Confirm the goods vehicle is unloaded correctly

Overview

This standard is about confirming the goods vehicle is unloaded correctly, including all or part of a load, whilst undertaking driving duties. It covers the responsibility of a driver to make sure that both the goods and vehicle remain safe and legal during and after unloading.

It also includes the requirement for communication with colleagues and customers involved in unloading and proof of delivery procedures.

This standard is relevant to drivers of good vehicles and those who are responsible for goods vehicles within logistics organisations.
Performence criteria

You must be able to:

1. identify the organisation, address or named person responsible for receiving the load
2. check the unloading area is suitable and safe for receiving the load
3. follow unloading instructions and plan the unloading of the goods vehicle
4. manoeuvre the goods vehicle into a suitable and safe position for unloading
5. confirm the goods vehicle is prepared and ready for unloading
6. confirm that the load, or part of load, to be unloaded is identified
7. confirm that the correct equipment is selected for unloading the goods vehicle
8. wear Personal Protective Equipment (PPE) when unloading the goods vehicle following organisational procedures and load requirements
9. confirm that delivery and equipment manufacturers' instructions are followed when unloading the goods vehicle
10. monitor the unloading of the goods vehicle and confirm it has been unloaded correctly
11. confirm the load is placed according to customer's requirements once unloaded
12. take action and report when there are problems with unloading the goods vehicle, in accordance with organisational procedures
13. complete and store proof of delivery records according to organisational procedures
14. maintain communication with colleagues and customers involved in unloading the goods vehicle
15. comply with organisational procedures and all relevant legal, safety and operating requirements relating to unloading the goods vehicle
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Knowledge and understanding

You need to know and understand:

1. how to plan and confirm that unloading instructions are followed when unloading the goods vehicle
2. how to confirm customer requirements for unloading
3. how the goods vehicle should be prepared for unloading different types of loads
4. how to position the goods vehicle safely for unloading
5. the Personal Protective Equipment (PPE) that should be used when unloading the goods vehicle
6. how to identify the correct equipment for unloading the goods vehicle
7. how to monitor the unloading of different types of loads
8. the type of problems that could occur when unloading the goods vehicle and the action that should be taken
9. the proof of delivery procedures or systems used within your organisation and the requirements for maintaining records
10. the importance of communicating with colleagues and customers involved in unloading the goods vehicle
11. the organisational procedures and all relevant legal, safety and operating requirements relating to unloading the goods vehicle
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Glossary

**Customers**: internal, external

**Colleagues**: permanent, temporary, agency staff, external

**Goods vehicle**: the vehicle you normally drive, includes trailer when connected, and ancillary equipment

**Instructions**: written, verbal

**Legal, safety and operating requirements**: Highway Code, transport regulations, safety regulations, codes of practice, load restrictions, drivers' hours, licences/permits, Driver Certificate of Professional Competence (DCPC) requirements, Driving and Vehicle Standards Agency (DVSA) requirements, Fleet Operators Recognition Scheme (FORS), alcohol and drug restrictions, organisational requirements

**Load**: containers, sealed loads or trailers, palletised goods, building materials, food, temperature controlled, livestock, waste, dangerous goods, plant and machinery, vehicles, timber, aggregate etc.

**Manoeuvre**: forward movements, reverse movements, turns

**Personal Protective Equipment (PPE)**: high visibility vests, hard hats, protective clothing, eye protection, gloves

**Proof of delivery**: paper documentation or electronic (e.g. hand-held terminals)

**Unloading**: complete, partial, sequential
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<th>Skills for Logistics</th>
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</tr>
<tr>
<td>Date Approved</td>
<td>January 2018</td>
</tr>
<tr>
<td>Indicative Review Date</td>
<td>January 2023</td>
</tr>
<tr>
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<td>Skills for Logistics</td>
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