Certified Logistics

Study Guide

Assessments:

0464 Certified Logistics Associate
0465 Certified Logistics Technician

Aligned to Certified Logistics Technician (CLT) ® 4.0 certification program through the Manufacturing Skill Standards Council (MSSC).

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Overview

This study guide is designed to help students prepare for the Certified Logistics assessments. It includes information about the assessments, the skills standards upon which the assessments are based, resources that can be used to prepare for the assessments, and test taking strategies.

Each of the four sections in this guide provides useful information for students preparing for the Certified Logistics assessments.

■ CareerTech and Competency-Based Education: A Winning Combination

■ Certified Logistics assessments

▶ Assessment Information

▶ Standards and Test Content

▶ Sample Questions

■ Strategies for Test Taking Success

■ Notes

These assessments are aligned with the Certified Logistics Technician (CLT) ® 4.0 certification program that demonstrate mastery of the core competencies of material handling at the front-line (entry-level to front-line supervisor).

CLT 4.0 Certification Information

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CareerTech and Competency-Based Education:
A Winning Combination

Competency-based education uses learning outcomes that emphasize both the application and creation of knowledge and the mastery of skills critical for success. In a competency-based education system, students advance upon mastery of competencies, which are measurable, transferable outcomes that empower students.

Career and technology education uses industry professionals and certification standards to identify the knowledge and skills needed to master an occupation. This input provides the foundation for development of curriculum, assessments, and other instructional materials needed to prepare students for wealth-generating occupations and produce comprehensively trained, highly skilled employees demanded by the work force.

Tools for Success

CareerTech education relies on three basic instructional components to deliver competency-based instruction: skills standards, curriculum materials, and competency assessments.

Skills standards provide the foundation for competency-based instruction and outline the knowledge and skills that must be mastered in order to perform related jobs within an industry. Skills standards are aligned with national skills standards and/or industry certification requirements; therefore, a student trained to the skills standards is equally employable in local, state, and national job markets.

Curriculum materials and textbooks contain information and activities that teach students the knowledge and skills outlined in the skills standards. In addition to complementing classroom instruction, curriculum resources include supplemental activities that enhance learning by providing opportunities to apply knowledge and demonstrate skills.

Certification Assessments test the student over material outlined in the skills standards and taught using the curriculum materials and textbooks. When used with classroom performance evaluations, certification assessments provide a means of measuring occupational readiness.

Each of these components satisfies a unique purpose in competency-based education and reinforces the knowledge and skills students need to gain employment and succeed on the job.

Measuring Success

Evaluation is an important component of competency-based education. Pre-training assessments measure the student's existing knowledge prior to receiving instruction and ensure the student's training builds upon this knowledge base. Formative assessments administered throughout the training process provide a means of continuously monitoring the student's progress towards mastery.

Certification assessments provide a means of evaluating the student's mastery of knowledge and skills. Coaching reports communicate assessment scores to students and provide a breakdown of assessment results by standard area. The coaching report also shows how well the student has mastered skills needed to perform major job functions and identifies areas of job responsibility that may require additional instruction and/or training.

Certified Logistics Assessment Information

What are the Certified Logistics assessments?

The Certified Logistics Associate and the Certified Logistics Technician assessments are end-of-program assessments for students in logistics programs. These assessments provide an indication of student mastery of knowledge and concepts necessary for success in careers in this area.

How was the assessment developed?

The assessments were developed by the CareerTech Testing Center. The assessments and standards align with the Certified Logistics Technician (CLT) ® 4.0 certification program national standards. Items were developed and reviewed by a committee of subject matter experts.

The committee determined the significance of each standard and task for test development based upon the weightings outlined in the national MSSC exams.

What does the assessment cover?

Specifically, the tests include multiple-choice test items over the following areas:

Certified Logistics Associate (55 questions)
Roles in the Global Supply Chain Logistics Life Cycle 6.5%
Logistics Environment 11.0%
Operate and Use of Equipment 14.0%
Practice Safety Principles 7.0%
Practice Safety Principles in the Handling of Materials and Operation Equipment . . 10.0%
Practices Quality Control Principles 12.5%
Employs Work Communication Practice 12.5%
Practices Teamwork and Good Workplace Behavior to Solve Problems 12.5%
Use Relevant Computer Systems and Applications to Increase Productivity 14.0%

Certified Logistics Technician (55 questions)
Product Receiving 16.5%
Product Storage 9.0%
Order Processing. 10.0%
Packaging and Shipment 14.0%
Inventory Control 16.5%
Safe Handling of Hazardous Materials 7.0%
Transportation Modes 9.0%
Dispatch and Tracking Operations 15.0%
Measuring Weight and Volume 3.0%

What are the benefits of using this assessment?

Students receive a certificate for each assessment they pass. This certificate is included in student portfolios and used to communicate their mastery of the subject matter to potential employers.

When should the assessment be taken?

The CareerTech Testing Center recommends students take this assessment as soon as possible after receiving all standards-related instruction, rather than waiting until the end of the school year.

Is the assessment timed?

No. However, most students finish the assessment within one hour.

What resources can students use on these assessments?

Students are allowed to use calculators and scratch paper on CTTC assessments. These items must be provided by the testing proctor and returned to the proctor before the student's exam is submitted for scoring. Calculator apps on cell phones and other devices may not be used on these assessments.

What accommodations can be made for students with Individualized Education Plans (IEPs)?

Accommodations are allowed for students with an IEPs or 504s. Examples of allowable accommodations include:

- Extended time — This assessment is not timed; therefore, students may take as much time as needed to finish. The assessment must be completed in one testing session.

- Readers — A reader may be used to read the assessment to a student who has been identified as needing this accommodation.

- Enlarged text — Students needing this accommodation can activate this feature by clicking the AA icon in the upper right corner of the screen.

What can students expect on test day?

All CTTC assessments are web-based and delivered exclusively by a proctor in the school's assessment center. The proctor **cannot** be an instructor or anyone who was involved with the student during instruction.

Assessments are delivered in a question-by-question format. When a question is presented, the student can select a response or leave the question unanswered and advance to the next question. Students may also flag questions to revisit before the test is scored. All questions must be answered before the test can be submitted for scoring.

After the assessment is scored, the student will receive a score report that shows the student's score on the assessment and how the student performed in each standard area.

Can students retake the test?

Students may retake the test unless their school or state testing policies prohibit retesting. Students who retest must wait at least three business days between attempts.

Standards and Test Content
Certified Logistics Associate — 55 questions

Duty A: Roles in the Global Supply Chain Logistics Life Cycle (3 questions)

CODE	TASK
A.01	Understands how the product life cycle affects the company's viability and profitability
A.02	Understands how personal role affects other parts of the product life cycle
A.03	Understands various transportation options
A.04	Demonstrates basic principles of cost effectiveness and productivity enhancements

Duty B: Logistics Environment (6 questions)

CODE	TASK
B.01	Understands security requirements (e.g., CTPAT) applicable to the logistics environment
B.02	Understands the environmental impact of logistics activities
B.03	Demonstrates the physical layout of the logistics environment (e.g., warehouse physical layout, etc.)

Duty C: Operate and Use of Equipment (8 questions)

CODE	TASK
C.01	Recognizes and understands uses of different types of material handling equipment
C.02	Safely operates forklifts, tractors, hand trucks, and dollies
C.03	Safely operates conveyor systems within operational guidelines
C.04	Safely operates automated storage systems assuring efficiency and safety

Duty D: Practice Safety Principles (4 questions)

CODE	TASK
D.01	Follows all national, state, and local safety training requirements
D.02	Complies with relevant safety standards (such as OSHA, etc.)
D.03	Maintains a clean and orderly work area
D.04	Maintains a safe and healthy working environment
D.05	Follows emergency procedures in the event of an incident or accident

Duty E: Practice Safety Principles in the Handling of Materials and Operation Equipment (5 questions)

CODE	TASK
E.01	Applies safe material handling procedures
E.02	Demonstrates safe lifting and carrying practices
E.03	Identifies and follows safety markings displayed on containers and cargoes
E.04	Identifies, monitors, and reports potential work hazards and safety concerns
E.05	Uses appropriate personal protective equipment

Duty F: Practices Quality Control Principles (7 questions)

CODE	TASK
F.01	Follows quality control programs and initiatives
F.02	Maintains calibration, preventative, and corrective maintenance schedules
F.03	Documents and communicates quality problems or issues
F.04	Participates in quality audit process
F.05	Presents quality improvement recommendations

Duty G: Employs Work Communication Practice (7 questions)

CODE	TASK
G.01	Facilitates communication between shifts • input about completed work • work that remains to be completed • shift problems or issues
G.02	Communicates information to both internal and external customers
G.03	Communicates thoughts, ideas, and information orally and in writing
G.04	Employs communication practices to solve interpersonal problems
G.05	Understands and accurately uses logistics terminology
G.06	Understand customer requirements and specifications
G.07	Handles customer complaints

Duty H: Practices Teamwork and Good Workplace Behavior to Solve Problems (7 questions)

CODE	TASK
H.01	Demonstrates ethical and responsible behavior at work through the: • Use of company IT systems • Handling of tools and equipment • Handling of proprietary information • Communications with co-workers, management, customers, and suppliers
H.02	Understands and follows the company's code of conduct
H.03	Demonstrates an understanding of work requirements and agreements
H.04	Identifies problems and suggests potential solutions
H.05	Works as a team to solve problems
H.06	Demonstrates characteristics of an effective team member in a logistics operation

Duty I: Use Relevant Computer Systems and Applications to Increase Productivity (8 questions)

CODE	TASK
I.01	Uses computer systems and software applications
I.02	Demonstrates uses of common software systems used in a logistics operation

Standards and Test Content
Certified Logistics Technician — 55 questions

Duty A: Product Receiving (9 questions)

CODE	TASK
A.01	Inspects seals and trailer number of inbound truck prior to entry unloading of products
A.02	Verifies documents (e.g., bill of lading, packing lists, etc.) against products being delivered
A.03	Conducts breakdown of bill of lading to establish proof of delivery
A.04	Properly secures trucks to ensure safe unloading of products
A.05	Inspects load conditions prior to unloading products
A.06	Ensures products are unloaded according to governmental regulations, company policies, and safe work practices
A.07	Checks products (e.g., overage, shortage, and damages) during unload
A.08	Identifies damaged products
A.09	Processes inbound discrepancy reports e.g., overage, shortage, and damages)
A.10	Uses and interprets logistics forms (e.g., bill of lading, manifests, etc.)

Duty B: Product Storage (5 questions)

CODE	TASK
B.01	Stocks products in assigned locations
B.02	Determines the most effective means to segregate allocated items
B.03	Routes products in automatic back orders straight to shipping staging area

Duty C: Order Processing (6 questions)

CODE	TASK
C.01	Inspects pick tickets
C.02	Pulls from storage products identified in pick tickets
C.03	Stages pulled products for shipping
C.04	Conducts audits to ensure pulled products are as ordered (e.g., right count and condition)
C.05	Processes paperwork to develop packing manifest

Duty D: Packaging and Shipment (8 questions)

CODE	TASK
D.01	Packages products using correct materials
D.02	Uses packaging tools for handling and packaging products
D.03	Protects products from weather
D.04	Verifies outbound product counts are accurate and free from defect
D.05	Verifies outbound products against customer orders
D.06	Verifies that products are labeled according to domestic and international regulations and company policy
D.07	Verifies the right packages are being loaded in the right trailer
D.08	Verifies that packages are securely loaded using safe loading procedures

Duty E: Inventory Control (9 questions)

CODE	TASK
E.01	Maintains inventory accuracy
E.02	Applies inventory maintenance procedures to manage surplus, slow-moving, and obsolete stock
E.03	Applies FIFO and LIFO techniques to minimize damage to products
E.04	Uses material identification systems to optimize inventory levels for overstock and under stock
E.05	Deploys proper handling controls for returned products according to established procedures
E.06	Maintains accurate records of returned products

Duty F: Safe Handling of Hazardous Materials (4 questions)

CODE	TASK
F.01	Unloads and loads hazardous materials according to relevant governmental regulations, company policies, and safe work practices
F.02	Transfers and stores hazardous materials in proper storage locations per relevant governmental regulations, company policies, and safe work practices
F.03	Effectively identifies hazardous materials in shipping documentation

Duty G: Transportation Modes (5 questions)

CODE	TASK
G.01	Evaluates transportation modes to determine optimum choices considering cost, safety, customer requirements, nature of shipment, and timeliness
G.02	Uses and maintains files related to various performance trends of different transportation modes to permit rapid decision making
G.03	Completes all required transportation documents in accordance with company and transporter requirements

Duty H: Dispatch and Tracking Operations (8 questions)

CODE	TASK
H.01	Prepare inbound and outbound shipment receipts and documentation
H.02	Evaluates consignment loads to identify type, capacity, and compatibility of cargo
H.03	Maintains records of cargo/container movement
H.04	Verifies that vehicle loads do not exceed legal weight limits
H.05	Tracks trailer and container movement within the yard to monitor and minimize detention costs
H.06	Coordinates multiple transportation mode transfers
H.07	Distributes loads and build trucks to ensure vehicle loads are under legal weight limits
H.08	Coordinates necessary reports related to import/export process
H.09	Identifies and implements proper forms and practices related to the import/export of materials
H.10	Identifies governing agencies responsible for import/export regulation enforcement

Duty I: Measuring Weight and Volume (2 questions)

CODE	TASK
I.01	Demonstrates working knowledge of U.S. measurement systems
I.02	Converts U.S. measurements to and from the metric system

Sample Questions

1.   What does red in the safety color code indicate?

     a.   biological hazard
     b.   danger *
     c.   caution
     d.   warning

2.   A Safety Data Sheet (SDS) provides specific details on:

     a.   chemical products. *
     b.   machine data.
     c.   safe handling of materials.
     d.   safe operation of equipment.

3.   Rules of behavior that guide the decisions of an organization are known as:

     a.   operating procedures.
     b.   business guidelines
     c.   code of ethics. *
     d.   vision statements.

4.   When dealing with an angry customer, the first step is to:

     a.   listen to the problem. *
     b.   resolve the problem.
     c.   consider the profit margin.
     d.   call for a manager.

Test Taking Strategies

This section of the study guide contains valuable information for testing success and provides a common-sense approach for preparing for and performing well on any test.

General Testing Advice

1. Get a good night's rest the night before the test — eight hours of sleep is recommended.
2. Avoid junk food and "eat right" several days before the test.
3. Do not drink a lot or eat a large meal prior to testing.
4. Be confident in your knowledge and skills!
5. Relax and try to ignore distractions during the test.
6. Focus on the task at hand — taking the test and doing your best!
7. Listen carefully to the instructions provided by the exam proctor. If the instructions are not clear, ask for clarification.

Testing Tips

1. Read the entire question before attempting to answer it.
2. Try to answer the question before reading the choices. Then read the choices to determine if one matches or is similar to your answer.
3. Do not change your answer unless you misread the question or are certain that your first answer is incorrect.
4. Answer questions you know first, so you can spend additional time on the more difficult questions.
5. Check to make sure you have answered every question before you submit the assessment for scoring — unanswered questions are marked incorrect.

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