

Transport and Logistics: Common knowledge, skills, and behaviours (KSBs)

Theme - Module	Level	Knowledge statement	Skills Statement	Behaviour	Pass grading descriptor	Distinction grading descriptor
Business and Ethics	All	Ethical principles, codes of conduct and legislative guidance.	Apply ethical principles.	Act ethically.	Explains how they apply ethical principles in line with legislative guidance and the organisation's code of conduct. (K, S, B)	None.
Business and Ethics	4+	Legal, civil, and reputational implications of unethical behaviour and practice.			Outlines the legal, civil, and reputational implications of unethical behaviour and practice. (K)	None.
Business and Ethics	All	Codes of conduct: [detail those relevant to occupation]. (K)	Comply with codes of conduct including, [detail those relevant to the occupation].		Describes how they comply with organisational and regulatory codes of conduct. (K, S)	Explains the importance of complying with x codes of conduct for the business. (K, S)
Customer Experience	3+	Dispute resolution principles: team members, suppliers, customers, internal and external stakeholders.	Apply the principles of dispute resolution with team members, suppliers, customers, or stakeholders.		Applies the principles of dispute resolution with team members, suppliers, customers, or stakeholders. (K, S)	Justifies the approach taken to successfully resolve disputes and manage any disappointment where necessary.
Customer Experience	All	Verbal communication techniques. Giving and receiving	Communicate with others verbally for example, colleagues and stakeholders.		Uses verbal communication techniques suitable for the context,	None.

		information. Matching style to audience. Industry terminology.			adapting style and use of terminology to suit the audience. (K, S)	
Customer Experience	All	Non-verbal communication techniques: gestures, facial expressions, tone of voice, eye contact, body language.	Use and respond to non-verbal communication.		Uses non-verbal communication techniques suitable for the context, adapting style and use of terminology to suit the audience. (K, S)	None.
Customer Experience	All	Written communication techniques. Plain English principles.	Communicate in writing with others for example, internal and external customers, colleagues, and managers.		Explains how they communicate with others using written techniques, in a way that is suitable for the context and supports task completion. (K, S)	None.
Customer Experience	All	Customers: diverse range of customers' needs, providing customer service.	Identify customer needs and deliver a service to meet those needs.	Act professionally.	Acts professionally when identifying customer needs and delivering customer service suitable to the context. (K, S, B)	None.
Continuous Improvement	3+	Project management techniques: planning and prioritising tasks, organising resources, managing stakeholders and risk management.	Apply project management techniques.		Applies project management techniques to meet project requirements. (K, S)	Justifies their chosen project management technique. (K, S)
Continuous Improvement	3+	Continuous improvement	Use continuous improvement		Explains how they have used a	Explains how they have exceeded

		principles and techniques: Plan-do-check-act (PDCA), Lean, 6 Sigma, and Statistical Process Control (SPC). Process mapping.	principles and techniques and make recommendations.		continuous improvement principle or technique to provide a solution or recommendation in [a project or process] in their own work. (K, S)	expectations, for example, improvement suggestion has the potential to improve the work of the wider team, workplace, or system. (K, S)
Continuous Improvement	2 3 4	CPD (planned and unplanned) and recording methods.	Carry out and record planned and unplanned CPD activities.	Committed to continued professional development (CPD) to maintain and enhance competence in their own area of practice.	Describes the planned and unplanned continued professional development (CPD) activities they have carried out and recorded to maintain and enhance their own competence. (K, S, B)	None.
Continuous Improvement	5+	CPD (planned and unplanned) and recording methods.	Plan and undertake Continued Professional Development (CPD) to meet personal and organisational development. Evaluate CPD outcomes against any plans made.	Committed to maintaining and enhancing competence through CPD.	Evaluates the extent to which plans for personal and organisational development met organisational objectives. (K, S, B)	None.
Continuous Improvement	3+	Workplace training and development techniques: coaching and transfer of knowledge.	Coach and develop others in the workplace.		Explains the techniques they use to coach and develop others in the workplace. (K, S)	None.

Continuous Improvement	2 3	Principles of team working.	Apply team working principles.	Team-focus to meet work goals.	Describes how they apply team working principles to meet their team's work goals. (K, S, B)	Explains how their team focus supports wider teams to meet their goals. (K, S, B)
Continuous Improvement	4+	Problem solving tools and techniques: root cause analysis.	Apply problem solving techniques, identifying issues. Propose solutions to problems.		Applies problem solving and tools and techniques to identify and define an issue. Proposes a solution to address the problem. (K, S)	Analyses the actual or potential value of the suggestion. (K, S)
Data Skills	All	Documentation: methods and requirements - electronic and paper.	Record or enter information - paper based or electronic. For example, energy usage, job sheets, risk assessments, equipment service records, test results, handover documents and manufacturers' documentation, asset management records, work sheets, checklists, waste environmental records and any legal reporting requirements. **Delete as applicable		Records or enters information, paper-based, or electronically, for work tasks in line with procedures. (K, S)	None.

Data Skills	4+	Data analysis techniques. Data analysis and reporting systems.	Collect and analyse data and information.		Collects and analyses information and data to inform next steps. (K, S)	
Data Skills	All	Information technology and digital: digital interfaces, email, Management Information Systems (MIS), spreadsheets, presentation, word processing, virtual communication, learning platforms, work collaboration platforms. General Data Protection Regulation (GDPR). Cyber security.	Use information and digital technology. Comply with GDPR and cyber security regulations and policies.		Explains how they use IT and comply with data protection and cyber security regulations and policies. (K, S)	Outlines the benefits to the business of ensuring GDPR and cyber security regulations and policies are followed. (K, S)
Decarbonisation and Sustainability	2 3 4	Impact of the sector on the environment. Efficient use of resources. Recycling, reuse, and safe disposal of waste.	Comply with environmental and sustainability regulations, standards, and guidance. Segregate resources for reuse, recycling, and safe disposal.	Consider the impact on the environment when using resources and carrying out work.	Describes how they follow procedures in line with environmental and sustainability regulations standards, and guidelines and consider the environment through the efficient use of resources. Describes how they identify and segregate resources	None.

					for reuse, recycling, and safe disposal in line with company procedures. (K, S, B)	
Decarbonisation and Sustainability	5+	Principles of sustainable development.	Apply sustainable development principles.	Take personal responsibility for sustainable working practices.	Takes personal responsibility when applying the principles of sustainable development in-line with organisational requirements. (K, S, B)	None.
Equity, Diversity, and Inclusivity	2 3	Principles of equity, diversity, and inclusion in the workplace.	Follow equity, diversity, and inclusion rules.	Support and inclusive workplace.	Describes how they follow and support equity, diversity, and inclusion rules in their workplace. (K, S, B)	None.
Equity, Diversity, and Inclusivity	4+	Principles of equity, diversity, and inclusion in the workplace. Unconscious bias.	Apply equity, diversity, and inclusion procedures.	Support an inclusive workplace for example, respectful of different views.	Explains how they apply equity, diversity, and inclusion procedures to support inclusion in the workplace, taking account of unconscious bias. (K, S, B)	Explains the benefits of supporting a diverse and inclusive culture for the business. (K, S, B)
Equity, Diversity, and Inclusivity	5+	The Equality Act - requirements on organisations.	Apply and promote policies and practices to support equity, diversity, and inclusion.	Support an inclusive workplace for example, respectful of different views.	Explains how they apply and promote policies and practices which support equity, diversity, and	Justifies their approach to equity, diversity, and inclusion in terms of impact. (K, S, B)

					inclusion in the workplace in line with the Equality Act. (K, S, B)	
Equity, Diversity, and Inclusivity	5+	The Equality Act - requirements on organisations. Social inclusion practices. Reasonable adjustments to support accessibility. The impact of unconscious bias.	Encourage a diverse and inclusive culture.	Support an inclusive workplace for example, respectful of different views.	Explains how they encourage and support a diverse and inclusive culture considering social inclusion practices, reasonable adjustments, and the impact of unconscious bias. (K, S, B)	None.
Ethical	All	The roles and responsibilities of (occupational title).		Works within limits of own capability and know when to seek advice from others.	Works within the limits of their roles responsibilities and seeks advice from others when work goes beyond their role responsibilities or capabilities.	
Safety and Regulation	2 3	Information sources: text, data, job card, work instructions, risk assessments, method statements, operation manuals, permits to work, instructions.	Interpret information. For example, text, data, job card, work instructions, risk assessments, method statements, operation manuals, instructions.		Interprets information required to complete the task. (K, S)	None.

			permits to work, instructions.			
Safety and Regulation	2 3	Standard operating procedures (SOP). What they are and why they are important.	Follow standard operating procedures (SOPs).		Follows SOPs to provide a service in line with company policy. (K, S)	Follows procedures without error, mitigating against potential issues, supporting a right first-time outcome with no back tracking. (K, S)
Safety and Regulation		Quality assurance procedures and monitoring processes.	Apply quality assurance procedures. [consider occupation specific requirements e.g., conduct physical checks, take samples]		Applies quality assurance procedures to ensure services meet specification. (K, S)	None.
Safety and Regulation	All	Health and Safety at Work Act. (K) (TB to add to the list if appropriate.)	Follow health and safety procedures in line with regulations, standards, and guidance.	Prioritise health and safety.	Prioritises health and safety, following procedures in compliance with health and safety regulations, standards, and guidance. (K, S, B)	Justifies their choice of action that complies with, and prioritises, health and safety legislation in their work. (K, S, B)
Safety and Regulation	2	Awareness of risk assessments, method statements and safe systems of work.	Apply risk assessment processes and activities.	Take responsibility for own health and safety.	Takes responsibility for their own health and safety, including applying risk assessment processes and activities in line with	None.

					the safe systems of work. (K, S, B)	
Safety and Regulation	3	Methods of hazard identification and risk management.	Identify and document hazards and risks in the workplace. Apply control measures.		Applies control measures to manage risks or hazards in line with company procedures. (K, S)	Records identified hazards and risks within their responsibility in line with company procedures.
Safety and Regulation	All	Awareness of health and safety regulations, relevance to the occupation and responsibilities. *See list at the end of the table for content for the TB to select from.			No grading descriptor as this would be suitable for a multiple-choice test only. TB to decide on the content of the knowledge statement. Please ensure there is no duplication of content with other KSBs i.e., risk assessment.	
Safety and Regulation	4+	Requirements for insurance and warranty.	Apply insurance and warranty.		Applies insurance and warranties in line with organisational requirements. (K, S)	

*H&S list to select from: CDM regulations. Control of Substances Hazardous to Health (COSHH). Display Screen Equipment. Due diligence. Electrical safety and compliance. Emergency evacuation procedures. Health and Safety at Work Act – responsibilities. Isolation and emergency stop procedures. L8 Legionella.

Lifting Operations and Lifting Equipment Regulations (LOLER). Lone working. Management systems of occupational health and safety ISO 45001. Manual handling. Near miss reporting. Noise regulation. Provision and use of Work Equipment Regulations (PUWER). Reporting of Injuries, Diseases, and

Dangerous Occurrences Regulations (RIDDOR). Risk assessments. Safe systems of work. Safety equipment: guards, signage, fire extinguishers. Situational awareness. Slips, trips, and falls. Types of hazards. Personal Protective Equipment (PPE). Working at height. Working in confined spaces.