



QCF Unit and Assessment Specification

Unit title	Respond to Problems in Logistics Operations
Ofqual Unit code	T/601/7598
SQA Unit code	FG3M 70

History of changes

Publication date: completed by SQA

Version: completed by SQA

Version number	Date	Description	Authorised by

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QCF Unit specification

Title	Respond to Problems in Logistics Operations	
Level	3	
Credit value	3	
Learning Outcomes	Assessment Criteria	
The learner will:	The learner can:	
1 Know how to respond to problems in logistics operations.	1.1	<p>Explain the relevant organisational policies and procedures, in relation to responding to problems in logistics operations, that relate to:</p> <ul style="list-style-type: none"> ◆ health, safety and security ◆ compliance ◆ roles, responsibilities, information and management systems
	1.2	Explain the importance of good communication methods.
	1.3	Describe the different types of information required for responding to problems in logistics operations.
	1.4	Explain factors that could lead to problems in logistics operations.
	1.5	Explain contingency planning methods.
	1.6	Explain risk assessment methods used.

Learning Outcomes	Assessment Criteria
The learner will:	The learner can:
<p>2 Be able respond to problems in logistics operations.</p>	<p>2.1 Follow all organisational policies and procedures, in relation to responding to problems in logistics operations that relate to:</p> <ul style="list-style-type: none"> ◆ health, safety and security ◆ compliance ◆ roles, responsibilities, information and management systems <p>2.2 Develop procedures for identifying problems.</p> <p>2.3 Respond to problems within logistics operations.</p> <p>2.4 Review problems that have occurred previously and the factors that led to them.</p> <p>2.5 Assess the impact of previous problems on the logistics operation.</p> <p>2.6 Plan the activities and resources that are required to respond to a particular problem.</p> <p>2.7 Implement the plan in response to a particular problem.</p> <p>2.8 Obtain feedback on the plan.</p> <p>2.9 Develop contingency plans.</p> <p>2.10 Implement contingency plans.</p> <p>2.11 Obtain feedback from others on the use of contingency plans.</p> <p>2.12 Review the effectiveness of the plans.</p> <p>2.13 Record work according to organisational procedures.</p>

Additional information about the Unit
Unit purpose and aim(s)
<p>What this Unit is about</p> <p>This Unit is about using previous experience to deal with problems. Identifying the most appropriate response and monitoring its effectiveness.</p> <p>Who this Unit is for</p> <p>This Unit is relevant for operatives working in logistics operations. Operatives could, for example, be working in warehousing and storage, transport or freight forwarding.</p>
Unit expiry date
31 May 2015
Details of the relationship between the Unit and relevant national occupational standards (if appropriate)
This Unit is mapped directly to Skills for Logistics NOS Unit SfL 38 — ‘Respond to problems in logistics operations’.
Details of the relationship between the Unit and other standards or curricula (if appropriate)
Assessment requirements specified by a sector or regulatory body (if appropriate)
Please refer to the Skills for Logistics current Assessment Guidance for the Qualifications and Credit Framework http://www.skillsforlogistics.org/home/qualifications/downloads/ for specific assessment criteria.
Endorsement of the Unit by a sector or other appropriate body (if required)
Skills for Logistics
Location of the Unit within the subject/sector classification system
7.2 Warehousing and Distribution
Name of the organisation submitting the Unit
EAL

Availability for use
Shared
Availability for delivery
01 January 2011
Guided Learning Hours
15

QCF Assessment specification

Assessment (evidence) Requirements

Sources of evidence can include the following:

- ◆ Observation
- ◆ Questioning
- ◆ Professional discussion
- ◆ Written evidence
- ◆ Working documents

Guidance on Instruments of Assessment

Observation checklists can be used to record performance. Written and/or oral evidence can be used, as well as objective testing. For a detailed guide to assessment please use SQA's Guide to Assessment, which is designed to provide support for everyone who assesses for SQA qualifications. It looks at the principles of assessment, and brings together information on assessment in general as well as on best practice in assessment. *Assessment: A Guide for Centres Offering Ofqual Accredited Qualifications* can be downloaded free from SQA's website www.sqa.org.uk