

# City & Guilds Level 3 Diploma in Warehousing and Storage (1016-07)

November 2022 Version 1.5



## Qualification at a glance

<b>Subject area</b>	<b>Warehousing &amp; Storage</b>
<b>City &amp; Guilds number</b>	1016
<b>Age group approved</b>	16+
<b>Entry requirements</b>	None
<b>Assessment</b>	Portfolio
<b>Fast track</b>	Available
<b>Support materials</b>	Centre handbook Candidate logbook
<b>Registration and certification</b>	Consult the Walled Garden/Online Catalogue for last dates

<b>Title and level</b>	<b>GLH</b>	<b>TQT</b>	<b>City &amp; Guilds number</b>	<b>Accreditation number</b>
Level 3 Diploma in Warehousing and Storage	202	400	1016-07	600/3766/0

<b>Version and date</b>	<b>Change detail</b>	<b>Section</b>
1.1 Feb 2013	Correct Entry requirements	<b>Qualification at glance</b>
1.2 Sep 2013	Add missing bullet points under AC 1.3 (Unit 308)	<b>Units</b>
1.3 November 2014	Delete duplicated AC in Unit 308 LO 1	<b>Units</b>
1.4 April 2022	TQT & GLH clarification	<b>Page 2 and structure section</b>
105 Nov. 2022	GLH updated	<b>Page 2 and structure section</b>



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# 1 Introduction

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

<b>Area</b>	<b>Description</b>
Who is this qualification for?	This qualification is for candidates who work or want to work as a senior team member in a warehousing operation within the logistics sector. It allows candidates to learn, develop and practise the skills required for career progression in the logistics sector.
What does the qualification cover?	This qualification covers the range of activities carried out by senior staff working within a warehouse and storage environment including team leadership, organising and scheduling operations and operational performance management.
Is the qualification part of a framework or initiative?	The qualification serves as core component of the Level 3 Advanced Apprenticeship for Warehousing & Storage.
Who did we develop the qualification with?	We developed this qualification in association with Skills for Logistics.
What opportunities for progression are there?	The qualification allows candidates to progress into employment or to the following City & Guilds qualifications: <ul style="list-style-type: none"><li>• Team leading and management through the ILM.</li></ul> Industry specific: <ul style="list-style-type: none"><li>• International Trade and Logistics Operations (3293)</li><li>• Traffic Office (3438)</li><li>• Logistics Operations (3439).</li></ul>

## Structure

To achieve the **Level 3 Diploma in Warehousing and Storage (1016-07)**, learners must achieve a total of **40** credits, comprising:

- 16 credits from the mandatory units
- plus** a minimum of **each** of the following:
- 9 credits from 3 units in optional group 1
  - 4 credits from 2 units in optional group 2
  - 6 credits from 2 units in optional group 3
  - 3 credits from optional group 4
  - 2 credits from optional group 5.

Unit accreditation number	City & Guilds unit	Unit title	Credit value
<b>Mandatory</b>			
Y/601/7920	223	Contribute to the provision of customer service in logistics operations	3
Y/601/7934	302	Supervise the receipt, storage or dispatch of goods	6
T/601/7603	303	Provide leadership for your team in logistics operations	4
K/601/4875	304	Take responsibility for health, safety and security in your team	3
<b>Optional</b>		<b>Group 1</b>	
J/601/7914	211	Moving and/or handling goods in logistics operations	4
H/601/7922	212	Use equipment to move goods in logistics operations	3
D/601/7935	218	Check stock levels and stock records	3
L/601/7932	221	Process returned goods in logistics operations	3
R/601/7933	222	Sort goods and materials for recycling or disposal in logistics operations	3
J/601/7928	301	Maintain the safety and security of hazardous goods in logistics operations	6
<b>Optional</b>		<b>Group 2</b>	
R/601/7611	305	Allocate and check work in your team in logistics operations	3
Y/601/7187	306	Inducting new colleagues into a logistics operation	2
M/601/7177	307	Manage your own professional development in logistics operations	2
F/601/7183	308	Recruit, select and keep colleagues in logistics operations	4

<b>Unit accreditation number</b>	<b>City &amp; Guilds unit</b>	<b>Unit title</b>	<b>Credit value</b>
J/601/7184	309	Build and manage teams in logistics operations	4
<b>Optional</b>		<b>Group 3</b>	
K/601/7596	310	Schedule logistics operations to meet customers requirements	4
Y/600/7646	311	Arrange the transportation of goods using multiple transport modes	3
D/600/7647	312	Organise the preparation of documentation for the transportation of goods	3
M/601/7602	313	Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations	3
<b>Optional</b>		<b>Group 4</b>	
M/601/7597	314	Optimise the use of logistics resources	3
T/601/7598	315	Respond to problems in logistics operations	3
H/601/7600	316	Improve performance in logistics operations	4
K/601/7601	317	Minimise the environmental impact of logistics operations	3
<b>Optional</b>		<b>Group 5</b>	
D/601/7174	318	Release vehicles for daily tasks	2
A/601/7599	319	Apply technology in logistics operations	4
M/601/7180	320	Monitor vehicle movements	2
A/601/7182	321	Manage the traffic office	4
T/600/6584	322	Principles of food safety supervision in logistics	3

### **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.

<b>Title and level</b>	<b>GLH</b>	<b>TQT</b>
Level 3 Diploma in Warehousing and Storage	202	400



## 2 Centre requirements

### Approval

Centres approved to offer the qualification 1009 NVQ in Warehousing & Storage, 1016-01 Level 1 Warehousing & Storage and 1016-02 Level 2 Warehousing & Storage will be automatically approved for the new City & Guilds Level 3 Warehousing & Storage qualification. No further centre action is required.

Automatic approval is available for 12 months from the launch of the qualification. After 12 months, the Centre will have to go through the standard Qualification Approval Process. The centre is responsible for checking that automatic approval is still current at the time of application.

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 qualifications before designing a course programme.

### Resource requirements

#### Assessors

- Assessors must be occupationally and technically competent in the area which they are assessing, at or above the level of the unit being assessed.
- Assessors must hold or be working towards a suitable assessor qualification - hold a D32 and/or D33, or an A1 and/or A2, qualification, or be working towards an A1 and/or A2.
- Trainee Assessors must have a plan, which is overseen by the relevant centre, to achieve the relevant assessor qualification within an agreed timescale.
- Assessors must be fully conversant with the units against which the assessments and verifications are to be undertaken.
- All assessment decisions made by those working towards a relevant assessor qualification must be verified by a qualified Assessor.

#### Internal Verifiers

Units must be verified by an Internal Verifier who is accountable to the centre. Internal Verifiers must:

- hold a D34 or V1 Internal Verifier qualification or be working towards a V1 have sufficient and relevant technical/occupational familiarity with the units that are verified
- be fully conversant with the standards and assessment criteria in the units to be assessed
- understand City & Guild's quality assurance systems and requirements for this qualification.



Trainee Internal Verifiers must have a plan that is overseen by the recognised centre, to achieve an appropriate Internal Verifier qualification within an agreed timescale.

All verification decisions made by those working towards a relevant IV qualification must be verified by a qualified Internal Verifier.

### **External Verifiers**

The qualification must be verified externally by an External Verifier who is accountable to the assessment centre. External Verifiers must:

- hold or be working towards a suitable External Verifier qualification
- have sufficient and relevant technical/occupational familiarity with the units that are externally verified
- be fully conversant with the standards and assessment criteria in the units to be assessed
- understand City & Guild's quality assurance systems and requirements for this qualification.

Trainee External Verifiers must have a plan that is overseen by the recognised assessment centre, to achieve an appropriate External Verifier qualification within an agreed timescale.

### **Employer Direct Model**

The Employer Direct Model permits employers to use staff members who do not hold assessor and verifier qualifications, to carry out assessment and verification. To use this Model, the employer **must** demonstrate that their in-house training, development and assessment processes map 100% against the National Occupational Standards, on which the Assessor and Verifier qualifications are based.

The mapping process **must** be agreed by City & Guilds as providing the equivalent level of rigour and robustness as achievement of the approved assessment/verification qualification.

Each application to use the Employer Direct Model will be considered on an individual organisation and qualification basis and will be subject to agreement with City & Guilds and the Sector Skills Council, Skills for Logistics. Prospective organisations must be able to confirm that their in-house practices conform to the requirements of the Standards in association with City & Guilds.

### **Candidate entry requirements**

Candidates should not be entered for a qualification of the same type, content and level as that of a qualification which they already hold.

There are no formal entry requirements for candidates undertaking this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualifications successfully.

### **Age restrictions**

City & Guilds cannot accept registrations for candidates under 16 years old, as the qualification is not approved for under 16s.

### **Other legal considerations**

The following legal considerations apply to this qualification.

- Some machinery must only be operated by those who have the appropriate licence.



## 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.

### Recommended delivery strategies

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

Centres may design course programmes of study in any way which:

- best meets the needs and capabilities of their candidates
- satisfies the requirements of the qualification.



## 4 Assessment

### Summary of assessment methods

For this qualification, candidates will be required to complete the following assessments:

- a portfolio of evidence for each unit.

### Health and safety

Health and safety must be maintained throughout the assessment process. If any person carrying out assessment or verification activities feels that due regard to health and safety is not being taken, they should refuse to continue with the activity(ies) until satisfied that the situation has been resolved.

### Evidence requirements

Evidence requirements for this qualification are endemic within each unit. A holistic approach towards the collection of evidence is recommended. Assessing activities generated by the whole work experience, rather than focusing on specific tasks. The evidence should then be referenced across to all of the units it fits into.

**Simulation/Realistic working environment** should be used as a last resort where allowed. The main source of evidence must be by observation, in the candidate's workplace. Comparable working environments may only be used where it is not possible to assess across the range of standards at the candidate's workplace, and only with agreement from the External Verifier.

Circumstances in which simulation may take place are where the:

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

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

### Recognition of prior learning and experience (RPL)

Recognition of Prior Learning (RPL) recognises the contribution a person's previous experience could contribute to a qualification.

- Evidence from past achievement may be included as permissible evidence within assessment methods.
- Evidence of prior knowledge and understanding can be offered as supplementary evidence, as long as it is a measurable assessed outcome of learning which links to the unit of assessment.
- Assessors should make best use of all the assessment methods available to them in ensuring the most reliable and effective use is made of claims of prior learning and experience which relate to the individual circumstances.
- All candidates must demonstrate current competence with respect to recognition of prior learning (RPL).

## Recording forms

City & Guilds has developed a Logbook for recording the evidence, which can be downloaded from the City & Guilds website. Centres may devise or customise alternative documents, which must be approved for use by the external verifier, before they are used by candidates and assessors at the centre.

<b>Unit</b>	<b>Unit title</b>	<b>Assessment method</b>
211	Moving and/or handling goods in logistics operations	Portfolio
212	Use equipment to move goods in logistics operations	Portfolio
218	Check stock levels and stock records	Portfolio
221	Process returned goods in logistics operations	Portfolio
222	Sort goods and materials for recycling or disposal in logistics operations	Portfolio
223	Contribute to the provision of customer service in logistics operations	Portfolio
301	Maintain the safety and security of hazardous goods in logistics operations	Portfolio
302	Supervise the receipt, storage or dispatch of goods	Portfolio
303	Provide leadership for your team in logistics operations	Portfolio
304	Take responsibility for health, safety and security in your team	Portfolio
305	Allocate and check work in your team in logistics operations	Portfolio
306	Inducting new colleagues into a logistics operation	Portfolio
307	Manage your own professional development in logistics operations	Portfolio
308	Recruit, select and keep colleagues in logistics operations	Portfolio

<b>Unit</b>	<b>Unit title</b>	<b>Assessment method</b>
309	Build and manage teams in logistics operations	Portfolio
310	Schedule logistics operations to meet customers requirements	Portfolio
311	Arrange the transportation of goods using multiple transport modes	Portfolio
312	Organise the preparation of documentation for the transportation of goods	Portfolio
313	Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations	Portfolio
314	Optimise the use of logistics resources	Portfolio
315	Respond to problems in logistics operations	Portfolio
316	Improve performance in logistics operations	Portfolio
317	Minimise the environmental impact of logistics operations	Portfolio
318	Release vehicles for daily tasks	Portfolio
319	Apply technology in logistics operations	Portfolio
320	Monitor vehicle movements	Portfolio
321	Manage the traffic office	Portfolio
322	Principles of food safety supervision in logistics	Portfolio



## 5 Units

### Availability of units

The units for this qualification follow:

### Structure of units

These units each have the following:

- City & Guilds reference number
- unit accreditation number (UAN)
- title
- level
- credit value
- guided learning hours (GLH)
- unit aim
- endorsement by a sector or other appropriate body
- learning outcomes which are comprised of a number of assessment criteria

## Unit 211

## Moving and/or handling goods in logistics operations

<b>UAN:</b>	<b>J/601/7914</b>
<b>Level:</b>	Level 2
<b>Credit value:</b>	4
<b>GLH:</b>	15
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about the movement and/or handling of goods within a single location or between different locations. It deals with identifying hazards that might occur in moving or handling goods safely.</p> <p>This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

<b>Learning outcome</b>
The learner will: 1. Know how to move and/or handle goods in logistics operations
<b>Assessment criteria</b>
The learner can: 1.1 explain the relevant organisational policies and procedures for moving and/or handling goods in logistics operations that relate to: a. health safety and security b. environmental factors c. special requirements d. legal requirements e. operating requirements f. personal protective equipment 1.2 identify any specific hazards in relation to moving and/or handling the goods 1.3 describe methods for moving and/or handling the goods safely 1.4 explain circumstances when assistance is required to move and/or handle the goods and how this assistance is applied 1.5 identify problems that can occur when moving and/or handling the goods 1.6 explain appropriate action when dealing with identified problems.



<b>Learning outcome</b>
The learner will: 2. Be able to move and/or handle the goods in logistics operations
<b>Assessment criteria</b>
The learner can: 2.1 identify the goods to be moved and/or handled 2.2 use suitable handling methods to move the goods safely and correctly 2.3 position and set down the goods in the required location 2.4 place the goods so that they can be easily identified and accessed.

## Unit 212

## Use equipment to move goods in logistics operations

<b>UAN:</b>	<b>H/601/7922</b>
<b>Level:</b>	Level 2
<b>Credit value:</b>	3
<b>GLH:</b>	18
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about the safe use of equipment to move goods. It deals with the selection of the correct equipment, checking that the working area is safe for the use of the equipment and with the process of lifting transferring and setting down goods.</p> <p>This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

<b>Learning outcome</b>
The learner will: 1. Know how to use equipment to move goods in logistics operations
<b>Assessment criteria</b>
The learner can: 1.1 explain the relevant organisational policies and procedures for using equipment in a logistics operation that relate to: a. health, safety and security requirements b. environmental factors c. special requirements d. personal protective equipment e. operating requirements f. hazards g. loss or damage to goods 1.2 describe the characteristics of the different types of goods to be moved 1.3 describe different types of equipment that can be used for moving and transferring goods 1.4 describe methods for lifting, moving and setting down different types of goods 1.5 explain how the equipment is used

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| 1.6 explain the importance of positioning goods in a suitable way for future use |
| 1.7 identify problems that can occur when using the equipment                    |
| 1.8 explain appropriate action when dealing with identified problems.            |

<b>Learning outcome</b>
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The learner will:
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| 2. Be able to use equipment to move goods in logistics operations |
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<b>Assessment criteria</b>
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The learner can:
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| 2.1 check the goods are suitable for lifting  |
| 2.2 identify the correct equipment for lifting the goods  |
| 2.3 check that the area of work is safe and secure for the movement and transfer of the goods               |
| 2.4 undertake the pre-checks required for the equipment   |
| 2.5 confirm the location for the goods to be positioned and set down  |
| 2.6 undertake the operation in a safe and controlled manner with due regard to the surrounding environment. |

## Unit 218

## Check stock levels and stock records

<b>UAN:</b>	<b>D/601/7935</b>
<b>Level:</b>	Level 2
<b>Credit value:</b>	3
<b>GLH:</b>	10
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit SfL 34 - Check stock levels and stock records.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about checking stock levels and stock records as part of a planned audit or as requested. It deals with identifying individual's roles and responsibilities and the organisation's reporting procedures when undertaking a stock check, the preparation and process of checking stock levels, and stock records.</p> <p>This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

<b>Learning outcome</b>
The learner will: 1. Know how to check stock levels and stock records in logistics operations
<b>Assessment criteria</b>
The learner can: 1.1 explain the relevant organisational policies and procedures for checking stock levels and stock records in logistics operations, that relate to: a. health, safety and security b. environmental factors c. special requirements d. stock control systems e. reporting and recording systems 1.2 explain the purpose of a stock check 1.3 explain the roles and responsibilities of colleagues involved with checking stock levels and stock records 1.4 describe the format, structure and content of stock check reporting required by the organisation 1.5 explain how to identify discrepancies in stock figures and records

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| 1.6 identify problems that can occur when checking stock levels and stock records |
| 1.7 explain appropriate action when dealing with identified problems.             |

<b>Learning outcome</b>
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The learner will:
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| 2. Be able to check stock levels and stock records in logistics operations |
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<b>Assessment criteria</b>
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The learner can:
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| 2.1 carry out the checking of the stock levels according to organisational procedures |
| 2.2 record the results of the stock check accurately                                  |
| 2.3 check the findings against the records to identify any discrepancies              |
| 2.4 check for any discrepancies   |
| 2.5 disseminate the information to relevant people.                                   |

## Unit 221

## Process returned goods in logistics operations

<b>UAN:</b>	<b>L/601/7932</b>
<b>Level:</b>	Level 2
<b>Credit value:</b>	3
<b>GLH:</b>	15
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit Sfl31 - Process returned goods.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about dealing with returned goods whether from customers, clients or within own organisation. It deals with checking goods to identify condition and re-labelling if required.</p> <p>This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

<b>Learning outcome</b>
The learner will: 1. Know how to process returned goods in logistics operations
<b>Assessment criteria</b>
The learner can: 1.1 explain the relevant organisational policies and procedures for processing returned goods in logistics operations, that relate to: a. health, safety and security b. personal protective equipment c. environmental factors d. special requirements e. customer rights f. stock recording systems g. scheduling h. waste management 1.2 describe the main reasons for goods being returned 1.3 explain the process for goods being returned 1.4 identify problems that can occur when processing returned goods 1.5 explain appropriate action when dealing with identified problems.



**Learning outcome**

The learner will:

2. Be able process returned goods in logistics operations

**Assessment criteria**

The learner can:

- 2.1 obtain all relevant information on the goods being returned
- 2.2 return the goods to the appropriate locations
- 2.3 update stock control records accurately
- 2.4 label any goods that are to be returned to the supplier or manufacturer
- 2.5 dispose of any waste correctly and promptly in accordance with work instructions, requirements, organisational procedures and practices.



## Unit 222

## Sort goods and materials for recycling or disposal in logistics operations

<b>UAN:</b>	<b>R/601/7933</b>
<b>Level:</b>	Level 2
<b>Credit value:</b>	3
<b>GLH:</b>	10
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit SfL 32 -Sort goods for recycling or disposal.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about the recycling or disposal of goods and materials. It deals with identifying which goods and materials are suitable for recycling or disposal, preparing the goods and materials for onward movement and with any problems that may occur when sorting goods and materials for recycling or disposal.</p> <p>This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

<b>Learning outcome</b>
The learner will: 1. Know how to sort goods and materials for recycling or disposal in logistics operations
<b>Assessment criteria</b>
The learner can: 1.1 explain the relevant organisational policies and procedures for sorting goods and materials for recycling and disposal in logistics operations, that relate to: a. health, safety and security b. personal protective equipment c. environmental factors d. special requirements e. waste management f. roles and responsibilities of colleagues 1.2 explain the types of goods and materials that are suitable for recycling and those that are not

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|---|
| 1.3 identify problems that can occur when sorting goods for recycling or disposal |
| 1.4 explain appropriate action when dealing with identified problems.             |

<b>Learning outcome</b>
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The learner will:
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| 2. Be able to sort the goods and materials for recycling or disposal in logistics operations |
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<b>Assessment criteria</b>
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The learner can:
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|---|
| 2.1 undertake initial checks to determine the suitability of the goods and materials for recycling or disposal                      |
| 2.2 sort the goods and materials correctly  |
| 2.3 remove any parts of the goods and materials that are not suitable for recycling and dispose of them correctly                   |
| 2.4 handle the goods and materials using the correct handling methods and equipment   |
| 2.5 position the goods or materials suitable for recycling or disposal into the correct locations                                   |
| 2.6 prepare the goods or materials for further processing according to the organisation's specifications for recycling or disposal. |

## Unit 223

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

<b>UAN:</b>	<b>Y/601/7920</b>
<b>Level:</b>	Level 2
<b>Credit value:</b>	3
<b>GLH:</b>	18
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit SfL 12 - Contribute to the provision of customer services.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about creating and maintaining customer satisfaction and developing relationships through effective communication. It includes understanding business and customer confidentiality, the organisation's image and the limits of own authority when dealing with customers.</p> <p>This unit is relevant to those who work in the logistics sector who work both individually and as part of a team.</p>

<b>Learning outcome</b>
The learner will: 1. Know how to contribute to the provision of customer services in logistics operations
<b>Assessment criteria</b>
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to: a. health, safety and security b. personal protective equipment c. maintaining effective customer relations d. personal appearance and hygiene e. reporting procedures and systems f. recording information g. confidentiality h. complaints

- 1.2 describe different types of customers in relation to own organisation
- 1.3 describe the importance of :
  - a. promoting the organisation's image positively
  - b. effective communication
  - c. good customer service
- 1.4 identify the services available to customers in own organisation
- 1.5 describe the implications of:
  - a. a negative image on your organisation
  - b. poor communication
  - c. poor customer service
- 1.6 describe:
  - a. own role in dealing with customer complaints and
  - b. the limits of your responsibility
- 1.7 identify who to report to when you are unable to deal with a customer enquiry or request.

### **Learning outcome**

The learner will:

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

### **Assessment criteria**

The learner can:

- 2.1 follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations, that relate to:
  - a. health, safety and security
  - b. personal protective equipment
  - c. maintaining effective customer relations
  - d. personal appearance and hygiene
  - e. reporting procedures and systems
  - f. recording information
  - g. confidentiality
  - h. complaints
- 2.2 develop positive relationships with customers
- 2.3 ensure that own personal appearance and hygiene meet organisational policies and standards
- 2.4 communicate effectively with customers
- 2.5 ensure that all information available is up-to-date and accurate
- 2.6 identify customer needs
- 2.7 deal effectively with customer enquiries
- 2.8 ensure the customer is promptly informed of any action that is taken
- 2.9 maintain customer confidentiality
- 2.10 update customer records accurately
- 2.11 record customer enquiries and outcomes accurately using the organisation's procedures and systems
- 2.12 deal with customer complaints effectively.

## Unit 301

# Maintain the safety and security of hazardous goods in logistics operations

<b>UAN:</b>	<b>J/601/7928</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	6
<b>GLH:</b>	30
<b>Relationship to NOS:</b>	This unit is linked to NOS unit Sfl27 - Maintain the safety and security of hazardous goods and materials.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	This unit is about keeping hazardous goods safe and secure by regular monitoring of risks and taking prompt action when required. This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.

<b>Learning outcome</b>
The learner will: 1. Know how to maintain the safety and security of hazardous goods and materials in logistics operations
<b>Assessment criteria</b>
The learner can: 1.1 explain the relevant organisational policies and procedures for maintaining the safety and security of hazardous goods and materials in logistics operations, that relate to: a. health, safety and security b. personal protective equipment c. environmental factors d. special requirements e. storage conditions f. monitoring systems 1.2 explain the appropriate action to take in an emergency 1.3 explain the meaning of different hazardous markings and areas 1.4 describe storage and distribution requirements for the hazardous goods and materials including any precautions that must be taken 1.5 explain the use of equipment that can be used when maintaining the safety and security of hazardous goods and materials

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| 1.6 identify problems that can occur when maintaining the safety and security of hazardous goods and materials |
| 1.7 explain appropriate action when dealing with identified problems.  |

<b>Learning outcome</b>
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The learner will:
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| 2. Be able to maintain the safety and security of hazardous goods and materials in logistics operations |
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<b>Assessment criteria</b>
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The learner can:
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| 2.1 obtain all relevant information on the hazardous goods and materials  |
| 2.2 demonstrate that the correct precautions have been undertaken in accordance with health and safety and organisational policies and procedures       |
| 2.3 monitor the condition of the hazardous goods and materials in accordance with manufacturers instructions and organisational policies and procedures |
| 2.4 manoeuvre the hazardous goods and materials safely with the appropriate equipment according to agreed procedures.                                   |

## Unit 302

## Supervise the receipt, storage or dispatch of goods

<b>UAN:</b>	<b>Y/601/7934</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	6
<b>GLH:</b>	20
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit SfL 33 - Monitor the receipt, storage or dispatch of goods.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about supervising the areas and processes for receipt, storage and dispatch of goods. It deals with ensuring the correct equipment is used, that areas are safe and appropriate for the receipt of goods, and that information in relation to monitoring the receipt, storage or dispatch of goods is communicated.</p> <p>This unit is aimed at operatives in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

### Learning outcome

The learner will:

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

### Assessment criteria

The learner can:

- 1.1 explain the relevant organisational policies and procedures for supervising the receipt, storage or dispatch of goods in logistics operations, that relate to:
  - a. health, safety and security
  - b. environmental factors
  - c. special requirements
  - d. stock rotation
  - e. monitoring and testing
- 1.2 explain sources of information required to determine the capacity and limitations of the storage facility
- 1.3 describe the equipment that can be used for the receipt, storage or dispatch of the goods
- 1.4 identify problems that can occur when monitoring the receipt, storage or dispatch of goods

1.5 explain appropriate action when dealing with identified problems.

**Learning outcome**

The learner will:

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

**Assessment criteria**

the learner can:

2.1 inspect the type, condition, quantity of the goods being received, stored or dispatched

2.2 check the storage conditions and equipment required to receive, store or dispatch the goods

2.3 organise the movement or rotation of goods to assist receiving, storing or dispatching goods

2.4 demonstrate how to use the organisation's resources effectively

2.5 communicate effectively with others

2.6 complete records for supervising the receipt, storage or dispatch of goods accurately.



## Unit 303

## Provide leadership for your team in logistics operations

<b>UAN:</b>	<b>T/601/7603</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	4
<b>GLH:</b>	20
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit SfL 42 - Provide leadership for your team in logistics operations.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about providing leadership for your team. It deals with planning teams' objectives, motivating team members, communication and steering the team through difficulties.</p> <p>This unit is relevant for team leaders, supervisors and managers working in logistics operations. Team leaders, supervisors and managers could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

<b>Learning outcome</b>
The learner will: 1. Know how to provide leadership for own team in logistics operations
<b>Assessment criteria</b>
the learner can: 1.1 explain the relevant organisational policies and procedures, in relation to providing leadership for own team, that relate to: a. roles, responsibilities, information and management systems b. setting objectives c. equality and diversity, and inclusion d. monitoring work activities 1.2 explain different leadership styles 1.3 explain the principles of effective communication 1.4 explain methods for motivating, supporting and encouraging team members to achieve team objectives 1.5 explain the importance of creating an environment of trust and mutual respect

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| 1.6 explain the importance of understanding difficult situations, conflicts and disagreements and techniques for resolving these |
| 1.7 explain the benefits of encouraging creativity and innovation within a team.   |

<b>Learning outcome</b>
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The learner will:
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| 2. Be able to provide leadership in own team in logistics operations |
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<b>Assessment criteria</b>
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The learner can:
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| 2.1 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"><li>a. roles, responsibilities, information and management systems</li><li>b. setting objectives</li><li>c. equality and diversity, and inclusion</li><li>d. monitoring work activities</li></ul> |
| 2.2 communicate effectively   |
| 2.3 communicate the purpose and objectives of the team to all members   |
| 2.4 plan the achievement of the objectives with team members  |
| 2.5 set individual work objectives to each member of the team   |
| 2.6 encourage team members to achieve team objectives   |
| 2.7 provide support to team members   |
| 2.8 motivate team members   |
| 2.9 encourage creativity and innovation to achieve team objectives  |
| 2.10 encourage team members to take the lead when they have the knowledge and expertise to do so  |
| 2.11 ensure that any conflict is dealt with promptly  |
| 2.12 monitor the activities and progress of the team  |
| 2.13 record work according to organisational procedures.  |

## Unit 304

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

<b>UAN:</b>	<b>K/601/4875</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	3
<b>GLH:</b>	18
<b>Relationship to NOS:</b>	This unit is not mapped to a National Occupational Standard as it is a cross-sector requirement.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is aimed at people working within the logistics environment. It covers the following two main areas:</p> <ul style="list-style-type: none"><li>• health safety and security</li><li>• the correct use of Personal Protective Equipment (PPE).</li></ul>

<b>Learning outcome</b>
The learner will: 1. Understand health safety and security requirements
<b>Assessment criteria</b>
The learner can: 1.1 describe organisational policies and procedures that relate to health, safety and security 1.2 identify people and items that are vulnerable to safety and security risks in the workplace 1.3 explain the approved precautions that can be used to minimize safety and security risks 1.4 identify appropriate personal protective equipment 1.5 explain action that can be taken to prevent harm to individuals 1.6 explain action that can be taken in response to accidents and emergencies 1.7 identify the approved process for undertaking risk assessments according to organisational policies 1.8 explain the required site protection for a particular job.

<b>Learning outcome</b>
The learner will: 2. Be able to work safely
<b>Assessment criteria</b>
The learner can: 2.1 evaluate the safety and own security risks and those that effect the team 2.2 report any safety and security risks using organisational procedures 2.3 wear the correct personal protective equipment according to organisational requirements 2.4 demonstrate to visitors, to work areas, what the correct safety and security procedures are 2.5 demonstrate how to prevent unauthorized access to hazardous areas 2.6 demonstrate the organisation of site protection to own team 2.7 undertake risk assessments according to the site and organisational procedures 2.8 evaluate safety and security that have occurred in the recent past 2.9 make recommendations to improve site health, safety and security.

## Unit 305

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

<b>UAN:</b>	<b>R/601/7611</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	3
<b>GLH:</b>	12
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit SfL 43 - Allocate and check work in your team.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about allocating and checking work in own team in logistics operations. It deals with planning, confirming work activities, allocating work activities fairly amongst team members, motivating and supporting team members to achieve work activities and monitoring the achievement of work activities.</p> <p>This unit is relevant for team leaders, supervisors and managers working in logistics operations. Team leaders, supervisors and managers could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

<b>Learning outcome</b>
The learner will: 1. Know how to allocate and check work in own team in logistics operations
<b>Assessment criteria</b>
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to allocating and checking work in own team in logistics operations, that relate to: a. health, safety and security b. roles, responsibilities, information and management systems c. use of sustainable resources d. equality and diversity, and inclusion e. monitoring work activities 1.2 explain the principles of effective communication

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| 1.3 explain methods for motivating, supporting and encouraging team members to complete allocated work |
| 1.4 explain methods for improving the performance of the team and recognising achievement.             |

<b>Learning outcome</b>
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The learner will:
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| 2. Be able to allocate and check work in own team in logistics operations |
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<b>Assessment criteria</b>
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The learner can:
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| 2.1 follow all organisational policies and procedures, in relation to allocating and checking work in own team in logistics operations, that relate to: <ul style="list-style-type: none"><li>a. health, safety and security</li><li>b. roles, responsibilities, information and management systems</li><li>c. use of sustainable resources</li><li>d. equality and diversity, and inclusion</li><li>e. monitoring work activities</li></ul> |
| 2.2 confirm the work required of the team with own line manager  |
| 2.3 plan the work of the team, identifying priorities and critical activities and available resources  |
| 2.4 allocate the work to team members fairly   |
| 2.5 brief team members on the standard of work required  |
| 2.6 encourage team members to make suggestions and seek clarification in relation to work allocated  |
| 2.7 motivate team members  |
| 2.8 check the progress and quality of work activities  |
| 2.9 provide feedback to team members on work performance   |
| 2.10 ensure that any conflict is dealt with promptly   |
| 2.11 record work according to organisational procedures.   |

## Unit 306

## Inducting new colleagues into a logistics operation

<b>UAN:</b>	<b>Y/601/7187</b>
<b>Level:</b>	Level 2
<b>Credit value:</b>	2
<b>GLH:</b>	11
<b>Relationship to NOS:</b>	This unit is not mapped to a National Occupational Standards as it is related to a cross sector function in logistics operations.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about inducting new staff into a logistics operation. It deals with the importance of induction, and ensuring that new colleagues are familiar with organisational procedures, the workplace and their role and responsibilities</p> <p>This unit is relevant to all operatives involved in inducting new colleagues into a logistics operation. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

### Learning outcome

The learner will:

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

### Assessment criteria

The learner can:

- 1.1 explain the relevant organisational policies and procedures, in relation to inducting new colleagues into a logistics operation that relate to:
  - a. the organisation
  - b. health, safety and security
  - c. personal protective equipment
  - d. legal requirements
  - e. equality and diversity, and inclusion
  - f. data protection
  - g. staff handbook
- 1.2 explain the importance of completing an induction
- 1.3 identify problems that can occur when inducting new colleagues into a logistics operation

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



**Learning outcome**

The learner will:

2. Be able to induct colleagues into logistics operations

**Assessment criteria**

The learner can:

- 2.1 follow all organisational policies and procedures, in relation to inducting new colleagues into a logistics operation, that relate to:
  - a. the organisation
  - b. health, safety and security
  - c. personal protective equipment
  - d. legal requirements
  - e. equality and diversity, and inclusion
  - f. data protection
  - g. staff handbook
- 2.2 communicate effectively
- 2.3 ensure colleagues are familiar with:
  - a. the organisational chart
  - b. the premises
  - c. own workplace
  - d. personal protective equipment
  - e. emergency evacuation procedures
  - f. health safety and security
- 2.4 introduce new colleagues to co-workers
- 2.5 ensure colleagues are aware of own responsibilities within the staff handbook
- 2.6 complete documentation according to organisational procedures.

## Unit 307

# Manage your own professional development in logistics operations

<b>UAN:</b>	<b>M/601/7177</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	2
<b>GLH:</b>	11
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit SfL 50 - Manage your own resources and professional development.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about managing own professional development. It deals with understanding own learning style, values, personal and work goals, obtaining feedback, improving own performance through the development of a personal development plan.</p> <p>This unit is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

### Learning outcome

The learner will:

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

### Assessment criteria

The learner can:

- 1.1 explain the relevant organisational policies and procedures, in relation to managing own resources and professional development, that relate to:
  - a. health, safety and security
  - b. legal requirements
  - c. operating requirements
- 1.2 explain how to develop own professional development plan
- 1.3 explain own learning style
- 1.4 explain the current and future requirements of own work role
- 1.5 explain own values, career and personal goals in relation to work role

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| <ul style="list-style-type: none"><li>1.6 explain sources of feedback used to evaluate performance</li><li>1.7 explain how to update work objectives and development plans in the light of performance, feedback received, any development activities undertaken and any wider changes</li><li>1.8 explain how to monitor the quality of own work and progress against development plans.</li></ul> |
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<b>Learning outcome</b>
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The learner will:
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| <ul style="list-style-type: none"><li>2. Be able to manage own professional development in logistics operations</li></ul> |
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<b>Assessment criteria</b>
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The learner can:
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| <ul style="list-style-type: none"><li>2.1 follow organisational policies and procedures, in relation to managing own professional development, that relate to:<ul style="list-style-type: none"><li>a. health, safety and security</li><li>b. legal requirements</li><li>c. operating requirements</li></ul></li><li>2.2 agree personal work objectives with appropriate people</li><li>2.3 agree how progress will be measured with appropriate people</li><li>2.4 produce own development plan to take account of the following:<ul style="list-style-type: none"><li>a. personal learning styles</li><li>b. gaps between current and future requirements of work role and current knowledge, understanding and skills</li></ul></li><li>2.5 review activities undertaken in development plan in relation to performance</li><li>2.6 review feedback received and update own development plan in light of feedback and performance.</li></ul> |
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## Unit 308

# Recruit, select and keep colleagues in logistics operations

<b>UAN:</b>	<b>F/601/7183</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	4
<b>GLH:</b>	16
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit Sfl 55 - Recruit, select and keep colleagues.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	This unit is about recruiting, selecting and keeping colleagues in logistics operations. It deals with determining staff turnover, recruiting and selecting procedures, the importance of exit interviews and reviewing the effectiveness of internal procedures for recruiting, selecting and keeping colleagues. This unit is relevant to those managing or engaged in the recruitment, selection or keeping of colleagues in logistics operations. This could relate to warehousing and storage, transport or freight forwarding.

<b>Learning outcome</b>
The learner will: 1. Know how to recruit, select and keep colleagues in logistics operations
<b>Assessment criteria</b>
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to recruiting, selecting and keeping colleagues in logistics operations, that relate to: a. health, safety and security b. legal requirements c. equality and diversity, and inclusion d. accessing specialist expertise 1.2 explain the following in relation to staff turnover: a. the importance of undertaking exit interviews sensitively b. types of reasons colleagues may give for leaving c. how to measure staff turnover d. causes and effects of high and low staff turnover e. measures that can be taken to address staff turnover issues

- 1.3 explain how to undertake a skills analysis exercise to:
  - a. review the workload to identify shortfalls in the number of colleagues and/or skills, knowledge, understanding and experience
  - b. identify actual skill and avoid stereotyping
  - c. different options for identified shortfalls their advantages and disadvantages
- 1.4 explain the purpose of job descriptions and person specifications, and:
  - a. what they should contain
  - b. the importance of consulting with others when producing or updating them
- 1.5 explain the different stages in the recruiting and selecting process, and:
  - a. the importance of consulting others on the stages
  - b. methods used and their advantages and disadvantages
  - c. associated timings
  - d. the role of others during each stage
- 1.6 explain the importance of giving fair, clear and accurate information on vacancies to potential applicants
- 1.7 explain how to judge whether applicants meet the stated requirements
- 1.8 explain how to take account of equality, diversity and inclusion issues, including legislation and any relevant codes of practice and how cultural differences in language, body language, tone of voice and dress can differ from expectations
- 1.9 explain how to review the effectiveness of recruitment and selection in logistics operations
- 1.10 identify problems that can occur when recruiting, selecting and keeping colleagues in logistics operations
- 1.11 explain the appropriate action to take in order to deal with identified problems.

**Learning outcome**

The learner will:

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

**Assessment criteria**

The learner can:

- 2.1 follow all organisational policies and procedures, in relation to ensuring recruiting, selecting and keeping colleagues in logistics operations, that relate to:
  - a. health, safety and security
  - b. legal requirements
  - c. equality and diversity, and inclusion
  - d. accessing specialist expertise
- 2.2 communicate effectively with others
- 2.3 undertake exit interviews with colleagues who are leaving
- 2.4 review the work undertaken to identify any shortfall in the number of colleagues and/or the pool of skills, knowledge, understanding and experience
- 2.5 review options for dealing with shortfalls in staffing

- 2.6 consult with others to produce or update job descriptions and person specifications
- 2.7 demonstrate how to identify a vacancy
- 2.8 consult with others to agree the stages in the recruitment and selection process including:
  - a. methods to be used
  - b. associated timings
  - c. and those to be involved
- 2.9 ensure that:
  - a. all information on vacancies is fair, clear and accurate before it goes to potential applicants
  - b. the skills required by the applicant to succeed in the recruitment process are no more than are required to perform the job
- 2.10 participate in the recruitment and selection process to ensure that:
  - a. the process is fair, consistent and effective
  - b. applicants offered positions are likely to work effectively with colleagues
- 2.11 review the recruitment and selection process to identify improvements.

## Unit 309

## Build and manage teams in logistics operations

<b>UAN:</b>	<b>J/601/7184</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	4
<b>GLH:</b>	18
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit Sfl 56 - Build and manage teams.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about building and managing teams in logistics operations. It deals with developing good communication skills, selecting team members according to the purpose of the team and the teams' goals and reviewing how the team performs against its purpose and goals.</p> <p>This unit is relevant to those building and managing teams in logistics operations. This could relate to warehousing and storage, transport or freight forwarding.</p>

<b>Learning outcome</b>
The learner will: 1. Know how to build and manage teams in logistics operations
<b>Assessment criteria</b>
the learner can: 1.1 explain the relevant organisational policies and procedures, in relation to building and managing teams in logistics operations, that relate to: a. health, safety and security b. legal requirements c. equality and diversity, and inclusion d. operating requirements 1.2 explain the: a. principles of effective communication and how to apply them 1.3 maximize communication methods when managing remote teams a. stages of team development b. when building a team explain the importance of: c. identifying a clear team purpose

<ul style="list-style-type: none"> <li>d. identifying diversity of expertise, knowledge, skills and attitudes to achieve the team purpose</li> <li>e. selecting team members with the required expertise, knowledge and skills</li> <li>f. developing complementary roles</li> <li>g. agreeing with team members the behaviours that can help achieve the team purpose and those that may hinder</li> <li>h. ensuring team members understand their unique contribution to achieving the team purpose</li> <li>i. ensuring team members understand how each role complements and supports other roles</li> <li>j. building mutual trust and respect</li> <li>k. open communication</li> </ul> <p>1.4 explain how to provide constructive feedback to team members in order to enhance the performance of the team as a whole</p> <p>1.5 identify problems that can occur when building and managing teams</p> <p>1.6 explain the appropriate action to take, in order to deal with identified problems.</p>
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<b>Learning outcome</b>
The learner will:
2. Be able to build and manage teams
<b>Assessment criteria</b>
the learner can:
2.1 follow all organisational policies and procedures, in relation to planning the route and timings for the collection and delivery of loads, that relate to: <ul style="list-style-type: none"> <li>a. health, safety and security</li> <li>b. legal requirements</li> <li>c. equality and diversity, and inclusion</li> </ul>
2.2 communicate with others effectively
2.3 identify the diversity and expertise, knowledge, skills and attitudes required to achieve the team's objectives
2.4 select team members that have the expertise, knowledge, skills and attitudes to achieve the team purpose
2.5 build the team by: <ul style="list-style-type: none"> <li>a. agreeing with team members behaviours that can help the team achieve</li> <li>b. agreeing roles and responsibilities with team members to ensure each complements and supports other roles</li> <li>c. providing opportunities to build mutual trust and respect</li> </ul>
2.6 encourage the team to seize opportunities presented by changes to the team composition
2.7 provide opportunities for open communication and feedback to improve performance of team
2.8 review the performance of the team in relation to its purpose.



## Unit 310

## Schedule logistics operations to meet customer's requirements

<b>UAN:</b>	<b>K/601/7596</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	4
<b>GLH:</b>	18
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit SfL 36 - Schedule logistics operations to meet customer requirements.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about identifying the type of operation required and producing schedules to meet the customer's needs. It covers the requirements for good planning, scheduling methods and with dealing with problems with the schedule.</p> <p>This unit is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

<b>Learning outcome</b>
The learner will: 1. Know how to schedule logistics operations to meet customer requirements
<b>Assessment criteria</b>
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to scheduling logistics operations to meet customer requirements, that relate to: a. health, safety and security b. compliance c. roles, responsibilities, information and management systems 1.2 describe the different sources and types of information required for scheduling logistics operations to meet customer requirements 1.3 explain the importance of good communication methods 1.4 explain the methods and tools used for scheduling logistics operations to meet customer requirements

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| <ul style="list-style-type: none"> <li>1.5 explain the factors that need to be taken into account when scheduling logistics operations to meet customer requirements</li> <li>1.6 describe the activities that need to be taken into account when scheduling logistics operations to meet customer requirements</li> <li>1.7 identify problems that can occur when scheduling logistics operations to meet customer requirements</li> <li>1.8 explain appropriate action when dealing with identified problems.</li> </ul> |
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<p><b>Learning outcome</b></p>
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<p>The learner will:</p>
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| <ul style="list-style-type: none"> <li>2. Be able to schedule logistics operations to meet customer requirements</li> </ul> |
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<p><b>Assessment criteria</b></p>
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<p>The learner can:</p>
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| <ul style="list-style-type: none"> <li>2.1 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"> <li>a. health, safety and security</li> <li>b. compliance</li> <li>c. roles, responsibilities, information and management systems</li> </ul> </li> <li>2.2 comply with logistics operations that are required to meet customers requirements</li> <li>2.3 agree with customers the timings and deadlines for the provision for the logistics operations</li> <li>2.4 apply scheduling methods and tools according to organisational procedures</li> <li>2.5 apply logistics resources and sequence of tasks required to provide the logistics operations</li> <li>2.6 review all relevant factors and risks that could affect the schedule</li> <li>2.7 plan the logistics operations to ensure that the supply chain continues to function effectively</li> <li>2.8 monitor the provision of logistics operations against the schedule</li> <li>2.9 record work according to operational procedures.</li> </ul> |
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## Unit 311

# Arrange the transportation of goods using multiple transport modes

<b>UAN:</b>	<b>Y/600/7646</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	3
<b>GLH:</b>	26
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit SfL 68 - Arrange the transportation of goods using multiple transport modes.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about arranging the transportation of goods using multiple transport modes. It deals with identifying criteria for arranging transportation of goods using multiple modes, identifying service providers, rates and terms and conditions and legislation and regulations that apply.</p> <p>This unit is relevant to those working in an administrative role within international trade and logistics operations.</p>

<b>Learning outcome</b>
The learner will: 1. Be able to identify the criteria for arranging the transportation of goods using multiple modes of transport
<b>Assessment criteria</b>
the learner can: 1.1 identify all relevant details on the goods to be transported, to include: a. health, safety and security b. environmental factors c. special requirements 1.2 identify criteria for selecting service providers to include: a. systems for selecting service providers b. systems for placing orders c. advantages and disadvantages of different modes of transport d. major routes, hubs and destinations e. rates and terms of conditions

f. legislation and regulations

1.3 identify organisational procedures to complete required selection.

<b>Learning outcome</b>
The learner will: 2. Be able to arrange the transporting of goods using multiple modes of transport
<b>Assessment criteria</b>
The learner can: 2.1 confirm with appropriate people the criteria required 2.2 confirm with appropriate people relevant details of the goods 2.3 explain the advantages and disadvantages of each mode of transport 2.4 assess each mode of transport for the goods 2.5 determine the most appropriate combination of modes of transport 2.6 place and confirm the order according to organisational procedures 2.7 complete all documentation accurately in accordance with organisational procedures and legislation 2.8 ensure that all documentation is filed and stored according to organisational procedures and legislation 2.9 pass on documentation to appropriate people at the right time according to organisational procedures and legislation.

<b>Learning outcome</b>
The learner will: 3. Identify any problems that can occur when arranging the transportation of goods using multiple modes of transport
<b>Assessment criteria</b>
The learner can: 3.1 identify problems that can occur, arranging the transportation of goods, using multiple modes of transport 3.2 show how to take appropriate action to deal with the problems.

## Unit 312

# Organise the preparation of documentation for the transportation of goods

<b>UAN:</b>	<b>D/600/7647</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	3
<b>GLH:</b>	26
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit SfL 69 - Organise the preparation of documentation for the transportation of goods.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about organisation the preparation of documentation for the transportation of goods. It deals with identifying routes and destinations, international borders and restrictions that may apply to the goods.</p> <p>This unit is relevant to those working in an administrative role within international trade and logistics operations.</p>

<b>Learning outcome</b>
The learner will: 1. Be able to identify the required documentation for the goods
<b>Assessment criteria</b>
The learner can: 1.1 identify all relevant details on the goods to be transported to include: a. health, safety and security b. environmental factors c. special requirements 1.2 identify the route and destination for the goods 1.3 identify any international borders and restrictions that impact on the goods 1.4 identify all organisations that require the documentation 1.5 identify all documentation required 1.6 identify resources required to prepare the documentation 1.7 identify organisational procedures to complete required documentation.



<b>Learning outcome</b>
The learner will: 2. Be able to organise the preparation of the documentation
<b>Assessment criteria</b>
The learner can: 2.1 confirm with appropriate people relevant details of the goods 2.2 confirm with appropriate people the transportation instructions to include: a. route and destination b. international borders and any restrictions that apply c. the correct documentation to be completed d. the organisations that require the documentation 2.3 allocate resources to prepare the documentation 2.4 schedule the preparation of the documentation to meet critical dates and time for delivery 2.5 ensure all documentation is completed accurately in accordance with organisational procedures and legislation 2.6 ensure that all documentation is filed and stored according to organisational procedures and legislation 2.7 pass on documentation to appropriate people at the right time according to organisational procedures and legislation.

<b>Learning outcome</b>
The learner will: 3. Identify any problems that can occur when organising the preparation of documentation for transporting goods
<b>Assessment criteria</b>
The learner can: 3.1 identify problems that can occur when organising the preparation of documentation for transporting goods 3.2 show how to take appropriate action to deal with the problems.



## Unit 313

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

<b>UAN:</b>	<b>M/601/7602</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	3
<b>GLH:</b>	15
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit Sfl 35 - Ensure compliance with legal, regulatory, ethical and social requirements.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about ensuring compliance with organisations policies and procedures in order to meet legislative, regulatory, ethical and social requirements.</p> <p>This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

### Learning outcome

The learner will:

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

### Assessment criteria

the learner can:

- 1.1 explain the relevant organisational policies and procedures, in relation to compliance with legal, regulatory, ethical and social requirements in logistics operation that relate to:
  - a. monitoring developments in legislation and regulation
  - b. governance
  - c. non-compliance
  - d. maintaining policies and procedures
  - e. risk management
  - f. ethics and values
  - g. confidentiality
- 1.2 describe the different sources and types of information that are used for current organisational and operational procedures

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| <ul style="list-style-type: none"> <li>1.3 describe the organisation's approach to current and emerging social attitudes to management and leadership practice</li> <li>1.4 describe regulatory, ethical and operational requirements, both national and international that affect own logistics operation</li> <li>1.5 describe ways in which other organisations in the logistics sector deal with current and emerging social concerns and expectations</li> <li>1.6 explain the importance of implementing the policies and procedures.</li> </ul> |
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<p><b>Learning outcome</b></p>
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<p>The learner will:</p>
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| <ul style="list-style-type: none"> <li>2. Be able to ensure compliance with legal, regulatory, ethical and social requirements</li> </ul> |
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<p><b>Assessment criteria</b></p>
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<p>The learner can:</p>
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|---|
| <ul style="list-style-type: none"> <li>2.1 follow all organisational policies and procedures, in relation to compliance with legal, regulatory, ethical and social requirements in logistics operations, that relate to: <ul style="list-style-type: none"> <li>a. monitoring developments in legislation and regulation</li> <li>b. governance</li> <li>c. non-compliance</li> <li>d. maintaining policies and procedures</li> <li>e. risk management</li> <li>f. ethics and values</li> <li>g. confidentiality</li> </ul> </li> <li>2.2 obtain information from suitable sources on the current organisational and operational policies and procedures</li> <li>2.3 communicate effectively</li> <li>2.4 ensure the organisation's policies and procedures are implemented</li> <li>2.5 monitor the organisation's policies and procedures</li> <li>2.6 assess the organisation's policies and procedures</li> <li>2.7 review the organisation's policies and procedures</li> <li>2.8 assess the impact of failure to comply with the organisation's policies and procedures</li> <li>2.9 recommend changes to organisation's policies and procedures</li> <li>2.10 report on the organisation's policies and procedures</li> <li>2.11 provide feedback on the implementation of the organisation's policies and procedures</li> <li>2.12 provide information to those that require it promptly</li> <li>2.13 encourage the sharing of information within the constraints of confidentiality</li> <li>2.14 record work according to organisational procedures.</li> </ul> |
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## Unit 314

## Optimise the use of logistics resources

<b>UAN:</b>	<b>M/601/7597</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	3
<b>GLH:</b>	15
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit Sfl 37 - Optimise the use of logistics resources.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about identifying the appropriate resource and planning how to use it and monitoring its use to improve performance.</p> <p>This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

### Learning outcome

The learner will:

1. Know how to optimize the use of logistics resources

### Assessment criteria

The learner can:

- 1.1 explain the relevant organisational policies and procedures, in relation to optimising the use of logistics resources, that relate to:
  - a. health, safety and security
  - b. compliance
  - c. roles, responsibilities, information and management systems
  - d. legislation and regulations
- 1.2 describe the different sources and types of information required for optimising the use of logistics resources
- 1.3 explain the importance of good communication methods
- 1.4 explain the types of resource used in specific logistics operations
- 1.5 explain the methods used for optimising the use of logistics resources
- 1.6 explain the factors that need to be taken into account when optimising the use of logistics resources
- 1.7 explain methods for improving or developing used logistics resources

- 1.8 identify problems that can occur when optimising the use of logistics resources
- 1.9 explain appropriate action when dealing with identified problems.

**Learning outcome**

The learner will:

2. Be able to optimize the use of logistics resources

**Assessment criteria**

The learner can:

- 2.1 follow all organisational policies and procedures, in relation to optimising the use of logistics resources, that relate to:
  - a. health, safety and security
  - b. compliance
  - c. roles, responsibilities, information and management systems
  - d. legislation and regulations
- 2.2 identify the availability and demand for logistics resources in the organisation
- 2.3 determine the level and type of resources used for the logistics operation
- 2.4 use logistics resources effectively and efficiently
- 2.5 plan the use of logistics resources to achieve a balance between usage and performance
- 2.6 monitor the use of logistics resources to identify any positive or negative effects on the environment
- 2.7 record work according to organisational procedures.

## Unit 315

## Respond to problems in logistics operations

<b>UAN:</b>	<b>T/601/7598</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	3
<b>GLH:</b>	15
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit SfL 38 - Respond to problems in logistics operations.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about using previous experience to deal with problems. Identifying the most appropriate response and monitoring its effectiveness.</p> <p>This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

<b>Learning outcome</b>
The learner will: 1. Know how to respond to problems in logistics operations
<b>Assessment criteria</b>
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to responding to problems in logistics operations, that relate to: a. health, safety and security b. compliance c. roles, responsibilities information and management systems 1.2 explain the importance of good communication methods 1.3 describe the different types of information required for responding to problems in logistics operations 1.4 explain factors that could lead to problems in logistics operations 1.5 explain contingency planning methods 1.6 explain risk assessment methods used.

**Learning outcome**

The learner will:

2. Be able respond to problems in logistics operations

**Assessment criteria**

The learner can:

- 2.1 follow all organisational policies and procedures, in relation to responding to problems in logistics operations that relate to:
  - a. health, safety and security
  - b. compliance
  - c. roles, responsibilities, information and management systems
- 2.2 develop procedures for identifying problems
- 2.3 respond to problems within logistics operations
- 2.4 review problems that have occurred previously and the factors that led to them
- 2.5 assess the impact of previous problems on the logistics operation
- 2.6 plan the activities and resources that are required to respond to a particular problem
- 2.7 implement the plan in response to a particular problem
- 2.8 obtain feedback on the plan
- 2.9 develop contingency plans
- 2.10 implement contingency plans
- 2.11 obtain feedback from others on the use of contingency plans
- 2.12 review the effectiveness of the plans
- 2.13 record work according to organisational procedures.

## Unit 316

## Improve performance in logistics operations

<b>UAN:</b>	<b>H/601/7600</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	4
<b>GLH:</b>	20
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit SfL 40 - Improve the performance of logistics operations.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about identifying areas of the operation which can be improved. It deals with consulting colleagues to identify problems and the impact of improvements, and how to evaluate the effect improvements have on the operation.</p> <p>This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

<b>Learning outcome</b>
The learner will: 1. Know how to improve performance in logistics operations
<b>Assessment criteria</b>
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to improving performance in logistics operations, that relate to: a. health, safety and security b. compliance c. roles, responsibilities, information and management systems 1.2 describe the different sources and types of information required for improving performance in logistics operations 1.3 explain improvement methods that are used in the organisation and industry 1.4 explain methods used for evaluating improvement methods 1.5 identify problems that can occur when improving performance in logistics operations



1.6 explain appropriate action when dealing with identified problems.

**Learning outcome**

The learner will:

2. Be able to improve performance in logistics operations

**Assessment criteria**

The learner can:

- 2.1 follow all organisational policies and procedures, in relation to improving performance in logistics operations, that relate to:
  - a. health, safety and security
  - b. compliance
  - c. roles, responsibilities, information and management systems
- 2.2 assess an area for improvement
- 2.3 assess improvement methods appropriate for the logistics operation
- 2.4 recommend suitable methods for improving performance
- 2.5 develop success criteria to be used to evaluate application of the improvement methods
- 2.6 implement the improvement methods
- 2.7 monitor the application of the improvement methods
- 2.8 evaluate the application of the improvement methods
- 2.9 record work according to organisational procedures.

## Unit 317

# Minimise the environmental impact of logistics operations

<b>UAN:</b>	<b>K/601/7601</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	3
<b>GLH:</b>	15
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit Sfl 41 - Minimise the environmental impact of logistics operations.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about monitoring the environmental impact of the operation and identifying ways of reducing that impact. It deals with how energy and materials are used and identifying ways of using them more effectively.</p> <p>This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

### Learning outcome

The learner will:

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

### Assessment criteria

The learner can:

- 1.1 explain the relevant organisational policies and procedures, in relation to minimising the environmental impact of logistics operations, that relate to:
  - a. health, safety and security
  - b. compliance
  - c. roles, responsibilities, information and management systems
  - d. environmental protection
  - e. systems to assess environmental impact
  - f. recycling and disposal of materials
- 1.2 describe the different sources and types of information required for improving performance in logistics operations
- 1.3 explain environmental issues affecting the logistics sector
- 1.4 identify ways to reduce the effects on the environment

1.5 identify ways to use energy and materials more effectively and efficiently.

**Learning outcome**

The learner will:

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

**Assessment criteria**

The learner can:

- 2.1 follow all organisational policies and procedures, in relation to minimising the environmental impact of logistics operations, that relate to:
  - a. health, safety and security
  - b. compliance
  - c. roles, responsibilities, information and management systems
  - d. environmental protection
  - e. systems to assess environmental impact
  - f. recycling and disposal of materials
- 2.2 implement the organisation's environmental policy
- 2.3 monitor the use of energy and materials to deliver logistics operations
- 2.4 assess the environmental risks of specific logistics operations before implementation
- 2.5 report on the effects of logistics operations on the environment
- 2.6 ensure that surplus materials are disposed of or recycled correctly
- 2.7 brief visitors and sub-contractors of environmental responsibilities according to organisational policies
- 2.8 recommend ways to minimise the environmental impact of logistics operations
- 2.9 record work according to organisational procedures.

## Unit 318

## Release vehicles for daily tasks

<b>UAN:</b>	<b>D/601/7174</b>
<b>Level:</b>	Level 2
<b>Credit value:</b>	2
<b>GLH:</b>	12
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit SfL 47 - Release vehicles for daily tasks.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about releasing vehicles for daily tasks. It involves checking that all pre-journey routines have been completed and that an appropriate driver has been allocated.</p> <p>This unit is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight</p>

<b>Learning outcome</b>
The learner will: 1. Know how to release vehicles for daily tasks
<b>Assessment criteria</b>
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to releasing vehicles for daily tasks that relate to: a. health, safety and security b. legal requirements c. environmental factors d. documentation systems e. driver hours and licensing requirements f. vehicle operators licensing requirements g. route, destination, delivery and collection schedules 1.2 explain different modes of transport that can be used 1.3 explain the types of load and characteristics of the consignment to be moved 1.4 explain the types of vehicles and specialist equipment that can be used to move the loads 1.5 explain the skills and qualifications required of driver personnel

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| 1.6 identify problems that can occur when releasing vehicles for daily tasks           |
| 1.7 explain the appropriate action to take, in order to deal with identified problems. |

<b>Learning outcome</b>
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The learner will:
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| 2. Be able to release vehicles for daily tasks |
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<b>Assessment criteria</b>
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The learner can:
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| 2.1 follow all organisational policies and procedures in relation to releasing the vehicles for daily tasks that relate to: <ul style="list-style-type: none"><li>a. health, safety and security</li><li>b. legal requirements</li><li>c. environmental factors</li><li>d. documentation systems</li><li>e. driver hours and licensing requirements</li><li>f. vehicle operators licensing requirements</li><li>g. route, destination, delivery and collection schedules</li></ul> |
| 2.2 obtain details of the loads to be delivered  |
| 2.3 confirm the routing and scheduling information for transporting the loads  |
| 2.4 select the driver, vehicle and any equipment to be used for transporting the load  |
| 2.5 maintain records of the driver, vehicle and any equipment used   |
| 2.6 communicate effectively  |
| 2.7 authorise the use of resources   |
| 2.8 issue consignment documents or proof of delivery notes.  |

<b>UAN:</b>	<b>A/601/7599</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	4
<b>GLH:</b>	18
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit SfL 39 - Apply technology in logistics operations.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about using technology that is effective and efficient. Checking that colleagues know how to use technology and identifying possible improvements.</p> <p>This unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

<b>Learning outcome</b>
<p>The learner will:</p> <ol style="list-style-type: none"> <li>1. Know how to apply technology in logistics operations</li> </ol>
<b>Assessment criteria</b>
<p>The learner can:</p> <ol style="list-style-type: none"> <li>1.1 explain the relevant organisational policies and procedures, in relation to applying technology in logistics operations, that relate to: <ol style="list-style-type: none"> <li>a. health, safety and security</li> <li>b. compliance</li> <li>c. roles, responsibilities information and management systems</li> </ol> </li> <li>1.2 explain the importance of good communication methods</li> <li>1.3 describe the different sources and types of information required for applying technology in logistics operations</li> <li>1.4 explain the resources and systems that can be applied in logistics operations</li> <li>1.5 explain the latest technological advances that may be applied in logistics operations</li> <li>1.6 explain the impact of new technology in the logistics operation</li> <li>1.7 identify problems that can occur when applying technology in logistics operations.</li> </ol>





**Learning outcome**

The learner will:

2. Be able to apply technology in logistics operations

**Assessment criteria**

The learner can:

- 2.1 follow all organisational policies and procedures, in relation to applying technology in logistics operations, that relate to:
  - a. health, safety and security
  - b. compliance
  - c. roles, responsibilities, information and management systems
- 2.2 check that the technology is applied
- 2.3 check that maintenance schedules are undertaken
- 2.4 check that colleagues using the technology can operate it competently
- 2.5 monitor colleagues in the safe use of the technology
- 2.6 identify colleagues training needs
- 2.7 respond to training needs
- 2.8 report on how the technology has improved logistics operations
- 2.9 make recommendations for further improvement to logistics operations
- 2.10 overcome any failures in the technology
- 2.11 record work according to organisational procedures.

## Unit 320

## Monitor vehicle movements

<b>UAN:</b>	<b>M/601/7180</b>
<b>Level:</b>	Level 2
<b>Credit value:</b>	2
<b>GLH:</b>	12
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit SfL 52 Monitor vehicle movements.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about monitoring the vehicle movements. It involves reacting to any changes impacting on routing or scheduling of the vehicle or road. It deals with informing relevant personnel of changes and maintaining records.</p> <p>This unit is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>

<b>Learning outcome</b>
The learner will: 1. Know how to monitor vehicle movements
<b>Assessment criteria</b>
The learner can: 1.1 explain the relevant organisational policies and procedures, in relation to monitoring vehicle movements, that relate to: a. health, safety and security b. environmental factors c. legal requirements d. operating requirements e. monitoring requirements f. driver hours and licensing requirements g. vehicle operators licensing requirements h. route, destination, delivery and collection schedules 1.2 explain the following: a. sources of information b. methods and equipment used for monitoring the progress of vehicles and loads c. limitations of routes, vehicles, equipment and drivers

- d. environmental, economy and efficiency issues relating to the vehicle and load
- 1.3 identify problems that can occur when monitoring vehicle movements
- 1.4 explain the appropriate action to take in order to deal with identified problems.

**Learning outcome**

The learner will:

- 2. Be able to monitor vehicle movements

**Assessment criteria**

The learner can:

- 2.1 follow all organisational policies and procedures, in relation to monitoring vehicle movements, that relate to:
  - a. health, safety and security
  - b. environmental factors
  - c. legal requirements
  - d. operating requirements
  - e. monitoring requirements
  - f. driver hours and licensing requirements
  - g. vehicle operators licensing requirements
  - h. route, destination, delivery and collection schedules
- 2.2 confirm the routing and scheduling information for the vehicles and loads
- 2.3 demonstrate how to take action to modify routing and scheduling of vehicles and loads in response to changes in customer requirements
- 2.4 demonstrate how to inform:
  - a. relevant personnel of changes to the routing and scheduling of vehicles and loads
  - b. customers about changes to the routing and scheduling of vehicles and loads
- 2.5 demonstrate how to take action in response to:
  - a. problems reported by drivers in relation to breakdowns or traffic
  - b. emergencies or collisions in relation to the vehicle and load
- 2.6 monitor the progress of vehicles and loads.

<b>UAN:</b>	<b>A/601/7182</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	4
<b>GLH:</b>	16
<b>Relationship to NOS:</b>	This unit is linked to NOS Unit Sfl 54 - Manage the traffic office.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about managing the traffic office. It deals with recording feedback, communicating it to relevant people and advising them of likely outcomes. It involves evaluating performance, effectiveness and efficiency to identify trends.</p> <p>This unit is relevant to those managing or supervising staff engaged in road transport operations. This could relate to warehousing and storage, transport or freight forwarding.</p>

<b>Learning outcome</b>
The learner will:
1. Know how to manage the traffic office
<b>Assessment criteria</b>
The learner can:
1.1 explain the relevant organisational policies and procedures, in relation to managing the traffic office, that relate to:
a. health, safety and security
b. environmental factors
c. legal requirements
d. operating requirements
e. route, destination, delivery and collection schedules
f. review systems
1.2 explain the following:
a. the type of load and characteristics of the consignment being moved
b. different modes of transport
c. types of vehicles and equipment that can be used for carrying different loads
d. sources of feedback information

- |  |
|--|
| 1.3 explain how to manage colleagues within the operation<br>1.4 identify problems that can occur when managing the traffic office<br>1.5 explain the appropriate action take, to in order to deal with identified problems. |
|--|

<b>Learning outcome</b>
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The learner will:
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|---|
| 2. Be able to manage the traffic office |
|---|

<b>Assessment criteria</b>
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The learner can:
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- |   |
|---|
| 2.1 follow all organisational policies and procedures, in relation to managing the traffic office, that relate to:<br>a. health, safety and security<br>b. personal protective equipment<br>c. legal requirements<br>d. operating requirements<br>e. route, destination, delivery and collection schedules<br>f. review systems |
| 2.2 manage colleagues to plan the transportation of loads   |
| 2.3 monitor the use of resources  |
| 2.4 support colleagues decisions where problems arise   |
| 2.5 advise customers and relevant personnel of any changes in the resources allocated or the delivery schedules   |
| 2.6 maintain records making any changes according to operational procedures   |
| 2.7 evaluate feedback obtained on the use of resources  |
| 2.8 review actual performance against the operational plan  |
| 2.9 evaluate the effectiveness and efficiency of completed operations   |
| 2.10 formulate an action plan based on patterns or trends in actual performance in order to improve performance   |
| 2.11 propose amendments to operational and organisational procedures  |
| 2.12 communicate effectively.   |

## Unit 322

## Principles of food safety supervision in logistics

<b>UAN:</b>	<b>T/600/6584</b>
<b>Level:</b>	Level 3
<b>Credit value:</b>	3
<b>GLH:</b>	25
<b>Relationship to NOS:</b>	This unit is linked to Sfl NOS for Food safety in a logistics environment.
<b>Endorsement by a regulatory body:</b>	This unit is endorsed by Skills for Logistics (SfL), the Sector Skills Council for freight logistics industries.
<b>Aim:</b>	<p>This unit is about the supervision of food safety and hygiene within logistics operations. It covers how supervisors can ensure compliance with food safety legislation, the application and monitoring of procedures and standards of personal hygiene.</p> <p>This unit is relevant to all those who supervise food safety in logistics operations.</p>

<b>Learning outcome</b>
The learner will: 1. Understand how supervisors can ensure compliance with food safety legislation
<b>Assessment criteria</b>
The learner can: 1.1 summarise the importance of food safety management procedures 1.2 explain the responsibilities of employers in respect of food safety legislation and procedures to ensure compliance 1.3 explain the responsibilities of employees in respect of food safety legislation and procedures to ensure compliance 1.4 explain how food safety legislation is enforced 1.5 state where sources of information on food safety legislation can be found.

<b>Learning outcome</b>
The learner will: 2. Understand how to apply procedures to maintain the safety of food
<b>Assessment criteria</b>
The learner can: 2.1 describe methods and procedures for controlling food safety to include critical control points, critical limits and corrective actions 2.2 justify the importance of high standards of personal hygiene 2.3 explain procedures for cleanliness and disinfection 2.4 describe the importance of and methods for pest control 2.5 explain the importance of temperature control 2.6 describe the methods used to control temperature.

<b>Learning outcome</b>
The learner will: 3. Understand how to monitor procedures to maintain the safety of food
<b>Assessment criteria</b>
The learner can: 3.1 describe the consequences for food safety from microbial, chemical, physical and allergenic hazards 3.2 state the importance of monitoring and recording critical control points 3.3 state the importance of measuring against critical limits 3.4 describe how to monitor and record staff activities in order to maintain food safety 3.5 describe the corrective actions to be taken in the event of critical limits being met or exceeded.

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





## Appendix 1 Sources of general information

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

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

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

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

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

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

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

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

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

## Useful contacts

<b>UK learners</b> <b>General qualification information</b>	<b>T: +44 (0)844 543 0033</b> <b>E: learnersupport@cityandguilds.com</b>
<b>International learners</b> General qualification information	T: +44 (0)844 543 0033 F: +44 (0)20 7294 2413 E: <b>intcg@cityandguilds.com</b>
<b>Centres</b> 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: <b>centresupport@cityandguilds.com</b>
<b>Single subject qualifications</b> 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: <b>singlesubjects@cityandguilds.com</b>
<b>International awards</b> 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: <b>intops@cityandguilds.com</b>
<b>Walled Garden</b> 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: <b>walledgarden@cityandguilds.com</b>
<b>Employer</b> Employer solutions, Mapping, Accreditation, Development Skills, Consultancy	T: +44 (0)121 503 8993 E: <b>business@cityandguilds.com</b>
<b>Publications</b> Logbooks, Centre documents, Forms, Free literature	T: +44 (0)844 543 0000 F: +44 (0)20 7294 2413

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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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**HB-01-1016**