CANDIDATE AND CERTIFICANT HANDBOOK

for the

CERTIFIED LOGISTICS TECHNICIAN 4.0 (CLT 4.0) Program

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Welcome to the Certified Logistics Technician (CLT) certification program!

MSSC developed the CLT program to assess and certify the skills of front-line logistics workers. We define front-line logistics workers as material handling and distribution workers from entry- level through first level of supervision within all supply chain logistics facilities: in warehouses, distribution centers, transporters, factories and raw material providers. According to the U.S. Bureau of Labor Statistics, there are about 6 million jobs in this category in the U.S.

MSSC is a leading, nationwide national certification body. Those who succeed in MSSC Assessments receive industry-recognized, nationally portable MSSC credentials. The CLT program was developed by industry experts and is updated annually to ensure that the skills assessed are the most relevant to today's logistics employers. For more information about MSSC, please visit our website at www.msscusa.org.

INTRODUCTION

Program Description

The purpose of the Certified Logistics Technician program (CLT) is to recognize through certification individuals who demonstrate mastery of the core competencies of material handling at the front-line level (entry-level through front-line supervisor) through successful completion of the certification assessments. The goal of the CLT certification program is to raise the level of performance of material handling and distribution workers both to assist the individuals in finding higher-wage jobs and to help employers ensure their workforce increases the company's productivity and competitiveness.

The CLT program consists of two parts: The foundational-level Certified Logistics Associate (CLA) Certificate and the mid-level technical CLT Certification. Before sitting for the CLT assessment, candidates must have a CLA Certificate.

Eligibility Requirements

Certified Logistics Associate Certificate: In order to earn the CLT certification, candidates must already have their CLA Certificate.

Additional Requirements: MSSC does not have any other specific educational requirements in order to sit for the CLT assessment. However, MSSC strongly suggests that candidates possess at least a 10th grade reading (English) and 8th grade math level.

Training Requirements: MSSC does not require candidates to take a specific course or training program in order to sit for an assessment. However, we find that students enrolled in a training program perform better than those who do not. There are many training programs available and many used MSSC's own Authorized Courses.

MSSC Courses were developed in strict adherence to the industry-recognized, nationally validated standards upon which the Certified Logistics Technician (CLT) is based. These Courses, delivered by The Quality Group have a proven track record of success in teaching the knowledge and skills identified in the national standards. MSSC
Courses are highly interactive and utilize state-of-the-art, computer-based e-learning technologies and are delivered by MSSC-Authorized Instructors. MSSC does not authorize, review or endorse any other courses or curricula. MSSC does not require that individuals take MSSC Courses or
any other MSSC-related courses before taking an MSSC Assessment

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CERTIFICATES AND FEES

To obtain the total cost for registration and assessments, please contact your local assessment center.

Candidates can download from any computer a free copy of their MSSC certificate(s), after 3 business days from their assessment date. MSSC will provide a candidate who has earned the Full CLT-certification with a copy of their Full CLT certificate and a patch via the USPS.

Certificates:
Additional copies of the certificates and/or patches can be ordered by the Site Coordinator. See fees below.

$25 for one certificate + $15 shipping = $40
$5 for one patch + $15 shipping = $20

Registrations and Assessments are **non-refundable**.

REGISTRATION PROCESS

Submission

Prior to sitting for an MSSC assessment, all candidates must register with MSSC online at https://login.msscusa.org

Deadlines

Registrations must be submitted at least 72 hours prior to the scheduled assessment date. Individual Assessment Centers may have additional deadlines that will need to be followed.

Special Accommodations

MSSC strives to provide a favorable environment for every participant during the assessment session. Special accommodations must be approved by MSSC. The application for special accommodations must be submitted by the site coordinator to MSSC two weeks prior to the assessment date. The online assessment system supports the following accommodations when requested and/or determined appropriate:

- Text to speech: audio and visual enhancements for online assessments
- Extended time: option for adding time to assessment administration sessions, to accommodate individuals with documented reading or computer operation disabilities
- Readers: additional copy of the assessment can be provided when a reader is used to accommodate individuals with documented eyesight difficulties
- MSSC does not allow for translators or translation of assessments.

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ASSESSMENT ADMINISTRATION

Development of CLT 4.0 Assessment

The CLT certification program was developed in 2007 under a federal grant from the U.S. Department of Labor to the North Central Texas Workforce Board (NCTWB). Since that time, MSSC has released the program nationally, and it continues to expand.

CLT was the first-ever certification for front-line material handling workers in the United States. MSSC and the NCTWB recruited subject matter experts from throughout the supply chain logistics industry to develop the workforce standards upon which this certification is based.

These standards were then validated by actual front-line workers performing the core competencies that assess a cross-section of the industry and a representative sampling of the populations working in the industry. The MSSC National Experts Panel for Logistics ensures that the assessments and the standards upon which they are based are updated annually. The assessments are also reviewed annually to ensure that questions which are unclear, inaccurate or outdated are modified or deleted from the assessment item bank.

The CLT certification is awarded only when a candidate has completed the application, submitted the registration and assessment fees and successfully completed the CLA and CLT assessments.

Language

The CLT assessments are offered in English and Spanish. To earn the Full CLT certification a candidate must pass both, the CLA and CLT assessments in the same language.

Assessment

CLA: The CLA assessment consists of 115 multiple choice questions. Candidates are allowed 120 minutes to complete the assessment.

CLT: The CLT assessment consists of 115 multiple choice questions. Candidates are allowed 120 minutes to complete the assessment.

Assessment Options and Locations

MSSC offers assessments at various Authorized Assessment Centers throughout the country. To find a center near you, see this map: http://msscusa.org/locations.

Computer-Based: The primary method of delivery for MSSC assessments is through an online assessment process supported by NOCTI/The Whitener Group.

ProctorU: Candidates have the option to test remotely, with our online proctoring partner, ProctorU. System and location requirements must be met prior to testing and candidates must create a record with ProctorU. **This is the only method to test remotely approved by MSSC.**

Paper/Pencil: If computers are not accessible, MSSC offers paper/pencil assessments. Please read the Candidate and Certificant Handbook for Certified Logistics Technician (CLT) Program Paper & Pencil Testing

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Assessment Security

A significant component of a successful and respected professional certification credential is maintaining the security of the assessment. MSSC relies upon the ethical behavior of certificants and applicants to maintain the security of the CLT assessments. When those who seek to obtain the credential, or those who hold a MSSC credential reveal information about MSSC assessment content (other than that information published by MSSC), they violate the Affirmation and Authorization agreement all candidates agree to and accept when they apply for certification and take the assessment. They also violate the MSSC Code of Ethics.

The MSSC Board will take action against individuals who violate MSSC Board Policies and the Code of Ethics. Actions taken may include permanently barring individuals from pursuing MSSC credentials and revoking certifications from those who have been awarded the credential. MSSC will also pursue legal action against individuals or organizations who infringe upon our copyrights, proprietary rights and intellectual property.

Assessment Preparation

The MSSC Board employs strict measures to prevent the possession, reproduction, and removal of assessment materials. A strategy for taking this assessment is:

1. Prepare in advance by becoming familiar with the concepts of the MSSC Logistics Standards. MSSC does not require that individuals take any courses, however, before taking a CLT assessment.
2. When you login to the online exam, answer the questions that you know, and skip those which you do not know the answer to or are uncertain about.
3. On the second review, go back through the questions you skipped and try to choose the best answer.
4. Use remaining time to answer any last questions and to make sure that you have answered all questions.

Assessment Admission

You are responsible for bringing your MSSC Identification Number (received upon registration) with you to the assessment and a valid photo ID. Candidates who do not possess valid identification will be denied access to the assessment. Identification must be a **current government issued picture ID bearing the candidate's signature**. Acceptable forms of government issued ID include a driver's license, passport, military ID, federal state or county issued ID.

You will not be permitted to take the assessment without a valid photo ID.

Assessment Rules and Procedures

The following rules and procedures will be strictly enforced on the day of the assessment.

- The assessment will begin promptly at the hour designated by the proctor and end at the stated time allowed for each particular exam offering.
- Candidates will not be allowed to enter the assessment after it starts.
- Visitors are not permitted in the assessment room.
- Pencils are not provided.
- Candidates are allowed to leave the room during the assessment with the proctor's permission. Lost time cannot be made up.
- Textbooks and notes are NOT permitted.

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- Calculators and other such aids are NOT permitted (a four-function calculator is provided within the online testing system).
- Scratch paper may be permitted but may not be taken from the assessment room.
- No cellular phones, pagers or other audible electronic devices, including watches with alarms are permitted to be used during the assessment.

MSSC will invalidate your assessment and take action in accordance with the disciplinary procedure if you access prohibited materials, have contact with anyone except proctoring staff, or engage in disruptive, unprofessional or conduct that violates the Code of Ethics at any assessment facility.

Actions / Disqualifications

The assessment center proctor or MSSC will take appropriate actions, up to and including disqualification from taking the assessment and withdrawal or revocation of certification when a candidate:

- Impersonates a candidate
- Creates a disturbance
- Gives or receives help on the assessment
- Uses a calculator or other such aid, which is prohibited during the assessment (other than the one included with the testing system)
- Attempts to remove assessment material or notes about the assessment from the assessment room
- Exhibits irregular assessment taking behavior, including consulting or attempting to consult with or give or obtain assistance during the assessment; bringing in or using unauthorized materials including cheat sheets, electronic, printed and/or other handwritten materials
- Provides false, misleading, or incomplete information on the application form

Examinee Conduct

All candidates are required to sign a statement agreeing not to disclose the contents of the assessment nor remove assessment materials from the assessment room. All candidates are also required to attest to the authenticity of their credentials and the accuracy of all statements made in their application.

Cheating will not be tolerated, and all instances of suspected cheating will be fully investigated. Candidates that are caught cheating will have their assessment invalidated, and MSSC will take action in accordance with the disciplinary procedures.

Scoring

Computer-Based and ProctorU Testing

Answers are recorded directly on the computer screen. If you have questions on any content specific to the assessment, the Proctor is to inform you that he/she is unable to answer content questions.

By completing the final online submission of the assessment answers, the candidates are certifying that they are the person whose name was submitted in the online registration and that they will not copy or retain assessment questions or transmit them in any form to anyone else. Scores of candidates sharing such assessment information will automatically be invalidated.

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If an individual has obtained the CLT certification, that certification will be forfeited for such actions. The Proctor is not allowed to respond to any inquiries about the assessment questions.

Paper/Pencil Scoring

Please reference the Candidate and Certificant Handbook Paper & Pencil Assessments for Certified Logistics Technician 4.0 (CLT4.0) Program for complete guidelines.

Passing Scores

- The passing score for CLA is 72 percent (72%).
- The passing score for CLT is 74 percent (74%).

Based upon guidance from industry experts, MSSC has established a minimum score for passing the CLT exams.

Assessment takers will see a preliminary score report upon completion of the test and may request that the Proctor allow them to print it. The printout will reflect an unofficial assessment result. This is the only document you are allowed to take from the assessment room. MSSC policy prohibits release of any assessment scores to anyone other than the Candidate. The Candidate may choose to share their scores with the Proctor or other individuals.

Confidentiality Statement

Assessment results are confidential. MSSC shall not disclose information regarding assessment results or other information without the candidate's consent except,

- As necessary for MSSC staff, authorized consultants or others with a need to know
- When verifying references provided by the candidate
- As required by law. Candidates must request disclosure of assessment information in writing and identify the person to whom the disclosure should be made.

MSSC will publish the names of all individuals who have earned and maintain current certification. MSSC reserves the right to publish on the MSSC website the name of any certificant when a complaint about them has been upheld.

Information Release Policy

MSSC will not release any information regarding a Candidate's registration or assessment administration without written authorization from the Candidate. Assessment materials and answer sheets remain the sole property of MSSC. The materials are confidential and are not available for review by any persons or agency for any reason.

During the candidate registration process, candidates will be asked to verify that they have read and understand the following:

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I hereby authorize the Manufacturing Skill Standards Council (MSSC) to share my assessment results, including date(s) and location of testing, pass/fail status and assessment scores, with the following entities: federal, state or local educational authorities funding my training or assessments; employers funding my training or assessments.

[PLEASE NOTE: MSSC does not require your authorization for participation. However, some funding entities may require access to your assessment results in order to fund or allow your participation. Opting out may result in termination from the program. If you have any questions about your disclosure requirements, please contact your training and testing organization for more information.]

The Family Education Rights and Privacy Act applies to schools that receive federal funding. Under this act, MSSC is authorized to share your assessment results with:

- Federal, state or local educational authorities conducting an audit or evaluation or enforcement of education programs
- Organizations conducting studies on behalf of schools
- State and local officials in connection with service students under the juvenile justice system

Rescheduling and/or Cancelling the Assessment

If unable to attend the assessment at the scheduled time, contact your Assessment Site Coordinator in the timeframe established by them. Your assessment will remain valid for six months from the assigned date. You are responsible for rescheduling and/or canceling the assessment time with your Assessment Site.

Retaking the Assessment

- If assessment is not passed on the first try, candidate must wait 15 days to retake it.
- If assessment is not passed on the second try, candidate must wait an additional 15 days to retake it.
- If assessment is not passed on the third try, candidate must wait an additional 60 days to retake it.

RECERTIFICATION

Recertification Requirement

To ensure that the CLT certification reflects the most current standard in the front-line manufacturing profession, full CLT certificate holders are required to recertify every five years. Recertification may be obtained by earning points through continuing education and/or employment in a related field. For more information about the recertification process, please click on the following link: www.msscusa.org/recertification.

APPEAL PROCESS

Right to Appeal

Candidates for the Certified Logistics Technician (CLT) Program have the right to file an appeal on matters relating to their registration, assessment, certification, recertification or other matters affecting their status as a Candidate or Certificant. There are generally two types of appeals, an administrative appeal and a personal appeal.

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Administrative Appeal

Candidates for the CLT program who allege inappropriate administration procedures, severe environmental assessment conditions, or for other reason challenge results of an assessment have the right to file an administrative appeal in accordance with the appeal procedures.

Certificant who believe they were unjustly denied recertification, placed on “inactive” status incorrectly, or for other reasons have the right to an administrative appeal in accordance with the appeal procedures.

Appeal Procedures

All such appeals must be filed in the office listed below within the earlier of 30 days of the assessment or notice of non-certification or recertification. The appeal fee is $50. The fee will be refunded to the candidate if the Appeal and Complaint Committee resolves the appeal in favor of the Candidate or Certificant.

Each appeal must include a statement submitted by the Candidate in writing or via email of no more than five typed pages setting out the basis of the appeal, including information as specific as the Candidate feels necessary why he or she is entitled to the relief requested.

The Appeal and Complaint Committee will consider each such written statement. The Appeal and Complaint Committee is entitled to seek further information from the applicant or any other person, organization or office that it feels appropriate and review any materials that it feels appropriate to determine the appeal. The Appeal and Complaint Committee will determine the appeal and respond to the applicant.

Appeals will be resolved within 90 days of submission. The Appeal and Complaint Committee reserves the right to waive or extend any time period set out in the procedure or modify any process as it deems appropriate to properly determine any appeal. All steps of the Appeal and Complaint process will take place in writing unless otherwise determined by the Appeal and Complaint Committee.

Submit all Appeals along with the $50 fee to:
MSSC Certification Department
900 N Washington St, Suite 600
Alexandria, VA 22314

Personal Appeal

Candidates and Certificants dissatisfied with the actions of the Appeal and Complaint Committee have the right to a Personal Appeal with the MSSC Board. A Personal Appeal must be submitted in writing and sent to the above address. A meeting of the Board will be set up within 180 days of receipt of the Personal Appeal. Appeal and Complaint Committee members are recused from the Personal Appeal process. Any action taken by a majority of a quorum of the Board pursuant to such appeal shall be final. The Board decision shall be sent to the person submitting the appeal within ninety (90) days of the decision of the Board.

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CODE OF ETHICS

This document sets for the following code of ethics for CLT certificants:

- To comply with relevant provisions of the certification scheme
- To make claims only with respect to the scope (of the standards) for which the certification has been granted
- To discontinue the use of all claims to certification that contains any reference to the certification body upon suspension or withdrawal of certification
- To refrain from using certification in a misleading manner
- To understand the MSSC "Key Activities" document that describes the principal logistics activities to which the CLT certificates and full certification applies.
- To explain that the MSSC certificates document the individual's competency to achieve the required performance level on a national certification assessment only with respect to the Key Activities related to that certificate.
- To avoid using the certification in a manner that will bring MSSC into disrepute
- To understand that a violation of any of the above principles could lead to the suspense or withdrawal of this credential, after which the individual should discontinue the use of all claims to MSSC certification
- To refrain from altering the certification document in any way

Certificants shall, in their professional logistics activities, sustain and advance the integrity, honor and prestige of the CLT certification by adherence to this Code of Ethics. Certificants who intentionally or knowingly violate any provision of the Code of Ethics will be subject to revocation of the certification.

CREDLY DIGITAL BADGES

The Manufacturing Skill Standards Council (MSSC) has partnered with Credly, the largest online network and delivery platform of digital badges. The MSSC has created electronic badges for all our credentials so certificants can directly access, control and share their verified credentials in both electronic and print format.

Benefits

- Match candidate's skills to job opportunities with employers anywhere in their community or state. Search, access and apply to those relevant job postings pulled from specific employer sites and major job aggregator sites, i.e., Indeed, Monster, Careerbuilder, etc.
- Have direct access and control to share credentialed skills easily with employers through Multiple delivery modes, i.e., e-mail, LinkedIn, Facebook, Twitter, etc.
- Allow for employers to view candidate's skills, competencies and knowledge earned with and verified by MSSC.

For more information and instructions on how to opt in please access the following URL
www.msscusa.org/credly-digital-badges

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CLT LOGOS

Logo Usage

As a CLT in good standing, you may want to utilize the official CLT logo to place on your business cards, email signature or other personal identification documents.

Please adhere to the following guidelines when using the CLT logo:

The logo may not be revised or altered in any way. The logo must be displayed in the same form as produced by MSSC and cannot be reproduced unless such reproduction is identical to the logos provided by MSSC. The CLT logo is meant to identify a Certificant as opposed to a business entity. The logo may be used only on the Certificant´s own business cards, stationery, forms showing the Certificant´s letterhead, inspection tags, and similar documents on which the name and address of the Certificant is prominently displayed.

The logo may not be used in any manner that detracts from the high ideals of MSSC or the CLT certification. The CLT logo may not be used in any manner which would tend to imply a connection between CLT and the Certificant which, in fact, may not exist. This includes any use of the logo the public might construe as an endorsement, approval or sponsorship by MSSC of a Certificant or a Certificant´s business, or which might be taken to support or encourage a Certificant´s sale of product, process or installation. A Certificant is allowed to print the logo on an advertisement or product literature. Without limiting the foregoing restrictions, the logo may in not be shown larger than 1.5 inches or 4 centimeters on a full page or proportionally on a smaller page.

To request an electronic version of the CLT logo JPG or if you have any questions regarding its use, please contact MSSC at info@msscusa.org or 703-739-9000.

Affirmation of Proper Usage of CLT Logo

All CLT candidates and certificants sign an agreement that they will comply with the relevant provision of the CLT program described in the CLT Candidate Handbook. No person gains any rights whatsoever in the logo or its use; it remains the property of MSSC. MSSC reserves the right in its sole discretion to require the removal of the logo from any location or thing MSSC feels does not comply with these guidelines.

MSSC acts to challenge those who use the CLT designation without authority from MSSC. Penalties may include barring from pursuing the certification and publishing the names of the violators. MSSC may authorize the use of the symbol, the phrase “Certified Logistics Technician”, and the initials “C.L.T.” by certificants only; provided such holder currently possesses a valid certificate issued by MSSC. An applicant/candidate who has had their applicant status terminated may appeal to MSSC in accordance with the Appeal and Complaint Process described in the CLT Applicant Handbook. Certificants whose CLT status is terminated are entitled to the same Appeal Process.

VERIFICATION OF PERSONAL DATA

Candidates and Certificants wishing to verify any personal data on file other than scores may contact MSSC
901 N. Washington St.
Suite 600, Alexandria, VA 22314
703-739-9000 or info@msscusa.org.

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ASSESSMENT CONTENT OUTLINE (WORK STANDARDS)

Certified Logistics Associate Content Area Weighting

The following shows the relative importance of each content domain on the certification exam. When preparing for the exam, candidates should spend proportionately more time studying the content domains that are more heavily weighted.

The World of Logistics and the Global Supply Chain (7%)

- Demonstrates a clear understanding of how the product life cycle affects the company's viability and profitability
- Exhibits a clear understanding of how one's role affects other parts of the product life cycle
- Indicates an understanding of various transportation options
- Applies a clear understanding of the basic principles of cost effectiveness and productivity enhancements

Logistics Environment (10%)

- Exhibits a clear understanding of security requirements (e.g. CTPAT) applicable to the logistics environment
- Applies a clear understanding of the environmental impact of logistics activities
- Demonstrates a clear understanding of the physical layout of the logistics environment (e.g., warehouse physical layout, etc.)

Material Handling Equipment (14)%

- Recognizes and understands uses of different types of material handling equipment
- Safely operate forklifts, tractors, hand trucks and dollies
- Operate conveyor systems safely and within operational guidelines
- Operate automated storage systems in a manner that assures efficiency and safety

Safety Principles (7%)

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

Safe Material Handling and Equipment Operation (10%)

- Applies safe material handling procedures
- Demonstrates safe lifting and carrying practices
- Identifies and complies with safety markings displayed on containers and cargoes
- Identifies, monitors and reports potential work hazards, out-of-compliance conditions and safety concerns immediately
- Uses appropriate personal protective equipment

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Quality Control (12%)

- Participates in quality control programs and initiatives
- Monitors and maintains calibration, preventative, and corrective maintenance schedule according to company specifications
- Uses established procedures to promptly document and communicate quality problems or issues
- Participates in quality audit process
- Presents quality improvement recommendations in a clear and concise manner

Workplace Communication (13%)

- Facilitates communication between shifts by providing input about completed work, work that remains to be completed and shift problems or issues
- Effectively communicates appropriate information to both internal (i.e., coworkers, supervisors, management, etc.) and external customers
- Clearly and effectively communicates thoughts, ideas and information orally and in writing
- Effectively employs communication practices to solve interpersonal problems
- Communication reflects a clear understanding and accurate use of logistics nomenclature and terminology
- Effectively elicits clear statements of customer requirements and specifications
- Effectively applies appropriate actions for handling customer complaints

Teamwork and Good Workplace Conduct to Solve Problems (12%)

- Demonstrates ethical and responsible behavior at work through the appropriate:
    - Use of company IT systems
    - Handling of tools and equipment
    - Handling of proprietary information
    - Communications with co-workers, management, customers and suppliers
- Understands and follows the company's Code of Conduct
- Demonstrates an understanding of work requirements and agreements
- Applies problem solving tools and procedures to identify problems and suggest potential solutions
- Effectively works in a team environment to solve problems
- Demonstrates characteristics of an effective team member in a logistics operation

Using Computers (15%)

- Demonstrates effective use of computer systems and software applications (i.e., internet browser, e-mail, word processing, spreadsheet, presentation) to fulfill roles and responsibilities
- Demonstrate an understanding of common software systems (e.g., Order Management System, Warehouse Management System, etc.) used in a logistics operation

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Certified Logistics Technician Content Area Weighting

The following shows the relative importance of each content domain on the certification exam. When preparing for the exam, candidates should spend proportionately more time studying the content domains that are more heavily weighted.

Product Receiving (16.5%)

- Inspects seals and trailer number of inbound truck prior to entry into the yard and prior to unloading products
- Verifies documents (e.g., bill of lading, packing lists, etc.) against products being delivered
- Conducts breakdown of bill of lading to establish proof of delivery
- Properly secures trucks to ensure safe unloading of products
- Inspects load conditions prior to unloading products
- Ensures that products are unloaded according to relevant governmental regulations, company policies and safe work practices
- Checks products (e.g., overage, shortage and damages) while they are being unloaded
- Accurately identifies damaged products
- Appropriately processes inbound discrepancy reported (i.e. overage, shortage and damages) when necessary
- Is capable of using and interpreting logistics forms (e.g., bill of lading, manifests, etc.)

Product Storage (9%)

- Appropriately stocks products in assigned locations
- Appropriately determines the most effective means to segregate allocated items
- Appropriately routes products in automatic back orders straight to shipping staging area

Order Processing (10%)

- Inspects pick tickets
- Accurately pulls from storage products identified in pick tickets
- Appropriately stages pulled products for shipping
- Conducts audits to ensure pulled products are as ordered (e.g., right count and condition)
- Accurately processes paperwork to develop packing manifest

Packaging and Shipment (14%)

- Uses appropriate packing materials to package products
- Uses appropriate packaging tools best suited for handling and packaging products
- Protect products from weather
- Verifies that outbound product counts are accurate, and products are free from defect
- Verifies outbound products against customer orders

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- Verifies that products are appropriately labeled in accordance with domestic and international regulations and company policy
- Verifies that the right packages are being loaded in the right trailer
- Verifies that packages are securely loaded into trailers based on safe loading procedures

Inventory Control (16.5%)

- Maintains inventory accuracy
- Applies appropriate inventory maintenance procedures to manage surplus, slow moving and obsolete stock
- Applies FIFO and LIFO techniques to minimize damage to products based on obsolescence and seasonality
- Accurately uses material identification systems to optimize inventory levels for overstock and under stock
- Deploys proper handling controls for returned products according to established procedures
- Maintains accurate records of returned products

Safe Handling of Hazardous Materials (7%)

- Unloads and loads hazardous materials according to relevant governmental regulations, company policies and safe work practices
- Transfers and stores hazardous materials in proper storage locations per relevant governmental regulations, company policies and safe work practices
- Effectively identifies hazardous materials in shipping documentation

Transportation Modes (9%)

- Understands factors used in evaluating transportation modes to determine optimum choices considering cost, safety, customer requirements, nature of shipment and timeliness.
- Understands how to use and maintain files related to various performance trends of different transportation modes to permit rapid decision making
- Completes all required transportation documents in accordance with company and transporter requirements

Dispatch and Tracking Operations (15%)

- Correctly prepare inbound and outbound shipment receipts and documentation
- Effectively evaluates consignment loads to identify type, capacity and compatibility of cargo
- Maintains effective records of cargo/container movement
- Verifies that vehicle loads do not exceed legal weight limits
- Tracks trailer and container movement within the yard, including monitoring and minimizing detention costs
- Appropriately coordinates multiple transportation mode transfers
- Appropriately distributes loads and build trucks to ensure vehicle loads are under legal weight limits
- Appropriately coordinates necessary reports related to import/export process
- Identifies and implements proper forms and practices related to the import/export of materials
- Identifies governing agencies responsible for import/export regulation enforcement

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Measuring Weight and Volume (3%)

- Demonstrates working knowledge of U.S. measurement systems
- Understands how to convert U.S. measurements to and from the metric system

SAMPLE QUESTIONS

The following questions are provided for your reference when preparing to take the CLA and CLT assessments. These questions will not appear on either assessment. Answers to the sample assessment questions are located at the end of this section.

CLA Sample Questions:

1. A production facility is a mine that extracts raw ore from the earth.

    a. True
    b. False

2. FAST is a trade initiative between which countries?

    a. U.S. and Cuba
    b. Europe and U.S.
    c. Russia, China and U.S.
    d. Canada, Mexico and U.S.

3. Which of the following statements is true about lift trucks?

    a. Electric trucks are not affected by weather like gas trucks can be
    b. Gas trucks can handle heavier loads than electric trucks
    c. Gas trucks are more environmentally friendly than electric trucks
    d. Electric trucks are generally louder than gas trucks

4. Employers can be fined for violating OSHA standards.

    a. True
    b. False

5. Equipment repair is which type of maintenance.

    a. Corrective
    b. Preventive

6. Quality costs include training, auditing and record keeping.

    a. True
    b. False

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7. Communication is not an important part of material handling jobs.

    a. True
    b. False

8. When setting goals, SMART refers to:

    a. Specific, Measurable, Achievable, Relevant, Time Based
    b. Specific, Measurable, Accessible, Relevant, Time Based
    c. Specific, Manageable, Achievable, Related, Time Based
    d. Specific Manageable, Accessible, Related, Time Based

9. What is the most common bar code symbol?

    a. RPC
    b. UPC
    c. EPC
    d. IPC

CLT Sample Questions

1. What type of document serves as a receipt from the carrier to the shipper and a presumption of title to the goods?

    a. Bill of lading
    b. Carrier freight bill
    c. Delivery receipt
    d. Proof of delivery

2. Shelving and bin storage should never be built below a mezzanine.

    a. True
    b. False

3. Which of the following order picking terms refers to customer requirements as specified by a picking document?

    a. item
    b. line
    c. order
    d. picker

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4. What is the most common unit load used in warehouses today?

    a. plastic totes
    b. wooden pallets
    c. master cartons
    d. box pallets

5. Inventory control includes the process of tracking materials.

    a. True
    b. False

6. Which government agency regulates the transport of hazardous materials?

    a. EPA
    b. OSHA
    c. USDOT
    d. DOE

7. What type of transportation is best suited for moving very large volumes of goods between continents?

    a. Truck
    b. Air
    c. Rail
    d. Water

8. A product produced in this country and sold in a foreign country is called:

    a. Export
    b. Import

9. This worker needs to pick items from the top shelf which is 4 meters high. The order picker truck can lift him 12 feet. Assuming he can only reach as high as the truck will lift him, will that be high enough for him to reach the items?

    1 foot = 0.305 meters
    1 meter = 3.28 feet

    a. Yes
    b. No
    c. Impossible to tell

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Answer Key

CLA Sample Question answer key

1. b
2. d
3. b
4. a
5. a
6. a
7. b
8. a
9. b

CLT Sample Question answer key

1. a
2. b
3. c
4. b
5. a
6. c
7. d
8. a
9. b

CLT REGISTRATION CHECKLIST

Prior to sitting for an MSSC assessment, all candidates must register with MSSC online at https://login.msscusa.org

To avoid potential delays in completing your online registration, use this checklist to carefully review the required information before beginning the registration process.

Have you…

- Read this Candidate Handbook cover-to-cover?
- Arranged for payment of the correct registration and assessment fees?
- Reviewed the MSSC Code of Ethics?

Note: During the registration process, you will be asked to confirm your receipt and conformance to the policies of this Candidate Handbook and receipt and acceptance of the MSSC Code of Ethics. You are responsible for reading these documents and adhering to their requirements.

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