

Certified Logistics

Study Guide

Assessments:

0464 Certified Logistics Associate

0465 Certified Logistics Technician

Aligned to industry recognized
standards for logistics and supply
chain occupations



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 industry recognized standards for logistics and supply chain occupations that demonstrate mastery of the core competencies of material handling at the front-line (entry-level to front-line supervisor).

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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 industry recognized standards for logistics and supply chain occupations. 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.

What does the assessment cover?

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

Certified Logistics Associate (55 questions)

Roles and Occupations within the Global Supply Chain Logistics Life Cycle	6.5%
Logistics Environment - Flows of Goods/Materials and their Interdependencies . . .	11.0%
Understand the Use of Equipment Needed in the Logistics Network	14.0%
Practice Safety within the Logistics Network	7.0%
Practice Safety Principles & Guidelines for Handling Materials	10.0%
Practice Quality Control Principles & other Performance Measures	12.5%
Uses Communication Strategies to Increase Productivity and Behaviors	12.5%
Practice Teamwork & Good Behavior to Solve Problems	12.5%
Use Relevant Technology to Increase Productivity and Enhance Goals	14.0%

Certified Logistics Technician (55 questions)

Receive Products Following the Physical Flow of Materials	16.5%
Develop Storage Strategies for Materials/Products	9.0%
Process Orders Utilizing Slotting Strategies and Document Preparation	10.0%
Understand Packaging and Shipping Fundamentals.	14.0%
Inventory Control and Performance Management Metrics	16.5%
Safe Handling of Hazardous Materials	7.0%
Modes of Transportation	9.0%
Dispatching and Tracking Products	15.0%
Ability to Measure Weights & Volumes.	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  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 and Occupations within the Global Supply Chain Logistics Life Cycle (3 questions)

CODE	TASK
A.01	Understands a product's life cycle, its economic impact, and the relationship between sales and operations planning and distribution.
A.02	Understand various roles/occupations involved in the supply chain and logistics network.
A.03	Understands the various transportation options within the network and the implications for using each mode of transportation.
A.04	Understand the value of logistics management through competitive advantage and managing costs including transportation, labor, and inventory.

Duty B: Logistics Environment - Flows of Goods/Materials and their Interdependencies (6 questions)

CODE	TASK
B.01	Understand risk management within various logistics environments
B.02	Support sustainability initiatives within the supply chain and logistics networks
B.03	Formulate and understand warehouse processes to determine the layout of the logistics network from items locations, yard management, the flow of materials and how best to optimize space, capacity, and the material cycles.

Duty C: Understand the Use of Equipment Needed in the Logistics Network (8 questions)

CODE	TASK
C.01	Uses different material handling equipment within the logistics network
C.02	Operate forklifts, tractors, hand trucks, dollies and other mechanical equipment
C.03	Operate the sortation systems including various conveyor systems and other sortation systems
C.04	Operate automatic/robotic storage systems based on various slotting and handling strategies

Duty D: Practice Safety within the Logistics Network (4 questions)

CODE	TASK
D.01	Follows all policies related to safety, training requirements, etc... based on local, state, and national standards
D.02	Comply with OSHA, EPA, ODOT, and other relevant safety standards
D.03	Understands the importance of workplace safety about slips, trips, and falls
D.04	Maintains a healthy working environment
D.05	Mitigates risk through clear procedures regarding emergencies and other safety concerns

Duty E: Practice Safety Principles & Guidelines for Handling Materials (5 questions)

CODE	TASK
E.01	Follow procedures for handling and transporting materials in various aspects of the logistics network.
E.02	b. Understands and practices ergonomics within the workplace.
E.03	Understands and practices safety procedures in the handling of materials, containers, and other items related to the logistics network.
E.04	Follows established procedures for managing risk management concerns related to hazards within the workplace.
E.05	Use the appropriate PPE according to role/responsibilities within the logistics network.

Duty F: Practice Quality Control Principles & other Performance Measures (7 questions)

CODE	TASK
F.01	Utilizes quality control programs to vet procedures, materials, and handling strategies.
F.02	Maintains schedules for the review and upkeep of equipment and other items within the logistics network.
F.03	Follows established procedures on the upkeep and maintenance of the interdependent components within the logistics network.
F.04	Follows established auditing procedures for the interdependent components within the logistics network.
F.05	Utilizes existing procedures to recommend or initiate improvements with the logistics network based upon the analysis of data or statistics.

Duty G: Uses Communication Strategies to Increase Productivity and Behaviors (7 questions)

CODE	TASK
G.01	Facilitates communication between various shifts, aspects of warehouse operations, and other areas within the logistics network.
G.02	Communicate with internal and external customers.
G.03	Uses writing and speaking skills to convey information to various stakeholders.
G.04	Uses problem-solving skills within the workplace.
G.05	Understand logistics fundamentals, strategies, components.
G.06	Understands the relationships, interdependencies, and key players' requirements in the logistics network.
G.07	Follow established procedures to handle customer issues, complaints, and recommendations.

Duty H: Practice Teamwork & Good Behavior to Solve Problems (7 questions)

CODE	TASK
H.01	Demonstrates ethical behavior through the uses of technology, components, and information related to the logistics network.
H.02	Follows company policies and procedures.
H.03	Understands the requirements of the various roles within the logistics network
H.04	Identifies and provides solutions to mitigate risks.
H.05	Understands the responsibilities of each role in the logistics network and the interdependencies of working as a team to accomplish each roles goal.

Duty I: Use Relevant Technology to Increase Productivity and Enhance Goals (8 questions)

CODE	TASK
I.01	Understand applicable systems and software applications in the logistics network
I.02	Use the applicable systems and software needed within the logistics network to track, move, sort, and transport materials (EDI/API, real-time tracking, etc..)

Standards and Test Content

Certified Logistics Technician — 55 questions



Duty A: Receive Products Following the Physical Flow of Materials (9 questions)

CODE	TASK
A.01	Inspect inbound cargo/materials prior to unloading to ensure safety and status.
A.02	Ensure materials/products delivered are verified against documentation.
A.03	Reviews materials/products are verified against the bill of lading to document proof of delivery.
A.04	Ensure safe unloading of materials/products based on established requirements for the specific materials/products with consideration given to potential refrigeration, hazards.
A.05	Verifies materials/products to identify overages/shortages/damages and completes documentation required for each type of occurrence.
A.06	Prepare and utilize documentation required for freight including bill of lading, manifests, proof of delivery, hazardous material, quality.

Duty B: Develop Storage Strategies for Materials/Products (5 questions)

CODE	TASK
B.01	Determine appropriate locations within the warehouse to stock products.
B.02	Optimize throughput, space, and capacity to segregate items.
B.03	Routes items according to life cycle and current needs.

Duty C: Process Orders Utilizing Slotting Strategies and Document Preparation (6 questions)

CODE	TASK
C.01	Uses pick tickets to determine throughput and flow of materials.
C.02	Uses pick tickets to pull products from storage with consideration to shelf-life, lead time, and order cycle time.
C.03	Prepares picked items for throughput and shipping.
C.04	Inspects product for quality and ensures correct amounts have been selected according to the documentation.
C.05	Completes documentation to prepare packing manifest and completion of electronic shipment notifications.

Duty D: Understand Packaging and Shipping Fundamentals (8 questions)

CODE	TASK
D.01	Selects appropriate packing materials according to product characteristics and dunnage.
D.02	Packages products using provided tools and ensuring packaging optimization.
D.03	Understands materials handling considerations and packaging based on utilization, unit loads, safety, and security.
D.04	Ensure product quality and accuracy for outbound products. (groups D04-D05)
D.05	Labels products according to company policies and domestic/international regulations.
D.06	Ensure packages are loaded into the correct mode of transportation according to documentation.
D.07	Ensure safe loading procedures are followed and that the load is secured properly.

Duty E: Inventory Control (9 questions)

CODE	TASK
E.01	Performs inventory auditing through physical inventory, cycle counting, and compliance.
E.02	Implement processes to manage inventory turnover, age, and service level.
E.03	Apply FIFO and LIFO techniques to minimize product damage.
E.04	Uses identification systems including IoT, RFID and barcoding to determine inventory levels for days of supply, anticipation, and safety stock.
E.05	Incorporate reverse logistics to determine product factors, reasons for reverse flow, and appropriate options for received items (restock, repackage, repair, scrap).
E.06	Documents returned products according to established procedures.

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

CODE	TASK
F.01	Follows established procedures for loading/unloading materials according to governmental regulations.
F.02	Follows established procedures for transferring and storing hazardous materials.
F.03	Ensures all documentation related to hazardous materials clearly identifies the contents.

Duty G: Modes of Transportation (5 questions)

CODE	TASK
G.01	Determines the selection based on the characteristics including ground, rail, air, water, multi-modal, and parcel services.
G.02	Develop and execute a transportation network design and selection to optimize cost, efficiency, customer requirements, etc...
G.03	Completes all required transportation documents based on the mode of transportation, carrier negotiations, and safety.

Duty H: Dispatching and Tracking Products (8 questions)

CODE	TASK
H.01	Prepare shipment receipts and documentation for inbound and outbound flows
H.02	Evaluates the endpoint recipient requirements to determine the mode, capacity, and cargo type
H.03	Tracks the movement of goods through documentation and real-time tracking
H.04	Ensure requirements are maintained for mode selected (weight and carrier limits)
H.05	Internally manages container and trailer movement within the yard through cost forecasting and budgeting
H.06	Oversee multi-modal transfers due to customer requirements which may be determined based on location, timeframes, carrier limits
H.07	Distributes loads and mode selection to keep under legal weight limits
H.08	Maintain documentation and reports on tariffs, customs, imports/exports, and clearance processes
H.09	Understand customs enforcement and regulations

Duty I: Ability to Measure Weights & Volumes (2 questions)

CODE	TASK
I.01	Uses U.S. measurements
I.02	Convert to 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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