

## Qualification Specification

**601/6886/9**

iCQ Level 3 Certificate in Logistics  
Operations (RQF)



### Qualification Details

Title : iCQ Level 3 Certificate in Logistics Operations (RQF)  
Awarding Organisation : [iCan Qualifications Limited](#)  
Fees Price List Url : <https://icanqualify.net>  
Qualification Type : RQF  
Qualification Sub Type : None  
Qualification Level : Level 3  
Qualification Sub Level : None  
EQF Level : Level 4  
Regulation Start Date : 28-Jul-2015  
Operational Start Date : 01-Aug-2015  
Offered In England : Yes  
Offered In Wales : Yes  
Offered In Northern Ireland : Yes  
Assessment Language In English : Yes  
Assessment Language In Welsh : No  
Assessment Language In Irish : No  
SSA : 7.2 Warehousing and Distribution  
Purpose : D. Confirm occupational competence and/or 'licence to practice'  
Sub Purpose : D1. Confirm competence in an occupational role to the standards required  
Total Credits : 21  
Min Credits at/above Level : 12  
Minimum Guided Learning Hours : 113  
Maximum Guided Learning Hours : 116  
Diploma Guided Learning Hours : 0  
Barring Classification Code : ZZZZ  
Overall Grading Type : Pass  
Assessment Methods : Portfolio of Evidence  
Structure Requirements : To achieve this qualification, learners must attain a minimum of 21 credits. Learners must achieve a minimum of 9 credits from Group A and a minimum of 3 credits from each of the remaining 4 Groups (B-E).  
Age Ranges : Pre-16 : No; 16-18 : Yes; 18+ : No; 19+ : Yes  
Qualification Objective : This qualification is for those who work in a senior role within the logistics sector who wish to develop their skills and knowledge further

# Qualification Specification

## 601/6886/9

### iCQ Level 3 Certificate in Logistics Operations (RQF)



#### Rules of Combination (ROC)

Group Name	Mandatory	#Units	Minimum Units	Maximum Units	Minimum Credits	Maximum Credits
<b>OG) Overarching Group</b>	<b>Yes</b>	0	5	0	21	0
A) Mandatory Group A	<b>Yes</b>	3	3	3	9	9
B) Mandatory Group B	<b>Yes</b>	3	1	0	3	0
C) Mandatory Group C	<b>Yes</b>	3	1	0	3	0
D) Mandatory Group D	<b>Yes</b>	3	1	0	3	0
E) Mandatory Group E	<b>Yes</b>	4	1	0	3	0

#### Group A Mandatory Group A

URN	Title	Level	GLH	Credit
<a href="#">K/502/1072</a>	Health, Safety and Security at work	2	20	3
<a href="#">M/601/7597</a>	Optimise the use of logistics resources	3	15	3
<a href="#">Y/601/9456</a>	Make an effective contribution to a business in the logistics sector	2	10	3

#### Group B Mandatory Group B

URN	Title	Level	GLH	Credit
<a href="#">H/601/7600</a>	Improve performance in logistics operations	3	20	4
<a href="#">R/601/7611</a>	Allocate and check work in your team in logistics operations	3	12	3
<a href="#">T/601/7603</a>	Provide leadership for your team in logistics operations	3	20	4

#### Group C Mandatory Group C

URN	Title	Level	GLH	Credit
<a href="#">J/601/7928</a>	Maintain the safety and security of hazardous goods and materials in logistics operations	3	30	6
<a href="#">K/601/7601</a>	Minimise the environmental impact of logistics operations	3	15	3
<a href="#">Y/601/7934</a>	Supervise the receipt, storage or dispatch of goods	3	20	6

#### Group D Mandatory Group D

URN	Title	Level	GLH	Credit
<a href="#">K/601/7176</a>	International road transport operations	4	25	5
<a href="#">K/601/7596</a>	Schedule logistics operations to meet customers requirements	3	18	4
<a href="#">Y/600/7646</a>	Arrange the transportation of goods using multiple transport modes	3	26	3

#### Group E Mandatory Group E

URN	Title	Level	GLH	Credit
<a href="#">A/601/7599</a>	Apply technology in logistics operations	3	18	4
<a href="#">M/601/7602</a>	Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations	3	15	3
<a href="#">T/601/7598</a>	Respond to problems in logistics operations	3	15	3
<a href="#">Y/601/7920</a>	Contribute to the provision of customer service in logistics operations	2	18	3

Unit Specification  
**K/502/1072**  
 Health, Safety and Security at work



Qualification Framework: RQF  
 Title: Health, Safety and Security at work  
 Unit Level: Level 2  
 Unit Sub Level: None  
 Guided Learning Hours: 20  
 Unit Credit Value: 3  
 SSAs: 4.2 Manufacturing Technologies  
 Unit Grading Structure: Pass  
 Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).  
 Assessment should be in the work place as much as possible

<b>Unit: K/502/1072 : Health, Safety and Security at work</b>	
<b>Be able to work safely</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Take appropriate action in the event of fire, emergencies or accidents
01.02	Identify where alarms, emergency exits, escape routes, emergency equipment and assembly points are located
01.03	Demonstrate safe and appropriate use of emergency equipment
01.04	Distinguish between different alarm sounds
01.05	Comply with equipment operating procedures and manufacturers instructions
01.06	Demonstrate safe handling and lifting techniques
01.07	Demonstrate correct use and maintenance of any protective clothing and/or equipment
01.08	Comply with personal responsibilities under the Health & Safety at Work Act / COSHH
01.09	Identify who the nominated first aiders are
<b>Be able to monitor the workplace for hazards</b>	
02.01	Identify hazardous substances that are used in the workplace and demonstrate methods of making them safe or reducing their danger in the event of an accident
02.02	Identify hazards posed by machinery that is used in the workplace and demonstrate methods of making safe or reducing their danger in the event of an accident
02.03	Demonstrate how to handle and store hazardous substances including debris
02.04	Demonstrate how to store materials and equipment
02.05	Explain what the most likely accidents and emergencies in the workplace are and how to deal with them
02.06	Comply with personal responsibilities under the COSHH (Control of Substances Hazardous to Health)
<b>Be able to contribute to workplace security</b>	
03.01	Outline and comply with the organisations rules, codes, guidelines and standards relating to security
03.02	Explain how to deal with loss of property

Unit Specification  
**M/601/7597**  
 Optimise the use of logistics resources



Qualification Framework: RQF  
 Title: Optimise the use of logistics resources  
 Unit Level: Level 3  
 Unit Sub Level: None  
 Guided Learning Hours: 15  
 Unit Credit Value: 3  
 SSAs: 7.2 Warehousing and Distribution  
 Unit Grading Structure: Pass  
 Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: M/601/7597 : Optimise the use of logistics resources</b>	
<b>know how to optimize the use of logistics resources</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Explain the relevant organisational policies and procedures, in relation to optimizing the use of logistics resources, that relate to: health, safety and security compliance roles, responsibilities, information and management systems legislation and regulations
01.02	Describe the different sources and types of information required for optimizing the use of logistics resources
01.03	Explain the importance of good communication methods
01.04	Explain the types of resource used in specific logistics operations
01.05	Explain the methods used for optimizing the use of logistics resources
01.06	Explain the factors that need to be taken into account when optimizing the use of logistics resources
01.07	Explain methods for improving or developing used logistics resources
01.08	Identify problems that can occur when optimising the use of logistics resources
01.09	Explain appropriate action when dealing with identified problems
<b>be able to optimize the use of logistics resources</b>	
02.01	Follow all organisational policies and procedures, in relation to optimizing the use of logistics resources, that relate to: health, safety and security compliance roles, responsibilities, information and management systems legislation and regulations
02.02	Identify the availability and demand for logistics resources in the organisation
02.03	Determine the level and type of resources used for the logistics operation
02.04	Use logistics resources effectively and efficiently
02.05	Plan the use of logistics resources to achieve a balance between usage and performance
02.06	Monitor the use of logistics resources to identify any positive or negative effects on the environment

Unit Specification  
**Y/601/9456**

Make an effective contribution to a business in the logistics sector



Qualification Framework: RQF  
 Title : Make an effective contribution to a business in the logistics sector  
 Unit Level : Level 2  
 Unit Sub Level : None  
 Guided Learning Hours : 10  
 Unit Credit Value : 3  
 SSAs : 4.1 Engineering  
 Unit Grading Structure : Pass  
 Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: Y/601/9456 : Make an effective contribution to a business in the logistics sector</b>	
<b>know how to make an effective contribution to a business in the logistics sector</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Explain the relevant organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to: health, safety and security personal protective equipment your work role quality standards
01.02	Identify own reporting line and the work roles of colleagues
01.03	Describe methods for improving personal work performance
01.04	Describe methods for identifying learning needs
01.05	Explain the importance of supporting colleagues and the difference it makes to productivity
01.06	Describe how misunderstandings and conflict in working relationships may be resolved constructively
<b>be able to make an effective contribution to a business in the logistics sector</b>	
02.01	Follow all organisational policies and procedures, in relation to making an effective contribution to a business in the logistics sector, that relate to: health, safety and security personal protective clothing own work role quality standards
02.02	Communicate effectively with others
02.03	Confirm tasks, priorities and responsibilities with an appropriate person
02.04	Perform work tasks in ways that are consistent with good practice in the organisation
02.05	Ensure that: personal appearance and hygiene equipment work area are maintained in accordance with organisational requirements
02.06	Identify own learning needs from feedback obtained from appropriate people
02.07	Agree a learning plan that is realistic, with an appropriate person
02.08	Promptly action requests from others that fall within own responsibility

Unit Specification  
**H/601/7600**  
 Improve performance in logistics operations



Qualification Framework: RQF  
 Title: Improve performance in logistics operations  
 Unit Level: Level 3  
 Unit Sub Level: None  
 Guided Learning Hours: 20  
 Unit Credit Value: 4  
 SSAs: 7.2 Warehousing and Distribution  
 Unit Grading Structure: Pass  
 Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: H/601/7600 : Improve performance in logistics operations</b>	
<b>know how to improve performance in logistics operations</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Explain the relevant organisational policies and procedures, in relation to improving performance in logistics operations, that relate to: <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• compliance</li> <li>• roles, responsibilities, information and management systems</li> </ul>
01.02	Describe the different sources and types of information required for improving performance in logistics operations
01.03	Explain improvements methods that are used in the organisation and industry
01.04	Explain methods used for evaluating improvement methods
01.05	Identify problems that can occur when improving performance in logistics operations
01.06	Explain appropriate action when dealing with identified problems
<b>be able to improve performance in logistics operations</b>	
02.01	Follow all organisational policies and procedures, in relation to improving performance in logistics operations, that relate to: <ul style="list-style-type: none"> <li>• health, safety and security</li> <li>• compliance</li> <li>• roles, responsibilities, information and management systems</li> </ul>
02.02	Assess an area for improvement
02.03	Assess improvement methods appropriate for the logistics operation
02.04	Recommend suitable methods for improving performance
02.05	Develop success criteria to be used to evaluate application of the improvement methods
02.06	Implement the improvement methods
02.07	Monitor the application of the improvement methods
02.08	Evaluate the application of the improvement methods
02.09	Record work according to organisational procedures

Unit Specification  
**R/601/7611**  
 Allocate and check work in your team in logistics operations



Qualification Framework: RQF  
 Title: Allocate and check work in your team in logistics operations  
 Unit Level: Level 3  
 Unit Sub Level: None  
 Guided Learning Hours: 12  
 Unit Credit Value: 3  
 SSAs: 4.1 Engineering  
 Unit Grading Structure: Pass  
 Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: R/601/7611 : Allocate and check work in your team in logistics operations</b>	
<b>know how to allocate and check work in own team in logistics operations</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Explain the relevant organisational policies and procedures, in relation to allocating and checking work in own team in logistics operations, that relate to: health, safety and security roles, responsibilities, information and management systems use of sustainable resources equality and diversity, and inclusion monitoring work activities
01.02	Explain the principles of effective communication
01.03	Explain methods for motivating, supporting and encouraging team members to complete allocated work
01.04	Explain methods for improving the performance of the team and recognizing achievement
<b>be able to allocate and check work in own team in logistics operations</b>	
02.01	Follow all organisational policies and procedures, in relation to allocating and checking work in own team in logistics operations, that relate to: health, safety and security roles, responsibilities, information and management systems use of sustainable resources equality and diversity, and inclusion monitoring work activities
02.02	Confirm the work required of the team with own line manager
02.03	Plan the work of the team, identifying priorities and critical activities and available resources
02.04	Allocate the work to team members fairly
02.05	Brief team members on the standard of work required
02.06	Encourage team members to make suggestions and seek clarification in relation to work allocated
02.07	Motivate team members
02.08	Check the progress and quality of work activities
02.09	Provide feedback to team members on work performance
02.10	Ensure that any conflict is dealt with promptly
02.11	Record work according to organisational procedures

Unit Specification  
**T/601/7603**  
 Provide leadership for your team in logistics operations



Qualification Framework: RQF  
 Title: Provide leadership for your team in logistics operations  
 Unit Level: Level 3  
 Unit Sub Level: None  
 Guided Learning Hours: 20  
 Unit Credit Value: 4  
 SSAs: 7.2 Warehousing and Distribution  
 Unit Grading Structure: Pass  
 Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: T/601/7603 : Provide leadership for your team in logistics operations</b>	
<b>know how to provide leadership for own team in logistics operations</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Explain the relevant organisational policies and procedures, in relation to providing leadership for own team, that relate to: <ul style="list-style-type: none"> <li>• roles, responsibilities, information and management systems</li> <li>• setting objectives</li> <li>• equality and diversity, and inclusion</li> <li>• monitoring work activities</li> </ul>
01.02	Explain different leadership styles
01.03	Explain the principles of effective communication
01.04	Explain methods for motivating, supporting and encouraging team members to achieve team objectives
01.05	Explain the importance of creating an environment of trust and mutual respect
01.06	Explain the importance of understanding difficult situations, conflicts and disagreements and techniques for resolving these
01.07	Explain the benefits of encouraging creativity and innovation within a team
<b>be able to provide leadership in own team in logistics operations</b>	
02.01	Follow all organisational policies and procedures, in relation to providing leadership in own team in logistics operations, that relate to: <ul style="list-style-type: none"> <li>• roles, responsibilities, information and management systems</li> <li>• setting objectives</li> <li>• equality and diversity, and inclusion</li> <li>• monitoring work activities</li> </ul>
02.02	Communicate effectively
02.03	Communicate the purpose and objectives of the team to all members
02.04	Plan the achievement of the objectives with team members
02.05	Set individual work objectives to each member of the team
02.06	Encourage team members to achieve team objectives
02.07	Provide support to team members
02.08	Motivate team members
02.09	Encourage creativity and innovation to achieve team objectives
02.10	Encourage team members to take the lead when they have the knowledge and expertise to do so
02.11	Ensure that any conflict is dealt with promptly
02.12	Monitor the activities and progress of the team
02.13	Record work according to organisational procedures



## Unit Specification

### J/601/7928

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



Qualification Framework: RQF

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

Unit Level : Level 3

Unit Sub Level : None

Guided Learning Hours : 30

Unit Credit Value : 6

SSAs : 7.2 Warehousing and Distribution

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: J/601/7928 : Maintain the safety and security of hazardous goods and materials in logistics operations</b>	
<b>know how to maintain the safety and security of hazardous goods and materials in logistics operations</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Explain the relevant organisational policies and procedures for maintaining the safety and security of hazardous goods and materials in logistics operations, that relate to: <ul style="list-style-type: none"><li>• health, safety and security</li><li>• personal protective equipment</li><li>• environmental factors</li><li>• special requirements</li><li>• storage conditions</li><li>• monitoring systems</li></ul>
01.02	Explain the appropriate action to take in an emergency
01.03	Explain the meaning of different hazardous markings and areas
01.04	Describe storage and distribution requirements for the hazardous goods and materials including any precautions that must be taken
01.05	Explain the use of equipment that can be used when maintaining the safety and security of hazardous goods and materials
01.06	Identify problems that can occur when maintaining the safety and security of hazardous goods and materials
01.07	Explain appropriate action when dealing with identified problems
<b>be able to maintain the safety and security of hazardous goods and materials in logistics operations</b>	
02.01	Obtain all relevant information on the hazardous goods and materials
02.02	Demonstrate that the correct precautions have been undertaken in accordance with health and safety and organisational policies and procedures
02.03	Monitor the condition of the hazardous goods and materials in accordance with manufacturers instructions and organisational policies and procedures
02.04	Manoeuvre the hazardous goods and materials safely with the appropriate equipment according to agreed procedures

Unit Specification  
**K/601/7601**  
 Minimise the environmental impact of logistics operations



Qualification Framework: RQF  
 Title: Minimise the environmental impact of logistics operations  
 Unit Level: Level 3  
 Unit Sub Level: None  
 Guided Learning Hours: 15  
 Unit Credit Value: 3  
 SSAs: 7.2 Warehousing and Distribution  
 Unit Grading Structure: Pass  
 Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: K/601/7601 : Minimise the environmental impact of logistics operations</b>	
<b>know how to minimise the environmental impact of logistics operations</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Explain the relevant organisational policies and procedures, in relation to minimising the environmental impact of logistics operations, that relate to: health, safety and security compliance roles, responsibilities, information and management systems environmental protection systems to assess environmental impact recycling and disposal of materials
01.02	Describe the different sources and types of information required for improving performance in logistics operations
01.03	Explain environmental issues affecting the logistics sector
01.04	Identify ways to reduce the effects on the environment
01.05	Identify ways to use energy and materials more effectively and efficiently
<b>be able to minimise the environmental impact of logistics operations</b>	
02.01	Follow all organisational policies and procedures, in relation to minimising the environmental impact of logistics operations, that relate to: health, safety and security compliance roles, responsibilities, information and management systems environmental protection systems to assess environmental impact recycling and disposal of materials
02.02	Implement the organisations environmental policy
02.03	Monitor the use of energy and materials to deliver logistics operations
02.04	Assess the environmental risks of specific logistics operations before implementation
02.05	Report on the effects of logistics operations on the environment
02.06	Ensure that surplus materials are disposed of or recycled correctly
02.07	Brief visitors and sub-contractors of environmental responsibilities according to organisational policies
02.08	Recommend ways to minimise the environmental impact of logistics operations
02.09	Record work according to organisational procedures

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## Unit Specification

**Y/601/7934**

Supervise the receipt, storage or dispatch of goods

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Qualification Framework: RQF

Title: Supervise the receipt, storage or dispatch of goods

Unit Level: Level 3

Unit Sub Level: None

Guided Learning Hours: 20

Unit Credit Value: 6

SSAs: 7.2 Warehousing and Distribution

Unit Grading Structure: Pass

Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: Y/601/7934 : Supervise the receipt, storage or dispatch of goods</b>	
<b>know how to supervise the receipt, storage or dispatch of goods in logistics operations</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Explain the relevant organisational policies and procedures for supervising the receipt, storage or dispatch of goods in logistics operations, that relate to: <ul style="list-style-type: none"><li>• health, safety and security</li><li>• environmental factors</li><li>• special requirements</li><li>• stock rotation</li><li>• monitoring and testing</li></ul>
01.02	Explain sources of information required to determine the capacity and limitations of the storage facility
01.03	Describe the equipment that can be used for the receipt, storage or dispatch of the goods
01.04	Identify problems that can occur when monitoring the receipt, storage or dispatch of goods
01.05	Explain appropriate action when dealing with identified problems
<b>be able to supervise the receipt, storage or dispatch of goods in logistics operations</b>	
02.01	Inspect the type, condition, quantity of the goods being received, stored or dispatched
02.02	Check the storage conditions and equipment required to receive, store or dispatch the goods
02.03	Organise the movement or rotation of goods to assist receiving, storing or dispatching goods
02.04	Demonstrate how to use the organisations resources effectively
02.05	Communicate effectively with others
02.06	Complete records for supervising the receipt, storage or dispatch of goods accurately

Unit Specification  
**K/601/7176**  
 International road transport operations



Qualification Framework: RQF  
 Title: International road transport operations  
 Unit Level: Level 4  
 Unit Sub Level: None  
 Guided Learning Hours: 25  
 Unit Credit Value: 5  
 SSAs: 7.2 Warehousing and Distribution  
 Unit Grading Structure: Pass  
 Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: K/601/7176 : International road transport operations</b>	
<b>Know how to undertake international road transport operations</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Explain the relevant organisational policies and procedures, in relation to international road transport operations, that relate to: health, safety and security legal requirements operating requirements environmental factors international movements documentation systems driver hours and licencing requirements vehicle operators licencing requirements
01.02	Explain different modes of transport that can be used
01.03	Explain the types of load and characteristics of the consignment to be moved
01.04	Explain the types of vehicles and specialist equipment that can be used to move the loads
01.05	Explain the skills and qualifications required of driver personnel
01.06	Explain how drivers, vehicles, equipment and other resources are allocated
01.07	Explain required documentation for the international movement of goods
01.08	Identify problems that can occur when undertaking international road transportation operations
01.09	Explain the appropriate action to take, in order to deal with identified problems
<b>Be able to undertake international road transport operations</b>	
02.01	Follow organisational policies and procedures, in relation to protecting the vehicle and load, that relate to: health, safety and security legal requirements operating requirements environmental factors international movements documentation systems driver hours and licencing requirements vehicle operators licencing requirements
02.02	Assess which information is required for: loads to be transported into and out of the United Kingdom the driver, vehicle in relation to international movement of goods
02.03	Obtain the required documentation for international movements
02.04	Record the required information on the international movements of goods
02.05	Confirm the allocation of resources
02.06	Issue instructions and relevant documentation to the appropriate personnel
02.07	Advise appropriate personnel of the movement of the load
02.08	Communicate effectively
02.09	Ensure the movement of the loads complies with relevant legislation, regulation and codes of practice
02.10	Monitor the movements of the loads
02.11	Maintain records in accordance with operational procedures

Unit Specification  
**K/601/7596**  
 Schedule logistics operations to meet customers requirements



Qualification Framework: RQF  
 Title: Schedule logistics operations to meet customers requirements  
 Unit Level: Level 3  
 Unit Sub Level: None  
 Guided Learning Hours: 18  
 Unit Credit Value: 4  
 SSAs: 7.2 Warehousing and Distribution  
 Unit Grading Structure: Pass  
 Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: K/601/7596 : Schedule logistics operations to meet customers requirements</b>	
<b>Know how to schedule logistics operations to meet customer requirements.</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Explain the relevant organisational policies and procedures, in relation to scheduling logistics operations to meet customer requirements, that relate to: health, safety and security compliance roles, responsibilities, information and management systems.
01.02	Describe the different sources and types of information required for scheduling logistics operations to meet customer requirements.
01.03	Explain the importance of good communication methods.
01.04	Explain the methods and tools used for scheduling logistics operations to meet customer requirements.
01.05	Explain the factors that need to be taken into account when scheduling logistics operations to meet customer requirements.
01.06	Describe the activities that need to be taken into account when scheduling logistics operations to meet customer requirements.
01.07	Identify problems that can occur when scheduling logistics operations to meet customer requirements.
01.08	Explain appropriate action when dealing with identified problems.
<b>Be able to schedule logistics operations to meet customer requirements.</b>	
02.01	Follow all organisational policies and procedures, in relation to scheduling logistics operations to meet customer requirements, that relate to: health, safety and security compliance roles, responsibilities, information and management systems.
02.02	Comply with logistics operations that are required to meet customers requirements.
02.03	Agree with customers the timings and deadlines for the provision for the logistics operations.
02.04	Apply scheduling methods and tools according to organisational procedures.
02.05	Apply logistics resources and sequence of tasks required to provide the logistics operations.
02.06	Review all relevant factors and risks that could affect the schedule.
02.07	Plan the logistics operations to ensure that the supply chain continues to function effectively.
02.08	Monitor the provision of logistics operations against the schedule.
02.09	Record work according to operational procedures.

## Unit Specification

**Y/600/7646**

Arrange the transportation of goods using multiple transport modes



Qualification Framework: RQF

Title: Arrange the transportation of goods using multiple transport modes

Unit Level: Level 3

Unit Sub Level: None

Guided Learning Hours: 26

Unit Credit Value: 3

SSAs: 7.2 Warehousing and Distribution

Unit Grading Structure: Pass

Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

### Unit: Y/600/7646 : Arrange the transportation of goods using multiple transport modes

#### Be able to identify the criteria for arranging transportation of goods using multiple modes of transport.

##### Assessment Criterion - The learner can:

01.01	Identify all relevant details on the goods to be transported to include: Health, safety and security Environmental factors Special requirements
01.02	Identify criteria for selecting service providers to include: Systems for selecting service providers Systems for placing orders Advantages and disadvantages of different modes of transport Major routes, hubs and destinations Rates and terms of conditions Legislation and regulations in relation to the goods
01.03	Identify organisational procedures to complete required selection
<b>Be able to arrange the transporting of goods using multiple modes of transport.</b>	
02.01	Confirm with appropriate people the criteria required
02.02	Confirm with appropriate people relevant details of the goods
02.03	Explain the advantages and disadvantages of each mode of transport
02.04	Assess each mode of transport for the goods
02.05	Determine the most appropriate combination of modes of transport
02.06	Place and confirm the order according to organisational procedures
02.07	Complete all documentation accurately in accordance with organisational procedures and legislation
02.08	Ensure that all documentation is filed and stored according to organisational procedures and legislation
02.09	Pass on documentation to appropriate people at the right time according to organisational procedures and legislation
<b>Identify any problems that can occur when arranging the transportation of goods using multiple modes of transport.</b>	
03.01	Identify problems that can occur arranging the transportation of goods using multiple modes of transport
03.02	Show how to take appropriate action to deal with the problems

Unit Specification  
**A/601/7599**  
 Apply technology in logistics operations



Qualification Framework: RQF  
 Title: Apply technology in logistics operations  
 Unit Level: Level 3  
 Unit Sub Level: None  
 Guided Learning Hours: 18  
 Unit Credit Value: 4  
 SSAs: 7.2 Warehousing and Distribution  
 Unit Grading Structure: Pass  
 Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: A/601/7599 : Apply technology in logistics operations</b>	
<b>know how to apply technology in logistics operations</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Explain the relevant organisational policies and procedures, in relation to applying technology in logistics operations, that relate to: health, safety and security compliance roles, responsibilities information and management systems
01.02	Explain the importance of good communication methods
01.03	Describe the different sources and types of information required for applying technology in logistics operations
01.04	Explain the resources and systems that can be applied in logistics operations
01.05	Explain the latest technological advances that may be applied in logistics operations
01.06	Explain the impact of new technology in the logistics operation
01.07	Identify problems that can occur when applying technology in logistics operations
<b>be able to apply technology in logistics operations</b>	
02.01	Follow all organisational policies and procedures, in relation to applying technology in logistics operations, that relate to: health, safety and security compliance roles, responsibilities, information and management systems
02.02	Check that the technology is applied
02.03	Check that maintenance schedules are undertaken
02.04	Check that colleagues using the technology can operate it competently
02.05	Monitor colleagues in the safe use of the technology
02.06	Identify colleagues training needs
02.07	Respond to training needs
02.08	Report on how the technology has improved logistics operations
02.09	Make recommendations for further improvement to logistics operations
02.10	Overcome any failures in the technology
02.11	Record work according to organisational procedures

## Unit Specification

### M/601/7602

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



Qualification Framework : RQF

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

Unit Level : Level 3

Unit Sub Level : None

Guided Learning Hours : 15

Unit Credit Value : 3

SSAs : 7.2 Warehousing and Distribution

Unit Grading Structure : Pass

Assessment Guidance : Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: M/601/7602 : Ensure compliance with legal, regulatory, ethical and social requirements in logistics operations</b>	
<b>know how to ensure compliance with legal, regulatory, ethical and social requirements in logistics operations</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Explain the relevant organisational policies and procedures, in relation compliance with legal, regulatory, ethical and social requirements in logistics operation that relate to: monitoring developments in legislation and regulation governance non-compliance maintaining policies and procedures risk management ethics and values confidentiality
01.02	Describe the different sources and types of information that are used for current organisational and operational procedures
01.03	Describe the organisations approach to current and emerging social attitudes to management and leadership practice
01.04	Describe regulatory, ethical and operational requirements, both national and international that affect own logistics operation
01.05	Describe ways in which other organisations in the logistics sector deal with current and emerging social concerns and expectations
01.06	Explain the importance of implementing the policies and procedures
<b>be able to ensure compliance with legal, regulatory, ethical and social requirements</b>	
02.01	Follow all organisational policies and procedures, in relation to compliance with legal, regulatory, ethical and social requirements in logistics operations, that relate to: monitoring developments in legislation and regulation governance non-compliance maintaining policies and procedures risk management ethics and values confidentiality
02.02	Obtain information from suitable sources on the current organisational and operational policies and procedures
02.03	Communicate effectively
02.04	Ensure the organisations policies and procedures are implemented
02.05	Monitor the organisations policies and procedures
02.06	Assess the organisations policies and procedures
02.07	Review the organisations policies and procedures
02.08	Assess the impact of failure to comply with the organisations and policies and procedures
02.09	Recommend changes to organisations policies and procedures
02.10	Report on the organisations policies and procedures
02.11	Provide feedback on the implementation of the organisations policies and procedures
02.12	Provide information to those that require it promptly
02.13	Encourage the sharing of information within the constraints of confidentiality
02.14	Record work according to organisational procedures



Unit Specification  
**T/601/7598**  
 Respond to problems in logistics operations



Qualification Framework: RQF  
 Title: Respond to problems in logistics operations  
 Unit Level: Level 3  
 Unit Sub Level: None  
 Guided Learning Hours: 15  
 Unit Credit Value: 3  
 SSAs: 7.2 Warehousing and Distribution  
 Unit Grading Structure: Pass  
 Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: T/601/7598 : Respond to problems in logistics operations</b>	
<b>know how to respond to problems in logistics operations</b>	
<b>Assessment Criterion - The learner can:</b>	
01.01	Explain the relevant organisational policies and procedures, in relation to responding to problems in logistics operations, that relate to: health, safety and security compliance roles, responsibilities information and management systems
01.02	Explain the importance of good communication methods
01.03	Describe the different types of information required for responding to problems in logistics operations
01.04	Explain factors that could lead to problems in logistics operations
01.05	Explain contingency planning methods
01.06	Explain risk assessment methods used
<b>be able respond to problems in logistics operations</b>	
02.01	Follow all organisational policies and procedures, in relation to responding to problems in logistics operations that relate to: health, safety and security compliance roles, responsibilities, information and management systems
02.02	Develop procedures for identifying problems
02.03	Respond to problems within logistics operations
02.04	Review problems that have occurred previously and the factors that led to them
02.05	Assess the impact of previous problems on the logistics operation
02.06	Plan the activities and resources that are required to respond to a particular problem
02.07	Implement the plan in response to a particular problem
02.08	Obtain feedback on the plan
02.09	Develop contingency plans
02.10	Implement contingency plans
02.11	Obtain feedback from others on the use of contingency plans
02.12	Review the effectiveness of the plans
02.13	Record work according to organisational procedures

Unit Specification  
**Y/601/7920**

Contribute to the provision of customer service in logistics operations



Qualification Framework: RQF

Title: Contribute to the provision of customer service in logistics operations

Unit Level: Level 2

Unit Sub Level: None

Guided Learning Hours: 18

Unit Credit Value: 3

SSAs: 4.3 Transportation Operations and Maintenance, 7.2 Warehousing and Distribution

Unit Grading Structure: Pass

Assessment Guidance: Please refer to the [Online iCQ Assessment Guidance](#).

<b>Unit: Y/601/7920 : Contribute to the provision of customer service in logistics operations</b>	
<b>know how to contribute to the provision of customer services in logistics operations</b>	
<b>Assessment Criterion - The learner can:</b>	
	Explain the relevant organisational policies and procedures, in relation to the provision of customer services in logistics operations, that relate to: health, safety and security personal protective equipment maintaining effective customer relations personal appearance and hygiene reporting procedures and systems recording information confidentiality complaints
01.01	
01.02	Describe different types of customers in relation to own organisation
01.03	Describe the importance of promoting the organisations image positively effective communication good customer service
01.04	Identify the services available to customers in own organisation
01.05	Describe the implications of a negative image on your organisation poor communication poor customer service
01.06	Describe: own role in dealing with customer complaints and the limits of your responsibility
01.07	Identify who to report to when you are unable to deal with a customer enquiry or request
<b>be able to contribute to the provision of customer services in logistics operations</b>	
	Follow all organisational policies and procedures, in relation to contributing to customer services in logistics operations, that relate to: health, safety and security personal protective equipment maintaining effective customer relations personal appearance and hygiene reporting procedures and systems recording information confidentiality complaints
02.01	
02.02	Develop positive relationships with customers
02.03	Ensure that own personal appearance and hygiene meet organisational policies and standards
02.04	Communicate effectively with customers
02.05	Ensure that all information available is up-to-date and accurate
02.06	Identify customer needs
02.07	Deal effectively with customer enquiries
02.08	Ensure the customer is promptly informed of any action that is taken
02.09	Maintain customer confidentiality
02.10	Update customer records accurately
02.11	Record customer enquiries and outcomes accurately using the organisations procedures and systems
02.12	Deal with customer complaints effectively