



## Industry Qualifications

### National and Scottish Vocational Qualifications

#### Traffic Office

##### Introduction

NVQs (SVQs in Scotland) are practical work-based qualifications that are recognised by employers and colleges throughout the UK. They are awarded to people who have proved their skill, knowledge and understanding of all aspects of their job. This means these qualifications will demonstrate that an employee is occupationally competent in their job role. A range of S/NVQs have been developed in order to meet the current and future skill demands of the Logistics sector.

##### The qualification – Traffic Office

In consultation with the freight logistics industry, awarding bodies and other partners, Skills for Logistics have developed a Traffic Office S/NVQ at two levels. The qualification is specifically aimed at traffic office personnel working in the logistics sector. A full list of units is shown overleaf.

**The Level 2 Qualification** is for employees who work in roles such as a traffic clerk. They must show a sufficient level of competence to complete all 8 mandatory units to gain this award. The units include health and safety, the ability to work effectively with colleagues and the planning work. They also cover the technical competences required to carry out all the tasks involved with the efficient planning of goods transportation to and from multiple destinations. An additional unit gives the employee the opportunity to demonstrate their competence in dealing with the specific tasks involved in the international movement of goods.

**The Level 3 Qualification** is for employees who have roles like transport manager. This qualification builds upon the competencies required for the level 2 qualification. A sufficient level of competence must be demonstrated in order to complete all 9 mandatory units. The units cover health and safety, building relationships with colleagues and customers and self management. They also cover the technical competences required to manage the efficient planning of the transportation of loads to and from various destinations. Three additional units give employees the opportunity to show their competence in dealing with the specific tasks involved in the international movement of goods, along with the management of teams and individuals.

Candidates at **either level** are encouraged to achieve as many units against which they can demonstrate competence and not just the minimum number required for a full award.



## Level 2

### Mandatory units

- Contribute to effective working relationships
- Ensure your own actions reduce the risks to health and safety
- Contribute to the provision of customer services
- Plan, organise and improve your work
- Investigate the suitability of collection or delivery points for loading and unloading
- Routing and scheduling of loads
- Allocate the resources for the transportation of loads
- Quote for the transportation of loads

### Additional unit

- International road transport operations

Candidates must obtain all 8 mandatory units for a full award. The additional unit does not form part of the qualification, but is available for candidates who have the opportunity to demonstrate competence in this area.

## Level 3

### Mandatory units

- Contribute to the maintenance of a healthy, safe and productive working environment
- Improve the customer relationship
- Manage yourself
- Create effective working relationships
- Investigate the suitability of collection or delivery points for loading and unloading
- Routing and scheduling of loads
- Allocate the resources for the transportation of loads
- Quote for the transportation of loads
- Manage the movement of loads

### Additional units

- International road transport operations
- Contribute to the selection of personnel for activities
- Contribute to the development of teams and individuals

Candidates must obtain all 9 mandatory units for a full award. The 3 additional units do not form part of the qualification, but are available for candidates who have the opportunity to demonstrate competence in these areas.

To find an N/SVQ training provider please contact one of the following Awarding Bodies:

City & Guilds –	<a href="http://www.cityandguilds.co.uk">www.cityandguilds.co.uk</a>	Tel: 0207 294 2800
Edexcel –	<a href="http://www.edexcel.org.uk">www.edexcel.org.uk</a>	Tel: 0844 576 0026
SQA (Scotland) –	<a href="http://www.sqa.org.uk">www.sqa.org.uk</a>	Tel: 0845 279 1000
Awards UK –	<a href="http://www.awardsuk.org">www.awardsuk.org</a>	Tel: 0845 213 5530