

apprenticeship FRAMEWORK

Traffic Office (England)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 6 APRIL 2015

Modifications to SASE came into effect on 6th April 2015. These changes **ONLY** relate to the Transferable Skills requirements of a framework and they **ONLY** apply to new Apprenticeship starts on, or after, 6th April 2015. Apprenticeships starts before this date must continue to meet the 2013 SASE requirements for Transferable Skills. For more details of the changes and how they will affect new Apprenticeship starts, please read the following preface page to the framework document.

NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

Latest framework version?

Please use this link to see if this is the latest issued version of this framework:

afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR03615

Issue date: 30 September 2015

Issued by
Skills for Logistics

apprenticeship
FRAMEWORKS ONLINE
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Issued



CHANGES TO TRANSFERABLE SKILLS REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 6TH APRIL 2015

Modifications to SASE came into effect on 6th April 2015. The changes ONLY relate to the Transferable Skills requirements of a framework and they ONLY apply to new Apprenticeship starts on, or after, 6th April 2015. Apprenticeships started before this date must continue to meet the 2013 SASE requirements for Transferable Skills.

The modifications removed the “5 year rule”, meaning that acceptable qualifications, achieved before September 2012, are now in scope. This includes iGCSEs, A and AS Levels, O Levels and Key Skills. However, there are still minimum grade/level requirements that need to be achieved, depending on the level of Apprenticeship being undertaken. There have also been some changes to the minimum grade/level requirements which, in summary are:

Intermediate Apprenticeship:	GCSE/iGCSE/A and AS Levels - minimum acceptable grade is now E, irrespective of achievement date (for ALL acceptable GCSEs/iGCSEs/A/AS Levels)
	Key Skills - minimum acceptable is Level 1, irrespective of achievement date
	O Levels – minimum acceptable grade is C, irrespective of achievement date
Advanced Apprenticeship:	GCSE/iGCSE - minimum acceptable grade is now C, irrespective of achievement date (for ALL acceptable GCSEs/iGCSEs)
	A/AS Level - minimum acceptable is grade E, irrespective of achievement date
	Key Skills - minimum acceptable is Level 2, irrespective of achievement date
	O Levels - minimum acceptable grade is C, irrespective of achievement date
Higher Apprenticeship:	There remains no mandatory requirement for Transferable Skills qualifications to be achieved.

Please note that some frameworks may have grade/level requirements that are above the SASE minimum requirements. Please check the framework to ascertain where this is the case and/or check directly with the specific Issuing Authority responsible for the framework.

The updated version of SASE, and guidance documents, can be accessed here: <http://afo.sscalliance.org/SASE>

PLEASE NOTE THAT THAT THE NEW REQUIREMENTS FOR TRANSFERABLE SKILLS, AS DETAILED ABOVE, OVERRIDE THE NOTES AND GRADES/LEVELS ASSOCIATED WITH THE TRANSFERABLE SKILLS TABLES, WITHIN THIS DOCUMENT. Until the Transferable Skills tables can be updated, any references to “**achieved before Sept 2012 and within 5 years of starting Apprenticeship**” or “**achieved before September 2012, otherwise at any time prior to starting Apprenticeship**” can now be ignored.

Over the next few months, the Transferable Skills section within AFO will be amended to reflect the SASE modifications and all current frameworks will be updated and reissued to incorporate these changes. In the meantime, if you are in any doubt as to the requirements of any framework then please contact the relevant Issuing Authority.

Traffic Office (England)

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Framework summary

Traffic Office

Traffic Office

This framework includes information on Personal Learning and Thinking Skills

Pathways for this framework at level 2 include:

Pathway 1: Traffic Office Clerk

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

This pathway also contains information on:

- Employee rights and responsibilities
- Functional skills

Traffic Office

Traffic Office

This framework includes information on Personal Learning and Thinking Skills

Pathways for this framework at level 3 include:

Pathway 1: Traffic Office Manager

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

This pathway also contains information on:

- Employee rights and responsibilities
- Functional skills

Framework information

Information on the Issuing Authority for this framework:

Skills for Logistics

The Apprenticeship sector for occupations in freight logistics and Maritime.

Issue number: 10	This framework includes: Level 2 Level 3
Framework ID: FR03615	
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

Contact details

Who is making this revision: Lindsey Baldwin
Your organisation: Institute of the Motor Industry
Your email address: skillsforlogistics@theimi.org.uk

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

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	N/A
B1b	600/3158/X	City & Guilds	22`	115	N/A
B1c	601/3754/X	iCQ	22	115	N/A

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)

Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical 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 these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

English	Minimum level or grade	Credit value
Functional Skills qualification in English	1	5
GCSE qualification in English (with enhanced functional content)	E	5
Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or...*	1	5
GCSE Qualification in English*	C	N/A
A' Level or AS Level qualification in English Language*	E	N/A
A' Level or AS Level qualification in English Literature*	E	N/A
A' Level or AS Level qualification in English Language and Literature*	E	N/A
GCSE or O' Level qualification in English Language**	A	N/A
A' Level or AS Level qualification in English Language**	A	N/A
A' Level or AS Level qualification in English Literature**	A	N/A
A' Level or AS Level qualification in English Language and Literature**	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.

Mathematics	Minimum level or grade	Credit value
Functional Skills qualification in Mathematics	1	5
GCSE qualification (with enhanced functional content) in Mathematics	E	5
Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or...*	1	5
GCSE qualification in Mathematics*	C	N/A
A' level or AS Level qualification in Mathematics*	E	N/A
A' Level or AS Level qualification in Pure Mathematics*	E	N/A
A'Level or AS Level qualification in Further Mathematics*	E	N/A
GCSE or O'Level qualification in Mathematics**	A	N/A
A' Level or AS Level qualification in Mathematics**	A	N/A
A' Level or AS Level qualification in Pure Mathematics**	A	N/A
A' Level or AS Level qualification in Further Mathematics**	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.

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.
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)

Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical 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 these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

English	Minimum level or grade	Credit value
Functional Skills qualification in English	2	5
GCSE qualification in English (with enhanced functional content)	C	5
Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or...*	2	5
GCSE Qualification in English*	C	N/A
A' Level or AS Level qualification in English Language*	E	N/A
A' Level or AS Level qualification in English Literature*	E	N/A
A' Level or AS Level qualification in English Language and Literature*	E	N/A
GCSE or O' Level qualification in English Language**	A	N/A
A' Level or AS Level qualification in English Language**	A	N/A
A' Level or AS Level qualification in English Literature**	A	N/A
A' Level or AS Level qualification in English Language and Literature**	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.

Mathematics	Minimum level or grade	Credit value
Functional Skills qualification in Mathematics	2	5
GCSE qualification (with enhanced functional content) in Mathematics	C	5
Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or...*	2	5
GCSE qualification in Mathematics*	C	N/A
A' level or AS Level qualification in Mathematics*	E	N/A
A' Level or AS Level qualification in Pure Mathematics*	E	N/A
A'Level or AS Level qualification in Further Mathematics*	E	N/A
GCSE or O'Level qualification in Mathematics**	A	N/A
A' Level or AS Level qualification in Mathematics**	A	N/A
A' Level or AS Level qualification in Pure Mathematics**	A	N/A
A' Level or AS Level qualification in Further Mathematics**	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.

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.
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.

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

Creative thinking

Creative Thinking involves:

- generating ideas and exploring possibilities
- asking questions to extend thinking
- connecting own and others' ideas and experiences in inventive ways
- questioning own and others' assumptions
- trying out alternatives or new solutions and following ideas through
- adapting ideas as circumstances change.

Independent enquiry

Independent Enquiry involves:

- identifying questions to answer and problems to resolve
- planning and carrying out research, appreciating the consequences of decisions
- exploring issues, events or problems from different perspectives
- analysing and evaluating information, judging its relevance and value
- considering the influence of circumstances, beliefs and feelings on decisions and events
- supporting conclusions, using reasoned arguments and evidence.

Reflective learning

Reflective Learning involves:

- assessing yourself and others, identifying opportunities and achievements
- setting goals with success criteria for your personal development and work
- reviewing progress, acting on the outcomes
- inviting feedback and dealing positively with praise, setbacks and criticism
- evaluating experiences and learning to inform your future progress
- communicating your learning in relevant ways for different audiences.

Team working

Team Working involves:

- collaborating with others to work towards common goals
- reaching agreements, managing discussions to achieve results
- adapting behaviour to suit different roles and situations, including leadership roles
- showing fairness and consideration to others
- taking responsibility, showing confidence in yourself and your contribution
- providing constructive support and feedback to others.

Self management

Self Management involves:

- seeking out challenges or new responsibilities and showing flexibility when priorities change
- working towards goals, showing initiative, commitment and perseverance
- organising time and resources, prioritising actions
- anticipating, taking and managing risks
- dealing with competing pressures, including personal and work-related demands
- responding positively to change, seeking advice and support when needed
- managing your emotions and building and maintaining relationships.

Effective participation

Effective Participation involves:

- discussing issues of concern, seeking resolution where needed
- presenting a persuasive case for action
- proposing practical ways forward, breaking these down into manageable steps
- identifying improvements that would benefit others as well yourself
- trying to influence others, negotiating and balancing diverse views to reach workable

solutions

- acting as an advocate for views and beliefs that may differ from your own.

Additional employer requirements

N/A

apprenticeship
FRAMEWORKS ONLINE

For more information visit
www.afo.sscalliance.org