

apprenticeship FRAMEWORK

Traffic Office (England)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 21 SEPTEMBER 2018

Modifications to SASE came into effect on 21 September 2018. Accordingly, SASE publication DFE-00236-2018 applies **both** to new Apprenticeship starts from 21 September 2018 **and** all Apprenticeships commenced before and not completed by 21 September 2018.

Latest framework version?

For any previous versions of this framework: https://acecerts.co.uk/framework_library

Issue date: 30 September 2015

Issued By:
Institute of the Motor Industry

Apprenticeship Certificates
England

https://acecerts.co.uk/framework_library

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Traffic Office (England)

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Framework information

Information on the Issuing Authority for this framework:

Institute of the Motor Industry

The Apprenticeship sector for occupations in the automotive industry (also includes Vehicle Maintenance & Repair, Vehicle Sales, Vehicle Body & Paint, Vehicle Fitting and Vehicle Parts) and also occupations in freight logistics and maritime.

| | |
|--|--|
| Issue number: 10 | This framework includes: |
| Framework ID: FR03615 | Level 2 <input checked="" type="checkbox"/> Level 3 <input checked="" type="checkbox"/> Level 4-7 <input type="checkbox"/> |
| Date this framework is to be reviewed by: 31/12/2017 | This framework is for use in: England |

Short description

Employers want to make the most of everyone’s potential by attracting new talent into the industry, especially women and those from underrepresented groups and encourage existing staff to gain Level 2 qualifications. Apprentices can work as Traffic Office clerks and this framework will provide opportunities to move into Level 3 jobs and training in Traffic Office and the wider logistics sector.

Contact information

Proposer of this framework

A number of employers have been involved in the consultation around the development and ongoing support for this framework and include: Kuehne & Nagel, DHL, Fresh Direct, Culina Logistics, Norbert Dentressangle, O'Donovan Waste and TNT Express. Whilst numbers were originally small the uptake is increasing on an annual basis. The structure an Apprenticeship framework provides will enable these and other employers to plan effectively to meet their Traffic Office needs for the future.

Developer of this framework

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Issuing Authority's contact details

Issued by: Institute of the Motor Industry
Issuer contact name: Cara Taylor
Issuer phone: 01992 519039
Issuer email: skillsforlogistics@theimi.org.uk

Revising a framework

Why this framework is being revised

To amend the framework to remove Level 2, Level 3 and ERR qualifications

To amend Developer and Issuing Authority contact details

To amend Awarding Organisation name from Pearson to Pearson Edexcel

Summary of changes made to this framework

To amend the framework to remove Level 2, Level 3 and ERR qualifications

To amend Developer and Issuing Authority contact details

To amend Awarding Organisation name from Pearson to Pearson Edexcel

Qualifications removed

Level 2

- 501/1749/X L2 Certificate in Traffic office - EDI

Level 3

- 501/0593/0 L3 Certificate in Traffic office - EDI

ERR

- 600/2570/0 Employee Rights and Responsibilities in the Logistics Sector - OCR
- 600/1045/9 Employee Rights and Responsibilities in the Logistics Sector - EDI

Qualifications added

N/A

Qualifications that have been extended

N/A

Purpose of this framework

Summary of the purpose of the framework

Defining Apprenticeships

An Apprenticeship is a job with an accompanying skills development programme under an Apprenticeship Agreement designed by employers in the sector. It allows the apprentice to gain technical knowledge and real practical experience, along with functional and personal skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off the job training and the opportunity to practice and embed new skills in a real work context. This broader mix differentiates the Apprenticeship experience from training delivered to meet narrowly focused job needs. All apprentices commencing their Apprenticeship must have an Apprenticeship Agreement between the employer and the apprentice. This can be used to reinforce the understanding of the requirements of the Apprenticeship.

On completion of the Apprenticeship the apprentice must be able to undertake the full range of duties, in the range of circumstances appropriate to the job, confidently and competently to the standard set by the industry.

The UK economy relies on the efficient movement of goods within the UK to ensure they arrive on time, to the right location and in the right condition. Logistics employers need to attract more people into the industry at level 2 to train as Traffic Office clerks to ensure the goods are routed and dispatched to the correct destinations. The Level 3 Advanced Apprenticeship builds on the Level 2 by providing opportunities to progress to Traffic Office management duties.

Depending on the size of the company, Traffic Office duties may involve dealing with customer enquires, filing of information (electronic and paper), issuing vehicle keys and load details, to ensuring the movement of goods by road, rail, sea or air is correctly scheduled and routed. There are approximately 27,500 workplaces in England whose primary function is in freight transport activities, employing around 17,000 people in Traffic Office operations.

These services are part of a wider logistics sector which employs around 8% of the workforce in England and provides many opportunities to jobs and training in other parts of logistics such as Warehousing and Purchasing and Supply Management.

The Level 2 Traffic Office Intermediate Apprenticeship and its predecessor have been used by employers since 2005 and currently there are around 100 new Apprentices starting this framework annually.

This Intermediate Apprenticeship/Advanced Apprenticeship builds on the previous Apprenticeship at the same time contribute to meeting the skills priorities for England by:

- Providing flexible access to a high quality skills programme, as a real alternative to academic qualifications, for those who prefer this style of learning and achievement.
- Incorporating Functional skills in Maths, English and ICT, helping to improve the general literacy and numeracy basic skills in England.
- Using technical and competence qualifications, valued by Logistics employers, to help their businesses grow.
- Developing Apprentice's Personal Learning and Thinking Skills, to build their confidence and creativity, improving their social and working lives.
- Developing Apprentice's employability skills, making them more attractive to all employers whichever career they choose.
- Providing a career pathway into jobs and training at technician level and higher, to provide the skills which the economy needs to grow.

Aims and objectives of this framework (England)

The aim of this Intermediate Apprenticeship/Advanced Apprenticeship is to provide the Transport distribution Industry with staff who have the knowledge, skills and confidence to help their businesses grow and to provide a career path for Apprentices to higher level jobs and qualifications:

1. attract more applicants, including women and applicants from under-represented groups into Level 2 jobs in the Transport distribution industry with the skills and knowledge which employers are looking for;
2. provide flexible routes for those wishing to get into Transport distribution and progress to a range of jobs, training and other qualifications in logistics;
3. provide opportunities for existing staff to gain Level 2 and Level 3 qualifications which recognise their knowledge and experience;
4. to replace staff who are retiring.

Entry conditions for this framework

Employers seek to attract applicants who have a keen interest in working in a Transport distribution business in the logistics sector who have basic literacy and numeracy skills on which this Apprenticeship will build. Applicants to this Intermediate Apprenticeship/Advanced Apprenticeship will be a mix of age and experience. As a guide, applicants may come from a range of routes including:

- work or work experience
- training and/or experience which could include a portfolio showing what they have done
- foundation learning at level 1
- any of the Key Skills or Functional Skills
- Young Apprenticeship
- vocational or academic qualification(s)

Level 2

Title for this framework at level 2

Traffic Office

Pathways for this framework at level 2

Pathway 1: Traffic Office Clerk

Transferable skills (England)

Apprentices must complete, or have completed, one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications in order to successfully complete their Apprenticeship.

The list of acceptable qualifications may vary depending on the Apprentice's completion date of their Apprenticeship. Please check the qualifications that are acceptable for each Apprentice.

If Apprentices do not have acceptable evidence of the achievement of these mandatory qualifications, at the required grade/level, an Apprenticeship certificate cannot be awarded.

ENGLISH

For the current list of acceptable English qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require English achievement above the minimum SASE requirement?

YES

NO

If YES, please state the grade/level required for English:

Click here to enter text.

MATHS

For the current list of acceptable Maths qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require Maths achievement above the minimum SASE requirement?

YES

NO

If YES, please state the grade/level required for Maths:

Click here to enter text.

Inclusion of Information and Communications Technology (ICT)

Is ICT a framework requirement? **YES** **NO**

ICT

For the current list of acceptable ICT qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require ICT achievement above the minimum SASE requirement

YES

NO

If YES, please state the grade/level required for ICT:

Click here to enter text.

Level 2, Pathway 1: Traffic Office Clerk

Description of this pathway

Traffic Office Level 2 (Traffic Office Clerk) 42 Credits made up as follows:

- Level 2 Certificate in Traffic Office - 22 Credits (11 Credits for Competence and 11 Credits for Knowledge)
- Functional Skills Maths - 5 Credits
- Functional Skills English - 5 Credits
- Functional Skills ICT - 5 Credits
- Employee Rights and Responsibilities - 5 Credits

Entry requirements for this pathway in addition to the framework entry requirements

None in addition to the general entry conditions for the framework

| Job title(s) | Job role(s) |
|----------------------|--|
| Traffic Office Clerk | To carry out general Traffic Office duties such as answering the telephone, issuing and collecting vehicle keys and routes, electronic and paper based filing of information and using computers as required for route scheduling or fuel usage information. |

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

| B1 - Level 2 Certificate in Traffic Office | | | | | |
|--|------------|-----------------------|--------------|-----------------------|-------------------|
| No. | Ref no. | Awarding organisation | Credit value | Guided learning hours | UCAS points value |
| B1a | 501/2059/1 | Pearson Edexcel | 22 | 115 | |
| B1b | 600/3158/X | City & Guilds | 22` | 115 | |
| B1c | 601/3754/X | iCQ | 22 | 115 | |

Relationship between competence and knowledge qualifications

The Certificate in Traffic Office at Level 2 is a combined qualification incorporating competence and knowledge, which is separately assessed.

Providers MUST ensure that Apprentices achieve at least 10 credits for competence and at least 10 credits for knowledge when selecting units to meet the requirements of the SASE. This pathway totals 42 credits which includes competence, knowledge, the ERR qualification and the three Functional Skills of English, Maths and ICT.

This framework exceeds the minimum of 37 credits set by the SASE.

The minimum number of credits for Competence for this qualification is 11

The minimum number of credits for Knowledge for this qualification is 11

Total Credits for this combined qualification is 22 made up as follows:

Mandatory units

- Health, Safety and Security at work (1 credit for competence and 2 for knowledge)
- Develop effective working relationships with colleagues in logistics operations (1 credit for competence and 1 for knowledge)
- Routing and scheduling of loads (2 credit for competence and 1 for knowledge)
- Identify suitable collection or delivery points (1 credit for competence and 1 for knowledge)

- Release vehicles for daily tasks (1 credit for competence and 1 for knowledge)
- Monitor vehicle movements (1 credit for competence and 1 for knowledge)
- Post journey reports and checks (1 credit for competence and 1 for knowledge)
- Contribute to the provision of customer service in logistics operations (2 credit for competence and 1 for knowledge)
- Make an effective contribution to a business in the logistics sector (1 credit for competence and 1 for knowledge)

Transferable skills (England)

Apprentices must complete, or have completed, one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications in order to successfully complete their Apprenticeship.

The list of acceptable qualifications may vary depending on the Apprentice's completion date of their Apprenticeship. Please check the qualifications that are acceptable for each Apprentice.

If Apprentices do not have acceptable evidence of the achievement of these mandatory qualifications, at the required grade/level, an Apprenticeship certificate cannot be awarded.

ENGLISH

For the current list of acceptable English qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require English achievement above the minimum SASE requirement?

YES

NO

If YES, please state the grade/level required for English:

Click here to enter text.

MATHS

For the current list of acceptable Maths qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require Maths achievement above the minimum SASE requirement?

YES

NO

If YES, please state the grade/level required for Maths:

Click here to enter text.

Inclusion of Information and Communications Technology (ICT)

Is ICT a framework requirement? **YES** **NO**

ICT

For the current list of acceptable ICT qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require ICT achievement above the minimum SASE requirement

YES

NO

If YES, please state the grade/level required for ICT:

Apprentices must complete or have completed one of the ICT transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have one of these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

| ICT | Minimum level or grade | Credit value |
|--|------------------------|--------------|
| Functional Skills qualification in Information and Communications Technology (ICT) | 1 | 5 |
| GCSE qualification in ICT (with enhanced functional content) | E | 5 |
| Key Skills qualification in ICT achieved either before September 2013 as part of the Apprenticeship, or... * | 1 | 5 |
| GCSE qualification in ICT* | C | N/A |
| A' Level or AS Level qualification in ICT* | E | N/A |
| GCSE or O'Level qualification in ICT** | A | N/A |
| A' Level or AS Level qualification in ICT** | A | N/A |

* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.

Inclusion of Information and Communications Technology (ICT)

(no information)

Progression routes into and from this pathway

PROGRESSION INTO THIS LEVEL TWO INTERMEDIATE APPRENTICESHIP

This can be from a wide range of routes including:

- work or work experience
- training (non accredited)
- foundation learning at level 1
- any of the Key Skills or Functional Skills
- Young Apprenticeship
- vocational or academic qualification(s)

PROGRESSION FROM THIS LEVEL 2 INTERMEDIATE APPRENTICESHIP:

Intermediate Apprenticeships/Advanced Apprenticeships in any of the following:

- Traffic Office Advanced Apprenticeship
- Logistics Operations Advanced Apprenticeship

Into a job as a Traffic Office Team Member or with further development and training e.g. in-house/external development programme (CPD) accredited/non accredited into the following jobs:

- Warehouse Manager
- Transport Manager

After further training and development for those who choose to do so:

- Foundation degree in logistics, transport planning, logistics operations and administration. visit www.fdf.ac.uk

Logistics career structure

- This Level 2 Apprenticeship sits on the Logistics Professional Stairway at Step 3. For further information visit www.thestairway.org
- For careers information for the logistics sector visit www.deliveringyourfuture.co.uk

Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

QCF Award numbers

- 600/1361/8 - C&G
- 600/1217/1 - Pearson Edexcel
- 600/1740/5 - ABC
- 600/1745/4 - SQA
- 600/2246/2 - Skillsfirst Awards Ltd
- 600/3313/7 - HABC
- 600/4380/5 - CILT
- 600/8172/7 - LAO
- 600/4981/9 - EAL
- 600/4474/3 - NCFE
- 600/4380/5 - FDQ
- 600/6392/0 - ICQ

All Apprentices will receive an induction to the workplace and to the Intermediate Apprenticeship programme. ERR will be covered through a separate QCF award entitled Employee Rights and Responsibilities in the Logistics Industry, which will ensure that the Apprentice knows and understands each of the nine national outcomes for ERR as follows:

1. the range of employer and employee statutory rights and responsibilities under employment law and that employment rights can be affected by other legislation as well. This should cover the apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and health and safety, together with the duties of employers.
2. procedures and documentation which recognises and protects their relationship with their employer, including health and safety and equality and diversity training as part of the apprenticeship
3. the range of sources and information and advice available to them on their employment rights and responsibilities, including Access to Work and Additional Learning Support
4. the role played by their occupation in their organisation and industry.
5. has an informed view of the types of career pathways that are open to them.
6. the types of representative bodies and understands their relevance to their industry and organisation and the main roles and responsibilities.

... Traffic Office (England)
..... level 2
..... Pathway 1

7. where and how to get information and advice on their industry, occupation, training and career.
8. can describe and work within their organisation's principles and codes of practice.
9. can recognise and form a view on issues of public concern that affect their organisation and industry.

Skills for Logistics has developed an ERR workbook to support the delivery of the ERR award

<http://www.skillsforlogistics.org/home/qualifications/apprenticeships/eng/>

RECOGNITION OF ERR:

A certificate of achievement of the ERR must be submitted to Skills for Logistics when applying for the Intermediate Apprenticeship completion certificate.

Level 3

Title for this framework at level 3

Traffic Office

Pathways for this framework at level 3

Pathway 1: Traffic Office Manager

Level 3, Pathway 1: Traffic Office Manager

Description of this pathway

Traffic Office Level 3 (Traffic Office Manager) 45 Credits made up as follows:

- Level 3 Certificate in Traffic Office - 25 Credits (12 Credits for Competence and 13 Credits for Knowledge)
- Functional Skills Maths - 5 Credits
- Functional Skills English - 5 Credits
- Functional Skills ICT - 5 Credits
- Employee Rights and Responsibilities - 5 Credits

Entry requirements for this pathway in addition to the framework entry requirements

None in addition to the general entry conditions for the framework

| Job title(s) | Job role(s) |
|------------------------|--|
| Traffic Office Manager | To manage the traffic office ensuring all staff are properly trained on relevant computer systems, check vehicle reports and defect sheets, organise replacement drivers/vehicles as required and ensure the driver rota is complete. To use and report on fleet management systems on fuel/vehicle usage. |

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

| B1 - Level 3 Certificate in Traffic Office | | | | | |
|--|------------|-----------------------|--------------|-----------------------|-------------------|
| No. | Ref no. | Awarding organisation | Credit value | Guided learning hours | UCAS points value |
| B1a | 501/2233/2 | City & Guilds | 25 | 116 - 125 | N/A |
| B1b | 501/1111/5 | Pearson Edexcel | 25 | 116 - 125 | N/A |
| B1c | 600/0381/9 | SQA | 25 | 116 - 125 | N/A |

Relationship between competence and knowledge qualifications

The Certificate in Traffic Office at Level 3 is a combined qualification incorporating competence and knowledge, which are separately assessed.

Providers MUST ensure that Apprentices achieve at least 10 credits for competence and at least 10 credits for knowledge when selecting units to meet the requirements of the SASE. This pathway totals 45 credits which includes competence, knowledge, the ERR qualification and the three Functional Skills of English, Maths and ICT. This framework exceeds the minimum of 37 credits set by the SASE.

The minimum number of credits for competence for this qualification is 12

The minimum number of credits for knowledge for this qualification is 13

Total Credits for this combined qualification is 25 credits made up as follows

Mandatory units

- Health, Safety and Security at work (1 credit for competence and 2 for knowledge)
- Develop productive working relationships with colleagues in logistics operations (1 credit for competence and 1 for knowledge)
- Routing and scheduling of loads (2 credits for competence and 1 for knowledge)
- Manage the traffic office (2 credits for competence and 2 for knowledge)

Optional Units Group 1 (2 units from this group)

- Release vehicles for daily tasks (1 credit for competence and 1 for knowledge)
- Monitor vehicle movements (1 credit for competence and 1 for knowledge)
- Identify suitable collection or delivery points (1 credit for competence and 1 for knowledge)
- Contribute to the provision of customer service in logistics operations (2 credits for competence and 1 for knowledge)
- Inducting new colleagues into a logistics operation (1 credit for competence and 1 for knowledge)
- Post journey reports and checks (1 credit for competence and 1 for knowledge)

Optional Units Group 2 (1 unit from this group)

- Produce costings for freight transport (2 credits for competence and 2 for knowledge)
- International road transport operations (3 credits for competence and 2 for knowledge)
- Help team members address problems affecting their performance in logistics operations (3 credits for competence and 2 for knowledge)

Optional Units Group 3 (2 units from this group)

- Recruit, select and keep colleagues in logistics operations (2 credits for competence and 2 for knowledge)
- Build and manage teams in logistics operations (2 credits for competence and 2 for knowledge)
- Manage your own professional development in logistics operations (1 credit for competence and 1 for knowledge)

Transferable skills (England)

Apprentices must complete, or have completed, one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications in order to successfully complete their Apprenticeship.

The list of acceptable qualifications may vary depending on the Apprentice's completion date of their Apprenticeship. Please check the qualifications that are acceptable for each Apprentice.

If Apprentices do not have acceptable evidence of the achievement of these mandatory qualifications, at the required grade/level, an Apprenticeship certificate cannot be awarded.

ENGLISH

For the current list of acceptable English qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require English achievement above the minimum SASE requirement?

YES

NO

If YES, please state the grade/level required for English:

Click here to enter text.

MATHS

For the current list of acceptable Maths qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require Maths achievement above the minimum SASE requirement?

YES

NO

If YES, please state the grade/level required for Maths:

Click here to enter text.

Inclusion of Information and Communications Technology (ICT)

Is ICT a framework requirement? **YES** **NO**

ICT

For the current list of acceptable ICT qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require ICT achievement above the minimum SASE requirement

YES

NO

If YES, please state the grade/level required for ICT:

Apprentices must complete or have completed one of the ICT transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have one of these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

| ICT | Minimum level or grade | Credit value |
|--|------------------------|--------------|
| Functional Skills qualification in Information and Communications Technology (ICT) | 2 | 5 |
| GCSE qualification in ICT (with enhanced functional content) | C | 5 |
| Key Skills qualification in ICT achieved either before September 2013 as part of the Apprenticeship, or... * | 2 | 5 |
| GCSE qualification in ICT* | C | N/A |
| A' Level or AS Level qualification in ICT* | E | N/A |
| GCSE or O'Level qualification in ICT** | A | N/A |
| A' Level or AS Level qualification in ICT** | A | N/A |

* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.

Inclusion of Information and Communications Technology (ICT)

(no information)

Progression routes into and from this pathway

PROGRESSION INTO THIS LEVEL THREE ADVANCED APPRENTICESHIP

This can be from a wide range of routes including:

- work or work experience
- training (non accredited)
- traffic office Intermediate Apprenticeship
- any of the Key Skills or Functional Skills
- vocational or academic qualification(s)

PROGRESSION FROM THIS LEVEL 3 ADVANCED APPRENTICESHIP:

Advanced Apprenticeship/Higher Apprenticeship in any of the following:

- Generic Management Higher Apprenticeship
- Logistics Operations Advanced Apprenticeship

Into a job as a Traffic Office Senior Clerk or with further development and training e.g. in-house/external development programme (CPD) accredited/non accredited into the following jobs:

- Warehouse Manager
- Transport Specialist

After further training and development for those who choose to do so:

- Foundation degree in logistics, transport planning, logistics operations and administration. visit www.fdf.ac.uk

Logistics career structure

- This Level 3 Advanced Apprenticeship sits on the Logistics Professional Stairway at Step 5. For further information visit www.thestairway.org
- For careers information for the logistics sector visit www.deliveringyourfuture.co.uk

UCAS points for this pathway:
(no information)

Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

QCF Award numbers

- 600/1361/8 - C&G
- 600/1217/1 - Pearson Edexcel
- 600/1740/5 - ABC
- 600/1745/4 - SQA
- 600/2246/2 - Skillsfirst Awards Ltd
- 600/3313/7 - HABC
- 600/4380/5 - CILT
- 600/8172/7 - LAO
- 600/4981/9 - EAL
- 600/4474/3 - NCFE
- 600/4380/5 - FDQ
- 600/6392/0 - ICQ

All Apprentices will receive an induction to the workplace and to the Advanced Apprenticeship programme. ERR will be covered through a separate QCF award entitled Employee Rights and Responsibilities in the Logistics Industry, which will ensure that the Apprentices knows and understands each of the nine national outcomes for ERR as follows:

1. the range of employer and employee statutory rights and responsibilities under employment law and that employment rights can be affected by other legislation as well. This should cover the apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and health and safety, together with the duties of employers.
2. procedures and documentation which recognises and protects their relationship with their employer, including health and safety and equality and diversity training as part of the apprenticeship
3. the range of sources and information and advice available to them on their employment rights and responsibilities, including Access to Work and Additional Learning Support
4. the role played by their occupation in their organisation and industry.
5. has an informed view of the types of career pathways that are open to them.
6. the types of representative bodies and understands their relevance to their industry and organisation and the main roles and responsibilities.
7. where and how to get information and advice on their industry, occupation, training and career.

... Traffic Office (England)
..... level 3
..... Pathway 1

8. can describe and work within their organisation's principles and codes of practice.
9. can recognise and form a view on issues of public concern that affect their organisation and industry.

Skills for Logistics has developed an ERR workbook to support the delivery of the ERR award

<http://www.skillsforlogistics.org/home/qualifications/apprenticeships/eng/>

RECOGNITION OF ERR:

A certificate of achievement of the ERR must be submitted to Skills for Logistics when applying for the Advanced Apprenticeship completion certificate.

The remaining sections apply to all levels and pathways within this framework.

How equality and diversity will be met

The Logistics Industry workforce is predominantly white male and despite progress in recent years, females, those from black and minority ethnic groups and people with a learning difficulty or disability are not being attracted to the industry and the ageing workforce means that more people are required to fill a range of Traffic Office roles.

Logistics is seen as a job for males and this perception is being challenged in a number of ways, such as:

- promotional leaflets aimed at 14 – 19 year olds in schools in England such as “Getting more girls into Logistics and Retail”
- Delivering Your Future careers website illustrating non stereotypical roles
www.deliveringyourfuture.co.uk
- Made in China a free teaching resource to support Maths and Enterprise in schools using the journey of an MP3 player from China to the UK.
<http://www.madeinchinaresources.co.uk/>

Apprenticeships are seen as a vital route to encourage, and facilitate, a greater diversity of individuals into the industry and action plans are in place to increase the number of Apprenticeships by a minimum of 10% each year. Actions to widen participation and increase diversity in the Logistics workforce include:

- Flexible entry conditions to attract a wide range of applicants.
- Incorporating guidance on initial assessment to ensure it does not discriminate against applicants to this framework.
- Working with the Logistics lead at the National Apprenticeship Service (NAS) to promote logistics as a priority sector.
- Links with Jobcentre Plus, promoting logistics as a career path.
- Promoting logistics content in the curriculum through the Chartered Institute for Logistics and Transport (CILTUK).
- Developing an entry to employment programme aimed at difficult to reach groups.
- Raising the profile of Logistics at careers events.

Skills for Logistics expects providers and employers to abide by the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and promotion within the sector using the 9 protected characteristics of :

1. Age
2. Disability
3. Gender
4. Gender reassignment
5. Marriage and civil partnership
6. Pregnancy and maternity
7. Race
8. Religion or Belief
9. Sex or sexual orientation

Skills for Logistics will monitor take up and achievement of all Apprenticeships and take steps to address any barriers to take up and achievement as part of our Sector Qualifications Strategy.

On and off the job guided learning (England)

Total GLH for each pathway

Total GLH for the Level 2 Pathway:

The total amount of Guided Learning Hours (GLH) for the Level 2 Intermediate Apprenticeship which includes both on and off-the-job guided learning is 365 GLH over 12 months.

Total GLH for the Level 3 Pathway:

The total amount of Guided Learning Hours (GLH) for the Level 3 Advanced Apprenticeship which includes both on and off-the-job guided learning is 366 GLH over 12 months

Duration of the Apprenticeship

For Apprentices from 16 - 18, the Apprenticeship must last at least 12 months and for Apprentices 19 and over, the Apprenticeship must be at least 12 months, unless relevant prior learning is recorded. Where this is the case, Apprenticeships will not be less than six months and must include new skills and new learning.

Guided Learning Hours:

- must be planned, reviewed and evaluated jointly between the apprentice and tutor, teacher, mentor or manager;
- must allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;
are delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching, mentoring; feedback and assessment;
- collaborative/networked learning with peers; guided study; provide examples from the sector as to how this will be delivered in the "how this requirement will be met in the off the job and on the job sections;
- Apprenticeship delivery must be planned to make full and effective use of the duration, including the opportunity for apprentices to embed and extend their learning through repeated workplace practice;
completed in relation to accredited components of the framework achieved prior to the apprenticeship training may count towards the GLH requirement for the framework;
- where an apprentice completes an Apprenticeship part way through the final 12 month period (which is after the first 12 months), an apprentice must receive a proportion of

the minimum of 280 GLH which is at least equal to the proportion of the final 12 month period spent on the Apprenticeship

Minimum off-the-job guided learning hours

Off the job GLH:

For the Level 2 Intermediate Apprenticeship an apprentice will need to complete a minimum of 253 GLH off-the-job which exceeds the 30% or 100 GLH per year minimum set by the SASE for this 12 month programme.

Off the job minimum of GLH per year for the Level 2 pathway is as follows:

- 38 GLH per year for the knowledge element of the Level 2 Certificate in Traffic Office
- 45 GLH Level 1 Functional Skill in Maths (alternatively apprentices can complete Level 1 Key Skill in Application of Number)
- 45GLH Level 1 Functional Skill in English (alternatively apprentices can complete Level 1 Key Skill in Communication)
- 45GLH Level 1 Functional Skills in ICT (alternatively apprentices can complete Level 1 Key Skills in ICT)
- 40 GLH for ERR and Induction (to reflect the % of time for induction and ERR delivered/completed off the job)
- 40 hours minimum for mentoring (or at least one hour a week for the duration of the programme)

Off the job GLH:

For the Level 3 Advanced Apprenticeship an Apprentice will need to complete a minimum of 254 GLH off-the-job which exceeds the 30% or 100 GLH per year minimum set by the SASE for this 12 month programme.

Off the job minimum of GLH per year for the Level 3 pathway is as follows:

39 GLH per year for the knowledge element of the Level 3 Certificate in Traffic Office
45 GLH Level 2 Functional Skill in Maths (alternatively apprentices can complete Level 2 Key Skill in Application of Number)
45GLH Level 2 Functional Skill in English (alternatively apprentices can complete Level 2 Key Skill in Communication)
45GLH Level 2 Functional Skills in ICT (alternatively apprentices can complete Level 2 Key Skills in ICT)

40 GLH for ERR and Induction (to reflect the % of time for induction and ERR delivered/completed off the job)
40 hours minimum for mentoring (or at least one hour a week for the duration of the programme)

How this requirement will be met

Off the job learning requires activity away from the immediate pressures of the workplace in order to develop the knowledge required for the job role. This can include access to a computer during working hours, day release, block release, web-based learning and mentoring.

Evidence of off the job GLH for the Level 2 Intermediate Apprenticeship is:

- Level 2 Certificate in Traffic Office
- Level 1 Functional skills Certificates for Maths, English, ICT or Level 1 Key Skills Certificates for Communication and Application of Number and ICT
- Certificate of completion of the ERR Award Listed
- The ACE Declaration form which asks the Apprentice to confirm they have completed the required GLH

Evidence of off the job GLH for the Level 3 Advanced Apprenticeship is:

- Level 3 Certificate in Traffic Office
- Level 2 Functional skills Certificates for Maths, English ICT or Level 1 Key Skills Certificates for Communication and Application of Number or ICT
- Certificate of completion of the ERR unit
- The ACE Declaration form which asks the Apprentice to confirm they have completed the required GLH

Minimum on-the-job guided learning hours

For this Level 2 Apprenticeship the on the job GLH totals 112 GLH.

The on the job GLH for the Level 2 pathway is as follows:

- a minimum of 77GLH on-the-job for the 12 month programme as part of the competence element of the Level 2 Certificate in Traffic Office
- 20 GLH related to the on the job elements of induction and ERR
- 15 GLH on the job to practice the three Key/Functional Skills For this Level 3 apprenticeship the on the job GLH totals 112 GLH.

For this Level 3 Advanced Apprenticeship the on the job GLH totals 112 GLH

The on the job GLH for the Level 3 pathway is as follows:

- a minimum of 77GLH on-the-job for the 12 month programme as part of the Level 3 Certificate in Traffic Office
- 20 GLH related to the on the job elements of induction and ERR
- 15 GLH on the job to practice the three Key/Functional Skills

How this requirement will be met

Delivery and recording of on the job GLH

Apprentices will take part in a variety of activities on the job in order to demonstrate occupational competence and an understanding of the workplace. This can include embedding knowledge into workplace activities, coaching sessions and performance reviews, mentoring, assessment of competence, the building of portfolios, keeping diaries/logs and peer review discussions. On the job GLH must be recorded and apprentices can do this using a diary or a portfolio.

Evidence for on-the-job GLH for the Level 2 Intermediate Apprenticeship is:

- Certificate of Competence for the Level 2 Certificate in Traffic Office
- Functional Skills Maths, English and ICT at level or Key Skills Application of Number, Communications and IT at level 1
- Certificate showing achievement of the ERR Award listed.

Evidence for on-the-job GLH for the Level 3 Advanced Apprenticeship is:

- Certificate of Competence for the Level 3 Certificate in Traffic Office
- Functional Skills Maths, English and ICT at level or Key Skills Application of Number, Communications and IT at level 2
- Certificate showing achievement of the ERR Award Listed

There is no requirement under SASE for achievement of GLH to be evidenced at point of claiming completion certificate. The Universal Declaration and Authorisation Form requires apprentices to tick to acknowledge that they have received the minimum levels of GLH as required by their framework but ACE does not require this to be evidenced.

Certification Requirements for GLH

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the apprentice's Apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

Personal learning and thinking skills assessment and recognition (England)

Summary of Personal Learning and Thinking Skills

Apprentices must be introduced to PLTS during induction so that they learn to recognise for themselves when and where they are practicing these skills.

Skills for Logistics has mapped all of the PLTS to all units within ALL competence and knowledge units. Skills for Logistics provides a transferable skills evidence record sheet which Apprentices must use to record when, where and how the learning for PLTS have been delivered and demonstrated. To download the evidence record sheets,

visit <http://www.skillsforlogistics.org/home/qualifications/apprenticeships/eng/to> or email apprenticeships@skillsforlogistics.org

Certification Requirements for PLTS

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the apprentice's Apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

Creative thinking

People think creatively by generating and exploring ideas, making original connections. They try different ways to tackle a problem, working with others to find imaginative solutions and outcomes that are of value.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Generate ideas and explore possibilities;
- Ask questions to extend their thinking;
- Connect their own and others' ideas and experiences in inventive ways; Question their own and others' assumptions;
- Try out alternatives or new solutions and follow ideas through; Adapt ideas as circumstances change.

Independent enquiry

People process and evaluate information in their investigations, planning what to do and how to go about it. They take informed and well-reasoned decisions, recognising that others have different beliefs and attitudes.

Skills, behaviours and personal qualities for apprentices:

- Identify questions to answer and problems to resolve;
- Plan and carry out research, appreciating the consequences of decisions; Explore issues, events or problems from different perspectives;
- Analyse and evaluate information, judging its relevance and value;
- Consider the influence of circumstances, beliefs and feelings on decisions and events; Support conclusions, using reasoned arguments and evidence.

Reflective learning

People evaluate their strengths and limitations, setting themselves realistic goals with criteria for success. They monitor their own performance and progress, inviting feedback from others and making changes to further their learning.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Assess themselves and others, identifying opportunities and achievements;
- Set goals with success criteria for their development and work;
- Review progress, acting on the outcomes;
- Invite feedback and deal positively with praise, setbacks and criticism; Evaluate experiences and learning to inform future progress;
- Communicate their learning in relevant ways for different audiences.

Team working

People work confidently with others, adapting to different contexts and taking responsibility for their own part. They listen to and take account of different views. They form collaborative relationships, resolving issues to reach agreed outcomes.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Collaborate with others to work towards common goals;
- Reach agreements, managing discussions to achieve results;
- Adapt behaviour to suit different roles and situations, including leadership roles; Show fairness and consideration to others;
- Take responsibility, showing confidence in themselves and their contribution;
- Provide constructive support and feedback to others.

Self management

People organise themselves, showing personal responsibility, initiative, creativity and enterprise with a commitment to learning and self-improvement. They actively embrace change, responding positively to new priorities, coping with challenges and looking for opportunities.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Seek out challenges or new responsibilities and show flexibility when priorities change;
- Work towards goals, showing initiative, commitment and perseverance;
- Organise time and resources, prioritising actions;
- Anticipate, take and manage risks;
- Deal with competing pressures, including personal and work-related demands;
- Respond positively to change, seeking advice and support when needed;
- Manage their emotions, and build and maintain relationships.

Effective participation

People actively engage with issues that affect them and those around them. They play a full part in the life of their school, college, workplace or wider community by taking responsible action to bring improvements for others as well as themselves.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Discuss issues of concern, seeking resolution where needed;
- Present a persuasive case for action;
- Propose practical ways forward, breaking these down into manageable steps;
- Identify improvements that would benefit others as well as themselves;
- Try to influence others, negotiating and balancing diverse views to reach workable solutions;
- Act as an advocate for views and beliefs that may differ from their own.

apprenticeship **FRAMEWORK**

For more information visit-
www.acecerts.co.uk/framework_library