

Overview

What this standard is about

This standard is about interpreting and complying with contracts for logistics services. It involves understanding contracts and the obligations and responsibilities they place on the client and the contractor. It deals with the measures that should be taken to ensure contract compliance.

Who this standard is for

This standard is relevant to all those who undertake contracts to deliver services whether they are self-employed, employed or third party drivers delivering or collecting goods and those who are responsible for vehicles within logistics operations. It is of particular relevance to those working as or preparing to work as self-employed drivers in the logistics sector.

Interpret and comply with a contract for logistics services

Performance criteria

You must be able to:

1. Assess the impact of **contract requirements** on the logistics service you provide
2. Interpret and comply with the **contract requirements** to meet the logistics service
3. Identify the performance requirements in the contract
4. Identify the responsibilities of each **party to the contract**
5. Monitor your **compliance** with the requirements of a contract
6. Identify and take appropriate corrective action where non-compliance has been identified
7. **Communicate** performance against the contract with **clients** or **colleagues** in a way that maintains effective working relationships
8. Report information to **clients** or **colleagues** in accordance with the requirements of the contract for logistics services
9. Suggest solutions to **clients** and **colleagues** regarding problems during deliveries or collections
10. Comply with organisation's policies for returned goods, failed collections and goods which cannot be delivered
11. Maintain **client** and **customer** confidentiality at all times
12. Record information relating to contract performance in line with organisational and contractual requirements

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Knowledge and understanding

You need to know and understand:

1. The importance of having a contract for logistics services
2. The range of contract types that may be used and how to interpret them to meet delivery requirements
3. The relevant legal, regulatory and organisational requirements that govern contracts for logistics services
4. The **contract terms** commonly used in contracts for logistics services
5. How to record information relating to performance of a logistics service
6. How to monitor service provision against the requirements of a contract
7. The importance of complying with a contract when providing logistics services
8. The different types of non-compliance to contracts and how to identify them
9. The inter-relationships and responsibilities of each partner in the contract
10. How to **communicate** the results of monitoring contract performance to **clients and colleagues**
11. The financial and other penalties that may be imposed by the **client** if you do not meet the **contract requirements**
12. Your rights to financial and other redress if the **client** does not meet the **contract requirements**
13. The organisational policies and procedures for dealing with deliveries, returns and failed collections
14. The importance of maintaining business and **customer** confidentiality at all times

Glossary

Client

The company which has given you a contract to provide logistics services

Colleagues

Other employees of the logistics business which employs you

Customer

The business or consumer to whom goods are being delivered or collected from

Communicate

Verbal and non-verbal, electronic, written, listening

Contract Requirements

The requirements for logistics services stated in the contract document

Contract Terms

Words used in a contract that have specific meaning when used in a contract

Party to the contract

Individual or organisation named in the contract

Compliance

Meeting the requirements of a contract at all times

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Developed by Skills for Logistics

Version Number 1

Date Approved January 2015

Indicative Review Date December 2017

Validity Current

Status Original

Originating Organisation Skills for Logistics

Original URN SfLC3

Relevant Occupations Transport Drivers and Operatives; Warehouse and distribution; Managers in Distribution; Managers in Distribution, Storage and Retailing; Transportation operations and maintenance

Suite Courier

Keywords Logistics; Logistics Services; Contract, Compliance
