 credits** from **at least 2 units** in optional group 3
- **3 credits** from optional group 4
- **2 credits** from optional group 5.

Unit	Unit title	Credit value	GLH
Mandatory group (all 16 credits to be achieved)			
223	Contribute to the provision of customer service in logistics operations	3	18
302	Supervise the receipt, storage or dispatch of goods	6	20
303	Provide leadership for your team in logistics operations	4	20
304	Take responsibility for health, safety and security in your team	3	18

Unit	Unit title	Credit value	GLH
Option group 1 (a minimum of 9 credits)			
211	Moving and/or handling goods in logistics operations	4	15
212	Use equipment to move goods in logistics operations	3	18
218	Check stock levels and stock records	3	10
221	Process returned goods in logistics operations	3	15
222	Sort goods and materials for recycling or disposal in logistics operations	3	10
301	Maintain the safety and security of hazardous goods in logistics operations	6	30

Unit	Unit title	Credit value	GLH
Option group 2 (a minimum of 4 credits)			
305	Allocate and check work in your team in logistics operations	3	12
306	Inducting new colleagues into a logistics operation	2	11
307	Manage your own professional development in logistics operations	2	11
308	Recruit, select and keep colleagues in logistics operations	4	16
309	Build and manage teams in logistics operations	4	18

Unit	Unit title	Credit value	GLH
Option group 3 (a minimum of 6 credits)			
310	Schedule logistics operations to meet customers requirements	4	18
311	Arrange the transportation of goods using multiple transport modes	3	26
312	Organise the preparation of documentation for the transportation of goods	3	26
313	Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations	3	15

Unit	Unit title	Credit value	GLH
Option group 4 (a minimum of 3 credits)			
314	Optimise the use of logistics resources	3	15
315	Respond to problems in logistics operations	3	15
316	Improve performance in logistics operations	4	20
317	Minimise the environmental impact of logistics operations	3	15

Unit	Unit title	Credit value	GLH
Option group 5 (a minimum of 2 credits)			
318	Release vehicles for daily tasks	2	12
319	Apply technology in logistics operations	4	18
320	Monitor vehicle movements	2	12
321	Manage the traffic office	4	16
322	Principles of food safety supervision in logistics	3	25

3 About approved centres

3.1 Types of centres

Assessment for your qualification will be carried out at your centre. Your centre may be your place of work, a college, training provider or a combination of these.

City & Guilds approves centres to offer qualifications and regularly monitors them to make sure they meet our quality standards and follow our assessment policies.

Centre responsibilities

Your centre is responsible for the administration of your qualification. Centre staff will

- register you with City & Guilds
- give you your City & Guilds enrolment number
- apply for your certificate(s) when you have completed your qualification or units.

Centres are also responsible for supporting you as you work towards your qualification. Centres will

- carry out an initial assessment with you
- tell you about any learning or training (and resources) you will need to help you complete your qualification
- provide an induction programme to explain how the qualification assessment process works
- produce an assessment plan for you.

3 About approved centres

3.2 Assessment roles

The following people at your centre will help you achieve your qualification.

The assessor

The assessor is the person you will have the most contact with as you work towards your qualification.

Your assessor will

- help you identify any training you need
- agree an assessment plan with you
- help you plan and organise your workload and evidence
- observe you carrying out your job in the workplace over a period of time
- ask you questions about the work you do
- make decisions about your evidence and
- judge when you are competent and meet the national standards
- give you feedback about your evidence and competence.

Your assessor may be your manager or supervisor at work. You may have more than one assessor depending on which units of the qualification you take.

The internal verifier

The internal verifier maintains the quality of assessment within the centre.

The external verifier

The external verifier is employed by City & Guilds to ensure that your centre meets the required national standards for quality and assessment.

Witnesses

Witnesses do not judge your overall competence but may provide you with statements about your performance which can be used as evidence of your work.

4 About candidates

Candidate role and responsibilities

Your responsibilities as a City & Guilds candidate are to

- provide your centre with your personal details so you can be registered with City & Guilds
- participate in an initial assessment and induction
- agree a personal assessment plan with your assessor
- collect and organise your evidence as agreed in your assessment plan
- attend regular meetings with your assessor to discuss your progress and to amend your plan when required
- meet with other centre and City & Guilds staff to talk about your qualification and evidence
- make sure you understand and comply with Health and Safety law and regulations.

Your centre **may** ask you to agree and sign a learning contract with them to show how you will be assessed for your qualification.

Candidate enrolment number

Make sure you keep a note of your unique City & Guilds enrolment number on the front page of this logbook.

You will need this number again if you take any other City & Guilds qualifications. Using the same enrolment number helps City & Guilds keep a record of every unit and qualification you complete.

Moving to a new centre

If you change jobs or move to a new centre before you complete your qualification, you may be able to complete it at a new centre. Ask your centre to apply for any certificates of unit credit for you before you leave, and add them to your qualification records.

A new centre will need your candidate enrolment number, your assessment records and evidence to help you complete your qualification.

5 The assessment process

5.1 Before you start your qualification

Initial assessment

Before you start work on your qualification you will meet with your assessor to discuss what you need to do to complete your qualification. This can include

- checking you are taking the right qualification level
- checking you have chosen suitable units
- identifying any training or learning you will need to help you gain your qualification
- agreeing an assessment plan
- signing a learning contract.

6 Using your logbook

Recording forms

This logbook contains all of the forms you and your assessor will need to plan, review and organise your evidence. Your assessor will be able to help you decide which forms you need to complete and help you fill them in.

Please photocopy these forms as required.

7 Candidate progress record

Level 3 Diploma in Warehousing and Storage (1016-07)

Units	223	302	303	304									
Credits	3	6	4	3									
Total Credits Achieved:													

Minimum 40 credits

I confirm that the evidence supplied for the above listed units is authentic and a true representation of my own work. The work logged in the following pages is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this qualification with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 211

Moving and/or handling goods in logistics operations

4 credits

Outcome 1 Know how to move and/or handle goods in logistics operations

Assessment criteria (Knowledge)		Portfolio reference	
You must be able to:			
1	explain the relevant organisational policies and procedures for moving and/or handling goods in logistics operations that relate to:		
	• health safety and security		
	• environmental factors		
	• special requirements		
	• legal requirements		
	• operating requirements		
	• personal protective equipment		
2	identify any specific hazards in relation to moving and/or handling the goods		
3	describe methods for moving and/or handling the goods safely		
4	explain circumstances when assistance is required to move and/or handle the goods and how this assistance is applied		
5	identify problems that can occur when moving and/or handling the goods		
6	explain appropriate action when dealing with identified problems.		
Type of evidence →			
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Outcome 2 Be able to move and/or handle the goods in logistics operations

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	identify the goods to be moved and/or handled						
2	use suitable handling methods to move the goods safely and correctly						
3	position and set down the goods in the required location						
4	place the goods so that they can be easily identified and accessed.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 212

Use equipment to move goods in logistics operations

3 credits

Outcome 1 Know how to use equipment to move goods in logistics operations

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the relevant organisational policies and procedures for using equipment in a logistics operation that relate to:		
	<ul style="list-style-type: none"> health, safety and security requirements 		
	<ul style="list-style-type: none"> environmental factors 		
	<ul style="list-style-type: none"> special requirements 		
	<ul style="list-style-type: none"> personal protective equipment 		
	<ul style="list-style-type: none"> operating requirements 		
	<ul style="list-style-type: none"> hazards 		
	<ul style="list-style-type: none"> loss or damage to goods 		
2	describe the characteristics of the different types of goods to be moved		
3	describe different types of equipment that can be used for moving and transferring goods		
4	describe methods for lifting, moving and setting down different types of goods		
5	explain how the equipment is used		
6	explain the importance of positioning goods in a suitable way for future use		
7	identify problems that can occur when using the equipment		
8	explain appropriate action when dealing with identified problems.		
Type of evidence →			
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Outcome 2 Be able to use equipment to move goods in logistics operations

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	check the goods are suitable for lifting						
2	identify the correct equipment for lifting the goods						
3	check that the area of work is safe and secure for the movement and transfer of the goods						
4	undertake the pre-checks required for the equipment						
5	confirm the location for the goods to be positioned and set down						
6	undertake the operation in a safe and controlled manner with due regard to the surrounding environment.						
		Type of evidence →					
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 218

Check stock levels and stock records

3 credits

Outcome 1 Know how to check stock levels and stock records in logistics operations

Assessment criteria (Knowledge)		Portfolio reference	
You must be able to:			
1	explain the relevant organisational policies and procedures for checking stock levels and stock records in logistics operations, that relate to:		
	<ul style="list-style-type: none"> health, safety and security 		
	<ul style="list-style-type: none"> environmental factors 		
	<ul style="list-style-type: none"> special requirements 		
	<ul style="list-style-type: none"> stock control systems 		
	<ul style="list-style-type: none"> reporting and recording systems 		
2	explain the purpose of a stock check		
3	explain the roles and responsibilities of colleagues involved with checking stock levels and stock records		
4	describe the format, structure and content of stock check reporting required by the organisation		
5	explain how to identify discrepancies in stock figures and records		
6	identify problems that can occur when checking stock levels and stock records		
7	explain appropriate action when dealing with identified problems.		
Type of evidence →			
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Outcome 2 Be able to check stock levels and stock records in logistics operations

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	carry out the checking of the stock levels according to organisational procedures						
2	record the results of the stock check accurately						
3	check the findings against the records to identify any discrepancies						
4	check for any discrepancies						
5	disseminate the information to relevant people.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 221

Process returned goods in logistics operations

3 credits

Outcome 1 Know how to process returned goods in logistics operations

Assessment criteria (Knowledge)		Portfolio reference	
You must be able to:			
1	explain the relevant organisational policies and procedures for processing returned goods in logistics operations, that relate to:		
	• health, safety and security		
	• personal protective equipment		
	• environmental factors		
	• special requirements		
	• customer rights		
	• stock recording systems		
	• scheduling		
2	describe the main reasons for goods being returned		
3	explain the process for goods being returned		
4	identify problems that can occur when processing returned goods		
5	explain appropriate action when dealing with identified problems.		
Type of evidence →			
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Outcome 2 Be able process returned goods in logistics operations

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	obtain all relevant information on the goods being returned						
2	return the goods to the appropriate locations						
3	update stock control records accurately						
4	label any goods that are to be returned to the supplier or manufacturer						
5	dispose of any waste correctly and promptly in accordance with work instructions, requirements, organisational procedures and practices.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 222

Sort goods and materials for recycling or disposal in logistics operations

3 credits

Outcome 1 Know how to sort goods and materials for recycling or disposal in logistics operations

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the relevant organisational policies and procedures for sorting goods and materials for recycling and disposal in logistics operations, that relate to:		
	• health, safety and security		
	• personal protective equipment		
	• environmental factors		
	• special requirements		
	• waste management		
	• roles and responsibilities of colleagues		
2	explain the types of goods and materials that are suitable for recycling and those that are not		
3	identify problems that can occur when sorting goods for recycling or disposal		
4	explain appropriate action when dealing with identified problems.		
Type of evidence →			
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Outcome 2 Be able to sort the goods and materials for recycling or disposal in logistics operations

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	undertake initial checks to determine the suitability of the goods and materials for recycling or disposal						
2	sort the goods and materials correctly						
3	remove any parts of the goods and materials that are not suitable for recycling and dispose of them correctly						
4	handle the goods and materials using the correct handling methods and equipment						
5	position the goods or materials suitable for recycling or disposal into the correct locations						
6	prepare the goods or materials for further processing according to the organisation's specifications for recycling or disposal.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 223

Contribute to the provision of customer service in logistics operations

3 credits

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

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to:		
	<ul style="list-style-type: none"> health, safety and security 		
	<ul style="list-style-type: none"> personal protective equipment 		
	<ul style="list-style-type: none"> maintaining effective customer relations 		
	<ul style="list-style-type: none"> personal appearance and hygiene 		
	<ul style="list-style-type: none"> reporting procedures and systems 		
	<ul style="list-style-type: none"> recording information 		
	<ul style="list-style-type: none"> confidentiality 		
	<ul style="list-style-type: none"> complaints 		
2	describe different types of customers in relation to own organisation		
3	describe the importance of :		
	<ul style="list-style-type: none"> promoting the organisation's image positively 		
	<ul style="list-style-type: none"> effective communication 		
	<ul style="list-style-type: none"> good customer service 		
4	identify the services available to customers in own organisation		
5	describe the implications of:		
	<ul style="list-style-type: none"> a negative image on your organisation 		
	<ul style="list-style-type: none"> poor communication 		
	<ul style="list-style-type: none"> poor customer service 		
6	describe:		
	<ul style="list-style-type: none"> own role in dealing with customer complaints and 		
	<ul style="list-style-type: none"> the limits of your responsibility 		
7	identify who to report to when you are unable to deal with a customer enquiry or request.		
		Type of evidence →	
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

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

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations, that relate to:						
	• health, safety and security						
	• personal protective equipment						
	• maintaining effective customer relations						
	• personal appearance and hygiene						
	• reporting procedures and systems						
	• recording information						
	• confidentiality						
	• complaints						
2	develop positive relationships with customers						
3	ensure that own personal appearance and hygiene meet organisational policies and standards						
4	communicate effectively with customers						
5	ensure that all information available is up-to-date and accurate						
6	identify customer needs						
7	deal effectively with customer enquiries						
8	ensure the customer is promptly informed of any action that is taken						
9	maintain customer confidentiality						
10	update customer records accurately						
11	record customer enquiries and outcomes accurately using the organisation's procedures and systems						
12	deal with customer complaints effectively.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 301

Maintain the safety and security of hazardous goods in logistics operations

6 credits

Outcome 1 Know how to maintain the safety and security of hazardous goods and materials in logistics operations

Assessment criteria (Knowledge)		Portfolio reference	
You must be able to:			
1	explain the relevant organisational policies and procedures for maintaining the safety and security of hazardous goods and materials in logistics operations, that relate to:		
	<ul style="list-style-type: none"> health, safety and security 		
	<ul style="list-style-type: none"> personal protective equipment 		
	<ul style="list-style-type: none"> environmental factors 		
	<ul style="list-style-type: none"> special requirements 		
	<ul style="list-style-type: none"> storage conditions 		
	<ul style="list-style-type: none"> monitoring systems 		
2	explain the appropriate action to take in an emergency		
3	explain the meaning of different hazardous markings and areas		
4	describe storage and distribution requirements for the hazardous goods and materials including any precautions that must be taken		
5	explain the use of equipment that can be used when maintaining the safety and security of hazardous goods and materials		
6	identify problems that can occur when maintaining the safety and security of hazardous goods and materials		
7	explain appropriate action when dealing with identified problems.		
Type of evidence →			
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Outcome 2 Be able to maintain the safety and security of hazardous goods and materials in logistics operations

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	obtain all relevant information on the hazardous goods and materials						
2	demonstrate that the correct precautions have been undertaken in accordance with health and safety and organisational polices and procedures						
3	monitor the condition of the hazardous goods and materials in accordance with manufacturers instructions and organisational polices and procedures						
4	manoeuvre the hazardous goods and materials safely with the appropriate equipment according to agreed procedures.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 302

Supervise the receipt, storage or dispatch of goods

6 credits

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

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the relevant organisational policies and procedures for supervising the receipt, storage or dispatch of goods in logistics operations, that relate to:		
	<ul style="list-style-type: none"> health, safety and security 		
	<ul style="list-style-type: none"> environmental factors 		
	<ul style="list-style-type: none"> special requirements 		
	<ul style="list-style-type: none"> stock rotation 		
	<ul style="list-style-type: none"> monitoring and testing 		
2	explain sources of information required to determine the capacity and limitations of the storage facility		
3	describe the equipment that can be used for the receipt, storage or dispatch of the goods		
4	identify problems that can occur when monitoring the receipt, storage or dispatch of goods		
5	explain appropriate action when dealing with identified problems.		
Type of evidence →			
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

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

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	inspect the type, condition, quantity of the goods being received, stored or dispatched						
2	check the storage conditions and equipment required to receive, store or dispatch the goods						
3	organise the movement or rotation of goods to assist receiving, storing or dispatching goods						
4	demonstrate how to use the organisation’s resources effectively						
5	communicate effectively with others						
6	complete records for supervising the receipt, storage or dispatch of goods accurately.						
		Type of evidence →					
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 303

Provide leadership for your team in logistics operations

4 credits

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

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the relevant organisational policies and procedures, in relation to providing leadership for own team, that relate to:		
	<ul style="list-style-type: none"> roles, responsibilities, information and management systems 		
	<ul style="list-style-type: none"> setting objectives 		
	<ul style="list-style-type: none"> equality and diversity, and inclusion 		
	<ul style="list-style-type: none"> monitoring work activities 		
2	explain different leadership styles		
3	explain the principles of effective communication		
4	explain methods for motivating, supporting and encouraging team members to achieve team objectives		
5	explain the importance of creating an environment of trust and mutual respect		
6	explain the importance of understanding difficult situations, conflicts and disagreements and techniques for resolving these		
7	explain the benefits of encouraging creativity and innovation within a team.		
Type of evidence →			
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

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

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to providing leadership in own team in logistics operations, that relate to:						
	<ul style="list-style-type: none"> roles, responsibilities, information and management systems 						
	<ul style="list-style-type: none"> setting objectives 						
	<ul style="list-style-type: none"> equality and diversity, and inclusion 						
	<ul style="list-style-type: none"> monitoring work activities 						
2	communicate effectively						
3	communicate the purpose and objectives of the team to all members						
4	plan the achievement of the objectives with team members						
5	set individual work objectives to each member of the team						
6	encourage team members to achieve team objectives						
7	provide support to team members						
8	motivate team members						
9	encourage creativity and innovation to achieve team objectives						
10	encourage team members to take the lead when they have the knowledge and expertise to do so						
11	ensure that any conflict is dealt with promptly						
12	monitor the activities and progress of the team						
13	record work according to organisational procedures.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 304

Take responsibility for health, safety and security in your team

3 credits

Outcome 1 Understand health safety and security requirements

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	describe organisational policies and procedures that relate to health, safety and security		
2	identify people and items that are vulnerable to safety and security risks in the workplace		
3	explain the approved precautions that can be used to minimize safety and security risks		
4	identify appropriate personal protective equipment		
5	explain action that can be taken to prevent harm to individuals		
6	explain action that can be taken in response to accidents and emergencies		
7	identify the approved process for undertaking risk assessments according to organisational policies		
8	explain the required site protection for a particular job.		
		Type of evidence →	
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Outcome 2 Be able to work safely

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	evaluate the safety and own security risks and those that effect the team						
2	report any safety and security risks using organisational procedures						
3	wear the correct personal protective equipment according to organisational requirements						
4	demonstrate to visitors, to work areas, what the correct safety and security procedures are						
5	demonstrate how to prevent unauthorized access to hazardous areas						
6	demonstrate the organisation of site protection to own team						
7	undertake risk assessments according to the site and organisational procedures						
8	evaluate safety and security that have occurred in the recent past						
9	make recommendations to improve site health, safety and security.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 305

Allocate and check work in your team in logistics operations

3 credits

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

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the relevant organisational policies and procedures, in relation to allocating and checking work in own team in logistics operations, that relate to:		
	<ul style="list-style-type: none"> health, safety and security 		
	<ul style="list-style-type: none"> roles, responsibilities, information and management systems 		
	<ul style="list-style-type: none"> use of sustainable resources 		
	<ul style="list-style-type: none"> equality and diversity, and inclusion 		
	<ul style="list-style-type: none"> monitoring work activities 		
2	explain the principles of effective communication		
3	explain methods for motivating, supporting and encouraging team members to complete allocated work		
4	explain methods for improving the performance of the team and recognising achievement.		
		Type of evidence →	
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

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

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
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	confirm the work required of the team with own line manager						
3	plan the work of the team, identifying priorities and critical activities and available resources						
4	allocate the work to team members fairly						
5	brief team members on the standard of work required						
6	encourage team members to make suggestions and seek clarification in relation to work allocated						
7	motivate team members						
8	check the progress and quality of work activities						
9	provide feedback to team members on work performance						
10	ensure that any conflict is dealt with promptly						
11	record work according to organisational procedures.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 306

Inducting new colleagues into a logistics operation

2 credits

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

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the relevant organisational policies and procedures, in relation to inducting new colleagues into a logistics operation that relate to:		
	• the organisation		
	• health, safety and security		
	• personal protective equipment		
	• legal requirements		
	• equality and diversity, and inclusion		
	• data protection		
	• staff handbook		
2	explain the importance of completing an induction		
3	identify problems that can occur when inducting new colleagues into a logistics operation		
4	explain the appropriate action to take, in order to deal with identified problems.		
Type of evidence →			
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Outcome 2 Be able to induct colleagues into logistics operations

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to inducting new colleagues into a logistics operation, that relate to:						
	• the organisation						
	• health, safety and security						
	• personal protective equipment						
	• legal requirements						
	• equality and diversity, and inclusion						
	• data protection						
	• staff handbook						
2	communicate effectively						
3	ensure colleagues are familiar with:						
	• the organisational chart						
	• the premises						
	• own workplace						
	• personal protective equipment						
	• emergency evacuation procedures						
• health safety and security							
4	introduce new colleagues to co-workers						
5	ensure colleagues are aware of own responsibilities within the staff handbook						
6	complete documentation according to organisational procedures.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 307

Manage your own professional development in logistics operations

2 credits

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

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the relevant organisational policies and procedures, in relation to managing own resources and professional development, that relate to:		
	• health, safety and security		
	• legal requirements		
	• operating requirements		
2	explain how to develop own professional development plan		
3	explain own learning style		
4	explain the current and future requirements of own work role		
5	explain own values, career and personal goals in relation to work role		
6	explain sources of feedback used to evaluate performance		
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		
8	explain how to monitor the quality of own work and progress against development plans.		
		Type of evidence →	
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

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

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
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	agree personal work objectives with appropriate people						
3	agree how progress will be measured with appropriate people						
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						
5	review activities undertaken in development plan in relation to performance						
6	review feedback received and update own development plan in light of feedback and performance.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 308

Recruit, select and keep colleagues in logistics operations

4 credits

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

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
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"> health, safety and security 		
	<ul style="list-style-type: none"> legal requirements 		
	<ul style="list-style-type: none"> equality and diversity, and inclusion 		
	<ul style="list-style-type: none"> accessing specialist expertise 		
2	explain the following in relation to staff turnover:		
	<ul style="list-style-type: none"> the importance of undertaking exit interviews sensitively 		
	<ul style="list-style-type: none"> types of reasons colleagues may give for leaving 		
	<ul style="list-style-type: none"> how to measure staff turnover 		
	<ul style="list-style-type: none"> causes and effects of high and low staff turnover 		
	<ul style="list-style-type: none"> measures that can be taken to address staff turnover issues 		
3	explain how to undertake a skills analysis exercise to:		
	<ul style="list-style-type: none"> review the workload to identify shortfalls in the number of colleagues and/or skills, knowledge, understanding and experience 		
	<ul style="list-style-type: none"> identify actual skill and avoid stereotyping 		
	<ul style="list-style-type: none"> identify different options for identified shortfalls their advantages and disadvantages 		
4	explain the purpose of job descriptions and person specifications, and:		
	<ul style="list-style-type: none"> what they should contain 		
	<ul style="list-style-type: none"> the importance of consulting with others when producing or updating them 		
5	explain the different stages in the recruiting and selecting process, and:		
	<ul style="list-style-type: none"> the importance of consulting others on the stages 		
	<ul style="list-style-type: none"> methods used and their advantages and disadvantages 		
	<ul style="list-style-type: none"> associated timings 		
	<ul style="list-style-type: none"> the role of others during each stage 		

6	explain the importance of giving fair, clear and accurate information on vacancies to potential applicants		
7	explain how to judge whether applicants meet the stated requirements		
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		
9	explain how to review the effectiveness of recruitment and selection in logistics operations		
10	identify problems that can occur when recruiting, selecting and keeping colleagues in logistics operations		
11	explain the appropriate action to take in order to deal with identified problems.		
		Type of evidence →	
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

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

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to ensuring the vehicle is unloaded correctly, that relate to:						
	• health, safety and security						
	• legal requirements						
	• equality and diversity, and inclusion						
	• accessing specialist expertise						
2	communicate effectively with others						
3	undertake exit interviews with colleagues who are leaving						
4	review the work undertaken to identify any shortfall in the number of colleagues and/or the pool of skills, knowledge, understanding and experience						
5	review options for dealing with shortfalls in staffing						
6	consult with others to produce or update job descriptions and person specifications						
7	demonstrate how to identify a vacancy						
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						

9	ensure that:						
	<ul style="list-style-type: none"> all information on vacancies is fair, clear and accurate before it goes to potential applicants 						
	<ul style="list-style-type: none"> the skills required by the applicant to succeed in the recruitment process are no more than are required to perform the job 						
10	participate in the recruitment and selection process to ensure that:						
	<ul style="list-style-type: none"> the process is fair, consistent and effective 						
	<ul style="list-style-type: none"> applicants offered positions are likely to work effectively with colleagues 						
11	review the recruitment and selection process to identify improvements.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 309

Build and manage teams in logistics operations

4 credits

Outcome 1 Know how to build and manage teams in logistics operations

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
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		
2	explain the:		
	• principles of effective communication and how to apply them		
	• maximize communication methods when managing remote teams		
	• stages of team development		
3	when building a team explain the importance of:		
	• identifying a clear team purpose		
	• identifying diversity of expertise, knowledge, skills and attitudes to achieve the team purpose		
	• selecting team members with the required expertise, knowledge and skills		
	• developing complementary roles		
	• agreeing with team members the behaviours that can help achieve the team purpose and those that may hinder		
	• ensuring team members understand their unique contribution to achieving the team purpose		
	• ensuring team members understand how each role complements and supports other roles		
	• building mutual trust and respect		
	• open communication		
4	explain how to provide constructive feedback to team members in order to enhance the performance of the team as a whole		
5	identify problems that can occur when building and managing teams		
6	explain the appropriate action to take, in order to deal with identified problems.		
		Type of evidence →	
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Outcome 2 Be able to build and manage teams

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to planning the route and timings for the collection and delivery of loads, that relate to:						
	• health, safety and security						
	• legal requirements						
	• equality and diversity, and inclusion						
2	communicate with others effectively						
3	identify the diversity and expertise, knowledge, skills and attitudes required to achieve the team’s objectives						
4	select team members that have the expertise, knowledge, skills and attitudes to achieve the team purpose						
5	build the team by:						
	• agreeing with team members behaviours that can help the team achieve						
	• agreeing roles and responsibilities with team members to ensure each complements and supports other roles						
	• providing opportunities to build mutual trust and respect						
6	encourage the team to seize opportunities presented by changes to the team composition						
7	provide opportunities for open communication and feedback to improve performance of team						
8	review the performance of the team in relation to its purpose.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 310

Schedule logistics operations to meet customers requirements

4 credits

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

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the relevant organisational policies and procedures, in relation to scheduling logistics operations to meet customer requirements, that relate to:		
	<ul style="list-style-type: none"> health, safety and security 		
	<ul style="list-style-type: none"> compliance 		
	<ul style="list-style-type: none"> roles, responsibilities, information and management systems 		
2	describe the different sources and types of information required for scheduling logistics operations to meet customer requirements		
3	explain the importance of good communication methods		
4	explain the methods and tools used for scheduling logistics operations to meet customer requirements		
5	explain the factors that need to be taken into account when scheduling logistics operations to meet customer requirements		
6	describe the activities that need to be taken into account when scheduling logistics operations to meet customer requirements		
7	identify problems that can occur when scheduling logistics operations to meet customer requirements		
8	explain appropriate action when dealing with identified problems.		
		Type of evidence →	
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

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

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to scheduling logistics operations to meet customer requirements, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> compliance 						
	<ul style="list-style-type: none"> roles, responsibilities, information and management systems 						
2	comply with logistics operations that are required to meet customers requirements						
3	agree with customers the timings and deadlines for the provision for the logistics operations						
4	apply scheduling methods and tools according to organisational procedures						
5	apply logistics resources and sequence of tasks required to provide the logistics operations						
6	review all relevant factors and risks that could affect the schedule						
7	plan the logistics operations to ensure that the supply chain continues to function effectively						
8	monitor the provision of logistics operations against the schedule						
9	record work according to operational procedures.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 311

Arrange the transportation of goods using multiple transport modes

3 credits

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

Assessment criteria (Knowledge)		Portfolio reference	
You must be able to:			
1	identify all relevant details on the goods to be transported, to include:		
	• health, safety and security		
	• environmental factors		
	• special requirements		
2	identify criteria for selecting service providers to include:		
	• systems for selecting service providers		
	• systems for placing orders		
	• advantages and disadvantages of different modes of transport		
	• major routes, hubs and destinations		
	• rates and terms of conditions		
	• legislation and regulations		
3	identify organisational procedures to complete required selection.		
		Type of evidence →	
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

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

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	confirm with appropriate people the criteria required						
2	confirm with appropriate people relevant details of the goods						
3	explain the advantages and disadvantages of each mode of transport						
4	assess each mode of transport for the goods						
5	determine the most appropriate combination of modes of transport						
6	place and confirm the order according to organisational procedures						
7	complete all documentation accurately in accordance with organisational procedures and legislation						
8	ensure that all documentation is filed and stored according to organisational procedures and legislation						
9	pass on documentation to appropriate people at the right time according to organisational procedures and legislation.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Outcome 3 Identify any problems that can occur when arranging the transportation of goods using multiple modes of transport

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	identify problems that can occur, arranging the transportation of goods, using multiple modes of transport						
2	show how to take appropriate action to deal with the problems.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 312

Organise the preparation of documentation for the transportation of goods

3 credits

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

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	identify all relevant details on the goods to be transported to include:		
	• health, safety and security		
	• environmental factors		
	• special requirements		
2	identify the route and destination for the goods		
3	identify any international borders and restrictions that impact on the goods		
4	identify all organisations that require the documentation		
5	identify all documentation required		
6	identify resources required to prepare the documentation		
7	identify organisational procedures to complete required documentation.		
Type of evidence →			
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Outcome 2 Be able to organise the preparation of the documentation

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	confirm with appropriate people relevant details of the goods						
2	confirm with appropriate people the transportation instructions to include:						
3	<ul style="list-style-type: none"> route and destination 						
	<ul style="list-style-type: none"> international borders and any restrictions that apply 						
	<ul style="list-style-type: none"> the correct documentation to be completed 						
	<ul style="list-style-type: none"> the organisations that require the documentation 						
4	allocate resources to prepare the documentation						
5	schedule the preparation of the documentation to meet critical dates and time for delivery						
6	ensure all documentation is completed accurately in accordance with organisational procedures and legislation						
7	ensure that all documentation is filed and stored according to organisational procedures and legislation						
8	pass on documentation to appropriate people at the right time according to organisational procedures and legislation.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Outcome 3 Identify any problems that can occur when organising the preparation of documentation for transporting goods

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	identify problems that can occur when organising the preparation of documentation for transporting goods						
2	show how to take appropriate action to deal with the problems.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 313

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

3 credits

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

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the relevant organisational policies and procedures, in relation to compliance with legal, regulatory, ethical and social requirements in logistics operation that relate to:		
	• monitoring developments in legislation and regulation		
	• governance		
	• non-compliance		
	• maintaining policies and procedures		
	• risk management		
	• ethics and values		
	• confidentially		
2	describe the different sources and types of information that are used for current organisational and operational procedures		
3	describe the organisation's approach to current and emerging social attitudes to management and leadership practice		
4	describe regulatory, ethical and operational requirements, both national and international that affect own logistics operation		
5	describe ways in which other organisations in the logistics sector deal with current and emerging social concerns and expectations		
6	explain the importance of implementing the policies and procedures.		
Type of evidence →			
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

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

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
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	obtain information from suitable sources on the current organisational and operational policies and procedures						
3	communicate effectively						
4	ensure the organisation’s policies and procedures are implemented						
5	monitor the organisation’s policies and procedures						
6	assess the organisation’s policies and procedures						
7	review the organisation’s policies and procedures						
8	assess the impact of failure to comply with the organisation’s policies and procedures						
9	recommend changes to organisation’s policies and procedures						
10	report on the organisation’s policies and procedures						
11	provide feedback on the implementation of the organisation’s policies and procedures						
12	provide information to those that require it promptly						
13	encourage the sharing of information within the constraints of confidentiality						
14	record work according to organisational procedures.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 314

Optimise the use of logistics resources

3 credits

Outcome 1 Know how to optimize the use of logistics resources

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the relevant organisational policies and procedures, in relation to optimising the use of logistics resources, that relate to:		
	<ul style="list-style-type: none"> health, safety and security 		
	<ul style="list-style-type: none"> compliance 		
	<ul style="list-style-type: none"> roles, responsibilities, information and management systems 		
	<ul style="list-style-type: none"> legislation and regulations 		
2	describe the different sources and types of information required for optimising the use of logistics resources		
3	explain the importance of good communication methods		
4	explain the types of resource used in specific logistics operations		
5	explain the methods used for optimising the use of logistics resources		
6	explain the factors that need to be taken into account when optimising the use of logistics resources		
7	explain methods for improving or developing used logistics resources		
8	identify problems that can occur when optimising the use of logistics resources		
9	explain appropriate action when dealing with identified problems.		
Type of evidence →			
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Outcome 2 Be able to optimize the use of logistics resources

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to optimising the use of logistics resources, that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> compliance 						
	<ul style="list-style-type: none"> roles, responsibilities, information and management systems 						
	<ul style="list-style-type: none"> legislation and regulations 						
2	identify the availability and demand for logistics resources in the organisation						
3	determine the level and type of resources used for the logistics operation						
4	use logistics resources effectively and efficiently						
5	plan the use of logistics resources to achieve a balance between usage and performance						
6	monitor the use of logistics resources to identify any positive or negative effects on the environment						
7	record work according to organisational procedures.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 315

Respond to problems in logistics operations

3 credits

Outcome 1 Know how to respond to problems in logistics operations

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the relevant organisational policies and procedures, in relation to responding to problems in logistics operations, that relate to:		
	<ul style="list-style-type: none"> health, safety and security 		
	<ul style="list-style-type: none"> compliance 		
	<ul style="list-style-type: none"> roles, responsibilities information and management systems 		
2	explain the importance of good communication methods		
3	describe the different types of information required for responding to problems in logistics operations		
4	explain factors that could lead to problems in logistics operations		
5	explain contingency planning methods		
6	explain risk assessment methods used.		
		Type of evidence →	
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Outcome 2 Be able respond to problems in logistics operations

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to responding to problems in logistics operations that relate to:						
	<ul style="list-style-type: none"> health, safety and security 						
	<ul style="list-style-type: none"> compliance 						
	<ul style="list-style-type: none"> roles, responsibilities, information and management systems 						
2	develop procedures for identifying problems						
3	respond to problems within logistics operations						
4	review problems that have occurred previously and the factors that led to them						
5	assess the impact of previous problems on the logistics operation						
6	plan the activities and resources that are required to respond to a particular problem						
7	implement the plan in response to a particular problem						
8	obtain feedback on the plan						
9	develop contingency plans						
10	implement contingency plans						
11	obtain feedback from others on the use of contingency plans						
12	review the effectiveness of the plans						
13	record work according to organisational procedures.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 316

Improve performance in logistics operations

4 credits

Outcome 1 Know how to improve performance in logistics operations

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the relevant organisational policies and procedures, in relation to improving performance in logistics operations, that relate to:		
	<ul style="list-style-type: none"> health, safety and security 		
	<ul style="list-style-type: none"> compliance 		
	<ul style="list-style-type: none"> roles, responsibilities, information and management systems 		
2	describe the different sources and types of information required for improving performance in logistics operations		
3	explain improvement methods that are used in the organisation and industry		
4	explain methods used for evaluating improvement methods		
5	identify problems that can occur when improving performance in logistics operations		
6	explain appropriate action when dealing with identified problems.		
		Type of evidence →	
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Outcome 2 Be able to improve performance in logistics operations

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to improving performance in logistics operations, that relate to:						
	• health, safety and security						
	• compliance						
	• roles, responsibilities, information and management systems						
2	assess an area for improvement						
3	assess improvement methods appropriate for the logistics operation						
4	recommend suitable methods for improving performance						
5	develop success criteria to be used to evaluate application of the improvement methods						
6	implement the improvement methods						
7	monitor the application of the improvement methods						
8	evaluate the application of the improvement methods						
9	record work according to organisational procedures.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 317

Minimise the environmental impact of logistics operations

3 credits

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

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the relevant organisational policies and procedures, in relation to minimising the environmental impact of logistics operations, that relate to:		
	<ul style="list-style-type: none"> health, safety and security 		
	<ul style="list-style-type: none"> compliance 		
	<ul style="list-style-type: none"> roles, responsibilities, information and management systems 		
	<ul style="list-style-type: none"> environmental protection 		
	<ul style="list-style-type: none"> systems to assess environmental impact 		
	<ul style="list-style-type: none"> recycling and disposal of materials 		
2	describe the different sources and types of information required for improving performance in logistics operations		
3	explain environmental issues affecting the logistics sector		
4	identify ways to reduce the effects on the environment		
5	identify ways to use energy and materials more effectively and efficiently.		
Type of evidence →			
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

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

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to minimising the environmental impact of logistics operations, that relate to:						
	• health, safety and security						
	• compliance						
	• roles, responsibilities, information and management systems						
	• environmental protection						
	• systems to assess environmental impact						
	• recycling and disposal of materials						
2	implement the organisation’s environmental policy						
3	monitor the use of energy and materials to deliver logistics operations						
4	assess the environmental risks of specific logistics operations before implementation						
5	report on the effects of logistics operations on the environment						
6	ensure that surplus materials are disposed of or recycled correctly						
7	brief visitors and sub-contractors of environmental responsibilities according to organisational polices						
8	recommend ways to minimise the environmental impact of logistics operations						
9	record work according to organisational procedures.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 318

Release vehicles for daily tasks

2 credits

Outcome 1 Know how to release vehicles for daily tasks

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the relevant organisational policies and procedures, in relation to releasing vehicles for daily tasks that relate to:		
	<ul style="list-style-type: none"> health, safety and security 		
	<ul style="list-style-type: none"> legal requirements 		
	<ul style="list-style-type: none"> environmental factors 		
	<ul style="list-style-type: none"> documentation systems 		
	<ul style="list-style-type: none"> driver hours and licensing requirements 		
	<ul style="list-style-type: none"> vehicle operators licensing requirements 		
	<ul style="list-style-type: none"> route, destination, delivery and collection schedules 		
2	explain different modes of transport that can be used		
3	explain the types of load and characteristics of the consignment to be moved		
4	explain the types of vehicles and specialist equipment that can be used to move the loads		
5	explain the skills and qualifications required of driver personnel		
6	identify problems that can occur when releasing vehicles for daily tasks		
7	explain the appropriate action to take, in order to deal with identified problems.		
Type of evidence →			
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Outcome 2 Be able to release vehicles for daily tasks

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures in relation to releasing the vehicles for daily tasks that relate to:						
	• health, safety and security						
	• legal requirements						
	• environmental factors						
	• documentation systems						
	• driver hours and licensing requirements						
	• vehicle operators licensing requirements						
	• route, destination, delivery and collection schedules						
2	obtain details of the loads to be delivered						
3	confirm the routing and scheduling information for transporting the loads						
4	select the driver, vehicle and any equipment to be used for transporting the load						
5	maintain records of the driver, vehicle and any equipment used						
6	communicate effectively						
7	authorise the use of resources						
8	issue consignment documents or proof of delivery notes.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 319

Apply technology in logistics operations

4 credits

Outcome 1 Know how to apply technology in logistics operations

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the relevant organisational policies and procedures, in relation to applying technology in logistics operations, that relate to:		
	<ul style="list-style-type: none"> health, safety and security 		
	<ul style="list-style-type: none"> compliance 		
	<ul style="list-style-type: none"> roles, responsibilities information and management systems 		
2	explain the importance of good communication methods		
3	describe the different sources and types of information required for applying technology in logistics operations		
4	explain the resources and systems that can be applied in logistics operations		
5	explain the latest technological advances that may be applied in logistics operations		
6	explain the impact of new technology in the logistics operation		
7	identify problems that can occur when applying technology in logistics operations.		
Type of evidence →			
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Outcome 2 Be able to apply technology in logistics operations

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to applying technology in logistics operations, that relate to:						
	• health, safety and security						
	• compliance						
	• roles, responsibilities, information and management systems						
	• check that the technology is applied						
	• check that maintenance schedules are undertaken						
	• check that colleagues using the technology can operate it competently						
	• monitor colleagues in the safe use of the technology						
	• identify colleagues training needs						
	• respond to training needs						
2	report on how the technology has improved logistics operations						
3	make recommendations for further improvement to logistics operations						
4	overcome any failures in the technology						
5	record work according to organisational procedures.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 320

Monitor vehicle movements

2 credits

Outcome 1 Know how to monitor vehicle movements

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the relevant organisational policies and procedures, in relation to monitoring vehicle movements, that relate to:		
	<ul style="list-style-type: none"> health, safety and security 		
	<ul style="list-style-type: none"> environmental factors 		
	<ul style="list-style-type: none"> legal requirements 		
	<ul style="list-style-type: none"> operating requirements 		
	<ul style="list-style-type: none"> monitoring requirements 		
	<ul style="list-style-type: none"> driver hours and licensing requirements 		
	<ul style="list-style-type: none"> vehicle operators licensing requirements 		
	<ul style="list-style-type: none"> route, destination, delivery and collection schedules 		
2	explain the following:		
	<ul style="list-style-type: none"> sources of information 		
	<ul style="list-style-type: none"> methods and equipment used for monitoring the progress of vehicles and loads 		
	<ul style="list-style-type: none"> limitations of routes, vehicles, equipment and drivers 		
	<ul style="list-style-type: none"> environmental, economy and efficiency issues relating to the vehicle and load 		
3	identify problems that can occur when monitoring vehicle movements		
4	explain the appropriate action to take in order to deal with identified problems.		
Type of evidence →			
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Outcome 2 Be able to monitor vehicle movements

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
1	follow all organisational policies and procedures, in relation to monitoring vehicle movements, that relate to:						
	• health, safety and security						
	• environmental factors						
	• legal requirements						
	• operating requirements						
	• monitoring requirements						
	• driver hours and licensing requirements						
	• vehicle operators licensing requirements						
	• route, destination, delivery and collection schedules						
2	confirm the routing and scheduling information for the vehicles and loads						
3	demonstrate how to take action to modify routing and scheduling of vehicles and loads in response to changes in customer requirements						
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						
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						
6	monitor the progress of vehicles and loads.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 321

Manage the traffic office

4 credits

Outcome 1 Know how to manage the traffic office

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the relevant organisational policies and procedures, in relation to managing the traffic office, that relate to:		
	<ul style="list-style-type: none"> health, safety and security 		
	<ul style="list-style-type: none"> environmental factors 		
	<ul style="list-style-type: none"> legal requirements 		
	<ul style="list-style-type: none"> operating requirements 		
	<ul style="list-style-type: none"> route, destination, delivery and collection schedules 		
	<ul style="list-style-type: none"> review systems 		
2	explain the following:		
	<ul style="list-style-type: none"> the type of load and characteristics of the consignment being moved 		
	<ul style="list-style-type: none"> different modes of transport 		
	<ul style="list-style-type: none"> types of vehicles and equipment that can be used for carrying different loads 		
	<ul style="list-style-type: none"> sources of feedback information 		
3	explain how to manage colleagues within the operation		
4	identify problems that can occur when managing the traffic office		
5	explain the appropriate action take, to in order to deal with identified problems.		
		Type of evidence →	
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Outcome 2 Be able to manage the traffic office

Assessment criteria (Performance)		Evidence date					
You must be able to:		Portfolio reference					
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	manage colleagues to plan the transportation of loads						
3	monitor the use of resources						
4	support colleagues decisions where problems arise						
5	advise customers and relevant personnel of any changes in the resources allocated or the delivery schedules						
6	maintain records making any changes according to operational procedures						
7	evaluate feedback obtained on the use of resources						
8	review actual performance against the operational plan						
9	evaluate the effectiveness and efficiency of completed operations						
10	formulate an action plan based on patterns or trends in actual performance in order to improve performance						
11	propose amendments to operational and organisational procedures						
12	communicate effectively.						
Type of evidence →							
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony							

Unit 322

Principles of food safety supervision in logistics

3 credits

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

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	summarise the importance of food safety management procedures		
2	explain the responsibilities of employers in respect of food safety legislation and procedures to ensure compliance		
3	explain the responsibilities of employees in respect of food safety legislation and procedures to ensure compliance		
4	explain how food safety legislation is enforced		
5	state where sources of information on food safety legislation can be found.		
		Type of evidence →	
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

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

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	describe methods and procedures for controlling food safety to include critical control points, critical limits and corrective actions		
2	justify the importance of high standards of personal hygiene		
3	explain procedures for cleanliness and disinfection		
4	describe the importance of and methods for pest control		
5	explain the importance of temperature control		
6	describe the methods used to control temperature.		
		Type of evidence →	
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

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

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	describe the consequences for food safety from microbial, chemical, physical and allergenic hazards		
2	state the importance of monitoring and recording critical control points		
3	state the importance of measuring against critical limits		
4	describe how to monitor and record staff activities in order to maintain food safety		
5	describe the corrective actions to be taken in the event of critical limits being met or exceeded.		
		Type of evidence →	
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Outcome 4 Understand the role of the supervisor in staff training

Assessment criteria (Knowledge) You must be able to:		Portfolio reference	
1	explain the supervisor's role in continually reviewing and improving the organisation's food safety procedures		
2	explain the requirements for induction and on-going training of staff in food safety		
3	explain how to communicate management procedures for food safety effectively to colleagues.		
		Type of evidence →	
Evidence key: (O) observation; (P) product; (PD) professional discussion; (Q) questioning; (R) report; (WT) witness testimony			

Appendix 1 Summary of City & Guilds assessment policies

Health and Safety

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

You are responsible for making sure that you understand, and comply with, the Health and Safety practice and policies in the workplace where you will be assessed. Your assessment may be stopped if you do not comply, and your assessor will explain the problem to you. You may need to retake your assessment at a later date.

Equal Opportunities

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

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

Access to assessment

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

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

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

Complaints and appeals

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

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

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

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

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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

E: singlesubjects@cityandguilds.com

International awards

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: business_unit@cityandguilds.com

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Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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

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