

Level 3 Certificate in Traffic Office (3438-02)

Candidate logbook

501/2233/2



www.cityandguilds.com
August 2011
Version 1.0

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1 About your candidate logbook

1.1 Contact details

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

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

Your Assessor(s)	
Your Internal Verifier	
Quality Assurance Contact	

1 About your candidate logbook

1.2 Introduction to the logbook

This logbook will help you complete the units in City & Guilds' **Level 3 Certificate in Traffic Office (3438-02)**. It contains forms you can use to record your evidence of what you have done.

There are **16 units** in total available in this qualification. You should discuss and agree with your assessor/tutor which of these units you are going to work towards. The units in this logbook are for **Level 3**.

About City & Guilds

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

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

2 Units

You must achieve a minimum of **25 credits** to achieve the **Level 3 Certificate in Traffic Office**:

- **12 credits** from the mandatory units plus a minimum of:
 - **4 credits** from Option Group 1
 - **3 credits** from Option Group 2, and
 - **6 credits** from Option Group 3.

City & Guilds unit	Unit title	GLH	Credit value
	Mandatory group (all 12 credits)		
001	Health and safety at work	20	3
002	Develop productive working relationships with colleagues in logistics operations	12	2
003	Manage the traffic office	16	4
004	Routing and scheduling of loads	14	3
	Option group 1 (a minimum of 4 credits)		
005	Identify suitable collection or delivery points	7	2
006	Release vehicles for daily tasks	12	2
007	Monitor vehicle movements	12	2
008	Post journey reports and checks	10	2
009	Inducting new colleagues into a logistics operation	11	2
010	Contribute to the provision of customer service in logistic operations	18	3
	Option group 2 (a minimum of 3 credits)		
011	Produce costings for freight transport	20	4
012	International road transport operations	25	5
013	Help team members address problems affecting their performance in logistics operations	10	3
	Option group 3 (a minimum of 6 credits)		
014	Build and manage teams in logistics operations	18	4
015	Recruit, select and keep colleagues in logistics operations	16	4
016	Manage your own professional development in logistics operations	11	2

3 The assessment process

Simulation is allowed in some of the units in this qualification. Where simulation is needed this must be agreed with your external verifier in advance to ensure validity. Candidates should be assessed under normal workplace conditions. However, there are situations where the actual workplace may not be appropriate, or where waiting for naturally occurring evidence is impractical. Therefore, the setting up or devising of assessment situations will be allowed, when it can be demonstrated that the following circumstances require it in areas related to.

The following people at your centre will explain the assessment process and help you achieve your unit(s).

The assessor/tutor

The assessor/tutor is the person you will have the most contact with as you work towards your unit(s). You may have more than one assessor/tutor depending on which unit(s) you take or you may be assessed by a person who is not your tutor.

The internal verifier

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

The external verifier

The external verifier works for City & Guilds and helps to ensure that your centre meets the required standards for quality and assessment.

4 Using your logbook

Recording forms

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

Please photocopy these forms as required.

5 Candidate progress record

Level 3 Certificate in Traffic Office (3438-02)

Units	001	002	003	004									
Credits	3	2	4	3									
Total Credits Achieved:													

Minimum 25 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 001

Health, safety and security at work

3 credits

Outcome 001.1 Be able to work safely

Assessment criteria (Performance)	Evidence date					
Simulation is not acceptable for performance evidence in this unit						
You must be able to:	Portfolio reference					
1. take appropriate action in the event of fire, emergencies or accidents						
2. identify where alarms, emergency exits, escape routes, emergency equipment and assembly points are located						
3. demonstrate safe and appropriate use of emergency equipment						
4. distinguish between different alarm sounds						
5. comply with equipment operating procedures and manufacturer's instructions						
6. demonstrate safe handling and lifting techniques						
7. demonstrate correct use and maintenance of any protective clothing and/or equipment						
8. comply with personal responsibilities under the Health & Safety at Work Act / COSHH						
9. identify who the nominated first-aiders are.						
Type of evidence →						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Outcome 001.2 Be able to monitor the workplace for hazards

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. identify hazardous substances that are used in the workplace and demonstrate methods of making them safe, or reducing their danger, in the event of an accident						
2. identify hazards posed by machinery that is used in the workplace, and demonstrate methods of making safe or reducing their danger in the event of an accident						
3. demonstrate how to handle and store hazardous substances including debris						
4. demonstrate how to store materials and equipment						
5. explain what the most likely accidents and emergencies in the workplace are and how to deal with them						
6. comply with personal responsibilities under the COSHH (Control of Substances Hazardous to Health).						
Type of evidence →						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Outcome 1.3 Be able to contribute to workplace security

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. outline and comply with the organisation's rules, codes, guidelines and standards relating to security						
2. explain how to deal with loss of property.						
Type of evidence →						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 002

Develop productive working relationships with colleagues in logistics operations

2 credits

Outcome 002.1 Know how to develop productive working relationships with colleagues in logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures for developing productive working relationships in logistics operations that relate to:		
• health, safety and security		
• legal requirements		
• equality and diversity, and inclusion		
• operating requirements		
2. explain the benefits of developing productive working relationships		
3. explain the importance of creating an environment of trust and mutual respect		
4. explain the roles and responsibilities of work colleagues		
5. explain the principles of effective communication		
6. explain the importance of understanding difficult situations, conflicts of interest issues, and disagreements and techniques for resolving these		
7. explain the importance of feedback on own performance		
8. explain how to provide feedback to colleagues on their performance.		
	Type of evidence →	
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 002.2 Be able to develop productive working relationships with colleagues in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this	Evidence date					
You must be able to:	Portfolio reference					
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. establish productive working relationships with colleagues						
3. communicate effectively						
4. exchange information and resources with colleagues to ensure all parties fulfil agreements						
5. provide feedback to colleagues to improve performance						
6. obtain feedback from colleagues to improve performance.						
Type of evidence →						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 003

Manage the traffic office

4 credits

Outcome 003.1 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:		
• health, safety and security		
• environmental factors		
• legal requirements		
• operating requirements		
• route, destination, delivery and collection schedules		
• review systems		
2. explain the following:		
• the type of load and characteristics of the consignment being moved		
• different modes of transport		
• types of vehicles and equipment that can be used for carrying different loads		
• 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 to take in order to deal with identified problems.		
Type of evidence →		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 003.2 Be able to manage the traffic office

Assessment criteria (Performance)	Evidence date					
Simulation is not acceptable for performance evidence in this unit						
You must be able to:	Portfolio reference					
1. follow all 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"> personal protective equipment 						
<ul style="list-style-type: none"> legal requirements 						
<ul style="list-style-type: none"> operating requirements 						
<ul style="list-style-type: none"> route, destination, delivery and collection schedules 						
<ul style="list-style-type: none"> 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 →						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 004

Routing and scheduling of loads

3 credits

Outcome 004.1 Know how to route and schedule loads

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to routing and scheduling loads, that relate to:		
<ul style="list-style-type: none"> • health, safety and security 		
<ul style="list-style-type: none"> • legal requirements 		
<ul style="list-style-type: none"> • operating requirements 		
<ul style="list-style-type: none"> • recording systems and documentation 		
2. explain the different modes of transport that can be used		
3. explain the following in relation to the vehicle and load:		
<ul style="list-style-type: none"> • the type of load and characteristics of the consignment to be moved 		
<ul style="list-style-type: none"> • different types of vehicle that can be used 		
<ul style="list-style-type: none"> • vehicle weights and dimensions 		
<ul style="list-style-type: none"> • methods of load distribution 		
<ul style="list-style-type: none"> • environmental economy and efficiency issues 		
4. identify all sorting parameters relevant to the delivery or collection of the load		
5. explain sources of routing information including:		
<ul style="list-style-type: none"> • time, destination 		
<ul style="list-style-type: none"> • delivery and collection schedules 		
6. explain how to deal with loads that cannot be routed and scheduled		
7. explain how to report any consignments that cannot be broken down into loads		
8. identify problems that can occur when routing and scheduling loads		
9. explain the appropriate action to take, in order to deal with identified problems.		
Type of evidence →		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 004.2 Be able to route and schedule loads

Assessment criteria (Performance)	Evidence date					
Simulation is not acceptable for performance evidence in this unit						
You must be able to:	Portfolio reference					
1. follow all organisational policies and procedures, in relation to routing and scheduling loads, that relate to:						
<ul style="list-style-type: none"> health, safety and security 						
<ul style="list-style-type: none"> legal requirements 						
<ul style="list-style-type: none"> operating requirements 						
<ul style="list-style-type: none"> recording systems and documentation 						
2. obtain details of the consignment, time and destination for delivery of the loads						
3. collate consignments and setting out priorities and optimization of delivery and collection schedules to meet customer requirements						
4. confirm the following:						
<ul style="list-style-type: none"> method of transport 						
<ul style="list-style-type: none"> types of vehicle and equipment to be used 						
<ul style="list-style-type: none"> the load and suitability of vehicle 						
5. record and communicate information on the load to the appropriate personnel.						
Type of evidence →						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 005

Identify suitable collection or delivery

2 credits

Outcome 005.1 Know how to place goods in storage logistics operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures in relation to suitable collection or delivery points that relate to:		
<ul style="list-style-type: none"> • health, safety and security 		
<ul style="list-style-type: none"> • legal requirements 		
<ul style="list-style-type: none"> • operating requirements 		
<ul style="list-style-type: none"> • environmental factors 		
<ul style="list-style-type: none"> • access points 		
<ul style="list-style-type: none"> • recording and documentation 		
<ul style="list-style-type: none"> • safe loading and unloading of vehicles 		
2. explain the characteristics of the load to be moved and the suitability of the vehicle for that load		
3. identify problems that can occur with facilities at collection or delivery points		
4. explain the appropriate action to take, when problems occur with facilities at collection points.		
Type of evidence →		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 005.2 Be able to identify suitable collection or delivery points

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. follow all organisational policies and procedures, in relation to identifying suitable collection or delivery points, that relate to:						
<ul style="list-style-type: none"> health, safety and security 						
<ul style="list-style-type: none"> legal requirements 						
<ul style="list-style-type: none"> operating requirements 						
<ul style="list-style-type: none"> environmental factors 						
<ul style="list-style-type: none"> access points 						
<ul style="list-style-type: none"> recording and documentation 						
<ul style="list-style-type: none"> safe loading and unloading of vehicles 						
2. confirm the requirements and constraints of the load to be moved						
3. establish a point of contact where collection of delivery point details can be obtained						
4. communicate effectively						
5. obtain the following information relating to collection or delivery points:						
<ul style="list-style-type: none"> physical access and security requirements 						
<ul style="list-style-type: none"> health, safety and environmental requirements 						
<ul style="list-style-type: none"> limitations or restrictions 						
<ul style="list-style-type: none"> legal and operating requirements 						
<ul style="list-style-type: none"> physical loading and unloading facilities 						
<ul style="list-style-type: none"> any specialist equipment required 						
6. confirm the loads and determine the suitability of the collection or delivery point.						
Type of evidence →						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 006

Release vehicles for daily tasks

2 credits

Outcome 006.1 Know how to prepare for the processing of orders to customers in logistics operations

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 →		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 006.2 Be able to process orders for customers in logistics operations

Assessment criteria (Performance)	Evidence date					
Simulation is not acceptable for performance evidence in this unit						
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:						
<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. 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 →						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 007

Monitor vehicle movements

2 credits

Outcome 007.1 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:		
• 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. explain the following:		
• sources of information		
• methods and equipment used for monitoring the progress of vehicles and loads		
• limitations of routes, vehicles, equipment and drivers		
• 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 →	
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 007.2 Be able to assemble the orders for dispatch in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	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 →						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 008

Post journey reports and checks

2 credits

Outcome 008.1 Know how to undertake post journey reports and checks

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to undertaking post journey reports and checks, that relate to:		
• health, safety and security		
• environmental factors		
• legal requirements		
• operating requirements		
• driver hours and licensing requirements		
• vehicle operators licensing requirements		
• recording and documentations.		
	Type of evidence →	
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 008.2 Be able to undertake post journey reports and checks

Assessment criteria (Performance)	Evidence date					
Simulation is not acceptable for performance evidence in this unit						
You must be able to:	Portfolio reference					
1. follow all organisational policies and procedures, in relation to post journey and checks, 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"> driver hours and licensing requirements 						
<ul style="list-style-type: none"> vehicle operators licensing requirements 						
<ul style="list-style-type: none"> recording and documentations systems 						
2. confirm the return of the vehicle						
3. confirm the condition of the vehicle on completion of the schedule						
4. demonstrate how to take action if faults or defects are found on the vehicle						
5. confirm the documentation and other records relating to the:						
<ul style="list-style-type: none"> vehicle 						
<ul style="list-style-type: none"> driver compliance with legal, operational and organisational procedures 						
6. re-task or re-schedule vehicles and drivers as required						
7. ensure return loads are dealt with in accordance with operational and organisational procedures						
8. communicate effectively.						
Type of evidence →						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 009

Inducting new colleagues into a logistics operation

2 credits

Outcome 009.1 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 →	
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 009.2 Be able to induct colleagues into logistics operations

Assessment criteria (Performance)	Evidence date					
Simulation is not acceptable for performance evidence in this unit						
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:						
<ul style="list-style-type: none"> the organisation 						
<ul style="list-style-type: none"> health, safety and security 						
<ul style="list-style-type: none"> personal protective equipment 						
<ul style="list-style-type: none"> legal requirements 						
<ul style="list-style-type: none"> equality and diversity, and inclusion 						
<ul style="list-style-type: none"> data protection 						
<ul style="list-style-type: none"> staff handbook 						
2. communicate effectively						
3. ensure colleagues are familiar with:						
<ul style="list-style-type: none"> the organisational chart 						
<ul style="list-style-type: none"> the premises 						
<ul style="list-style-type: none"> own workplace 						
<ul style="list-style-type: none"> personal protective equipment 						
<ul style="list-style-type: none"> emergency evacuation procedures 						
<ul style="list-style-type: none"> 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.						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 010

Contribute to the provision of customer service in logistics operations

3 credits

Outcome 010.1 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:		
• health, safety and security		
• personal protective equipment		
• maintaining effective customer relations		
• personal appearance and hygiene		
• reporting procedures and systems		
• recording information		
• confidentiality		
• complaints		
2. describe different types of customers in relation to own organisation		
3. describe the importance of:		
• promoting the organisation’s image positively		
• effective communication		
• good customer service		
4. identify the services available to customers in own organisation		
5. describe the implications of:		
• a negative image on your organisation		
• poor communication		
• poor customer service		
6. describe:		
• own role in dealing with customer complaints		
• 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 →	
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 010.2 Be able to contribute to the provision of customer services in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	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 →						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 011

Produce costings for freight transport

4 credits

Outcome 011.1 Know how to produce costings for freight transport

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation producing costings for freight transport, that relate to:		
<ul style="list-style-type: none"> • health, safety and security 		
<ul style="list-style-type: none"> • legal requirements 		
<ul style="list-style-type: none"> • operating requirements 		
<ul style="list-style-type: none"> • recording and documentation requirements 		
<ul style="list-style-type: none"> • terms and conditions for transporting loads 		
2. explain the following:		
<ul style="list-style-type: none"> • sources and point of contact for information on the movement of goods 		
<ul style="list-style-type: none"> • the types of loads and characteristics of the consignment to be moved 		
<ul style="list-style-type: none"> • different modes of transport 		
<ul style="list-style-type: none"> • types of vehicles for carrying different loads and how these affect costings 		
<ul style="list-style-type: none"> • the types of facilities required for loading and unloading 		
<ul style="list-style-type: none"> • types and sources of specialist equipment that may be used 		
3. explain costs and the reasons for fluctuations.		
Type of evidence →		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 011.2 Be able to produce costings for freight transport

Assessment criteria (Performance)	Evidence date					
Simulation is not acceptable for performance evidence in this unit						
You must be able to:	Portfolio reference					
1. follow organisational policies and procedures, in relation to producing costings for freight transport, that relate to:						
• health, safety and security						
• legal requirements						
• environmental factors						
• operating requirements						
• recording and documentation requirements						
• terms and conditions for transporting loads						
2. make contact with an appropriate person where contract details can be obtained						
3. confirm the collection and delivery point details to determine the distance and other associated costs						
4. confirm the operational requirements in relation to any constraints on the consignment						
5. confirm the driver and vehicle requirements for carrying out the transportation of the load						
6. obtain information of the physical loading and unloading facilities available at the collection and delivery points and any specialist equipment to be used						
7. collate and record the information obtained to prepare the quotation						
8. communicate effectively.						
Type of evidence →						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 012

International road transport operations

5 credits

Outcome 012.1 Know how to undertake international road transport operations

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to international road transport operations, that relate to:		
• health, safety and security		
• legal requirements		
• operating requirements		
• environmental factors		
• international movements		
• documentation systems		
• driver hours and licensing requirements		
• vehicle operators licensing requirements		
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. explain how drivers, vehicles, equipment and other resources are allocated		
7. explain required documentation for the international movement of goods		
8. identify problems that can occur when undertaking international road transportation operations		
9. explain the appropriate action to take, in order to deal with identified problems.		
	Type of evidence →	
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 012.2 Be able to undertake international road transport operations

Assessment criteria (Performance)	Evidence date					
Simulation is not acceptable for performance evidence in this unit						
You must be able to:	Portfolio reference					
1. follow organisational policies and procedures, in relation to protecting the vehicle and load, that relate to:						
<ul style="list-style-type: none"> health, safety and security 						
<ul style="list-style-type: none"> legal requirements 						
<ul style="list-style-type: none"> operating requirements 						
<ul style="list-style-type: none"> environmental factors 						
<ul style="list-style-type: none"> international movements 						
<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 						
2. assess which information is required for:						
<ul style="list-style-type: none"> loads to be transported into and out of the United Kingdom 						
<ul style="list-style-type: none"> the driver, vehicle in relation to international movement of goods 						
3. obtain the required documentation for international movements						
4. record the required information on the international movements of goods						
5. confirm the allocation of resources						
6. issue instructions and relevant documentation to the appropriate personnel						
7. advise appropriate personnel of the movement of the load						
8. communicate effectively						
9. ensure the movement of the loads complies with relevant legislation, regulation and codes of practice						
10. monitor the movements of the loads						
11. maintain records in accordance with operational procedures.						
Type of evidence →						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 013

Help team members address problems affecting their performance in logistics operations

3 credits

Outcome 013.1 Know how to help team members address problems affecting their performance

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. explain the relevant organisational policies and procedures, in relation to helping team members address problems their performance, that relate to:		
• health, safety and security		
• legal requirements		
• equality and diversity, and inclusion		
2. explain how to encourage team members to approach appropriate people with problems that may affect their performance		
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		
• importance of confidentiality		
• recording actions.		
	Type of evidence →	
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 013.2 Be able to help team members address problems affecting their performance in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
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. communicate with others effectively						
3. provide opportunities for team members to discuss problems that may affect their performance						
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						
5. check that all information gathered accurately identifies the problem and its cause						
6. discuss a range of alternative courses of action with the team member(s)						
7. agree with the team member(s) in a timely manner effective action that will deal with the problem						
8. demonstrate how to refer the team member(s) to support services or specialists						
9. keep a confidential record of all discussion with team member(s)						
10. review actions to ensure they meet the organisations policies for managing people.						
Type of evidence →						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 014

Build and manage teams in logistics operations

4 credits

Outcome 014.1 Know how 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 →	
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 014.2 Be able to build and manage teams

Assessment criteria (Performance)	Evidence date					
Simulation is not acceptable for performance evidence in this unit						
You must be able to:	Portfolio reference					
1. follow all organisational policies and procedures, in relation to building and managing teams 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 						
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:						
<ul style="list-style-type: none"> agreeing with team members behaviours that can help the team achieve 						
<ul style="list-style-type: none"> agreeing roles and responsibilities with team members to ensure each complements and supports other roles 						
<ul style="list-style-type: none"> providing opportunities to build mutual trust and respect 						
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 →						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 015

Recruit, select and keep colleagues in logistics operations

4 credits

Outcome 015.1 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:		
• health, safety and security		
• legal requirements		
• equality and diversity, and inclusion		
• accessing specialist expertise		
2. explain the following in relation to staff turnover:		
• the importance of undertaking exit interviews sensitively		
• types of reasons colleagues may give for leaving		
• how to measure staff turnover		
• causes and effects of high and low staff turnover		
• measures that can be taken to address staff turnover issues		
3. explain how to undertake a skills analysis exercise to:		
• review the workload to identify shortfalls in the number of colleagues and/or skills, knowledge, understanding and experience		
• identify actual skill and avoid stereotyping		
• different options for identified shortfalls their advantages and disadvantages		
4. explain the purpose of job descriptions and person specifications, and:		
• what they should contain		
• the importance of consulting with others when producing or updating them		
5. explain the different stages in the recruiting and selecting process, and:		
• the importance of consulting others on the stages		
• methods used their advantages and disadvantages		

• associated timings		
• the role of others during each stage		
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 take, to in order to deal with identified problems.		
Type of evidence →		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 015.2 Be able recruit, select and keep colleagues in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	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:						
• 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						
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						
11. review the recruitment and selection process to identify improvements.						
Type of evidence →						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Unit 016

Manage your own professional development in logistics operations

2 credits

Outcome 016.1 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 →		
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report		

Outcome 016.2 Be able to manage own professional development in logistics operations

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	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 →						
O=Observation WT=Witness Testimony P=Product Q=Questioning PD=Professional Discussion R=Report						

Appendix 1 Summary of City & Guilds assessment policies

Health and Safety

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

Equal Opportunities

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

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

Access to assessment

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

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

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

Complaints and appeals

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

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

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

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

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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

E: singlesubjects@cityandguilds.com

International awards

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping, Accreditation, Development Skills, Consultancy

T: +44 (0)121 503 8993

E: business@cityandguilds.com

Publications

Logbooks, Centre documents, Forms, Free literature

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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

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