



National and Scottish Vocational Qualifications

Carry and Deliver Goods Level 2

Qualifications Standards

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LEVEL 2 CARRY AND DELIVER GOODS

Mandatory Units

CDG1 Contribute to effective working relationships (TGR3)

- 1 Maintain own performance in achieving quality standards
- 2 Work with colleagues to optimise productivity

CDG2 Maintaining the safety and the security of the load, self, and property (DGV7)

- 1 Identify the legal, safety and operating requirements for the vehicle and the load
- 2 Protect the vehicle and load from security risks

CDG3 Contribute to the provision of customer services (TGR4)

- 1 Develop and maintain effective relationships with customers
- 2 Provide service related information to customers
- 3 Assist in resolving customer complaints

CGD4 Complete pre-journey and post- journey procedures (LOG3)

- 1 Carry out pre-journey procedures
- 2 Carry out end of journey close-down procedures
- 3 Carry out end of journey debrief procedures

CGD5 Planning the route and timings for the delivery and collection of loads (DGV2)

- 1 Identify a route to the destination
- 2 Estimate driving distances and times for the route
- 3 Plan driving stages

CGD6 Transport goods and materials (TGR6)

- 1 Operate and control a laden vehicle
- 2 Monitor and review progress

Optional Units (Choose one from two dependent on job role)

CDG7 Handling goods and materials (LOG1)

- 1 Confirm load, location and time for collection or delivery
- 2 Prepare to load or unload the vehicle
- 3 Load or unload the vehicle

CDG8 Handling goods (Motorcycle and pedal cycle) (LOG2)

- 1 Confirm goods to be moved and time for collection or delivery
- 2 Carry out collection and delivery

Additional Units

CDG9 Dealing with payment transactions (LOG4)

- 1 Confirm requirements for collecting payments
- 2 Collect and account for payments for goods delivered

Operate specialised plant and machinery to performance requirements


CDG10 (Lifting and transferring) (PR03)

- 1 Prepare and set up plant and machinery
- 2 Operate plant and machinery to meet work requirements
- 3 Shut down and secure plant and machinery

CDG11 Lift, transfer and position loads (PR10)

- 1 Prepare for movement of load
- 2 Lift and transfer load to its designated location
- 3 Position and set down load

Skills for Logistics National Occupational Standards

Contribute to effective working relationships		Skills for Logistics	Element	
			Maintain own performance in achieving quality standards	
			Code TGR3.1	issue May 2003
Description of this element				
<p>You must be able to maintain your own performance in achieving quality standards. You must be able to confirm tasks, priorities and responsibilities clearly and accurately with the person setting them and perform those tasks in a way that is consistent with good practice within your organisation. You must maintain your personal appearance, equipment and work area in accordance with operational and organisation procedures, and report clearly, accurately and promptly to the relevant person any circumstances that prevent the achievement of the appropriate quality standards. You must seek constructive feedback on work achievement and performance from the appropriate people and identify your own learning needs accurately from this feedback and observation of your own performance. You must seek and take realistic opportunities to meet your own learning needs.</p>				
	You must be able to:-	You must know and understand:-		
P/W/Q	1. Confirm tasks, priorities and responsibilities clearly and accurately with the person setting them	a) The importance of understanding your own work role and the quality standards and output targets associated with it		
P/W/Q	2. Perform work tasks in ways that are consistent with good practice in your organisation	b) The quality and output requirements of yourself and colleagues		
O/W/Q	3. Maintain your personal appearance, equipment and the work area in accordance with operational and organisation procedures	c) Accepted working practices		
O/W/Q	4. Report clearly, accurately and promptly the circumstances that prevent achievement of quality standards, to the relevant person	d) Requirements for special clothing, standards of appearance and methods for maintaining your equipment and work area		
O/W	5. Seek constructive feedback on work achievement and performance from people in a position to give it	e) Circumstances that may prevent you meeting these standards		
Q/W	6. Identify your own learning needs accurately from feedback and observation of your own performance	f) The importance of feedback in improving personal work performance		
Q/W	7. Seek and take realistic opportunities to meet your learning needs	g) How to identify learning needs		
		h) Opportunities for learning that are available and how to select the relevant ones		
		i) Reporting mechanisms if quality standards cannot be achieved		
	<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness			

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from performance, outcome of performance and questioning supported by witness testimony. The candidate will need to have knowledge and understanding of the importance of understanding their own work role and the quality standards and output targets associated with it. They will need to know what the quality and output requirements for themselves and colleagues are and what accepted good working practices are. They will need to know whether they need special clothing, what the standards of appearance are, and how to maintain their equipment and work area. The candidate will need to understand what circumstances may prevent meeting standards and why feedback is important in improving personal work performance, and who can give constructive feedback. They will need to know how to identify learning needs and they will need to know what opportunities for learning are available and how to select relevant ones. They will also need to know who should be told when quality standards cannot be achieved

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the work being carried out.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Evidence should come from observing the candidate during his or her normal and typical work activities. The assessor must look to confirm that the candidate can maintain own performance in achieving quality standards. The candidate will need to demonstrate that they can do this during the differing **work contexts** of busy trading periods and normal trading periods. The candidate will need to show that they can maintain **quality standards** in quality of output, quantity of output and health and safety requirements. The candidate will also need to show how they can identify with **learning opportunities**, formal or informal.


Evidence from records produced and maintained by the candidate on current and previous work done in how they maintain own performance in achieving quality standards should also be readily available for the assessor to inspect.

Evidence from personal statements for the whole unit should explain how you work with others and how by doing so, you do your job well resulting in high quality standards of work. This would include :

- how you deal with colleagues on a daily basis
- how you deal with a colleague who disagrees with you about something
- how you would cope with colleagues who may disagree about responsibilities or working methods
- how you would deal with any unfair discrimination or harassment within the workplace
- show that you are able to keep commitments made to colleagues
- explain who you report to and for what areas, and on what occasions you will need to discuss specific issues with your immediate boss
- in what circumstances you have to seek your boss's authority
- you ask people to give you constructive feedback on how you do your job
- you decide on learning needs and future opportunities to improve further

NOTE.. Trading periods within the Road Haulage and Distribution Sector are operating periods.

Skills for Logistics National Occupational Standards

Unit		Skills for Logistics	Element	
Contribute to effective working relationships			Work with colleagues to optimise productivity	
			Code	TGR 3.2 issue May 2003
Description of this element				
<p>You must be able to work with colleagues to optimise productivity. You must confirm the responsibility for shared tasks with colleagues accurately and clearly and offer support to colleagues if required that is relevant to their priorities and consistent with your own responsibilities. You must accurately identify any misunderstandings and conflicts that are detrimental to working relationships and seek constructive solutions promptly. You must promptly action any requests by others that fall within your responsibility and explain clearly and politely and propose constructive alternatives when it is not possible for you to agree to others' requests. When you need to ask for assistance or information from colleagues you must do so in clear and constructive manner</p>				
	You must be able to:-	You must know and understand:-		
P/O/W	1. Confirm responsibility for shared tasks clearly and accurately with colleagues	a) The importance of clarifying roles and responsibilities		
P/O/W	2. Offer support to colleagues that is relevant to their priorities and consistent with meeting your own responsibilities	b) The importance of supporting colleagues and the difference it make to productivity		
O/W/Q	3. Accurately identify misunderstanding and conflicts that are detrimental to working relationships and seek constructive solutions promptly	c) Ways of supporting colleagues		
P/W/Q	4. Promptly action requests by others that fall within your responsibility	d) How to recognise when colleagues need support and how to decide if giving support is consistent with your responsibilities		
P/O/W	5. Explain clearly and politely and propose constructive alternatives when it is not possible for you to agree to others' requests	e) The importance of recognising difficulties and misunderstandings and way of dealing with them constructively		
P/O/W	6. Ask colleagues for information and assistance in a clear and constructive manner	f) How to make and respond to requests for support constructively, including how to respond when you cannot action requests		
		g) The importance of keeping confidential information		
		<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness		

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from performance, outcome of performance, questioning supported by witness testimony. The candidate will need to have knowledge and understanding of the importance of clarifying roles and responsibilities and what quality requirements relate to the work. They will need to understand the importance of supporting colleagues and the difference it makes to quality and output. They will also need to know ways of supporting colleagues and how to recognise when colleagues need support and how to determine whether giving support is consistent with own responsibilities. The candidate will need to understand the importance of recognising difficulties and misunderstandings and ways of dealing with them constructively, including informal methods and formal approaches such as: grievance and disciplinary procedures. They will need to know and understand how to make and respond to requests for support constructively, including occasions when you cannot action the request. They will also need to know the importance of keeping confidential information

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the work being carried out.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Evidence should come from observing the candidate during his or her normal and typical work activities. The assessor needs to ensure that the candidate can work with colleagues to optimise productivity. The candidate will need to demonstrate how they work with **colleagues**, be they fellow workers, managers or employee representatives. They will also demonstrate the **support offered to others**, be it by giving information, giving advice, sharing work or training. The assessor will also need to see how the candidate deals with **misunderstandings and conflicts**; these could be personal differences, disputes about responsibilities and working methods, unfair discrimination and harassment.



Evidence from records produced and maintained by the candidate on current and previous occasions to work with colleagues to optimise productivity was carried out, should also be readily available for the assessor to inspect.

Evidence from personal statements for the whole unit should explain how you work with others and how by doing so, you do your job well resulting in high quality standards of work. This would include :

- how you deal with colleagues on a daily basis
- how you deal with a colleague who disagrees with you about something
- how you would cope with colleagues who may disagree about responsibilities or working methods
- how you would deal with any unfair discrimination or harassment within the workplace
- show that you are able to keep commitments made to colleagues
- explain who you report to and for what areas, and on what occasions you will need to discuss specific issues with your immediate boss
- in what circumstances you have to seek your boss's authority
- you ask people to give you constructive feedback on how you do your job
- you decide on learning needs and future opportunities to improve further

NOTE.. Trading periods within the Road Haulage and Distribution Sector are operating periods.

Skills for Logistics National Occupational Standards


Unit		Element	
Maintaining the safety and the security of the load, self and property			
		code	DGV 7.1 issue April 2002
Description of this element			
The candidate should know his or her own responsibilities under the legal, safety and operating requirements that relate to the vehicles they drive, the loads carried and the roads used. This knowledge should enable the candidate to contribute at all times to the safety and security of themselves, loads and property. The responsibilities will relate to highway codes, transport regulations, load restrictions, alcohol limits, drug restrictions and driver's hours. Competency in this area should therefore be demonstrated consistently and throughout normal work activities. The candidate should know what the relevant responsibilities are and where to get information to help them meet these responsibilities. The candidate should also be able to recognise and deal with any problem related to meeting their legal, safety or operating responsibilities.			
	The candidate must be able to:-	The candidate should know: -	
P/W	1. obtain information on the legal, safety, and operating requirements that apply to driving their vehicles, carrying the loads, and the roads used;	a) where to obtain information on legal, safety, and operating requirements for driving, drivers hours regulations., axle loads, projections of load (front, rear, side) and vehicle movements on the road,	
P/Q	2. demonstrate knowledge of the legal, safety, and operating requirements of the vehicle and the load before driving;	b) what type of problems with legal, safety, and operating requirements for driving, drivers hours regulations, axle loads projections of load (front, rear, side) and vehicle movements on the road, and	
P/Q	3. confirm that the correct driving licence for the vehicle being driven is held;	c) the legal, safety, and operating requirements for driving, drivers hours regulations, axle loads projections of load (front, rear, side) and vehicle movements on the road.	
P/Q	4. check their own fitness to drive safely in compliance with all relevant legal, safety and operating requirements		
P/Q	5. Identify any problems in complying with relevant legal, safety and operating requirements and take appropriate action		
 recommended methods of collecting evidence P = performance O = outcome Q = questioning W = witness			

Evidence requirement.

In order to make a fair assessment decision, the assessor must be certain that the candidate produced the evidence being used, and is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions.

Evidence should come from observing the candidate during his or her normal and typical work activities, asking the candidate questions to confirm knowledge, or observing the candidate demonstrating that knowledge, as well as talking with work colleagues of the candidate. The evidence for this element should confirm knowledge of the relevant legal, safety and operating requirements.

The emphasis of this element is the candidate knowing the legal, safety and operating requirements he or she is expected to meet, before undertaking activities related to driving laden goods vehicles. Where a candidate does not have this knowledge or understanding, he or she will be expected to find the information and confirm their understanding of it.

Unit		Element	
Maintaining the safety and the security of the load, self and property			
		code	DGV 7.2 issue April 2002
Description of this element The candidate should be able to demonstrate contribution to the protection of vehicles and loads from security risks in different locations. These risks include theft of the vehicle, the load or personal items, vandalism and arson. Locations include overnight or daytime parking, refuelling, during loading or unloading, and while driving. The candidate will therefore need to know the security risks associated with different loads and locations, and will be expected to know and follow organisational security procedures, taking appropriate and safe emergency or responsive action when necessary. The candidate should be able to report any theft or damage, or pass on any suggestions for improving security to the appropriate person. The candidate will also need to know and keep to the relevant legal, safety and operating requirements associated with protecting vehicles from security risks..			
	The candidate must be able to:-	The candidate should know: -	
P/Q	1. demonstrate the organisational security procedures to the vehicle and load in different locations	a) what are the security risks associated with the vehicle and load;	
P/Q	2. demonstrate the correct emergency procedures;	b) what are the security risks associated with different loads;	
P/Q	3. report any theft or damage according to organisational procedures	c) what are the security risks of different locations;	
		d) what are the organisation's procedures relating to the security of the vehicle	
		e) what are the actions that should be taken for different types of security risk.	
<i>recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness			


Evidence requirement.

In order to make a fair assessment decision, the assessor must be certain that the candidate produced the evidence being used, and is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under simulated conditions.

Evidence should come from watching the candidate taking the appropriate and necessary precautions to protect vehicles and loads from security risks during his or her normal duties. These precautions should be for different types of loads, in different types of locations, with the candidate understanding the security risks associated with the loads and locations. Evidence of the candidate taking appropriate and safe emergency or responsive action should also be collected where available. It should be confirmed that the candidate knows, understands and follows organisational procedures and guidelines for security. These include reporting theft or damage, as well as passing on suggestions for improving security.

Assessment of a candidate against this element should confirm consistent performance related to security of vehicles and loads. It will not be sufficient to collect evidence on a single occasion

Skills for Logistics National Occupational Standards

Unit		Element	
Contribute to the provision of customer service		Develop and maintain effective relationships with customers	
		Code	TGR 4.1 issue May 2003
Description of this element			
<p>You must be able to develop and maintain effective relationships with customers. You must take time to develop positive relationships with customers and communicate in a way that promotes goodwill and trust. You must also ensure that your appearance and conduct are consistent with the corporate image of your employer at all times. Any commitments you make to customers must be realistic, within the limits of your authority and can be met within operational constraints. If commitments cannot be met, you must communicate this to the customer in a way that maintains effective working relationships.</p>			
	You must be able to:-		You must know and understand:-
O/W	1. Take time, within operational constraints, to develop positive relationships with customers	a)	The organisational policy on developing and maintaining effective relationships with customers
P/W	2. Communicate in a manner which promotes confidence, goodwill and trust	b)	The range and essential features of services available, and how these relate to customer requirements
P/O/W	3. Ensure that your appearance and conduct are consistent with the corporate image at all times	c)	How operational constraints impact on service provision
O/Q	4. Ensure that commitments made to customers are realistic, within the limits of your own authority and are met within operational constraints	d)	The importance of establishing the position and authority of the customer
O/Q/W	5. Communicate with the customer in a way that maintains effective working relationships if commitments cannot be met	e)	What the corporate image is, and why it is important to promote it positively
		f)	The limits of your own authority and the consequences of operating outside these limits
		g)	The communication structures and procedures within your organisation
		h)	The importance of effective communication and the implications of not communicating effectively
	<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness		

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be primarily from performance and outcome of performance, supported by witness testimony and questioning. The candidate will need to have knowledge and understanding of the organisational policy on developing and maintaining effective relationships with customers. They will need to know the range and essential features of services available, and how these relate to customer requirements. The candidate will need to understand how operational constraints impact on service provision and the importance of establishing the position and authority of the customer. They will also need to know about the corporate image is, and why it is important to promote it positively. The candidate will need to know the limits of your own authority and the consequences of operating outside these limits. The candidate will also need to know and understand the communication structures and procedures within your organisation and the importance of effective communication and the implications of not communicating effectively.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the work being carried out.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Evidence should come from observing the candidate during his or her normal and typical work activities. The assessor must observe that **communication** both written and oral is carried out and it should be evident that the candidate can develop and maintain effective relationships with customers.



Evidence from records produced and maintained by the candidate on current and previous work done relevant to good communications with the customers should also be readily available for the assessor to inspect.

Evidence from personal statements for the whole unit needs to show that you are able to develop and maintain effective relationships with customers, provide customers with information and assistance in resolving any customer complaints. This would include:

- how you establish relationships with customers
- what your organisation's corporate image is and how you uphold that image
- how you show customers that you can be relied upon and that it is within your limits of authority
- what you do if commitments cannot be met, and to whom you communicate the problem to keep good working relationships with customers/clients how you provide information to customers/clients relevant to their needs what information you have to deal with
- how you communicate with a customer/client
- what procedures you follow to maintain confidentiality
- how you handle a complaint from a customer/client and what method of communication you use
- describe how your organisation follows up a complaint

The term 'customer' relates to external clients, people from other functions or departments within your own organisation, or anyone who depends on you for service.

Skills for Logistics National Occupational Standards

Unit			Element			
Contribute to the provision of customer service			Provide service related information to customers			
			Code	TGR 4.2	issue	May 2003
Description of this element You must be able to provide service related information to customers. You must acknowledge requests for information promptly and provide sufficient information to meet the customer's needs. You must ensure that your information is relevant, accurate, up to date and reflects organisational policy, and is presented in a manner which aids understanding and maintains an effective relationship with the customer. You must promptly refer requests that are outside the limits of your authority to the relevant people and ensure that you maintain confidentiality at all times.						
	You must be able to:-		You must know and understand:-			
P/O/W	1.	Acknowledge requests for information promptly	a)	The importance of good customer relations, and the consequences of failing to develop and maintain good customer relations		
O/W	2.	Provide sufficient information to meet the customer's needs	b)	The range and essential features of services available and how these relate to customer requirements		
O/W/Q	3.	Ensure that your information is relevant, accurate, up to date and reflects organisational policy	c)	The organisational policy on providing service related information to customers		
O/W/Q	4.	Present information in a manner which aids understanding and maintains an effective relationship with the customer	d)	The importance of acknowledging requests for information promptly and the consequences of failing to do so		
P/O/W	5.	Promptly refer requests which are outside the limits of your authority to the relevant people	e)	Why information must be relevant, accurate and up to date		
P/O/Q	6.	Maintain confidentiality at all times	f)	The correct manner in which to present information		
			g)	What to do when sufficient information to meet the customers needs is not immediately available		
			h)	The limits of your own authority and the consequences of operating outside these limits		
			i)	The communication structures and procedures within your organisation		
			j)	The type of customer request that must be referred to others in the organisation		
			k)	The importance of prompt referrals and informing the customer of such action		
			l)	The importance of maintaining confidentiality at all times		
			m)	The consequences of breaches of confidentiality		
			n)	The importance of effective communication and the implications of not communicating effectively		
			o)	The range of customers likely to be encountered, and the concept of and internal customer		
		<i>Recommended methods of collecting evidence</i>				
		P = performance	O = outcome	Q = questioning	W = witness	

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be primarily from performance and outcome of performance, supported by witness testimony and questioning. The candidate will need to have knowledge and understanding of the importance of good customer relations, and the consequences of failing to develop and maintain good customer relations. They will need to know the range and essential features of services available and how these relate to customer requirements. They will also need to know the organisational policy on providing service related information to customers. The candidate will need to understand the importance of acknowledging requests for information promptly and the consequences of failing to do so, why information must be relevant, accurate and up to date and they will need to know the correct manner in which to present information. The candidate will need to know what to do when sufficient information to meet customer needs is not immediately available, and the limits of your own authority and the consequences of operating outside these limits. They will also need to know and understand the communication structures and procedures within the organisation. The candidate will need to know the type of customer request, which must be referred to others in the organisation, the importance of prompt referrals and informing the customer of such action. They will need to know the importance of maintaining confidentiality at all times and the consequences of breaches of confidentiality. They will also need to know and understand the importance of effective communication and the implications of not communicating efficiently, what range of customers are likely to be encountered, and the concept of an internal customer.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the work being carried out.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Evidence should come from observing the candidate during his or her normal and typical work activities. The assessor must see how **information is provided** both orally and in writing and it should be evident that the candidate can provide service related information to customers.


Evidence from records produced and maintained by the candidate on current and previous work done relevant to the provision of service related information to customers should also be readily available for the assessor to inspect.

Evidence from personal statements for the whole unit needs to show that you are able to develop and maintain effective relationships with customers, provide customers with information and assisting in resolving any customer complaints. This would include:

- how you establish relationships with customers
- what your organisation's corporate image is and how you uphold that image
- how you show customers that you can be relied upon and that it is within your limits of authority
- what you do if commitments cannot be met, and to whom you communicate the problem to keep good working relationships with customers/clients
- how you provide information to customers/clients relevant to their needs
- what information you have to deal with
- how you communicate with a customer/client
- what procedures you follow to maintain confidentiality
- how you handle a complaint from a customer/client and what method of communication you use
- describe how your organisation follows up a complaint

The term 'customer' relates to external clients, people from other functions or departments within your own organisation, or anyone who depends on you for service.

Skills for Logistics National Occupational Standards

Unit		Skills for Logistics	Element			
Contribute to the provision of customer service			Assist in resolving customer complaints			
			Code	TGR 4.3	issue	May 2003
Description of this element						
<p>You must be able to assist in resolving customer complaints. You must ensure that your communication with the customer regarding complaints is conducted in a polite manner and accurately establish the nature of the complaint. You must be able to propose actions in response to complaints that have been received and ensure these actions are verified with the customer in a manner that maintains effective relationships. Actions you take in response to a complaint must be within the limits of your authority, and complaints and your actions to those complaints must be recorded accurately and reported promptly to the relevant person.</p>						
	You must be able to:-		You must know and understand:-			
P/W	1. Ensure that your communication with the customer regarding complaints is conducted in a polite manner		a) Your organisational complaints procedure and the consequences of not following procedure			
O/Q/W	2. Accurately establish the nature of the complaint		b) The importance of establishing the position and authority of the person making the complaint			
O/Q/W	3. Propose actions in response to complaints that have been received and ensure these actions are verified with the customer in a manner that maintains effective relationships		c) The range and essential features of services available, and how these relate to customer requirements			
O/Q	4. Ensure that the actions you take in response to complaints received are within the limits of your own authority		d) How operational constraints can affect the services provided			
O/W	5. Record complaints accurately and report them promptly to the relevant person		e) The limits of your own authority and the consequences of operating outside these limits			
			f) Why accurate and complete documentation is important, and the possible consequences of incorrect completion			
			g) The communication structures and procedures within your organisation			
			h) The importance of effective communication and the implications of not communicating effectively			
		<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness				

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be primarily from performance and outcome of performance, supported by witness testimony and questioning. The candidate will need to have knowledge and understanding of the organisational complaints procedure and the consequences of not following this procedure. They will also need to understand the importance of establishing the position and authority of the person making the complaint. They will need to know the range and essential features of services available, and how these relate to customer requirements. They will also need to understand how operational constraints can affect the service provided. Candidates will need to know the limits of their authority and the possible consequences of operating outside these limits. They will need to know why accurate and complete documentation is important, and the possible consequences of incorrect completion. They will also need to know and understand the communication structures and procedures within the organisation and the importance of effective communication and the implications of not communicating effectively

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the work being carried out.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Evidence should come from observing the candidate during his or her normal and typical work activities. The assessor must ensure that **communication is** spoken and written accurately and in the appropriate manner to assist in resolving customer complaints.


Evidence from records produced and maintained by the candidate on current and previous work done relevant to assisting in resolving customer complaints should also be readily available for the assessor to inspect.

Evidence from personal statements for the whole unit needs to show that you are able to develop and maintain effective relationships with customers, provide customers with information and assisting in resolving any customer complaints. This would include:

- how you establish relationships with customers
- what your organisation's corporate image is and how you uphold that image
- how you show customers that you can be relied upon and that it is within your limits of authority
- what you do if commitments cannot be met, and to whom you communicate the problem to keep good working relationships with customers/clients
- how you provide information to customers/clients relevant to their needs
- what information you have to deal with
- how you communicate with a customer/client
- what procedures you follow to maintain confidentiality
- how you handle a complaint from a customer/client and what method of communication you use
- describe how your organisation follows up a complaint

The term 'customer' relates to external clients, people from other functions or departments within your own organisation, or anyone who depends on you for service.

Skills for Logistics National Occupational Standards

Unit		Skills for Logistics	Element	
Complete pre-journey and post-journey procedures			Carry out pre-journey procedures	
		code	LOG 3.1	Issue
Description of this element				
<p>You must be able to carry out pre-journey procedures. You will know how to correctly identify the vehicle and equipment for the load to be transported and will carry out pre operational procedures relevant to the type of vehicle and equipment to be used in accordance with relevant legislation, regulation and codes of practice. The vehicle type is any vehicle used for the movement of loads by road. The load is any goods moved by road. You must complete all pre-journey documentation, and also know the procedures and documentation for reporting damage or defects found during the pre-journey inspection and will understand the importance of the vehicle and equipment being free from contaminates and the health and safety issues that could arise from such situations. You will know how to prepare the vehicle to maximise environmental efficiency e.g. by correctly setting any air deflectors and other environmental devices fitted.</p>				
	You must be able to:-		You must know and understand: -	
P/Q/W	1. Identify the vehicle and equipment being used for transporting the load	a)	Type of load for delivery or collection	
P/Q/W	2. Carry out pre journey inspections on the vehicle in accordance with manufacturers instructions and relevant legislation, regulation and codes of practice	b)	Type of vehicle transporting the load	
P/Q/W	3. Complete all pre-journey documentation	c)	Relevant legislation regulation and codes of practice related to pre journey inspections	
P/Q/W	4. Prepare and set up the vehicle to optimise performance and efficiency for the journey	d)	Health and safety issues relating to contamination of vehicles and loads	
P/Q/W	5. Confirm the safety and security of loads in accordance with relevant legislation, regulation and approved codes of practice.	e)	Environmental issues relating to aerodynamics and driving efficiency	
O/W/Q	6. Confirm vehicle and loads are protected and free from contamination and damage in accordance with manufacturers and industry guidelines	f)	Manufacturers and industry guidelines for preventing contamination and damage to the goods in transport	
O/W/Q	7. Determine appropriate action to resolve any problems or difficulties found with the vehicle or the load	g)	Operational and organisational procedures for reporting and recording damage and defects	
O/W/Q	8. Report and record any defects or damage in accordance with operational and organisational procedures	h)	The relevant legislation, regulation & codes of practice for loading and unloading e.g. distribution and re-distribution, restraints and protection of loads	
		i)	Methods of communication e.g. oral, written, electronic	
		j)	Documentation systems for pre-journey procedures	
		<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness		

Skills for Logistics National Occupational Standards

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element primary evidence will be performance and outcome of performance, supported by questioning and witness testimony. The candidate will need to have knowledge and understanding of pre-journey procedures for the transportation of loads, they will need to know the type of load and the type of vehicle being used to transport the load. They will need to be aware of any health and safety issues relating to contamination of vehicles and loads and guidelines for preventing contamination of the goods during transport. They will also need to know the documentation and papers involved with pre-journey procedures.



The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice for pre-journey procedures relating to the industry and the transportation of loads.

Evidence should come from observing the candidate during his or her normal and typical work activities when carrying out pre-journey procedures. It should be evident that the candidate carries out pre-journey inspections on the vehicle and can set up the vehicle to optimise fuel efficiency during the journey taking into account the type of load and method of distribution for the load. The assessor will need to see that the candidate ensures the safety and security of the loads and takes into account any risks of contamination or damage relevant to the type of load being transported. The assessor will also need to see pre-journey documentation and papers completed for the transportation of the loads and that the candidate communicates these following the approved procedure.

Evidence from records produced and maintained by the candidate on current and previous work done on pre-journey procedures should also be readily available for the assessor to inspect

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Skills for Logistics National Occupational Standards

Unit			Element	
Complete pre-journey and post-journey procedures			Carry out end of journey close-down procedures	
			code	LOG 3.2
Description of this element				
<p>You must be able to carry out end of journey close-down procedures. You will need to refuel the vehicle in accordance with the manufacturers operating instructions if required. The vehicle type is any vehicle used for the movement of loads by road. Park the vehicle in a safe and secure position ready to drive away and shut the vehicle down in accordance with manufacturers operating instructions. Ensure the vehicles parking brake system is applied, any items of value are removed or stowed away. Activate or apply any security devices and leave the vehicle safely. Inspect the vehicle for any damage or maintenance defects and report them in accordance with operational and organisational procedures.</p>				
	You must be able to:-		You must know and understand: -	
P/Q/W	1. Refuel the vehicle when required in accordance with manufacturers operating instructions and operational and organisational procedures.	a)	Types of vehicles	
P/Q/W	2. Park the vehicle in a safe and secure position ready to drive away.	b)	Relevant manufacturers operating instructions	
P/Q/W	3. Shut down vehicle in accordance with manufacturers operating instructions.	c)	Refuelling operational and organisational procedures.	
P/Q/W	4. Ensure the vehicle's braking system is applied for parking in accordance with manufacturers operating instructions.	d)	Security implications when parking.	
P/Q/W	5. Remove or stow away any items of value and activate any security devices in accordance with manufacturers operating instructions.	e)	Health and safety issues relevant to the vehicle.	
O/Q/W	6. Check the vehicle for any damage or maintenance defects and report them in accordance with operational and organisational procedures.	f)	Relevant legislation regulation and codes of practice related to end of journey close down procedures	
		g)	Operational and organisational procedures for reporting and recording damage and defects	
		h)	Methods of communication e.g. oral, written, electronic	
		<i>Recommended methods of collecting evidence</i>		
		P = performance O = outcome Q = questioning W = witness		

Skills for Logistics National Occupational Standards

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.


For this element primary evidence will be performance and outcome of performance, supported by questioning and witness testimony. The candidate will need to have knowledge and understanding of end of journey close-down procedures for the vehicle. They will need to know the type of vehicle being used and they will need to be aware of any health and safety issues relating to the vehicle. The candidate will also need to know the methods of communication used to report and inform of end of journey and on the condition of the vehicle.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice related to end of journey close-down procedures.

Evidence should come from observing the candidate during his or her normal and typical work activities when carrying out end of journey close-down procedures. It should be evident that the candidate can refuel the vehicle, shut down the vehicle correctly and position and park up the vehicle safely and securely. The candidate will need to demonstrate what checks are made on the vehicle relevant to the type of vehicle and the manufacturers instructions. The assessor will need to see security procedures for items of value and for the vehicle, also observe the means of communication used to inform of the end of journey and close-down.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Skills for Logistics National Occupational Standards

Unit		Skills for Logistics	Element	
Complete pre-journey and post-journey procedures			Carry out end of journey debrief procedures	
			code	LOG 3.3
Description of this element				
<p>You must be able to carry out end of journey debrief procedures. You will need to ensure that all collections and deliveries of loads have been completed in accordance with the schedule. The load is any goods transported by road. All the relevant documentation should then be checked and returned to the appropriate office. End of journey debrief procedures should be completed in accordance with operational and organisational procedures e.g. driver's records, vehicle defect or accident report sheets. The vehicle type is any vehicle used for the movement of loads by road. You will report any customer feedback to the relevant personnel. You will need to ensure the relevant legislation, regulation and codes of practice are complied with according to the type of vehicle used.</p>				
	You must be able to:-		You must know and understand: -	
P/O/Q	1. Confirm the load has been collected or delivered in accordance with the schedule.	a)	Type of load delivered or collected	
P/O/Q	2. Confirm that all the necessary documentation has been completed and signed by the relevant personnel and copies returned to the appropriate office	b)	Type of vehicle transporting the load	
P/O/Q	3. Complete driver's records and ensure they comply with relevant legislation, regulation and codes of practice.	c)	Documentation systems and procedures	
O/W/Q	4. Report any damage or road traffic accidents to the relevant personnel in accordance with operational and organisational procedures	d)	Relevant legislation, regulation and codes of practice e.g. driver's hours	
O/W/Q	5. Complete a vehicle defect report where appropriate in accordance with operational and organisational procedures	e)	Vehicle defect recording procedures	
O/W/Q	6. Report any customer feedback in accordance with operational and organisational procedures.	f)	Operational and organisational procedures for reporting and recording damage and defects	
		g)	Methods of communication e.g. oral, written, electronic	
 Recommended methods of collecting evidence		P = performance O = outcome Q = questioning W = witness		

Skills for Logistics National Occupational Standards

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element primary evidence will be performance and outcome of performance, supported by questioning and witness testimony. The candidate will need to have knowledge and understanding of end of journey debrief procedures. They will need to know the type of load delivered or collected and the type of vehicle transporting the load. The candidate will also need to know documentation systems and procedures and the methods of communication used to report and inform of end of journey and debriefing.



The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice related to end of journey debrief procedures for the load, the vehicle and the driver.

Evidence should come from observing the candidate during his or her normal and typical work activities when carrying out end of journey debrief procedures. It should be evident that the candidate can complete the documentation and papers relevant to the collection and delivery of loads, correctly signed and returned as required. They will also need to complete forms and papers relating to drivers hours and the use and condition of the vehicle according to recognised operational procedure. The assessor will need to observe the means of communication used to inform of the end of journey and debriefing.

Evidence from records produced and maintained by the candidate on current and previous work done for end of journey and debriefing when transporting goods by road should also be readily available for the assessor to inspect

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Skills for Logistics National Occupational Standards

Unit		Element	
Planning the route and timings for the delivery and collection of loads			
		code	issue
		DGV 2.1	April 2002
Description of this element			
The candidate should be able to work out and select suitable routes to specific delivery and collection destinations. This should be done by using appropriate maps and other relevant information. The selection of routes should take account of the type of loads being transported, which could be <i>containers, liquids, goods, materials or livestock</i> . Selection of the route should also take account of the vehicle being driven and the types of road used. Other routes should also be identified, should it be necessary to use an alternative. The candidate should be able to identify and avoid possible problems caused by restrictions such as low bridges, or weight limits. The candidate will also need to know and keep to the relevant legal, safety and operating requirements associated with selecting routes for delivering or collecting loads.			
	The candidate must be able to:-	The candidate should know: -	
O/P	1. review all relevant information on the destination ;	a) how to obtain relevant maps and information;	
O/P	2. identify any effect the load might have on the selection of the route;	b) what type of effect a load might have on the selection of a route;	
O/P	3. obtain relevant maps and information needed to reach the destination;	c) what is the vehicle height and weight;	
O/P	4. identify the main and minor roads for reaching the destination;	d) how to identify low bridges and other restrictions;	
O/Q	5. identify any potential problems with using the roads;	e) how to work out routes; and	
O/P	6. identify alternative routes where necessary; and	f) what are the relevant legal, safety, and operating requirements.	
P/W	7. comply with all relevant legal, safety, and operating requirements .		
 recommended methods of collecting evidence P = performance O = outcome Q = questioning W = witness			



Evidence requirement.

In order to make a fair assessment decision, the assessor must be certain that the candidate produced the evidence being used, and is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions.

Evidence should come from the candidate's records of routes to typical specified destinations for collecting or delivering loads. These routes could be for actual journeys, or journeys specified for assessment purposes. The candidate will be asked how the type of vehicle, loads and roads were taken into account when selecting these routes. The assessor will make sure that the candidate is able to identify any possible problems related to height or weight restrictions on routes and how these were dealt with. The assessor will also confirm that the candidate knows about the laws, regulations and restrictions associated with routes used to transport loads.

As assessment will be carried out over a period of time, the assessor will make sure the candidate can identify and select suitable routes for collecting or delivering typical loads. It will not be sufficient to get evidence about just one collection or delivery, or journey.

Skills for Logistics National Occupational Standards

Unit		Element	
Planning the route and timings for the delivery and collection of loads			
		code	DGV 2.2 issue April 2002
Description of this element			
The candidate should be able to estimate driving distances and times for routes to deliver or collect loads. This should be done by using sufficient relevant information about the routes and schedules, as well as any other useful information. As schedules could indicate collection times, delivery times or stops, the candidate should be able to estimate possible average speeds for the different types of road, as well as estimate driving distances and times to meet the schedules. The candidate will also need to know and keep to the relevant legal, safety and operating requirements associated with driving distances and times.			
	The candidate must be able to: -	The candidate should know: -	
O/P	1. review all relevant information on the route and the schedule ;	a) how to obtain relevant information on the route;	
O/P	2. obtain all relevant information needed to estimate the driving distance;	b) how to estimate driving distances;	
O/P	3. identify the potential average speed for the different roads on the route;	c) how to estimate driving times; and	
O/P	4. estimate the driving distances and time required to achieve the route and schedule; and	d) what the relevant legal, safety, and operating requirements are for the vehicle and the load.	
P/W	5. comply with all relevant legal, safety, and operating requirements .		
 recommended methods of collecting evidence P = performance O = outcome Q = questioning W = witness			



Evidence requirement.

In order to make a fair assessment decision, the assessor must be certain that the candidate produced the evidence being used, and is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions.

Evidence should come from examples of the candidate's estimates of driving distances and times for typical routes to deliver or collect loads. These examples could be of actual routes, or routes specified for assessment purposes. The candidate will be asked what information was used to make these estimations and what legal, safety and operating requirements needed to be met.

As assessment will be carried out over a period of time, the assessor will make sure the candidate estimates driving distances and times for typical routes to collect or deliver loads. It will not be sufficient to get evidence about just one collection, delivery, or journey.

Skills for Logistics National Occupational Standards

Unit		Element	
<p>Planning the route and timings for the delivery and collection of loads</p>			
		code	issue
		<p>GV 2.3</p>	<p>April 2002</p>
<p>Description of this element</p> <p>The candidate should be able to plan the driving stages of routes to deliver or collect loads. This should be done by using sufficient relevant information about driving distances, times and stops. The stops could be for <i>overnight, rest, refuelling or changeover of drivers</i>. Planning should also take account of any impact the load will have on the driving stages. The candidate should therefore know what type of load requirements could affect driving stages. These types of loads could be <i>containers, liquids, goods, materials or livestock</i>. While planning driving stages, the candidate should make the best use of available driving time, as well as make sure the planned stops have the facilities required for driver, vehicle and load. Where details of driving stages are to be given to others, then these should be given clearly. The candidate will also need to know and keep to the relevant legal, safety and operating requirements associated with driving stages.</p>			
	<p>The candidate must be able to:-</p>	<p>The candidate should know: -</p>	
O/P	1. review all relevant information on the driving distances and times;	a) how to obtain relevant information on the driving distances and times;	
O/P	2. identify any load requirements that have an impact on the driving stages;	b) what type of load requirements could affect the driving stages;	
O/Q	3. determine the most effective way to use the available driving time;	c) when stops might be required;	
O/P	4. identify appropriate stops that have the facilities required for self, vehicle, and load;	d) what type of facilities are required at stops; and	
P/W	5. inform the relevant people of the driving stages; and	e) what the relevant legal, safety, and operating requirements are for the vehicle and the load	
P/W	6. comply with all relevant legal, safety, and operating requirements .		
 <p>recommended methods of collecting evidence P = performance O = outcome Q = questioning W = witness</p>			



Evidence requirement.

In order to make a fair assessment decision, the assessor must be certain that the candidate produced the evidence being used, and is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions.

Evidence should come from examples of the candidate's plans for driving stages. These plans should be based on specified driving distances and times for typical routes to deliver or collect loads. These examples could be of actual routes, or routes specified for assessment purposes. The candidate will be asked what load requirements were taken into account in the planning, what facilities were required and identified at stops, and how the most effective use of driving time was achieved. The candidate will also be asked how legal, safety and operating requirements will be met.

As assessment will be carried out over a period of time, the assessor will make sure the candidate plans driving stages for typical routes to collect or deliver loads. It will not be sufficient to get evidence about just one collection, delivery, or journey.

Skills for Logistics National Occupational Standards

Unit			Element			
Transport goods and materials			Operate and control a laden vehicle			
			Code	TGR 6.1	issue	May 2003
Description of this element						
<p>You must be able to operate and control a laden vehicle. You must correctly establish the stability of the load before moving the vehicle and then manoeuvre the vehicle in a safe, effective and controlled manner. You must drive the vehicle in a way that optimises fuel consumption and minimises wear and tear and the risk of accidental damage. You must constantly display an awareness of, and consideration for, the actions of others and the loads you carry. Any hazards within your work area must be accurately identified and any necessary remedial actions taken promptly, minimising the risk of accident, damage and disruption to vehicles, property and other road users. You must also correctly secure the vehicle and its load when it is left unattended. Your operation and control of your vehicle must be in accordance with all relevant regulations.</p>						
	You must be able to:-		You must know and understand:-			
P/O/Q	1. Correctly establish the stability of the load prior to moving the vehicle	a)	Why it is necessary to establish the stability of the load			
P/O	2. Manoeuvre the vehicle in a safe, effective and controlled manner	b)	How the vehicle controls and equipment function and operate			
P/O/Q	3. Drive the vehicle in away that optimises fuel consumption within operational constraints	c)	The characteristics, capabilities and handling of the vehicle			
P/O/Q	4. Drive the vehicle in a way that minimises wear and tear and risk of accidental damage	d)	The techniques of safe driving and manoeuvring			
P/O/W	5. Constantly display an awareness of, and consideration for, the action of others	e)	The importance of optimising vehicle performance			
P/O/Q	6. Constantly display an awareness of, and consideration for, the loads you carry	f)	The characteristics of the load, and problems that could occur in transit			
O/Q	7. Accurately identify any hazards within your work area and take any remedial action needed promptly	g)	What remedial action to take when hazards occur			
O/Q	8. Take remedial action that minimises the risk of accident, damage and disruption to vehicles, property and other road users	h)	The relevant regulations that affect vehicle operation and control, and how to apply them			
O/Q/W	9. Correctly secure the vehicle and its load when the vehicle is left unattended	i)	The highway code			
P/O/Q	10. Operate and control your vehicle in accordance with all relevant regulations					
		<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness				

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be primarily from performance and outcome of performance, supported by witness testimony and questioning. The candidate will need to have knowledge and understanding of why it is necessary to establish the stability of the load. They will need to know how vehicle controls and equipment function and operate and the characteristics, capabilities and handling of the vehicle. They will need to know the techniques of safe driving and manoeuvring and the importance of optimising vehicle performance. They will need to know and understand the characteristics of the load, and the problems, which may occur in transit. The candidate will need to know what remedial action to take in the event of hazards occurring, They will also need to know the relevant regulations which affect vehicle operation and control, and how to apply them and the candidate will need to have knowledge of the Highway Code.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the work being carried out.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Evidence should come from observing the candidate during his or her normal and typical work activities. The assessor must ensure that the candidate can operate and control a laden vehicle and this would include that they can take appropriate remedial actions to deal with **hazards** human, environmental and structural.

Evidence from records produced and maintained by the candidate when transporting goods and materials by road (tachograph discs, completed journey logs etc.) including a valid driving licence should also be readily available for the assessor to inspect.



Evidence from personal statements for the whole unit should explain how you drive your vehicle to ensure maximum economy and minimum wear and tear. This would include:

- how you consider other road users
- what you do to ensure your load is safe
- describe the rules you must follow whilst driving e.g. highway code, drivers hour's etc.
- what types of hazards you may encounter within your work area
- what measures you take when leaving your vehicle
- if you vehicle is not performing correctly, what procedures do you follow
- explain the procedures you follow if you are involved in an accident
- who you contact if your vehicle breaks down or you are not running to schedule

Special Notes

- Prior to the assessment of this element, assessors must satisfy themselves that the candidate holds a valid Department of Transport Driving Licence, appropriate to the vehicle(s) to be used.
- Assessors must have equal driving competence themselves i.e. they must hold the appropriate vehicle licence.
- Evidence presented must identify the category and loaded state of the vehicle(s) and the type of roads on which the assessments took place.

Skills for Logistics National Occupational Standards

Unit		Element			
Transport goods and materials					
				Monitor and review progress	
		Code	TGR 6.2	issue	May 2003
Description of this element					
<p>You must be able to monitor and review progress. You must be able to establish any variance in vehicle performance and load condition, and if any is found, investigate and remedy it within the limits of your authority and record and report the details to the relevant person. You must correctly follow established procedures in the event of an accident, breakdown or any other problems that may arise. Any potential and actual significant deviations from the operating schedule must be accurately identified, and any decisions you take to amend the agreed route must be within the limits of your own authority and communicated promptly to the relevant person. You must ensure that your monitoring and reviewing of progress is in accordance with all relevant regulations.</p>					
	You must be able to:-		You must know and understand:-		
P/O/Q	1. Accurately establish any variance in vehicle performance and load condition		a) The nature and characteristics of the load and their effect on vehicle performance		
O/Q/W	2. Investigate any variance, remedy it within that limits of your own authority and record and report the details to the relevant person		b) The procedures for dealing with problems that occur		
O/Q	3. Correctly follow established procedures in the event of an accident, breakdown or any other problems that may arise		c) How deviations from the operating schedule will impact on operations		
O/Q	4. Accurately identify actual and potential significant deviations from the operating schedule		d) The limits of your own authority and the consequences of operating outside these limits		
O/Q/W	5. Take decisions to amend the agreed route within the limits of your own authority and communicate them correctly to the relevant person		e) The regulations that affect the transport of goods and materials and how to apply them		
O/Q/W	6. Ensure that any actions you take when the operating schedule cannot be followed are within the limits of your authority and are promptly communicated		f) The communication structures and procedures within your organisations		
O/Q	7. Ensure that your monitoring and review of progress meets all regulations		g) The importance of effective communication and what could happen if you do not communicate effectively		
			h) What an operating schedule covers		
		<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness			

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be primarily from performance and outcome of performance, supported by witness testimony and questioning. The candidate will need to have knowledge and understanding of what the nature and characteristics of the load are and their effect on vehicle performance. They will need to know what the procedures are for dealing with problems, which occur. They will need to understand how deviations from the operating schedule will impact on operations. The candidate will need to know what the limits of their authority and the consequences of operating outside these limits. They will need to know about the regulations which affect the transport of goods and materials are and how to apply them. The candidate will need to know and understand what the communication structures and procedures are within the organisation and the importance of effective communication and what could happen if you do not communicate effectively. They will also need to know what an operating schedule covers

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the work being carried out.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Evidence should come from observing the candidate during his or her normal and typical work activities. The assessor must ensure that the candidate can monitor and review progress when transporting goods by road. The candidate will need to demonstrate that they can deal with **problems arising** from inadequate performance of the vehicle, stability of load and deterioration of load. The candidate will also need to show how **monitoring** of vehicle performance and the load condition is carried out.

Evidence from records produced and maintained by the candidate when transporting goods and materials by road (tachograph discs, completed journey logs etc.) including a valid driving licence should also be readily available for the assessor to inspect.



Evidence from personal statements for the whole unit should explain how you drive your vehicle to ensure maximum economy and minimum wear and tear. This would include:

- how you consider other road users
- what you do to ensure your load is safe
- describe the rules you must follow whilst driving e.g. highway code, drivers hour's etc.
- what types of hazards you may encounter within your work area
- what measures you take when leaving your vehicle
- if your vehicle is not performing correctly, what procedures do you follow
- explain the procedures you follow if you are involved in an accident
- who you contact if your vehicle breaks down or you are not running to schedule

Special Notes

- Prior to the assessment of this element, assessors must satisfy themselves that the candidate holds a valid Department of Transport Driving Licence, appropriate to the vehicle(s) to be used.
- Assessors must have equal driving competence themselves i.e. they must hold the appropriate vehicle licence.

Skills for Logistics National Occupational Standards

Unit			Element	
Handling goods and materials			Confirm load, location and time for collection or delivery	
			code	LOG 1.1
Description of this element				
<p>You must be able to confirm load, location and time for collection or delivery. The load is any goods moved by road. You will need to identify any restrictions to movement at the location (e.g. height, width, other operational activities), and if there are any requirements for specialised equipment to carry out the loading or unloading. You will need to take account of relevant legislation, regulation and codes of practice including health, safety and environmental considerations. You will communicate with the relevant people and where necessary inform relevant authorities of transportation of specialist / abnormal loads. Report and record any difficulties that are identified with the delivery or collection schedule in accordance with operational and organisational procedures.</p>				
	You must be able to:-		You must know and understand:-	
P/O	1. Identify the type of load being transported	a)	The relevant legislation, regulation and codes of practice for loading and unloading	
P/O	2. Confirm the location for delivery or collection of the load	b)	Collection and delivery documentation systems	
P/O	3. Identify any restrictions to loading or unloading	c)	Types of health, safety or environmental issues relative to the load or the delivery or collection	
P/O	4. Confirm the route and schedule for delivery or collection of the goods and obtain the correct documentation	d)	Routes and schedules for transportation of the loads	
P/O	5. Identify any specialist equipment requirements for loading and unloading	e)	Types of load for delivery or collection	
P/O	6. Identify any health, safety or environmental issues relating to the delivery or collection	f)	The types of restrictions that can affect loading and unloading	
O/W	7. Report and record any difficulties identified with the delivery or collection schedule in accordance with operational and organisational procedures	g)	Operational and organisational procedures for reporting and recording difficulties	
O/W/Q	8. Confirm that the appropriate authorities have been notified about the transportation of specialist / abnormal loads	h)	Methods of communication e.g. oral, written, electronic	
 <i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness				

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.



For this element evidence will be a combination of performance and outcome of performance, supported by questioning and witness testimony. The candidate will need to have knowledge and understanding of the type of load and the location for collection or delivery, the schedules, the documentation and papers required. They will need to know and understand any specific instructions relating to health, safety or environmental issues relating to the loads and the delivery or collection of the goods. They will also need to know of any restrictions in respect of the routes, the collection and delivery points.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the industry for the loading and unloading of goods.

Evidence should come from observing the candidate during his or her normal and typical work activities when preparing to collect and deliver goods it should be evident that the candidate can confirm the type of load being transported and relate to any restrictions with the delivery or collection points. The candidate will have to show how they communicate with the respective persons or authorities for the movement of the loads in particular the movement of specialist/abnormal loads. They will also need to demonstrate how they confirm the route and schedules for the collection and delivery of goods. The assessor will need to see documentation and papers relating to the transportation of the loads.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Skills for Logistics National Occupational Standards

Unit		Element																																							
Handling goods and materials																																									
				Prepare to load or unload the vehicle																																					
		code	LOG 1.2	issue	May 2003																																				
Description of this element																																									
<p>You must be able to prepare to load or unload the vehicle. You will know how to correctly position the vehicle for loading or unloading and will follow safety precautions necessary for the vehicle type. The vehicle type is any vehicle used for the movement of loads by road. You will need to have knowledge of the particular vehicle or trailer type or be able to find out the relevant knowledge and safety precautions. You will need to correctly prepare the vehicle for loading or unloading and will need to consult with the loading or unloading personnel the order to load or unload the vehicle and where to place or replace the loads. The load is any goods moved by road. The vehicle and equipment may vary depending on the type load and you will need to know the correct loading or unloading requirements and safety precautions for the loads in question. Where you need to communicate with other personnel, you should do so in the appropriate manner.</p>																																									
<table border="1"> <thead> <tr> <th></th> <th>You must be able to:-</th> <th>You must know and understand: -</th> </tr> </thead> <tbody> <tr> <td>P/Q</td> <td>1. Confirm the point of collection or delivery for the loads being transported.</td> <td>a) Type of load for delivery or collection</td> </tr> <tr> <td>P/Q</td> <td>2. Confirm the load and the vehicle being used for the transportation of the load</td> <td>b) Type of vehicle transporting the load</td> </tr> <tr> <td>P/Q</td> <td>3. Correctly position the vehicle to load or unload in accordance with operational and organisational procedures</td> <td>c) Manufacturers and industry guidelines for safety checks for the particular vehicle type</td> </tr> <tr> <td>P/Q</td> <td>4. Carry out relevant vehicle safety checks and prepare the vehicle for loading or unloading according to the manufacturers and industry guidelines</td> <td>d) Vehicle preparation, positioning and safety procedures in respect of particular type of vehicle and load</td> </tr> <tr> <td>P/Q</td> <td>5. Discuss and agree the loading or unloading order and load distribution with appropriate personnel in accordance with legislation, regulation and codes of practice</td> <td>e) Relevant safety procedures for personnel</td> </tr> <tr> <td>P/Q</td> <td>6. Identify any special requirements and obtain any specialist equipment for loading or unloading</td> <td>f) Relevant operational and organisational procedures</td> </tr> <tr> <td>P/Q</td> <td>7. Prepare the area to ensure the safety of personnel during the loading or unloading operation.</td> <td>g) The relevant legislation, regulation & codes of practice for loading and unloading</td> </tr> <tr> <td>O/W/Q</td> <td>8. Take appropriate actions to resolve problems with loading or unloading and inform the appropriate person in accordance with operational and organisational procedures.</td> <td>h) Collection and delivery documentation and systems</td> </tr> <tr> <td></td> <td></td> <td>i) Health, safety or environmental issues relative to the load or the delivery or collection</td> </tr> <tr> <td></td> <td></td> <td>j) Operational and organisational procedures for reporting and recording difficulties</td> </tr> <tr> <td></td> <td></td> <td>k) Methods of communication e.g. oral, written, electronic</td> </tr> </tbody> </table>							You must be able to:-	You must know and understand: -	P/Q	1. Confirm the point of collection or delivery for the loads being transported.	a) Type of load for delivery or collection	P/Q	2. Confirm the load and the vehicle being used for the transportation of the load	b) Type of vehicle transporting the load	P/Q	3. Correctly position the vehicle to load or unload in accordance with operational and organisational procedures	c) Manufacturers and industry guidelines for safety checks for the particular vehicle type	P/Q	4. Carry out relevant vehicle safety checks and prepare the vehicle for loading or unloading according to the manufacturers and industry guidelines	d) Vehicle preparation, positioning and safety procedures in respect of particular type of vehicle and load	P/Q	5. Discuss and agree the loading or unloading order and load distribution with appropriate personnel in accordance with legislation, regulation and codes of practice	e) Relevant safety procedures for personnel	P/Q	6. Identify any special requirements and obtain any specialist equipment for loading or unloading	f) Relevant operational and organisational procedures	P/Q	7. Prepare the area to ensure the safety of personnel during the loading or unloading operation.	g) The relevant legislation, regulation & codes of practice for loading and unloading	O/W/Q	8. Take appropriate actions to resolve problems with loading or unloading and inform the appropriate person in accordance with operational and organisational procedures.	h) Collection and delivery documentation and systems			i) Health, safety or environmental issues relative to the load or the delivery or collection			j) Operational and organisational procedures for reporting and recording difficulties			k) Methods of communication e.g. oral, written, electronic
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Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.



For this element primary evidence will be performance and outcome of performance, supported by questioning and witness testimony. The candidate will need to have knowledge and understanding of the type of load, the type of vehicle being used to transport the load, the location for collection or delivery, the schedules, the documentation and papers required. They will need to know and understand any specific instructions relating to health, safety or environmental issues relating to the delivery or collection of the goods. They will also need to know of any special requirements for loading or unloading the goods.

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the industry for the loading and unloading of goods.

Evidence should come from observing the candidate during his or her normal and typical work activities when preparing to load or unload the vehicle. It should be evident that the candidate confirms the point of collection or delivery and positions the vehicle safely and correctly to load and unload the goods. The candidate will need to show how the vehicle is prepared correctly and made secure for loading and unloading. How they communicate with the respective persons to agree order and distribution of the loads being moved and how to ensure the safety of the area during loading and unloading. The assessor will need to see documentation and papers relating to the collection and delivery of the loads.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Skills for Logistics National Occupational Standards

Unit		Element	
Handling goods and materials			
		Code	LOG 1.3
		issue	May 2003
Description of this element			
<p>You must be able to load or unload the vehicle. You will ensure the safety of any personnel in the vicinity of the loading area during the loading or unloading operation. You will carry out the loading and unloading operation safely in accordance with operational and organisational requirements. You will need to ensure that the load is distributed or re-distributed correctly (e.g. weights and dimensions) in compliance with relevant legislation, regulation and codes of practice. The vehicle type is any vehicle used for the movement of loads by road. The load is any goods transported by road. When loaded you will ensure that the load is correctly restrained in accordance with relevant legislation, regulation & codes of practice and you will also prevent the loads from contamination, damage and the elements during transportation. You will correctly dispose of any waste material created during the loading or unloading process in an environmentally friendly way and in accordance with relevant legislation, regulation and codes of practice. You will need to complete the relevant documentation for the collection or delivery, and where you need to communicate with other personnel, you should do so in the appropriate manner.</p>			
	You must be able to:-	You must know and understand:-	
P/Q	1. Ensure the safety of all personnel in the vicinity of the loading area during the loading or unloading operation	a) Type of load for delivery or collection	
P/Q	2. Carry out the loading and unloading operation safely in accordance with operational and organisational requirements	b) Type of vehicle transporting the load	
P/Q	3. Distribute or re-distribute the load as required in accordance with legislation, regulation and codes of practice during the loading or unloading operation.	c) Health and safety procedures during loading or unloading operations.	
P/Q	4. Ensure the safety and security of loads, using suitable restraints and protection methods in accordance with legislation, regulation and approved codes of practice.	d) Methods, legislation, regulation and approved codes of practice for disposing of waste material (COSHH).	
P/Q	5. Prevent the goods from contamination, damage and the elements in accordance with manufacturers and industry guidelines	e) Manufacturers and industry guidelines for preventing contamination and damage to the goods in transport	
P/Q	6. Dispose of any waste material in accordance with relevant legislation, regulation and approved codes of practice	f) Relevant safety procedures for personnel in the vicinity of the loading area	
O/W	7. Inform the relevant personnel and agree actions to resolve any problems with loading or unloading according to operational and organisational procedures	g) Relevant operational and organisational procedures	
P/O	8. Complete the relevant documentation for the collection or delivery of the load	h) The relevant legislation, regulation & codes of practice for loading and unloading e.g. distribution and re-distribution, restraints and protection of loads	
		i) Methods of communication e.g. oral, written, electronic	
		j) Documentation systems and procedures	
		<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness	

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.


For this element primary evidence will be performance and outcome of performance, supported by questioning and witness testimony. The candidate will need to have knowledge and understanding of the type of load, the type of vehicle being used to transport the load and the documentation and papers relevant to the loads being transported. They will need to know and understand health and safety procedures during loading and unloading operations and any specific instructions or guidelines in respect of the goods to prevent contamination and damage during transportation. They will also need to know methods and procedures for disposal of waste. .

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the industry for the loading and unloading of goods and for the handling and disposal of waste material. COSHH

Evidence should come from observing the candidate during his or her normal and typical work activities when loading or unloading the vehicle. It should be evident that the candidate ensures the safety of personnel in the vicinity of the loading area. The candidate will need to demonstrate the loading and unloading of the vehicle, show how loads are handled and distributed, and show how they are secured or restrained to ensure safety and prevent damage or contamination to the goods. The candidate will need to show how waste materials are removed and disposed of and how to communicate with the relevant personnel during the loading or unloading operations. The assessor will need to see documentation and papers relating to the collection and delivery of the loads.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Skills for Logistics National Occupational Standards

Unit		Skills for Logistics	Element	
Handling goods (Motorcycle And pedal cycle)			Confirm goods to be moved and the time for collection or delivery	
		code	LOG 2.1	issue
Description of this element				
<p>You must be able to confirm the goods to be moved and the time for collection or delivery. You will need to confirm the route and schedule and identify any restrictions to the movement of the goods. You will need to identify any specialist equipment required to carry out the collection or delivery. You will need to take account of relevant legislation, regulation & codes of practice including safety and environmental considerations. You will communicate with the relevant people and where necessary inform relevant authorities of transportation of specialist goods.</p>				
	You must be able to:-		You must know and understand:-	
P/Q/O	1. Identify the type of goods being moved		a) The relevant legislation, regulation & codes of practice relating to the goods to be moved	
P/Q/O	2. Ensure the movement of goods complies with relevant legislation, regulation and codes of practice		b) Collection and delivery documentation and systems	
P/Q/O	3. Confirm the route and schedule for delivery or collection of the goods and obtain the correct documentation		c) Types of health, safety or environmental issues relative to the goods	
Q/W	4. Identify any restrictions relating to the delivery and collection of the goods		d) Routes and schedules for transportation of the goods	
Q/W	5. Identify any specialist equipment required to carry the goods		e) Types of goods for delivery or collection	
Q/W	6. Identify any health, safety or environmental issues relating to the delivery or collection		f) The types of restrictions that can affect delivery and collection	
Q/W	7. Confirm that the appropriate authorities have been notified, where appropriate, about the transportation of specialist goods		g) Operational and organisational procedures for reporting and recording difficulties	
			h) Methods of communication e.g. oral, written, electronic	
		<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness		

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will come from performance, questioning, outcome of performance and supported by witness testimony. The candidate will need to have knowledge and understanding of the goods to be moved, the collection and delivery documentation, routes and schedules and any health, safety or environmental issues relating to the goods to be moved.



The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the goods to be moved and moving goods by motorcycle or pedal cycle.

Evidence should come from observing the candidate during his or her normal and typical work activities when preparing to move goods by motorcycle or pedal cycle. The candidate must demonstrate how the goods to be moved are confirmed and how documentation and delivery papers are obtained and completed for delivery of the goods. It should be evident that the candidate can confirm the time for collection and delivery, the route, the need for any specialist equipment to carry the goods and any health, safety or environmental issues to be catered for in the movement and handling of the goods. The assessor must see how the appropriate authorities are notified of the goods being moved by motorcycle or pedal cycle.

Evidence from records produced and maintained by the candidate on current and previous work done for moving goods by motorcycle or pedal cycle should also be readily available for the assessor to inspect.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Skills for Logistics National Occupational Standards

Unit		Element			
Handling goods (Motorcycle and pedal cycle)					
				Carry out collection and delivery	
		code	LOG 2.2	issue	May 2003
Description of this element					
<p>You must be able to carry out the collection and delivery of the goods in compliance with relevant legislation, regulation and codes of practice. You will need to be aware of any restrictions to movement at the location, and if there are any specialist requirements to carry out the collection or delivery. You will carry out the collection or delivery operation safely in accordance with operational and organisational procedures and you will communicate with the relevant personnel the progress of the movement of the goods. You must ensure that the correct documentation is completed in accordance with operational and organisational procedures, and where difficulties occur with the collection or delivery take suitable action. You will also complete end of journey procedures.</p>					
	You must be able to:-		You must know and understand:-		
P/Q	1. Confirm the suitability and roadworthiness of the equipment available		a) The relevant legislation, regulation & codes of practice relating to the goods to be moved		
P/Q	2. Safely load and secure the goods in compliance with relevant legislation, regulation and codes of practice		b) Collection and delivery documentation and systems		
P/O/W	3. Carry out the collection or delivery operation safely in accordance with operational and organisational procedures		c) Types of health, safety or environmental issues relative to the goods		
P/O/W	4. Monitor progress, report and record any difficulties with the delivery or collection and take appropriate action in accordance with operational and organisational procedures		d) Types of goods for delivery or collection		
P/O/W	5. Complete collection and delivery documentation in accordance with operational and organisational procedures		e) The types of restrictions that can affect delivery and collection		
P/O/W	6. Complete end of journey procedures in accordance with operational and organisational procedures		f) Operational and organisational procedures for reporting and recording difficulties		
			g) Methods of communication e.g. oral, written, electronic		
		<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness			

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element primary evidence will be performance, supported by questioning, outcome of performance and witness testimony. The candidate will need to have knowledge and understanding of the goods to be collected and delivered, the schedules, the documentation and papers required. They will also need to know and understand any specific instructions relating to health, safety in respect of the goods and any in relation to restrictions or the environment in respect of the routes, the collection and delivery points.



The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the goods to be moved and moving goods by motorcycle or pedal cycle.

Evidence should come from observing the candidate during his or her normal and typical work activities when moving goods by motorcycle or pedal cycle. It should be evident that the candidate can carry out collection and delivery of goods safely and correctly by motorcycle or pedal cycle. They must confirm the suitability and roadworthiness of the motorcycle or pedal cycle and they must ensure the goods are secure and not damaged during movement. The candidate will also maintain and keep documentation and papers as required and follow the relevant procedures for completion at the end of journey. The assessor will need to ensure that the candidate carries out all of these performance activities and that all documentation and papers are appropriate to the work carried out.

Evidence from records produced and maintained by the candidate on current and previous work done when moving goods by motorcycle or pedal cycle should also be readily available for the assessor to inspect.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Skills for Logistics National Occupational Standards

Unit			Element	
Dealing with payment transactions			Confirm requirements for collecting payments	
code	LOG 4.1		Issue	May 2003
Description of this element				
<p>You must be able to confirm the requirements for collecting payments. You will need to confirm the goods or load to be delivered and identify any special requirements for collecting payments. Goods are items that make up a load. A load is any goods moved by road. You will need to obtain any documentation that is required for collecting payments in accordance with operational and organisational procedures. You will also need to take account of safety and security arrangements in accordance with operational and organisational procedures, e.g. secure cash boxes. Where you need to communicate with other personnel, you should do so in the appropriate manner.</p>				
	You must be able to:-		You must know and understand:-	
P/W/Q	1. Confirm the goods being delivered and the requirement to collect payment		a) The sources of information relating to the collection of payments	
P/W/Q	2. Confirm time and date for delivery and arrangements for payment		b) Means of carrying cash securely	
P/W/Q	3. Obtain any documentation that is required for collecting payment according to operational and organisational procedures		c) Operational and organisational procedures relevant to the collection of payments	
P/W/Q	4. Confirm the amount involved and that there is adequate provision and security for collection and carrying of cash payments		d) Methods of communication e.g. oral, written, electronic	
P/W/Q	5. Communicate and inform the relevant persons of the payment collection		e) Payment and collection procedures e.g. credit card, cash, cheque	
O/W	6. Keep records of amounts involved in accordance with operational and organisational procedures			
 <i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness				

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.



For this element evidence will come from performance, supported by witness testimony, questioning and outcome of performance. The candidate will need to have knowledge and understanding of the operational and organisational procedures for dealing with payment transactions, what documentation and papers are required, the security requirements for handling cash payments and the identity of the persons involved with the payment transactions.

Evidence should come from observing the candidate during his or her normal and typical work activities when dealing with payment transactions and the keeping of records and paperwork relating to payment transactions. It should be evident that the candidate can confirm information relating to the requirements for collecting payments. They will also need to confirm the method of payment, the point of collection and where the payment has to be handed over. The assessor will need to see how the candidate is to secure the payments and what notes or notification have to be handed over or exchanged on collection, receipt and deposit of payments.

Evidence from records produced and maintained by the candidate on current and previous work done to confirm requirements for collecting payments should also be readily available for the assessor to inspect.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Skills for Logistics National Occupational Standards

Unit			Element	
Dealing with payment transactions			Collect and account for payments for goods delivered	
			Code	LOG 4.2
Description of this element				
<p>You must be able to collect and account for payments for goods delivered. You must confirm the delivery of goods, the amount and the method of payment to be received. Goods are items that make up a load. A load is any goods moved by road. You will need to collect payments when goods are delivered and issue the appropriate receipts. You will need to ensure cash amounts are carried securely in accordance with operational and organisational procedures. You will reconcile the payments received with the documentation and hand over or deposit the completed documentation and payments collected in accordance with operational and organisational procedures. Report any discrepancies with payments to the relevant persons.</p>				
	You must be able to: -		You must know and understand: -	
P/O/W	1. Confirm the delivery of goods, the amount and the method of payment to be received	a)	The sources of information relating to the collection of payments	
P/Q/W	2. Collect payment when goods are delivered and confirm the amounts received are correct	b)	Methods of carrying cash securely	
P/O/W	3. Record and issue receipt for the payment received in accordance with operational and organisational procedures	c)	Operational and organisational procedures relevant to the collection of payments	
P/O/W	4. Secure cash amounts in the designated place in accordance with operational and organisational procedures	d)	Methods of communication e.g. oral, written, electronic	
P/O/W	5. Reconcile the payments received with the documentation in accordance with operational and organisational procedures	e)	Payment and collection procedures e.g. credit card, cash, cheque	
P/O/W	6. Hand over or deposit completed documentation and payments collected to the relevant person or place			
O/W/Q	7. Report any discrepancies with payments to the relevant persons in accordance with operational and organisational procedures			
				
<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness				

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work place, or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will come from performance, supported by witness testimony, questioning and outcome of performance. The candidate will need to have knowledge and understanding of the operational and organisational procedures for collecting and accounting for payments for goods delivered. They will need to know what documentation and papers are required, what the security requirements are for handling cash payments and the identity of the persons involved with the payment transactions.



Evidence should come from observing the candidate during his or her normal and typical work activities when dealing with payment transactions and the keeping of records and paperwork relating to payment transactions. It should be evident that the candidate can collect and account for payments for goods delivered and that payment transactions are carried out following organisational and operational procedures. The assessor must see how the payments are collected and made secure and how they are then handed over and deposited to the recognised authority. The assessor must also confirm that documentation and papers are completed as required and how payment transactions completed are communicated to the respective persons.

Evidence from records produced and maintained by the candidate on current and previous work done to collect and account for payments for goods delivered should also be readily available for the assessor to inspect.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Skills for Logistics National Occupational Standards

Element PR3.1 from the SPMO Standards Unit
 'Operate specialised plant and machinery to performance requirements (Lifting & Transferring)

Unit			Element		
Operate specialised plant and machinery to performance requirements (Lifting and transferring)			Prepare and set up plant and machinery		
		Code	PR3.1	issue	May 2003
Description of the Unit					
<p>The unit is designed to assess the candidate's competence in operating specialised plant and machinery to performance requirements, to interpret instruction and information to carry out operations. It confirms the competence to prepare the plant and machinery to meet the work activity planned and that the equipment is safe, set up and fully operational to carry out the work. It provides for operating the plant and machinery in the work activity and places emphasis on the consequences of the activity and the need to ensure safety and security in the work environment, including the need to be aware of others, whether work personnel or members of the public, who may have contact with the activity. Similarly this competence should also be in evidence in respect of property. Concluding the work activity, ensuring plant and machinery is secure and maintained in an operable condition completes the competence of the unit. Throughout the range of activities envisaged there is the need to communicate with others and this too is recognised in the competence of operating the specialised plant and machinery to performance requirements.</p>					
	You must be able to:-		You must know and understand:-		
O/Q/W	1	Work requirements are confirmed with the appropriate person(s) as to the extent, method and detail of the work activity to be undertaken	a) Hazards and conditions that affect the work activity		
O/W/Q	2	Hazards and conditions that affect the work activity are identified and actions agreed with the appropriate person(s)	b) Types of equipment in relation to the work activity		
O/Q	3	The equipment to be used is confirmed as available and applicable to the work activity	c) Setting up equipment for the work activity		
P/O/Q	4	Pre-start checks are carried out on the equipment, its energy and ancillary supplies in accordance with approved operating procedures and practices	d) Methods of adjustment for varying equipment performance		
P/O/Q	5	The equipment is prepared, set up and adjusted for the work activity in accordance with instructions, safety and the work requirements	e) Pre-start routine checks		
P/O/Q	6	Operational performance of the equipment and its associated systems is confirmed as correct, safe and appropriate to the work activity	f) Types of defects in the equipment		
Q/W	7	Defects and damage of the equipment are recorded and appropriate action taken for any correction	g) Format and procedures for recording and communicating information		
O/Q/W	8	Records are maintained in accordance with organisational procedures and requirements	h) Approved procedures and practices in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational)		
Q/W	9	Problems and conditions outside the responsibility of the job holder are referred to an authorised person	i) Responsibilities under the Health and Safety Statutory Requirements		
P/O/Q	10	Work is carried out to approved procedures and practices and in compliance with statutory requirements			
		<i>Recommended methods of collecting evidence</i>			
		P = performance	O = outcome	Q = questioning	W = witness

Element PR3.1 from the SPMO Standards Unit
'Operate specialised plant and machinery to performance requirements (Lifting & Transferring)

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from performance, outcome of performance and questioning, supported by witness testimony. The candidate will need to have knowledge and understanding of any hazards and conditions that affect the work activity. They will need to know the types of equipment to be used with the work activity, what is required in setting up the equipment for the work activity, the methods of adjustment for varying equipment performance, what pre-start routine checks are involved and what types of defects in the equipment and its performance that they need to be alert too. The candidate will need have knowledge and understanding of the format and procedures for recording and communicating information, what the approved procedures and practices are in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational) and they will need to know their responsibilities under the Health and Safety Statutory Requirements

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to operations with the selected specialist plant and machinery.

When assessing knowledge and understanding it would be expected that any questioning would be recorded



Performance evidence should come from observing the candidate during his or her normal and typical work activities. It should be evident that the candidate is able to prepare and set up the selected specialist plant and machinery /equipment to be used for the lifting and transferring of loads. The assessor would have to be confident that the candidate confirms the work requirement and the area of work, and that they identify with any **hazards and conditions that affect the work activity**: *adverse circumstances affecting plant and machinery stability, load stability, load security, load handling, restricted access, services apparatus, fixed and temporary furnishings and structures, neighbouring work and traffic activities, encroaching personnel*. The candidate will show that they can identify with the type of **equipment to be used in the work activity**: *the selected specialised plant and machinery category and the key aspects associated with its operations - stability arrangements when operational and at rest for jacks and brakes, power and transmission to include travel, traversing, lifting, system controls to include manoeuvring, lifting and safety, lifting gear and attachments*. The candidate will also show how they set up and adjust the equipment for the work activity and how they carry out pre-start checks on the equipment, energy and ancillary supplies. The assessor must see that the candidate can start, run and confirm operational performance of equipment and control systems and that they carry out work safely. The assessor must also see that the candidate maintains records as required and that all aspects of the work is carried out according to **approved procedures and practices**: *organisational, regulatory, emergency, operational*.

Note: range/scope of performance is highlighted in **BOLD/Italics**

Evidence from records produced and maintained by the candidate on current and previous work done to prepare and set up the selected specialist plant and machinery should also be readily available for the assessor to inspect.

Skills for Logistics National Occupational Standards

Element PR3.2 from the SPMO Standards Unit
 'Operate specialised plant and machinery to performance requirements (Lifting & Transferring)

Unit			Element	
Operate specialised plant and machinery to performance requirements (Lifting and transferring)			Operate plant and machinery to meet work requirements	
			Code PR3.2	issue May 2003
<p>Description of the Unit</p> <p>The unit is designed to assess the candidate's competence in operating specialised plant and machinery to performance requirements, to interpret instruction and information to carry out operations. It confirms the competence to prepare the plant and machinery to meet the work activity planned and that the equipment is safe, set up and fully operational to carry out the work. It provides for operating the plant and machinery in the work activity and places emphasis on the consequences of the activity and the need to ensure safety and security in the work environment, including the need to be aware of others, whether work personnel or members of the public, who may have contact with the activity. Similarly this competence should also be in evidence in respect of property. Concluding the work activity, ensuring plant and machinery is secure and maintained in an operable condition completes the competence of the unit. Throughout the range of activities envisaged there is the need to communicate with others and this too is recognised in the competence of operating the specialised plant and machinery to performance requirements.</p>				
	You must be able to:-		You must know and understand:-	
P/O/Q	1	Area of work is identified and confirmed in accordance with instructions and to the specified work requirements	a) Characteristics and capabilities of the equipment being used	
Q/W	2	Any changes in hazards and conditions that impinge on the work and safety are communicated to the appropriate person(s)	b) Hazards and conditions that affect the work activity	
P/O/Q	3	Operations are carried out safely in accordance with instructions and operational procedures to meet the specified work requirement	c) Methods of communication used	
P/O/Q	4	Equipment is monitored to maintain safety of performance throughout the work activity	d) Requirements for recording and communicating information	
O/Q	5	Methods of communication are used in accordance with the designated procedure	e) Accident and incident procedures	
Q/W	6	Any accident(s) and incident(s) during operations are dealt with promptly and appropriately in accordance with approved procedures and practices	f) Approved procedures and practices in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational)	
O/Q	7	Records are maintained in accordance with organisational procedures and requirements	g) Responsibilities under the health and safety statutory requirements	
Q/W	8	Problems and conditions outside the responsibility of the job holder are referred to an authorised person		
P/O/Q	9	Work is carried out to approved procedures and practices and in compliance with statutory requirements		
		<p><i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness</p>		

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from performance, outcome of performance and questioning supported by witness testimony. The candidate will need to have knowledge and understanding of the characteristics and capabilities of the equipment being used, and of any hazards and conditions that affect the work activity. They will need to know the methods of communication used and what the requirements are for recording and communicating information. The candidate will need to know about accident and incident procedures, what the approved procedures and practices are in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational) and they will need to know their responsibilities under the Health and Safety Statutory Requirements

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to operations with the selected specialist plant and machinery.

When assessing knowledge and understanding it would be expected that any questioning would be recorded


Performance evidence should come from observing the candidate during his or her normal and typical work activities. It should be evident that the candidate is able to operate plant and machinery to performance requirements. The assessor would have to be confident that the candidate does identify with the area of work and can recognise any **hazards and conditions that may affect the work activity:** *adverse circumstances affecting plant and machinery stability, load stability, load security, load handling, restricted access, services apparatus, fixed and temporary furnishings and structures, neighbouring work and traffic activities, encroaching personnel.* The candidate must show how they operate, control and maintain the performance and safety of **the equipment being used:** *the selected specialised plant and machinery category and the key aspects associated with its operations - stability arrangements when operational and at rest for jacks and brakes, power and transmission to include travel, traversing, lifting, system controls to include manoeuvring, lifting and safety, lifting gear and attachments.* The candidate must also show that they contribute to a safe working environment during carrying out their work. The assessor must see that the candidate uses clear and the designated **methods of communications:** *visual and oral.* The assessor must also see that the candidate maintains records as required and that all aspects of the work is carried out according to **approved procedures and practices:** *organisational, regulatory, emergency, operational.*

Note: range/scope of performance is highlighted in **BOLD/Italics**

Evidence from records produced and maintained by the candidate on current and previous work done to operate plant and machinery to performance requirements should also be readily available for the assessor to inspect.

Skills for Logistics National Occupational Standards

Element PR3.3 from the SPMO Standards Unit
 'Operate specialised plant and machinery to performance requirements (Lifting & Transferring)

Unit			Element																																														
Operate specialised plant and machinery to performance requirements (Lifting and transferring)			Shut down and secure plant and machinery																																														
		Code	PR3.3	issue	May 2003																																												
Description of the Unit The unit is designed to assess the candidate's competence in operating specialised plant and machinery to performance requirements, to interpret instruction and information to carry out operations. It confirms the competence to prepare the plant and machinery to meet the work activity planned and that the equipment is safe, set up and fully operational to carry out the work. It provides for operating the plant and machinery in the work activity and places emphasis on the consequences of the activity and the need to ensure safety and security in the work environment, including the need to be aware of others, whether work personnel or members of the public, who may have contact with the activity. Similarly this competence should also be in evidence in respect of property. Concluding the work activity, ensuring plant and machinery is secure and maintained in an operable condition completes the competence of the unit. Throughout the range of activities envisaged there is the need to communicate with others and this too is recognised in the competence of operating the specialised plant and machinery to performance requirements.																																																	
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Element PR3.3 from the SPMO Standards Unit
'Operate specialised plant and machinery to performance requirements (Lifting & Transferring)

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

- o For this element evidence will be from performance, outcome of performance and questioning supported by witness testimony. The candidate will need to have knowledge and understanding of procedures for concluding work activity any hazards and conditions that affect the shutdown or equipment security. They will need to know of the parking and securing requirements for the equipment and the post-stop maintenance requirements for the equipment. The candidate will need have knowledge and understanding of what the approved procedures and practices are in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational) and they will need to know their responsibilities under the Health and Safety Statutory Requirements

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to operations with the selected specialist plant and machinery.

When assessing knowledge and understanding it would be expected that any questioning would be recorded



Performance evidence should come from observing the candidate during his or her normal and typical work activities. It should be evident that the candidate is able to shut down and secure plant and machinery. The assessor would have to be confident that the candidate is able to conclude the work activity to instruction and approved procedure and does shut down equipment safely and correctly. The candidate will need to show that they identify with any **hazards and conditions that affect the shutdown or equipment security** : *adverse circumstances affecting plant and machinery stability, load stability, load security, load handling, restricted access, services apparatus, fixed and temporary furnishings and structures, neighbouring work and traffic activities, encroaching personnel.* The candidate will show that they can identify with the type of **equipment involved**: *the selected specialised plant and machinery category and the key aspects associated with its operations - stability arrangements when operational and at rest for jacks and brakes, power and transmission to include travel, traversing, lifting, system controls to include manoeuvring, lifting and safety, lifting gear and attachments.* They will show how they carry out **post-stop maintenance**:- *routine checks, visual wear and tear inspection, damage assessment, energy supplies, safety checks.* The assessor must ensure that all aspects of the work is carried out according to **approved procedures and practices**: *organisational, regulatory, emergency, operational.*

Note: range/scope of performance is highlighted in **BOLD/Italics**

Evidence from records produced and maintained by the candidate on current and previous work done to shut down and secure plant and machinery should also be readily available for the assessor to inspect.

Skills for Logistics National Occupational Standards

Element PR10.1 from the SPMO Standards Unit
'Lift, transfer and position loads'

Unit			Element			
Lift, transfer and position loads			Prepare for movement of load			
			Code	PR10.1	issue	May 2003
<p>Description of the Unit</p> <p>The unit is designed for the candidate to demonstrate competence to lift, transfer and position loads. To prepare for the movement of loads using specialised equipment, lifting the load and transferring by mechanical means to a designated location, positioning, setting down and releasing the load safely and securely. (Covers general and specific materials handling, e.g. cargo, supplies, goods, equipment.)</p>						
	You must be able to:-		You must know and understand:-			
O/Q	1	Load to be moved, its location and destination are accurately identified from relevant information and instructions	a) The different types of loads, their characteristics and movement requirements			
P/O/Q	2	The area of work is checked for safety and confirmed secure for the movement and transfer of loads	b) Types of equipment used for the movement and transfer of loads in the context of the operations and work activity			
O/Q	3	Method of movement and transfer is assessed and appropriate measures taken to ensure safety of the operation	c) Preparation and set-up requirements for the specified equipment			
O/Q/W	4	Difficulties in carrying out the movement and transfer are identified and clarified with the appropriate person(s)	d) Methods for lifting and movement of load relative to the specified equipment and characteristics of the load			
O/Q	5	Potential hazards in the work area are accurately identified and action taken in accordance with approved procedures and practices	e) Types of workplace hazards encountered and the working practices for dealing with them			
O/Q	6	Equipment to be used is confirmed as suitably prepared and set up for the work requirement	f) Organisational and operational requirements for keeping records			
O/Q/W	7	Records are maintained in accordance with organisation and operational requirements	g) Approved procedures and practices in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational)			
Q/W	8	Problems and conditions outside the responsibility of the job holder are referred to an authorised person	h) Responsibilities under the health and safety statutory requirements			
P/O/Q	9	Work is carried out to approved procedures and practices and in compliance with statutory requirements				
		<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness				

Skills for Logistics National Occupational Standards

Element PR10.1 from the SPMO Standards Unit 'Lift, transfer and position loads'

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from performance, outcome of performance and questioning supported by witness testimony. The candidate will need to have knowledge and understanding of the different types of loads, their characteristics and movement requirements. They will need to know about the types of equipment used for the movement and transfer of loads in the context of the operations and work activity. The candidate will need to have knowledge of the preparation and set-up requirements for the specified equipment. They will need to know about the methods for lifting and movement of load relative to the specified equipment and characteristics of the load. The candidate will have to know about and understand the types of workplace hazards encountered and the working practices for dealing with them. They will need to know what the organisational and operational requirements for keeping records. The candidate will also need to know what the approved procedures and practices are in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational) and they will need to know their responsibilities under the Health and Safety Statutory Requirements

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the lifting, transferring and positioning loads.

When assessing knowledge and understanding it would be expected that any questioning would be recorded



Performance evidence should come from observing the candidate during his or her normal and typical work activities. It should be evident that the candidate is able to prepare for movement of load. The assessor would have to be confident that the candidate does **Identify load and method of movement** and can **Identify potential hazards of the working area that affect the safety, operation and the activity:** *encroaching personnel, neighbouring activities, obstructions, damaged loads*. The candidate must confirm the **equipment involved:** *Identifiable category of specialised plant and machinery, lifting and transferring attachments and accessories*. They will also need to show that they confirm the equipment is suitably prepared and set up for movement of load and they check the safety and security of the work area. The assessor must also see that the candidate maintains records as required and that all aspects of the work is carried out according to **approved procedures and practices:** *organisational, regulatory, emergency, operational*.

Note: range/scope of performance is highlighted in **BOLD/Italics**

Evidence from records produced and maintained by the candidate on current and previous work done to prepare for movement of load should also be readily available for the assessor to inspect.

Skills for Logistics National Occupational Standards

Element PR10.2 from the SPMO Standards Unit
'Lift, transfer and position loads'

Unit		Element	
Lift, transfer and position loads		Lift and transfer load to its designated location	
		Code	PR10.2
Description of the Unit <p>The unit is designed for the candidate to demonstrate competence to lift, transfer and position loads. To prepare for the movement of loads using specialised equipment, lifting the load and transferring by mechanical means to a designated location, positioning, setting down and releasing the load safely and securely. (Covers general and specific materials handling, e.g. cargo, supplies, goods, equipment.)</p>			
	You must be able to:-	You must know and understand:-	
O/Q	1 Load is selected and confirmed suitable to lift	a) The different types of loads, their characteristics and movement requirements	
P/O/Q	2 Lifting and handling of the load is carried out safely and takes account of the load's characteristics	b) Types of specified equipment and related operating procedures	
P/O	3 Load is lifted and transferred to the designated location safely, securely and without loss or damage	c) Methods for lifting and transferring of load relative to the specified equipment and nature of the load	
P/O	4 Operations are undertaken in a safe, effective and controlled manner with due regard to the surrounding environment	d) Procedures for dealing with loss and damage to loads	
O/Q/W	5 Any loss of or damage to the load or the surrounding environment is reported to the appropriate person(s) and action taken in accordance with approved procedures and practices	e) Approved procedures and practices in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational)	
Q/W	6 Problems and conditions outside the responsibility of the job holder are referred to an authorised person	f) Responsibilities under the health and safety statutory requirements	
P/O/Q	7 Work is carried out to approved procedures and practices and in compliance with statutory requirements		
		<i>Recommended methods of collecting evidence</i> P = performance O = outcome Q = questioning W = witness	

Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from performance, outcome of performance and questioning supported by witness testimony. The candidate will need to have knowledge and understanding of the different types of loads, their characteristics and movement requirements and the types of specified equipment and related operating procedures. They will need to know the methods for lifting and transferring of load relative to the specified equipment and the nature of the load. The candidate will need to know procedures for dealing with loss and damage to loads and what the approved procedures and practices are in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational) and they will need to know their responsibilities under the Health and Safety Statutory Requirements

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the lifting, transferring and positioning loads.

When assessing knowledge and understanding it would be expected that any questioning would be recorded



Performance evidence should come from observing the candidate during his or her normal and typical work activities. The assessor would have to be confident that the candidate can repeatedly lift and transfer load to its designated location correctly and safely. The candidate will have to show a clear awareness of the **surrounding environment**: *property, neighbouring activities, the natural and built environment*. They will also have to show how they contribute to maintaining the safety of the working environment during carrying out the activities. The candidate will also demonstrate that all aspects of the work is carried out according to **approved procedures and practices**: *organisational, regulatory, emergency, operational*.

Note: range/scope of performance is highlighted in **BOLD/Italics**

Evidence from records produced and maintained by the candidate on current and previous work done to lift and transfer load to its designated location should also be readily available for the assessor to inspect.

Skills for Logistics National Occupational Standards

Element PR10.3 from the SPMO Standards Unit
'Lift, transfer and position loads,

Unit			Element			
Lift, transfer and position loads			Position and set down load			
			Code	PR10.3	issue	May 2003
<p>Description of the Unit</p> <p>The unit is designed for the candidate to demonstrate competence to lift, transfer and position loads. To prepare for the movement of loads using specialised equipment, lifting the load and transferring by mechanical means to a designated location, positioning, setting down and releasing the load safely and securely. (Covers general and specific materials handling, e.g. cargo, supplies, goods, equipment.)</p>						
	<p>You must be able to:-</p>		<p>You must know and understand:-</p>			
O/Q	1	Location for positioning and setting down the load is confirmed in accordance with the information and instruction	a)	The different types of loads and their characteristics		
P/O	2	Load is positioned, set down and released in its designated location	b)	Types of specified equipment and related operating procedures		
P/O/Q	3	Operations are carried out safely, in optimum time and meet with the work requirements	c)	Methods for positioning and setting down loads relative to the specified equipment		
Q/W	4	Any loss of or damage to the load or the surrounding environment is reported and appropriate action taken in accordance with approved procedures and practices	d)	Action to be taken in the event of incident or accident		
Q/W	5	Any incident(s) and accident(s) during movement are reported in accordance with approved procedures and practices	e)	Organisational and operational requirements for keeping records		
Q/W	6	Problems and conditions outside the responsibility of the job holder are referred to the authorised person	f)	Approved procedures and practices in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational)		
O/Q	7	Records are maintained in accordance with organisation and operational requirements	g)	Responsibilities under the health and safety statutory requirements		
P/O/Q	8	Work is carried out to approved procedures and practices and in compliance with statutory requirements				
		<p><i>Recommended methods of collecting evidence</i></p>	P = performance	O = outcome	Q = questioning	W = witness

Skills for Logistics National Occupational Standards

Element PR10.3 from the SPMO Standards Unit
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Evidence requirement.

The assessor should be confident that the outcomes have been produced by competent performance and that the candidate is capable of repeating competent performance. Evidence of competency will probably be collected over a period of time in the normal work environment or under similar conditions. Those providing witness testimony must be occupationally competent and reliable to recognise and support the evidence of competence for the candidate.

For this element evidence will be from performance, outcome of performance and questioning supported by witness testimony. The candidate will need to have knowledge and understanding of the different types of loads and their characteristics. They will need to know about the types of specified equipment and related operating procedures and the methods for positioning and setting down loads relative to the specified equipment. The candidate will have to know about what action is to be taken in the event of incident or accident. They will need to know what the organisational and operational requirements for keeping records. They will also need to know what the approved procedures and practices are in the context of the operations, the work activity and the workplace environment (organisational, regulatory, emergency, operational) and they will need to know their responsibilities under the Health and Safety Statutory Requirements

The assessor must ascertain that the candidate has a clear understanding of legislation, regulations and codes of practice relating to the lifting, transferring and positioning loads.

When assessing knowledge and understanding it would be expected that any questioning would be recorded

Performance evidence should come from observing the candidate during his or her normal and typical work activities. It should be evident that the candidate is able to position and set down load. The assessor would have to be confident that the candidate can manoeuvre, position and set down the load correctly and that they carry out the operation safely. The candidate will have to show a clear awareness of the **surrounding environment**: *property, neighbouring activities, the natural and built environment*. The candidate will also demonstrate that all aspects of the work is carried out according to **approved procedures and practices**: *organisational, regulatory, emergency, operational*.

Note: range/scope of performance is highlighted in **BOLD/Italics**

Evidence from records produced and maintained by the candidate on current and previous work done to position and set down load should also be readily available for the assessor to inspect.