



CILT(UK) Level 2 Award in
Customer Service for
Professional Drivers in
Road Transport
Syllabus

CILT(UK) Level 2 Award in Customer Service for Professional Drivers in Road Transport Syllabus

Published by: The Chartered Institute of Logistics and Transport in the UK
Earlstrees Road
Corby
Northants
NN17 4AX

Tel: 01536 740100

All rights reserved. No part of this publication may be re-produced, stored in a retrieval system or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording or otherwise without prior permission of the publishers. This publication may not be lent, re-sold, hired out or otherwise disposed of by way of trade in any form of binding or cover other than that in which it is published, without prior consent of the publishers. Within the UK, exceptions are allowed in respect of any fair dealing for the purpose of research or private study, or criticism or review, as permitted under the Copyright, Designs and Patents Act, 1988, or in the case of reprographic reproduction in accordance with the terms and conditions issued by the Copyright Licensing Agency.

© The Chartered Institute of Logistics and Transport in the UK™

Contents

| | |
|--|---|
| Introduction..... | 3 |
| Qualification Objectives | 3 |
| Target Audience..... | 3 |
| Regulation..... | 3 |
| Structure and Content..... | 3 |
| Mandatory Units..... | 3 |
| Unit Standards | 4 |
| Total Qualification Time (TQT) | 4 |
| Assessment..... | 5 |
| Institute Assessment Route..... | 5 |
| Centre Assessment Route | 6 |
| Recognition of Prior Learning (RPL)..... | 6 |
| Grading Type | 6 |
| Learner Registration | 6 |
| Registration Period | 6 |
| Registration Extensions | 6 |
| Membership | 7 |
| Student Membership..... | 7 |
| Membership Eligibility | 8 |
| Progression | 8 |

This page is intentionally blank

Introduction

Qualification Objectives

The CILT(UK) Level 2 Award in Customer Service for Professional Drivers in Road Transport is designed to introduce drivers to customer service in the road transport industry. The qualification provides drivers with an overall view of the importance of what good customer service means to the customer, the general public, themselves, their colleagues and the transport business as a whole. The programme aims to equip drivers with a solid foundation of knowledge on which they can build with their experience.

Target Audience

The CILT(UK) Level 2 Award in Customer Service for Professional Drivers in Road Transport is for front line drivers and supervisory staff in the road transport industry who deal with customers and would like to develop more efficient ways of communicating to a wider audience.

This is an open access qualification, although drivers would benefit from having some prior knowledge of logistics and transport operations and an awareness of the customer service activities.

Regulation

The CILT(UK) Awarding Organisation is regulated by The Office of Qualifications and Examinations Regulation (Ofqual), Qualifications Wales and CCEA Regulation. This qualification is available on the Regulated Qualifications Framework (RQF) and Qualifications in Wales (QiW) database.

Structure and Content

To achieve this qualification Learners must complete one mandatory unit, as detailed below.

Mandatory Units

- **M1CSD-L2 Introduction to Customer Service**

This unit introduces drivers to the main principles of customer service in the road transport industry. Drivers will study the customer processes with particular focus on retaining customers and developing effective relationships with them.

The unit is made up of two elements that contain sufficient knowledge to give drivers an overall view of the important roles played in the context the road transport industry. The programme aims to equip drivers with a solid foundation of knowledge on which they can build with their experience.

Unit Standards

Standards document outlining the Learning Outcomes and associated Assessment Criteria for this qualification is available on request from the Awarding Organisation on 01536 740170 or alternatively by emailing ao@ciltuk.org.uk.

Total Qualification Time (TQT)

Total Qualification Time (TQT) is defined as the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification. TQT is comprised of the following two elements:

- The number of hours which an Awarding Organisation has assigned to a qualification for Guided Learning; and
- An estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by - but not under the Immediate Guidance or Supervision of - a Lecturer, Supervisor, Tutor or other appropriate provider of education or training.

Total Unit Time (TUT) is defined as the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required, in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a unit.

Guided Learning Hours (GLH) is defined as the activity of a Learner in being taught or instructed by - or otherwise participating in education or training under the Immediate Guidance or Supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.

Immediate Guidance or Supervision is defined as the guidance or supervision provided to a Learner by a lecturer, supervisor, tutor or other appropriate provider of education or training with the simultaneous physical presence of the Learner and that person, or remotely by means of simultaneous electronic communication.

The Total Unit Time is 40 hours, including 14 Guided Learning Hours.

The Total Qualification Time for this qualification is 40 hours, including 14 Guided Learning Hours.

Study Options

This qualification is delivered by a network of Centres, and is available to study by a variety of routes, including: distance learning, classroom taught courses and blended learning.

For more information on the study options available please contact the Awarding Organisation on ao@ciltuk.org.uk or alternatively, visit the CILT(UK) web site at www.ciltuk.org.uk for a list of Centres.

Assessment

This qualification offers flexible assessment opportunities depending on the Learner's prior experience and future aspirations. Learners may select to study by the Institute Assessment Route (IAR) or the Centre Assessment Route (CAR). Further information on each of these assessment routes is detailed below.

Institute Assessment Route

The Institute Assessment Route (Knowledge Route) requires Learners to pass examinations and/or assignments that are set, marked and moderated by the Awarding Organisation. Full details on the IAR for this qualification are detailed below:

Mandatory Units

Learners must sit and pass a total of one examination as detailed below:

- M1CSD-L2 - Introduction to Customer Service - 1 hour examination that consists of 15 multiple choice questions and 15 questions that require an answer in the form of short sentences, or a simple calculation.

The overall pass mark for the examination is 50%.

Learners will be given the opportunity of two re-sits per examination. If after two re-sits Learners do not achieve a pass, then they will be required to re-register on the qualification to continue.

Centre Assessment Route

The Centre Assessment Route (Competence Route) requires Learners to complete assessment that is designed, assessed and internally verified by the Centre; which is approved by the Awarding Organisation. As such, assessment methods will vary from Centre to Centre; however, to achieve this qualification Learners must provide evidence that successfully demonstrates achievement of all of the learning outcomes and associated assessment criteria for the mandatory units and for their chosen option unit. For further details on the CAR, Learners should contact their chosen Centre.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is where a Learner can demonstrate that they can meet the assessment requirements for a unit through knowledge, understanding and/or skills they already possess and therefore do not need to develop these through further learning.

Some Centres may offer RPL to the Learners, providing they can demonstrate that they have achieved the required criteria by the appropriate assessment method. This evidence can take a variety of forms, including: other qualifications, work records or witness testimony. Learners are only able to claim a maximum of 50% of this qualification by RPL. For further details on the availability of RPL, Learners should contact their chosen Centre.

Grading Type

This qualification is not graded. All examinations are pass/fail and assignments are also pass/fail, but may be referred as previously stated in the Institute Assessment Route section.

Learner Registration

Registration Period

The registration period for this qualification is one year, which is the period in which a Learner is expected to complete the qualification.

Registration Extensions

At the end of the registration period all Learners will be withdrawn from the relevant qualification. However, if an extension is required, Centres must contact the Awarding Organisation to request this. Extensions may be granted on a three-month basis and will be granted up to a maximum of eighteen months. If after this period a Learner has not completed, but wishes to continue, then the Centre will have to register the Learner again as detailed above.

Membership

Student Membership

Upon registering, all CILT(UK) Learners will be eligible to apply for Student Membership at a reduced rate.

Learners can apply for Membership by either visiting ciltuk.org.uk/join or calling Membership Services on 01536 740104 quoting their Centre Name and Promotional Code 'CILTAO'

Joining CILT(UK) offers Learners an unrivalled opportunity to advance their career.

Our exclusive range of Member benefits include:

- professional recognition through achievement of our assessed membership grades including Chartered Member (CMILT) status
- improved career prospects via our career development platform (CILTSuccess!), Jobs Board and Mentoring Service
- improved career opportunities via our tailored professional development training courses and globally-recognised qualifications
- access to a powerful network of contacts via our national conferences, specialist Forums and National/Regional events
- the latest news and insights from industry experts via monthly *Logistics & Transport Focus* magazine and access to our highly-regarded Knowledge Centre
- access to an exclusive range of health, well-being, lifestyle benefits and the reassurance of free legal advice
- discounts on CILT(UK) conferences, events, courses, monthly publications and specialist books.

By engaging with us, Learners will benefit from:

Connection – we help you to build powerful communities of like-minded professionals

Professional voice – we help you get your messages heard by key influencers

Professional recognition – we promote your commitment and achievements to employers

Personal development – we support you to achieve your career goals.

Membership Eligibility

Membership of CILT(UK) gives access to a unique range of benefits and unbeatable services designed to support individuals, personally and professionally, throughout their career.

Upon successful completion of the CILT(UK) Level 2 Award in Customer Service for Professional Drivers in Road Transport Learners may apply for membership at a higher grade, if they possess the necessary qualifications and/or experience.

For further details on applying for membership please refer to the membership section of the website at www.ciltuk.org.uk or alternatively contact the Membership Services Department on 01536 740104 or by emailing membership@ciltuk.org.uk.

Progression

Learners can progress from the CILT(UK) Level 2 Award in Customer Service for Professional Drivers in Road Transport to the CILT(UK) Level 2 Certificate in Logistics and Transport.

For further information please contact the Awarding Organisation on 01536 740170 or alternatively by emailing ao@ciltuk.org.uk.

This page is intentionally blank