PROWB5
Manage the movement of loads

Overview

You must be able to monitor the transportation of load against the operational plan. **The load is any goods moved by road, rail, air or water.** The use of communications equipment, either voice or electronic, will be the key to real time information that must be acted upon to maintain the optimum collection or delivery schedule. You must be able to take the appropriate action to resolve any operational problems based on the feedback information e.g. the information received could be concerned with driver illness or vehicle breakdown and this will require knowledge of vehicle and driver availability and suitability. **The vehicle type is any vehicle used for the movement of loads by road.** You will issue relevant amended consignment or proof of delivery notes for each collection or delivery based on the changing situation and maintain records of all the resources allocated in accordance with organisational procedures. You must inform the relevant personnel of any resources that cannot be allocated and maintain records in accordance with operational procedures.

You must be able to evaluate and review the movement of loads. **The load is any goods moved by road, rail, air or water.** You must collate and verify all sources of feedback information and evaluate and review performance against the operational plan. Where short-term and long-term patterns and trends occur from the evaluation process, you will formulate an action plan to improve the service offered and update and improve operational and organisational procedures. Any proposed changes made in these procedures will be correctly recorded and communicated to the relevant personnel

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Performance criteria

Monitor the transportation of loads against the operational plan

You must be able to:

P1 confirm the plan for the transportation of the load
P2 monitor and obtain feedback on the use of resources using relevant communications and information systems
P3 take the appropriate action to resolve any operational problems based on this feedback
P4 advise customers and relevant personnel of any changes in the resources allocated or the delivery schedules
P5 inform the relevant personnel of any problems or issues that cannot be resolved
P6 maintain records and adapt any consignment documents or proof of delivery notes to reflect changes in accordance with operational and organisational procedures

Evaluate and review the movement of loads

You must be able to:

P7 collate and verify the feedback information gathered
P8 evaluate and review the actual performance against the operational plan
P9 evaluate and review the effectiveness and efficiency of the completed operations in accordance with operational and organisational procedures
P10 identify patterns or trends in the actual performance to influence future plans
P11 formulate an action plan to improve the service and influence your operational and organisational procedures
P12 agree any proposed amendments to the operational and organisational procedures and communicate them to the appropriate personnel

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Knowledge and understanding

Monitor the transportation of loads against the operational plan

You need to know and understand:

K1 the type of load and characteristics of the consignment being moved
K2 types of vehicles and equipment used for carrying different loads
K3 different modes of transport
K4 relevant legislation, regulations and codes of practice
K5 route, destination, delivery and collection schedules.
K6 recording and documentation procedures
K7 sources for information relating to health, safety and environmental issues
K8 methods of communication e.g. oral, written and electronic

Evaluate and review the movement of loads

You need to know and understand:

K9 the type of load and characteristics of the consignment being moved
K10 types of vehicles and equipment used for carrying different loads
K11 different modes of transport
K12 sources of feedback information
K13 operational and organisational review systems and procedures
K14 relevant legislation, regulations and codes of practice
K15 sources of health, safety and environmental issues
K16 recording and documentation procedures
K17 methods of communication e.g. oral, written, electronic

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