



## **Level 3 Diploma in Warehousing and Storage**

### **Qualification Specification**

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Level 3 Diploma in Warehousing and Storage

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## Introduction

This qualification is aimed at candidates working in warehousing and storage operations who are likely to have responsibility for supervising the work of others, leading teams and responsibility for other operations.

It is a nationally-recognised qualification which demonstrates to employers that an employee has the necessary competence and knowledge to perform warehousing and storage operations at a supervisory or specialist level

## Qualifications and Credit Framework (QCF)

The key features of the QCF are that all qualifications consist of a combination of one or more units, each of which has a level and a credit value. Achievement of units of QCF credit can be banked in a national database and may count towards more than one qualification according to rules of combination.

The level of a qualification is determined by the level of the majority of credit in the units that make it up.

A credit is equivalent to 10 notional learning hours. A unit may be worth any whole number of credits. A qualification is called an Award if it includes up to 12 credits, a Certificate if it includes 13 - 36 credits and a Diploma if it includes 37 credits or more.

The terms Award, Certificate and Diploma refer only to size of qualification, and have no bearing on the level or contents of the qualification.

Each unit is allocated a number of Guided Learning Hours (GLH) which gives an indication of the approximate number of hours when a trainer/tutor/teacher/assessor is available to give specific guidance towards the learning aim being met.

## Qualification Profile

### Level 3 Diploma in Warehousing and Storage

Qualification title	ProQual Level 3 Diploma in Warehousing and Storage
Ofqual qualification number	601/2379/5
Level	Level 3
Credit value	40
Guided learning hours	201-210
Assessment	Pass or fail Internally assessed and verified by centre staff External quality assurance by ProQual verifiers
Qualification start date	1/1/14
Qualification end date	

## Entry Requirements

There are no formal entry requirements for this qualification.

Centres should carry out an **initial assessment** of candidate skills and knowledge to identify any gaps and help plan the assessment.

## ProQual Level 3 Diploma in Warehousing (QCF)

Candidates must achieve **40 credits**:

- **16 credits** from the **Mandatory units in Group A**, plus
- a minimum of **9 credits** from **Group A**
- a minimum of **4 credits** from **Group B**
- a minimum of **6 credits** from **Group C**
- a minimum of **3 credits** from **Group D**
- a minimum of **2 credits** from **Group E**

<b>Mandatory Units – complete all units</b>			
<b>Unit Reference Number</b>	<b>Unit Title</b>	<b>Unit Level</b>	<b>Credit Value</b>
Y/601/7920	Contribute to the provision of customer service in logistics operations	2	3
T/601/7603	Provide leadership for your team in logistics operations	3	4
Y/601/7934	Supervise the receipt, storage or dispatch of goods	3	6
K/601/4875	Take responsibility for health, safety and security in your team	3	3
<b>Group A Optional Units – a minimum of 9 credits</b>			
<b>Unit Reference Number</b>	<b>Unit Title</b>	<b>Unit Level</b>	<b>Credit Value</b>
J/601/7914	Moving and/or handling goods in logistics operations	2	4
H/601/7922	Use equipment to move goods in logistics operations	2	3
L/601/7932	Process returned goods in logistics operations	2	3
R/601/7933	Sort goods and materials for recycling or disposal in logistics operations	2	3
D/601/7935	Check stock levels and stock records	2	3
J/601/7928	Maintain the safety and security of hazardous goods and materials in logistics operations	3	6
<b>Group B Optional Units – a minimum of 4 credits</b>			
<b>Unit Reference Number</b>	<b>Unit Title</b>	<b>Unit Level</b>	<b>Credit Value</b>
R/601/7611	Allocate and check work in your team in logistics operations	3	3
Y/601/7187	Inducting new colleagues into a logistics operation	2	2
M/601/7177	Manage your own professional development in logistics operations	3	2
F/601/7183	Recruit, select and keep colleagues in logistics operations	3	4
J/601/7184	Build and manage teams in logistics operations	3	4

<b>Group C Optional Units – a minimum of 6 credit</b>			
<b>Unit Reference Number</b>	<b>Unit Title</b>	<b>Unit Level</b>	<b>Credit Value</b>
K/601/7596	Schedule logistics operations to meet customer requirements	3	4
Y/600/7646	Arrange the transportation of goods using multiple transport modes	3	3
D/600/7647	Organise the preparation of documentation for the transportation of goods	3	3
M/601/7602	Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations	3	3
<b>Group D Optional Units – a minimum of 3 credits</b>			
<b>Unit Reference Number</b>	<b>Unit Title</b>	<b>Unit Level</b>	<b>Credit Value</b>
M/601/7597	Optimise the use of logistics resources	3	3
T/601/7598	Respond to problems in logistics operations	3	3
H/601/7600	Improve performance in logistics operations	3	4
K/601/7601	Minimise the environmental impact of logistics operations	3	3
<b>Group E Optional Units – a minimum of 2 credits</b>			
<b>Unit Reference Number</b>	<b>Unit Title</b>	<b>Unit Level</b>	<b>Credit Value</b>
D/601/7174	Release vehicles for daily tasks	2	2
A/601/7599	Apply technology in logistics operations	3	4
M/601/7180	Monitor vehicle movements	2	2
A/601/7182	Manage the traffic office	3	4
T/600/6584	Principles of food safety supervision in logistics	3	3

## Credit Transfer / Exemptions / Recognition of Prior Learning

The QCF offers the opportunity for learners to **transfer credit** between qualifications and awarding organisations. All awarding organisations in the QCF accept the credit offered by all other QCF awarding organisations.

The conditions under which credit may be transferred between qualifications are set by the **rules of combination** for that qualification. If a unit falls within the rules of combination for a qualification, then a learner can count credit achieved through that unit toward the qualification, irrespective of the awarding organisation that entered the credit in the learner record.

Candidates with certificated achievements outside the QCF can claim **exemption** from units in QCF qualifications that are of equal value. Exemptions can be planned by awarding organisations and included in the rules of combination, or requested individually by candidates.

Candidates may also request credit for non-certificated skills, knowledge or understanding that they already possess, to avoid repetition. This is called '**recognition of prior learning**' and is the process to follow if learners can demonstrate they meet the assessment criteria of that particular unit.

## Centre Requirements

Centres must be approved to offer this qualification. If your centre is not approved please complete and submit form **ProQual Additional Qualification Approval Application**.

### Staff

Staff delivering this qualification must be appropriately qualified and/or occupationally competent.

### Assessors/Internal Quality Assurance

For each competence-based unit centres must be able to provide at least one assessor and one internal verifier who are suitably qualified for the specific occupational area. Assessors and internal verifiers for competence-based units or qualifications will normally need to hold appropriate QCF assessor or verifier qualifications, such as:

- Award in Assessing Competence in the Work Environment (QCF)
- Award in Assessing Vocationally Related Achievement (QCF)
- Certificate in Assessing Vocational Achievement (QCF)
- Award in the Internal Quality Assurance of Assessment Processes and Practices (QCF)
- Certificate in Leading the Internal Quality Assurance of Assessment Processes and Practices (QCF)

## Support for Candidates

Materials produced by centres to support candidates should:

- enable them to track their achievements as they progress through the learning outcomes and assessment criteria;
- provide information on where ProQual's policies and procedures can be viewed;
- provide a means of enabling Internal and External Quality Assurance staff to authenticate evidence

## Links to National Standards / NOS mapping

National Occupational Standards (NOS) are owned by a Sector Skills Council or Standard Setting Body and they describe the skills, knowledge and understanding needed to undertake a particular task or job at different levels of competence.

The structure and units of this qualification are based on NOS for the construction sector.

## Assessment

This qualification is competence-based candidates must demonstrate the level of competence described in the units. Assessment is the process of measuring a candidate's skill, knowledge and understanding against the standards set in the qualification.

The qualification must be assessed in line with the Construction Sector Qualifications Strategy and must be internally assessed by an appropriately experienced and qualified assessor.

Each candidate is required to produce a portfolio of evidence which demonstrates their achievement of all of the learning outcomes and assessment criteria for each unit. **The QCF Qualifications Candidate Guide** gives guidance on putting together a portfolio of evidence and other information about completing their qualification.

- Evidence can include:
- observation report by assessor
  - assignments/projects/reports
  - professional discussion
  - witness testimony
  - candidate product
  - worksheets
  - record of oral and written questioning
  - Recognition of Prior Learning

Please refer to the **QCF Qualifications Candidate Guide** or the **Assessor Guide to Portfolios of Evidence** for more information.

**Learning outcomes** set out what a candidate is expected to know, understand or be able to do.

**Assessment criteria** specify the standard a candidate must meet to show the learning outcome has been achieved.

*Learning outcomes and assessment criteria can be found from page 11.*

## Internal Quality Assurance

An internal quality assurance verifier confirms that assessment decisions made in centres are made by competent and qualified assessors, that they are the result of sound and fair assessment practice and that they are recorded accurately and appropriately.

## Adjustments to Assessment

Adjustments to standard assessment arrangements are made on the individual needs of candidates. ProQual's Reasonable Adjustments Policy and Special Consideration Policy sets out the steps to follow when implementing reasonable adjustments and special considerations and the service that ProQual provides for some of these arrangements.

Centres should contact ProQual for further information or queries about the contents of the policy.

## Results Enquiries and Appeals

All enquiries relating to assessment or other decisions should be dealt with by centres, with reference to ProQual's Enquiries and Appeals Procedures.

## Certification

Candidates who achieve the required credits for qualifications will be awarded:

- A certificate listing all units achieved with their related credit value, and
- A certificate giving the full qualification title -

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#### **Claiming certificates**

Centres may claim certificates for candidates who have been registered with ProQual and who have successfully achieved the required number of credits for a qualification. All certificates will be issued to the centre for successful candidates.

#### **Unit certificates**

If a candidate does not achieve all of the units/credits required for a qualification, the centre may claim a unit certificate for the candidate which will list all of the units/credits achieved.

#### **Replacement certificates**

If a replacement certificate is required a request must be made to ProQual in writing. Replacement certificates are labelled as such and are only provided when the claim has been authenticated. Refer to the Fee Schedule for details of charges for replacement certificates.

# Learning Outcomes and Assessment criteria

## Unit Y/601/7920

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

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to contribute to the provision of customer services in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• personal protective equipment</li> <li>• maintaining effective customer relations</li> <li>• personal appearance and hygiene</li> <li>• reporting procedures and systems</li> <li>• recording information</li> <li>• confidentiality</li> <li>• complaints</li> </ul> <p>1.2 Describe different types of customers in relation to own organisation</p> <p>1.3 Describe the importance of</p> <ul style="list-style-type: none"> <li>• promoting the organisation’s image positively</li> <li>• effective communication</li> <li>• good customer service</li> </ul> <p>1.4 Identify the services available to customers in own organisation</p> <p>1.5 Describe the implications of:</p> <ul style="list-style-type: none"> <li>• a negative image on your organisation</li> <li>• poor communication</li> <li>• poor customer service</li> </ul> <p>1.6 Describe:</p> <ul style="list-style-type: none"> <li>• own role in dealing with customer complaints and</li> <li>• the limits of your responsibility</li> </ul> <p>1.7 Identify who to report to when you are unable to deal with a customer enquiry or request</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- |   |   |      |   |
|---|---|------|---|
| 2 | be able to contribute to the provision of customer services in logistics operations | 2.1  | Follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations, that relate to: <ul style="list-style-type: none"><li>• health, safety and security</li><li>• personal protective equipment</li><li>• maintaining effective customer relations</li><li>• personal appearance and hygiene</li><li>• reporting procedures and systems</li><li>• recording information</li><li>• confidentiality</li><li>• complaints</li></ul> |
|   |   | 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 T/601/7603

### Provide leadership for your team in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to provide leadership for own team in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures, in relation to providing leadership for own team, that relate to:</p> <ul style="list-style-type: none"><li>• roles, responsibilities, information and management systems</li><li>• setting objectives</li><li>• equality and diversity, and inclusion</li><li>• monitoring work activities</li></ul> <p>1.2 Explain different leadership styles</p> <p>1.3 Explain the principles of effective communication</p> <p>1.4 Explain methods for motivating, supporting and encouraging team members to achieve team objectives</p> <p>1.5 Explain the importance of creating an environment of trust and mutual respect</p> <p>1.6 Explain the importance of understanding difficult situations, conflicts and disagreements and techniques for resolving these</p> <p>1.7 Explain the benefits of encouraging creativity and innovation within a team</p>
2 be able to provide leadership in own team in logistics operations	<p>2.1 Follow all organisational policies and procedures, in relation to providing leadership in own team in logistics operations, that relate to:</p> <ul style="list-style-type: none"><li>• roles, responsibilities, information and management systems</li><li>• setting objectives</li><li>• equality and diversity, and inclusion</li><li>• monitoring work activities</li></ul> <p>2.2 Communicate effectively</p> <p>2.3 Communicate the purpose and objectives of the team to all members</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 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 Y/601/7934

### Supervise the receipt, storage or dispatch of goods

#### Learning Outcome - The learner will:

#### Assessment Criterion - The learner can:

- |   |   |     |   |
|---|---|-----|---|
| 1 | know how to supervise the receipt, storage or dispatch of goods in logistics operations | 1.1 | Explain the relevant organisational policies and procedures for supervising the receipt, storage or dispatch of goods in logistics operations, that relate to: <ul style="list-style-type: none"><li>• health, safety and security</li><li>• environmental factors</li><li>• special requirements</li><li>• stock rotation</li><li>• monitoring and testing</li></ul> |
|   |   | 1.2 | Explain sources of information required to determine the capacity 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  |
| 2 | be able to supervise the receipt, storage or dispatch of goods in logistics operations  | 2.1 | Inspect the type, condition, quantity of the goods being received, stored or dispatched   |
|   |   | 2.2 | Check the storage conditions and equipment required to receive, store or dispatch the goods   |
|   |   | 2.3 | Organise the movement or rotation of goods to assist receiving, storing or dispatching goods  |
|   |   | 2.4 | Demonstrate how to use the organisations resources effectively  |
|   |   | 2.5 | Communicate effectively with others   |
|   |   | 2.6 | Complete records for supervising the receipt, storage or dispatch of goods accurately   |

## Unit K/601/4875

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

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Understand health safety and security requirements	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
2 be able to work safely	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 organizational 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

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 2.7 Undertake risk assessments according to the site and organisational procedures
- 2.8 Evaluate safety and security Issues that have occurred in the recent past
- 2.9 Make recommendations to improve site health, safety and security

## Unit J/601/7914

### Moving and/or handling goods in logistics operations

#### Learning Outcome - The learner will:

#### Assessment Criterion - The learner can:

- |   |   |   |
|---|---|---|
| 1 | know how to move and/or handle goods in logistics operations    | 1.1 Explain the relevant organisational policies and procedures for moving and/or handling goods in logistics operations that relate to: <ul style="list-style-type: none"> <li>• health safety and security</li> <li>• environmental factors</li> <li>• special requirements</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• personal protective equipment</li> </ul> 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 |
| 2 | be able to move and/or handle the goods in logistics operations | 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 H/601/7922

### Use equipment to move goods in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to use equipment to move goods in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures for using equipment in a logistics operation that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security requirements</li><li>• environmental factors</li><li>• special requirements</li><li>• personal protective equipment</li><li>• operating requirements</li><li>• hazards</li><li>• loss or damage to goods</li></ul> <p>1.2 Describe the characteristics of the different types of goods to be moved</p> <p>1.3 Describe different types of equipment that can be used for moving and transferring goods</p> <p>1.4 Describe methods for lifting, moving and setting down different types of goods</p> <p>1.5 Explain how the equipment is used</p> <p>1.6 Explain the importance of positioning goods in a suitable way for future use</p> <p>1.7 Identify problems that can occur when using the equipment</p> <p>1.8 Explain appropriate action when dealing with identified problems</p>
2 be able to use equipment to move goods in logistics operations	<p>2.1 Check the goods are suitable for lifting</p> <p>2.2 Identify the correct equipment for lifting the goods</p> <p>2.3 Check that the area of work is safe and secure for the movement and transfer of the goods</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 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 L/601/7932

### Process returned goods in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1 know how to process returned goods in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures for processing returned goods in logistics operations, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• personal protective equipment</li> <li>• environmental factors</li> <li>• special requirements</li> <li>• customer rights</li> <li>• stock recording systems</li> <li>• scheduling</li> <li>• waste management</li> </ul> <p>1.2 Describe the main reasons for goods being returned</p> <p>1.3 Explain the process for goods being returned</p> <p>1.4 Identify problems that can occur when processing returned goods</p> <p>1.5 Explain appropriate action when dealing with identified problems</p>
<p>2 be able process returned goods in logistics operations</p>	<p>2.1 Obtain all relevant information on the goods being returned</p> <p>2.2 Return the goods to the appropriate locations</p> <p>2.3 Update stock control records accurately</p> <p>2.4 Label any goods that are to be returned to the supplier or manufacturer</p> <p>2.5 Dispose of any waste correctly and promptly in accordance with work instructions, requirements, organisational procedures and practices</p>

## Unit R/601/7933

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

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to sort goods and materials for recycling or disposal in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures for sorting goods and materials for recycling and disposal in logistics operations, that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• personal protective equipment</li><li>• environmental factors</li><li>• special requirements</li><li>• waste management</li><li>• roles and responsibilities of colleagues</li></ul> <p>1.2 Explain the types of goods and materials that are suitable for recycling and those that are not</p> <p>1.3 Identify problems that can occur when sorting goods for recycling or disposal</p> <p>1.4 Explain appropriate action when dealing with identified problems</p>
2 be able to sort the goods and materials for recycling or disposal in logistics operations	<p>2.1 Undertake initial checks to determine the suitability of the goods and materials for recycling or disposal</p> <p>2.2 Sort the goods and materials correctly</p> <p>2.3 Remove any parts of the goods and materials that are not suitable for recycling and dispose of them correctly</p> <p>2.4 Handle the goods and materials using the correct handling methods and equipment</p> <p>2.5 Position the goods or materials suitable for recycling or disposal into the correct locations</p> <p>2.6 Prepare the goods or materials for further processing according to the organisation's specifications for recycling or disposal</p>

## Unit D/601/7935

### Check stock levels and stock records

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to check stock levels and stock records in logistics operations	1.1 Explain the relevant organisational policies and procedures for checking stock levels and stock records in logistics operations, that relate to: <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• environmental factors</li> <li>• special requirements</li> <li>• stock control systems</li> <li>• reporting and recording systems</li> </ul> 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 1.6 Identify problems that can occur when checking stock levels and stock records 1.7 Explain appropriate action when dealing with identified problems
2 be able to check stock levels and stock records in logistics operations	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 J/601/7928

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

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to maintain the safety and security of hazardous goods and materials in logistics operations	<p>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:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• personal protective equipment</li><li>• environmental factors</li><li>• special requirements</li><li>• storage conditions</li><li>• monitoring systems</li></ul> <p>1.2 Explain the appropriate action to take in an emergency</p> <p>1.3 Explain the meaning of different hazardous markings and areas</p> <p>1.4 Describe storage and distribution requirements for the hazardous goods and materials including any precautions that must be taken</p> <p>1.5 Explain the use of equipment that can be used when maintaining the safety and security of hazardous goods and materials</p> <p>1.6 Identify problems that can occur when maintaining the safety and security of hazardous goods and materials</p> <p>1.7 Explain appropriate action when dealing with identified problems</p>
2 be able to maintain the safety and security of hazardous goods and materials in logistics operations	<p>2.1 Obtain all relevant information on the hazardous goods and materials</p> <p>2.2 Demonstrate that the correct precautions have been undertaken in accordance with health and safety and organisational policies and procedures</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 2.3 Monitor the condition of the hazardous goods and materials in accordance with manufacturer's instructions and organisational policies and procedures
- 2.4 Manoeuvre the hazardous goods and materials safely with the appropriate equipment according to agreed procedures

## Unit R/601/7611

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

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to allocate and check work in own team in logistics operations	<p>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:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• roles, responsibilities, information and management systems</li><li>• use of sustainable resources</li><li>• equality and diversity, and inclusion</li><li>• monitoring work activities</li></ul> <p>1.2 Explain the principles of effective communication</p> <p>1.3 Explain methods for motivating, supporting and encouraging team members to complete allocated work</p> <p>1.4 Explain methods for improving the performance of the team and recognizing achievement</p>
2 be able to allocate and check work in own team in logistics operations	<p>2.1 Follow all organisational policies and procedures, in relation to allocating and checking work in own team in logistics operations, that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• roles, responsibilities, information and management systems</li><li>• use of sustainable resources</li><li>• equality and diversity, and inclusion</li><li>• monitoring work activities</li></ul> <p>2.2 Confirm the work required of the team with own line manager</p> <p>2.3 Plan the work of the team, identifying priorities and critical activities and available resources</p> <p>2.4 Allocate the work to team members fairly</p> <p>2.5 Brief team members on the standard of work required</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 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 Y/601/7187

### Inducting new colleagues into a logistics operation

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1 Know how to induct new colleagues into a logistics operation</p>	<p>1.1 Explain the relevant organisational policies and procedures, in relation to inducting new colleagues into a logistics operation that relate to:</p> <ul style="list-style-type: none"> <li>• the organisation</li> <li>• health, safety and security</li> <li>• personal protective equipment</li> <li>• legal requirements</li> <li>• equality and diversity, and inclusion</li> <li>• data protection</li> <li>• staff handbook</li> </ul> <p>1.2 Explain the importance of completing an induction</p> <p>1.3 Identify problems that can occur when inducting new colleagues into a logistics operation</p> <p>1.4 Explain the appropriate action to take, in order to deal with identified problems</p>
<p>2 Be able to induct colleagues into logistics operations</p>	<p>2.1 Follow all organisational policies and procedures, in relation to inducting new colleagues into a logistics operation, that relate to:</p> <ul style="list-style-type: none"> <li>• the organisation</li> <li>• health, safety and security</li> <li>• personal protective equipment</li> <li>• legal requirements</li> <li>• equality and diversity, and inclusion</li> <li>• data protection</li> <li>• staff handbook</li> </ul> <p>2.2 Communicate effectively</p> <p>2.3 Ensure colleagues are familiar with:</p> <ul style="list-style-type: none"> <li>• the organisational chart</li> <li>• the premises</li> <li>• own workplace</li> <li>• personal protective equipment</li> <li>• emergency evacuation procedures</li> </ul>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 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 M/601/7177

# Manage your own professional development in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Know how to manage own professional development in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures, in relation to managing own resources and professional development, that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• legal requirements</li><li>• operating requirements</li></ul> <p>1.2 Explain how to develop own professional development plan</p> <p>1.3 Explain own learning style</p> <p>1.4 Explain the current and future requirements of own work role</p> <p>1.5 Explain own values, career and personal goals in relation to work role</p> <p>1.6 Explain sources of feedback used to evaluate performance</p> <p>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</p> <p>1.8 Explain how to monitor the quality of own work and progress against development plans</p>
2 Be able to manage own professional development in logistics operations	<p>2.1 Follow organisational policies and procedures, in relation to managing own professional development, that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• legal requirements</li><li>• operating requirements</li></ul> <p>2.2 Agree personal work objectives with appropriate people</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 2.3 Agree how progress will be measured with appropriate people
- 2.4 Produce own development plan to take account of the following:
  - personal learning styles
  - gaps between current and future requirements of work role and current knowledge, understanding and skills
- 2.5 Review activities undertaken in development plan in relation to performance
- 2.6 Review feedback received and update own development plan in light of feedback and performance

## Unit F/601/7183

### Recruit, select and keep colleagues in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Know how to recruit, select and keep colleagues in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures, in relation to recruiting, selecting and keeping colleagues in logistics operations, that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• legal requirements</li><li>• equality and diversity, and inclusion</li><li>• accessing specialist expertise</li></ul> <p>1.2 Explain the following in relation to staff turnover:</p> <ul style="list-style-type: none"><li>• the importance of undertaking exit interviews sensitively</li><li>• types of reasons colleagues may give for leaving</li><li>• how to measure staff turnover</li><li>• causes and effects of high and low staff turnover</li><li>• measures that can be taken to address staff turnover issues</li></ul> <p>1.3 Explain how to undertake a skills analysis exercise to:</p> <ul style="list-style-type: none"><li>• review the workload to identify shortfalls in the number of colleagues and/or skills, knowledge, understanding and experience</li><li>• identify actual skill and avoid stereotyping</li><li>• different options for identified shortfalls their advantages and disadvantages</li></ul> <p>1.4 Explain the purpose of job descriptions and person specifications, and:</p> <ul style="list-style-type: none"><li>• what they should contain</li><li>• the importance of consulting with others when producing or updating them</li></ul> <p>1.5 Explain the different stages in the recruiting and selecting process, and:</p> <ul style="list-style-type: none"><li>• the importance of consulting others on the stages</li><li>• methods used their advantages and disadvantages</li><li>• associated timings</li><li>• the role of others during each stage</li></ul>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- |      |  |
|------|--|
| 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 take, to in order to deal with identified problems  |
| 2    | Be able to recruit, select and keep colleagues in logistics operations   |
| 2.1  | Follow all organisational policies and procedures, in relation to ensuring recruiting, selecting and keeping colleagues in logistics operations, that relate to: <ul style="list-style-type: none"><li>• health, safety and security</li><li>• legal requirements</li><li>• equality and diversity, and inclusion</li><li>• accessing specialist expertise</li></ul> |
| 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  |

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 2.8 Consult with others to agree the stages in the recruitment and selection process including:
- methods to be used
  - associated timings
  - and those to be involved
- 2.9 Ensure that:
- all information on vacancies is fair, clear and accurate before it goes to potential applicants
  - the skills required by the applicant to succeed in the recruitment process are no more than are required to perform the job
- 2.10 Participate in the recruitment and selection process to ensure that:
- the process is fair, consistent and effective
  - applicants offered positions are likely to work effectively with colleagues
- 2.11 Review the recruitment and selection process to identify improvements

## Unit J/601/7184

### Build and manage teams in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Know how build and manage teams in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures, in relation to building and managing teams in logistics operations, that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• legal requirements</li><li>• equality and diversity, and inclusion</li><li>• operating requirements</li></ul> <p>1.2 Explain the:</p> <ul style="list-style-type: none"><li>• principles of effective communication and how to apply them</li><li>• maximize communication methods when managing remote teams</li><li>• the stages of team development</li></ul> <p>1.3 When building a team explain the importance of:</p> <ul style="list-style-type: none"><li>• identifying a clear team purpose</li><li>• identifying diversity of expertise, knowledge, skills and attitudes to achieve the team purpose</li><li>• selecting team members with the required expertise, knowledge and skills</li><li>• developing complementary roles</li><li>• agreeing with team members the behaviours that can help achieve the team purpose and those that may hinder</li><li>• ensuring team members understand their unique contribution to achieving the team purpose</li><li>• ensuring team members understand how each role complements and supports other roles</li><li>• building mutual trust and respect</li><li>• open communication</li></ul> <p>1.4 Explain how to provide constructive feedback to team members in order to enhance the performance of the tam as a whole</p> <p>1.5 Identify problems that can occur when building and managing teams</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

		1.6	Explain the appropriate action to take, in order to deal with identified problems
2	Be able to build and manage teams	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>• health, safety and security</li><li>• legal requirements</li><li>• 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>• agreeing with team member's behaviours that are can help the team achieve</li><li>• agreeing roles and responsibilities with team members to ensure each complements and supports other roles</li><li>• providing opportunities to build mutual trust and respect</li></ul>
		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 K/601/7596

### Schedule logistics operations to meet customer's requirements

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Know how to schedule logistics operations to meet customer requirements.	<p>1.1 Explain the relevant organisational policies and procedures, in relation to scheduling logistics operations to meet customer requirements, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• compliance</li> <li>• roles, responsibilities, information and management systems.</li> </ul> <p>1.2 Describe the different sources and types of information required for scheduling logistics operations to meet customer requirements.</p> <p>1.3 Explain the importance of good communication methods.</p> <p>1.4 Explain the methods and tools used for scheduling logistics operations to meet customer requirements.</p> <p>1.5 Explain the factors that need to be taken into account when scheduling logistics operations to meet customer requirements.</p> <p>1.6 Describe the activities that need to be taken into account when scheduling logistics operations to meet customer requirements.</p> <p>1.7 Identify problems that can occur when scheduling logistics operations to meet customer requirements.</p> <p>1.8 Explain appropriate action when dealing with identified problems.</p>
2 Be able to schedule logistics operations to meet customer requirements.	<p>2.1 Follow all organisational policies and procedures, in relation to scheduling logistics operations to meet customer requirements, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• compliance</li> <li>• roles, responsibilities, information and management systems.</li> </ul>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 2.2 Comply with logistics operations that are required to meet customer's requirements.
- 2.3 Agree with customers the timings and deadlines for the provision for the logistics operations.
- 2.4 Apply scheduling methods and tools according to organisational procedures.
- 2.5 Apply logistics resources and sequence of tasks required to provide the logistics operations.
- 2.6 Review all relevant factors and risks that could affect the schedule.
- 2.7 Plan the logistics operations to ensure that the supply chain continues to function effectively.
- 2.8 Monitor the provision of logistics operations against the schedule.
- 2.9 Record work according to operational procedures.

## Unit Y/600/7646

### Arrange the transportation of goods using multiple transport modes

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Be able to identify the criteria for arranging transportation of goods using multiple modes of transport.	<p>1.1 Identify all relevant details on the goods to be transported to include:</p> <ul style="list-style-type: none"><li>• Health, safety and security</li><li>• Environmental factors</li><li>• Special requirements</li></ul> <p>1.2 Identify criteria for selecting service providers to include:</p> <ul style="list-style-type: none"><li>• Systems for selecting service providers</li><li>• Systems for placing orders</li><li>• Advantages and disadvantages of different modes of transport</li><li>• Major routes, hubs and destinations</li><li>• Rates and terms of conditions</li><li>• Legislation and regulations in relation to the goods</li></ul> <p>1.3 Identify organisational procedures to complete required selection</p>
2 Be able to arrange the transporting of goods using multiple modes of transport.	<p>2.1 Confirm with appropriate people the criteria required</p> <p>2.2 Confirm with appropriate people relevant details of the goods</p> <p>2.3 Explain the advantages and disadvantages of each mode of transport</p> <p>2.4 Assess each mode of transport for the goods</p> <p>2.5 Determine the most appropriate combination of modes of transport</p> <p>2.6 Place and confirm the order according to organisational procedures</p>

**Learning Outcome - The learner will:****Assessment Criterion - The learner can:**

	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
3		Identify any problems that can occur when arranging the transportation of goods using multiple modes of transport.
	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 D/600/7647

# Organise the preparation of documentation for the transportation of goods

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Be able to identify the required documentation for the goods.	<p>1.1 Identify all relevant details on the goods to be transported to include:</p> <ul style="list-style-type: none"><li>• Health, safety and security</li><li>• Environmental factors</li><li>• Special requirements</li></ul> <p>1.2 Identify the route and destination for the goods</p> <p>1.3 Identify any international borders and restrictions that impact on the goods</p> <p>1.4 Identify all organisations that require the documentation</p> <p>1.5 Identify all documentation required</p> <p>1.6 Identify resources required to prepare the documentation</p> <p>1.7 Identify organisational procedures to complete required documentation</p>
2 Be able to organise the preparation of the documentation.	<p>2.1 Confirm with appropriate people relevant details of the goods</p> <p>2.2 Confirm with appropriate people the transportation instructions to include:</p> <ul style="list-style-type: none"><li>• Route and destination</li><li>• International borders and any restrictions that apply</li><li>• The correct documentation to be completed</li><li>• The organisations that require the documentation</li></ul> <p>2.3 Allocate resources to prepare the documentation</p>

**Learning Outcome - The learner will:****Assessment Criterion - The learner can:**

- |   |     |  |
|---|-----|--|
|   | 2.4 | Schedule the preparation of the documentation to meet critical dates and times 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 |
| 3 |     | Identify any problems that can occur when organising the preparation of documentation for transporting goods.        |
|   | 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 M/601/7602

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

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to ensure compliance with legal, regulatory, ethical and social requirements in logistics operations	<p>1.1 Explain the relevant organisational policies and procedures, in relation compliance with legal, regulatory, ethical and social requirements in logistics operation that relate to:</p> <ul style="list-style-type: none"><li>• monitoring developments in legislation and regulation</li><li>• governance</li><li>• non-compliance</li><li>• maintaining policies and procedures</li><li>• risk management</li><li>• ethics and values</li><li>• confidentially</li></ul> <p>1.2 Describe the different sources and types of information that are used for current organisational and operational procedures</p> <p>1.3 Describe the organisations approach to current and emerging social attitudes to management and leadership practice</p> <p>1.4 Describe regulatory, ethical and operational requirements, both national and international that affect own logistics operation</p> <p>1.5 Describe ways in which other organisations in the logistics sector deal with current and emerging social concerns and expectations</p> <p>1.6 Explain the importance of implementing the policies and procedures</p>
2 be able to ensure compliance with legal, regulatory, ethical and social requirements	<p>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:</p> <ul style="list-style-type: none"><li>• monitoring developments in legislation and regulation</li></ul>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- governance
- non-compliance
- maintaining policies and procedures
- risk management
- ethics and values
- confidentiality

:

- 2.2 Obtain information from suitable sources on the current organisational and operational policies and procedures
- 2.3 Communicate effectively
- 2.4 Ensure the organisations policies and procedures are implemented
- 2.5 Monitor the organisations policies and procedures
- 2.6 Assess the organisations policies and procedures
- 2.7 Review the organisations policies and procedures
- 2.8 Assess the impact of failure to comply with the organisations and policies and procedures
- 2.9 Recommend changes to organisations policies and procedures
- 2.10 Report on the organisations policies and procedures
- 2.11 Provide feedback on the implementation of the organisations policies and procedures
- 2.12 Provide information to those that require it promptly
- 2.13 Encourage the sharing of information within the constraints of confidentiality

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

2.14 Record work according to organisational procedures

## Unit M/601/7597

### Optimise the use of logistics resources

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1 know how to optimize the use of logistics resources</p>	<p>1.1 Explain the relevant organisational policies and procedures, in relation to optimizing the use of logistics resources, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• compliance</li> <li>• roles, responsibilities, information and management systems</li> <li>• legislation and regulations</li> </ul> <p>1.2 Describe the different sources and types of information required for optimizing the use of logistics resources</p> <p>1.3 Explain the importance of good communication methods</p> <p>1.4 Explain the types of resource used in specific logistics operations</p> <p>1.5 Explain the methods used for optimizing the use of logistics resources</p> <p>1.6 Explain the factors that need to be taken into account when optimizing the use of logistics resources</p> <p>1.7 Explain methods for improving or developing used logistics resources</p> <p>1.8 Identify problems that can occur when optimising the use of logistics resources</p> <p>1.9 Explain appropriate action when dealing with identified problems</p>
<p>2 be able to optimize the use of logistics resources</p>	<p>2.1 Follow all organisational policies and procedures, in relation to optimizing the use of logistics resources, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• compliance</li> <li>• roles, responsibilities, information and management systems</li> </ul>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 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

## Unit T/601/7598

### Respond to problems in logistics operations

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	know how to respond to problems in logistics operations	1.1	<p>Explain the relevant organisational policies and procedures, in relation to responding to problems in logistics operations, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• compliance</li> <li>• roles, responsibilities information and management systems</li> </ul>
		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
2	be able respond to problems in logistics operations	2.1	<p>Follow all organisational policies and procedures, in relation to responding to problems in logistics operations that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• compliance</li> <li>• roles, responsibilities, information and management systems</li> </ul>
		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

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 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 H/601/7600

### Improve performance in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1 know how to improve performance in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures, in relation to improving performance in logistics operations, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• compliance</li> <li>• roles, responsibilities, information and management systems</li> </ul> <p>1.2 Describe the different sources and types of information required for improving performance in logistics operations</p> <p>1.3 Explain improvements methods that are used in the organisation and industry</p> <p>1.4 Explain methods used for evaluating improvement methods</p> <p>1.5 Identify problems that can occur when improving performance in logistics operations</p> <p>1.6 Explain appropriate action when dealing with identified problems</p>
<p>2 be able to improve performance in logistics operations</p>	<p>2.1 Follow all organisational policies and procedures, in relation to improving performance in logistics operations, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• compliance</li> <li>• roles, responsibilities, information and management systems</li> </ul> <p>2.2 Assess an area for improvement</p> <p>2.3 Assess improvement methods appropriate for the logistics operation</p> <p>2.4 Recommend suitable methods for improving performance</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 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 K/601/7601

### Minimise the environmental impact of logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 know how to minimise the environmental impact of logistics operations	<p>1.1 Explain the relevant organisational policies and procedures, in relation to minimising the environmental impact of logistics operations, that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• compliance</li><li>• roles, responsibilities, information and management systems</li><li>• environmental protection</li><li>• systems to assess environmental impact</li><li>• recycling and disposal of materials</li></ul> <p>1.2 Describe the different sources and types of information required for improving performance in logistics operations</p> <p>1.3 Explain environmental issues affecting the logistics sector</p> <p>1.4 Identify ways to reduce the effects on the environment</p> <p>1.5 Identify ways to use energy and materials more effectively and efficiently</p>
2 be able to minimise the environmental impact of logistics operations	<p>2.1 Follow all organisational policies and procedures, in relation to minimising the environmental impact of logistics operations, that relate to:</p> <ul style="list-style-type: none"><li>• health, safety and security</li><li>• compliance</li><li>• roles, responsibilities, information and management systems</li><li>• environmental protection</li><li>• systems to assess environmental impact</li><li>• recycling and disposal of materials</li></ul> <p>2.2 Implement the organisation's environmental policy</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 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 D/601/7174

### Release vehicles for daily tasks

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Know how to release vehicles for daily tasks	<p>1.1 Explain the relevant organisational policies and procedures, in relation to releasing vehicles for daily tasks that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• legal requirements</li> <li>• environmental factors</li> <li>• documentation systems</li> <li>• driver hours and licencing requirements</li> <li>• vehicle operators licencing requirements</li> <li>• route, destination, delivery and collection schedules</li> </ul> <p>1.2 Explain different modes of transport that can be used</p> <p>1.3 Explain the types of load and characteristics of the consignment to be moved</p> <p>1.4 Explain the types of vehicles and specialist equipment that can be used to move the loads</p> <p>1.5 Explain the skills and qualifications required of driver personnel</p> <p>1.6 Identify problems that can occur when releasing vehicles for daily tasks</p> <p>1.7 Explain the appropriate action to take, in order to deal with identified problems</p>
2 Be able to release vehicles for daily tasks	<p>2.1 Follow all organisational policies and procedures in relation to releasing the vehicles for daily tasks that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• legal requirements</li> <li>• environmental factors</li> <li>• documentation systems</li> <li>• driver hours and licencing requirements</li> <li>• vehicle operators licencing requirements</li> <li>• route, destination, delivery and collection schedules</li> </ul>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 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

## Unit A/601/7599

### Apply technology in logistics operations

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
<p>1 know how to apply technology in logistics operations</p>	<p>1.1 Explain the relevant organisational policies and procedures, in relation to applying technology in logistics operations, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• compliance</li> <li>• roles, responsibilities information and management systems</li> </ul> <p>1.2 Explain the importance of good communication methods</p> <p>1.3 Describe the different sources and types of information required for applying technology in logistics operations</p> <p>1.4 Explain the resources and systems that can be applied in logistics operations</p> <p>1.5 Explain the latest technological advances that may be applied in logistics operations</p> <p>1.6 Explain the impact of new technology in the logistics operation</p> <p>1.7 Identify problems that can occur when applying technology in logistics operations</p>
<p>2 be able to apply technology in logistics operations</p>	<p>2.1 Follow all organisational policies and procedures, in relation to applying technology in logistics operations, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• compliance</li> <li>• roles, responsibilities, information and management systems</li> </ul> <p>2.2 Check that the technology is applied</p> <p>2.3 Check that maintenance schedules are undertaken</p>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 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 M/601/7180

### Monitor vehicle movements

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Know how to monitor vehicle movements	1.1	<p>Explain the relevant organisational policies and procedures, in relation to monitoring vehicle movements, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• environmental factors</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• monitoring requirements</li> <li>• driver hours and licencing requirements</li> <li>• vehicle operators licencing requirements</li> <li>• route, destination, delivery and collection schedules</li> </ul>
		1.2	<p>Explain the following:</p> <ul style="list-style-type: none"> <li>• sources of information</li> <li>• methods and equipment used for monitoring the progress of vehicles and loads</li> <li>• limitations of routes, vehicles, equipment and drivers</li> <li>• environmental, economy and efficiency issues relating to the vehicle and load</li> </ul>
		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
2	Be able to monitor vehicle movements	2.1	<p>Follow all organisational policies and procedures, in relation to monitoring vehicle movements, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• environmental factors</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• monitoring requirements</li> <li>• driver hours and licencing requirements</li> <li>• vehicle operators licencing requirements</li> <li>• route, destination, delivery and collection schedules</li> </ul>

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 2.2 Confirm the routing and scheduling information for the vehicles and loads
- 2.3 Demonstrate how to take action to modify routing and scheduling of vehicles and loads in response to changes in customer requirements
- 2.4 Demonstrate how to inform:
  - relevant personnel of changes to the routing and scheduling of vehicles and loads
  - customers about changes to the routing and scheduling of vehicles and loads
- 2.5 Demonstrate how to take action in response to:
  - problems reported by drivers in relation to breakdowns or traffic
  - emergencies or collisions in relation to the vehicle and load
- 2.6 Monitor the progress of vehicles and loads

## Unit A/601/7182

### Manage the traffic office

Learning Outcome - The learner will:		Assessment Criterion - The learner can:	
1	Know how to manage the traffic office	1.1	<p>Explain the relevant organisational policies and procedures, in relation to managing the traffic office, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• environmental factors</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• route, destination, delivery and collection schedules</li> <li>• review systems</li> </ul>
		1.2	<p>Explain the following:</p> <ul style="list-style-type: none"> <li>• the type of load and characteristics of the consignment being moved</li> <li>• different modes of transport</li> <li>• types of vehicles and equipment that can be used for carrying different loads</li> <li>• sources of feedback information</li> </ul>
		1.3	explain how to manage colleagues within the operation
		1.4	Identify problems that can occur when managing the traffic office
		1.5	Explain the appropriate action take, to in order to deal with identified problems
2	Be able to manage the traffic office	2.1	<p>Follow all organisational policies and procedures, in relation to managing the traffic office, that relate to:</p> <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• personal protective equipment</li> <li>• legal requirements</li> <li>• operating requirements</li> <li>• route, destination, delivery and collection schedules</li> <li>• review systems</li> </ul>
		2.2	Manage colleagues to plan the transportation of loads
		2.3	Monitor the use of resources

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- 2.4 Support colleague's 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 T/600/6584

### Principles of food safety supervision in logistics

Learning Outcome - The learner will:	Assessment Criterion - The learner can:
1 Understand how supervisors can ensure compliance with food safety legislation	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
2 Understand how to apply procedures to maintain the safety of food.	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 cleaning 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
3 Understand how to monitor procedures to maintain the safety of food	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

**Learning Outcome - The learner will:**

**Assessment Criterion - The learner can:**

- |   |   |     |   |
|---|---|-----|---|
| 4 | Understand the role of the supervisor in staff training | 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               |
|   |   | 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                      |



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