

City & Guilds Level 2 Award in Employee Rights and Responsibilities in the Logistics Industry (3296- 02)

April 2022 Version 1.1



Qualification at a glance

| | |
|---------------------------------------|---|
| Subject area | Employee Rights and Responsibilities in the Logistics Industry |
| City & Guilds number | 3296 |
| Age group approved | 16+ |
| Assessment | Portfolio of assessment |
| Fast track | <p>Auto Approval:</p> <ul style="list-style-type: none"> • 6814-22 Level 2 Certificate in Package Distribution Services • 6814-02 Level 2 Certificate in Mail Services • 1016-02 Level 2 Certificate in Warehousing and Storage • 4012-20 Level 2 Certificate in Driving Goods Vehicles (Motor Cycle/Pedal Cycle) • 4012-21 Level 2 Certificate in Driving Goods Vehicles (Van) • 4012-22 Level 2 Certificate in Driving Goods Vehicles (Rigid Vehicle) • 4012-23 Level 2 Certificate in Driving Goods Vehicles (Articulated or Draw Bar Vehicle) • 3439-03 Level 3 Certificate in Logistics Operations • 3293-01 Level 2 Certificate in International Trade and Logistics Operations • 3438-02 Level 3 Certificate in Traffic Office |
| Support materials | Centre handbook |
| Registration and certification | See Walled Garden/Online Catalogue for last details |

| Title and level | GLH | TQT | City & Guilds number | Accreditation number |
|---|------------|------------|---------------------------------|-----------------------------|
| Level 2 Award in Employee Rights and Responsibilities in the Logistics Industry | 32 | 50 | 3296-02 | 600/1361/8 |

| Version and date | Change detail | Section |
|-------------------------|---------------------------|----------------------|
| April 2022 V1.1 | TQT and GLH clarification | Page 2 and structure |



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1 Introduction

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

| Area | Description |
|---|---|
| Who is the qualification for? | It is for candidates who work in the logistics sector |
| What does the qualification cover? | It allows candidates to learn, develop and practise the skills required for employment and/or career progression in the Logistics sector |
| Is the qualification part of a framework or initiative? | <p>The award is a compulsory component of the logistics apprenticeships and learners will need to achieve the award alongside one of the following qualifications to achieve an apprenticeship qualification:</p> <ul style="list-style-type: none"> • 6814-22 Level 2 Certificate in Package Distribution Services • 6814-02 Level 2 Certificate in Mail Services • 1016-02 Level 2 Certificate in Warehousing and Storage • 4012-20 Level 2 Certificate in Driving Goods Vehicles (Motor Cycle/Pedal Cycle) • 4012-21 Level 2 Certificate in Driving Goods Vehicles (Van) • 4012-22 Level 2 Certificate in Driving Goods Vehicles (Rigid Vehicle) • 4012-23 Level 2 Certificate in Driving Goods Vehicles (Articulated or Draw Bar Vehicle) • 3439-03 Level 3 Certificate in Logistics Operations • 3293-01 Level 2 Certificate in International Trade and Logistics Operations • 3438-02 Level 3 Certificate in Traffic Office |

Structure

To achieve the **Level 2 Award in Employee Rights and Responsibilities in the Logistics Industry**, learners must achieve **5** credits from the mandatory unit 201.

| Unit accreditation number | City & Guilds unit number | Unit title | TQT |
|----------------------------------|--------------------------------------|--|------------|
| H/502/996320 1 | 201 | Employee Rights and Responsibilities in the Logistics Industry | 5 |

Total Qualification Time

Total Qualification Time (TQT) is the total amount of time, in hours, expected to be spent by a Learner to achieve a qualification. It includes both guided learning hours (which are listed separately) and hours spent in preparation, study and assessment.

| Title and level | GLH | TQT |
|---|------------|------------|
| Level 2 Award in Employee Rights and Responsibilities in the Logistics Industry | 32 | 50 |



2 Centre requirements

Approval

Centres currently offering the following qualifications are automatically approved to offer this qualification:

- 6814-22 Level 2 Certificate in Package Distribution Services
- 6814-02 Level 2 Certificate in Mail Services
- 1016-02 Level 2 Certificate in Warehousing and Storage
- 4012-20 Level 2 Certificate in Driving Goods Vehicles (Motor Cycle/Pedal Cycle)
- 4012-21 Level 2 Certificate in Driving Goods Vehicles (Van)
- 4012-22 Level 2 Certificate in Driving Goods Vehicles (Rigid Vehicle)
- 4012-23 Level 2 Certificate in Driving Goods Vehicles (Articulated or Draw Bar Vehicle)
- 3439-03 Level 3 Certificate in Logistics Operations
- 3293-01 Level 2 Certificate in International Trade and Logistics Operations
- 3438-02 Level 3 Certificate in Traffic Office

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

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

Resource requirements

Centre staffing

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

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

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

Assessors and internal verifiers

Assessor/Verifier (A/V) units are valued as qualifications for centre staff, but they are not currently a requirement for the qualification.

Continuing professional development (CPD)

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

Candidate entry requirements

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

Age restrictions

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



3 Delivering the qualification

Initial assessment and induction

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

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

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

Recording documents

City & Guilds has developed a set of *Recording forms* including examples of completed forms, for new and existing centres to use as appropriate.

Recording forms are available on the City & Guilds website.

Although new centres are expected to use these forms, centres may devise or customise alternative forms, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre.

Amendable (MS Word) versions of the forms are available on the City & Guilds website.



4 Assessment

Assessment of the qualification

Candidates must:

- have a completed portfolio of evidence for each unit

A workbook for this unit has been developed by Skills for Logistics and is available for download from their website

www.skillsforlogistics.org/home/qualifications/downloads

Recognition of prior learning (RPL)

Recognition of prior learning means using a person's previous experience or qualifications which have already been achieved to contribute to a new qualification. RPL is allowed and is also sector specific.



5 Units

Availability of units

Below is a list of the learning outcomes for the unit.

Structure of unit

The unit has the following:

- City & Guilds reference number
- unit accreditation number (UAN)
- title
- level
- credit value
- unit aim
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- information on assessment
- learning outcomes which are comprised of a number of assessment criteria

Unit 201

Employee rights and responsibilities in the logistics industry

| | |
|--|--|
| UAN: | H/502/9963 |
| Level: | Level 2 |
| Credit value: | 5 |
| GLH: | 32 |
| Assessment requirements specified by a sector or regulatory body: | This unit is endorsed by Skills for Logistics, the Sector Skills Council for Logistics |
| Unit aim: | This unit aims to develop knowledge, understanding and skills in employee rights and responsibilities in the logistics industry. |

| | |
|----------------------------|---|
| Learning outcome | The learner will: |
| | 1. Know the employee rights and responsibilities in the logistics industry |
| Assessment criteria | |
| | The learner can: 1.1 Describe own work role in your organisation 1.2 Describe the statutory rights and responsibilities relating to own job role 1.3 Describe organisational policies and procedures in relation to own job role 1.4 Describe the main components of own contract of employment |

| | |
|----------------------------|---|
| Learning outcome | The learner will: |
| | 2. Understand the role of the logistics organisation in employment rights and responsibilities |
| Assessment criteria | |
| | The learner can: 2.1 Identify the rights and responsibilities of the organisation 2.2 Identify problems that can occur when working to the employment rights and responsibilities of the organisation 2.3 Explain the appropriate action to take in order to deal with identified problems |

| | |
|--|-------------------|
| Learning outcome | The learner will: |
| 3. Understand the use of information in relation to employment | |
| Assessment criteria | |
| The learner can: | |
| 3.1 Describe the main components of a pay slip | |
| 3.2 Review own pay slip for accuracy | |
| 3.3 Review key information contained in own contract of employment | |
| 3.4 Explain the importance of information held on your own personnel file | |
| 3.5 Identify the nominated person responsible for health and safety in your own workplace | |
| 3.6 Describe sources of advice and information in relation to employment rights and responsibilities | |

| | |
|---|-------------------|
| Learning outcome | The learner will: |
| 4. Know sources of information in relation to employment rights and responsibilities | |
| Assessment criteria | |
| The learner can: | |
| 4.1 Explain different types of representative bodies | |
| 4.2 Explain organisational policies and procedures that relate to employment rights and responsibilities | |
| 4.3 Describe the sources of advice and information in relation to employment rights and responsibilities to include: | |
| <ul style="list-style-type: none"> • access to work • additional learning and support • career pathways • training opportunities • health, safety and security • trade unions | |
| 4.4 select internal and external sources of information that are valid and reliable | |

| | |
|--|-------------------|
| Learning outcome | The learner will: |
| 5. Comply with employment rights and responsibilities in the workplace | |
| Assessment criteria | |

| | |
|---|-------------------|
| <p>The learner can:</p> <p>5.1 Follow statutory requirements and organisational policies and procedures that relate to own job role including:</p> <ul style="list-style-type: none"> • health, safety and security • personal protective equipment • equality, diversity and harassment • data protection • working hours • safeguarding | |
| Learning outcome | The learner will: |
| 6. Understand public concerns about the logistics sector | |
| Assessment criteria | |
| <p>The learner can:</p> <p>6.1 Describe issues of public concern that may affect your own organisation and the wider industry including</p> <ul style="list-style-type: none"> • environmental issues • low carbon agenda | |



Appendix 1 Relationships to other qualifications

Links to other qualifications

This qualification is a compulsory component within all logistics apprenticeship frameworks:

- 6814-22 Level 2 Certificate in Package Distribution Services
- 6814-02 Level 2 Certificate in Mail Services
- 1016-02 Level 2 Certificate in Warehousing and Storage
- 4012-20 Level 2 Certificate in Driving Goods Vehicles (Motor Cycle/Pedal Cycle)
- 4012-21 Level 2 Certificate in Driving Goods Vehicles (Van)
- 4012-22 Level 2 Certificate in Driving Goods Vehicles (Rigid Vehicle)
- 4012-23 Level 2 Certificate in Driving Goods Vehicles (Articulated or Draw Bar Vehicle)
- 3439-03 Level 3 Certificate in Logistics Operations
- 3293-01 Level 2 Certificate in International Trade and Logistics Operations
- 3438-02 Level 3 Certificate in Traffic Office

Information on the logistics apprenticeship frameworks can be found at:
www.skillsforlogistics.org/home/qualifications/apprenticeships/

Literacy, language, numeracy and ICT skills development

This qualification can develop skills that can be used in the following qualifications:

- Functional Skills (England) – see www.cityandguilds.com/functionalskills
- Essential Skills (Northern Ireland) – see www.cityandguilds.com/essentialskillsni
- Essential Skills Wales (from September 2010).



Appendix 2 Sources of general information

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

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

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

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

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

- **Walled Garden:** how to register and certificate candidates on line
- **Events:** dates and information on the latest Centre events
- **Online assessment:** information on how to register for GOLA/e-volve assessments.

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

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

E: singlesubjects@cityandguilds.com

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

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or username,
Technical problems, Entries,
Results, GOLA/e-volve, 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

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City & Guilds Group

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

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