

Advanced Apprenticeship/Modern Apprenticeship in Traffic Office	Framework Issue Number 3
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Framework Code

3	2	4
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Date submitted to the AAG:

Would you like to present the framework to the AAG at its next meeting?

Date approved by the AAG:

Date funding agreed

Implementation date:
England

Wales



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Summary of Changes to this Framework

This replaces Version 2 of the framework approved 18th November 2004 which was already blueprint compliant at Level 3. The only change from the previous version is the removal of the level 2 Apprenticeship/Foundation Modern Apprenticeship pathway from the framework.

Rationale behind this change

Under the conditions of the current Apprenticeship Blueprint the need to have a knowledge based qualification for all Apprenticeship/Foundation Modern Apprenticeship and Advanced Apprenticeship/Modern Apprenticeship frameworks becomes mandatory from the 1st August 2009. Apprenticeship/Foundation Modern Apprenticeships and Advanced Apprenticeships/Modern Apprenticeships without this knowledge based qualification will no longer attract government funding after this date.

The Advanced Apprenticeship/Modern Apprenticeship element of this framework is already compliant with this Blueprint requirement and needs no further alteration. The Apprenticeship/Foundation Modern Apprenticeship element does not have such a qualification and therefore would need to have one for funding to continue. Research into the development/availability of a suitable qualification for this part of the framework has failed to identify one appropriate and so it was decided to temporarily remove the Apprenticeship/Foundation Modern Apprenticeship Element

A number of factors have brought about this decision, they are:

- The low take up of the Traffic Office Apprenticeship/Foundation Modern Apprenticeship in 2007/2008 (22)
- The impending review of the Traffic Office National Occupational Standards during 2009
- The time required to develop a suitable Technical Certificate

1. Contact Details of the Industry or Sector

Title, level and coverage of apprenticeship	Traffic Office Level 3
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Date sent to AAG	
Date of Implementation	

1.1 Responsibility for the Framework

Skills for Logistics are the licensed Sector Skills Council responsible for the Traffic Office framework. The development of this framework was carried out by Skills for Logistics.

Apprentices will follow the relevant framework depending on their role and responsibilities within the logistics sector.

Replacement/Revised frameworks will be developed by Skills for Logistics as and when required, who will maintain responsibility for them.

All replacement/revised frameworks will be implemented in England and Wales and Northern Ireland.

2.1 Summary of the Mandatory Outcomes for the Traffic Office Advanced Apprenticeship/Modern Apprenticeship

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Advanced Apprenticeship/Modern Apprenticeship	Level
Competence Based Element Traffic Office NVQ	3
Knowledge based element OCR Certificate of Professional Competence in National Road Haulage Operations OR OCR Certificate of Professional Competence in International Road Haulage Operations	3
Key Skills Application of Number Communications Or Appropriate Functional Skills Maths English	2 2 2 2
Additional Employer Requirements None	
Employment rights and responsibilities ERR Workbook available from SfL Website	

3 Overview of the Framework

3.1 Rationale for Framework

The logistics sector is a vibrant and vital part of the business economy, responsible for the direct or indirect employment of approximately 2.1 million people in England, Wales and Northern Ireland. Directly, the logistics sector is responsible for the employment of approximately 6% of the English, Welsh and Northern Ireland workforce, whilst this figure increases to around 8% if the additional staffs in other sectors (E.G. Retailing, Construction and Quarries) are taken into account.

Current frameworks include:

Carry and Deliver Goods	Level 2		
Mail Services	Level 2		
Warehousing and Storage	Level 2		
Purchasing and Supply Management	Level 2	Level 3	Level 4
Driving Goods Vehicles	Level 2	Level 3	
Logistics Operations Management		Level 3	

Supply chains within and across all other sectors are reliant on the effectiveness of those who work within logistics. Local Learning & Skills Councils, and regional development plans identify priority sectors within geographical areas considered vital to their local economy. A similar exercise is undertaken by DCELLS to cover priority sectors for Wales. Supply chains are integral to whichever sectors are identified. Skills for Logistics breaks down supply chains into groupings: Food and Drink; Chemicals and Petroleum; Automotive; Construction Industry; Electronics and Electrical; Pharmaceutical; Clothing and Footwear; Paperwork and Printing; Furniture and Furnishings; and Utilities. Wherever a priority sector is identified, the logistics sector has a central role to play in that sector capacity to be effective and efficient.

There are approximately 33,300 organisations in the UK whose primary function is in freight transport activities, and who this Framework will directly serve. The Advanced Apprenticeship Frameworks for Traffic Office has been specifically targeted at those who are instrumental in the planning, scheduling, and routing of loads.

These organisations represent, by far, the largest amount volume of workplaces in the Logistics sector and approximately 64,500 individuals are either directly or indirectly employed in the activity. This is approximately 3% of the personnel working in the Logistics sector. Consequently there is a demand for the Frameworks for this important part of the Logistics sector and they will help to address the current and future skill demands required by employers. The Advanced Apprenticeship/Modern Apprenticeship offers a broader and more comprehensive assessment and is aimed at those who take on the responsibility for carrying out complex tasks associated with effective traffic office operations.

Occupations/Career pathways

Skills for Logistics have established a framework for career progression within the Logistics Sector entitled the Professional Development Stairway, details of which can be found on www.thestairway.org. This progression framework applies to companies engaged in the provision of Traffic Office as exactly as it does to any other logistics sub sector.

The Traffic Office Advanced Apprenticeship/Modern Apprenticeship Framework is intended to develop people to step 5 on the Stairway. Further progression opportunities therefore reflect the range of career options within a logistics environment, which could include

- Logistics Operations Management Advanced Apprenticeship/Modern Apprenticeship (stairway step 6 supervisor)
- One of the new management frameworks currently being developed by the Management Standards centre on behalf of the Skills for Business Network that would take the apprentice to a supervisory or managerial role (Steps 6 and 7 on the Stairway).
- Foundation Degree in Logistics (progression onto stairway steps 6,7, and8)

Projections for take-up

We anticipate that this Traffic Office Advanced Apprenticeship/Modern Apprenticeship will be used by both new entrants and existing workers in this large and important segment of the Logistics sector, thus (subject to the availability of funding for adult apprentices), we anticipate annual take up of to increase by approximately 10% per year.

Figures available from the LSC database show the following:

		Completion rates %
Starts for 2006/2007	100	65
Starts for 2007/2008	100	67

At the time of writing this information is not available from DCELLS

4 Content of Framework

4.1 Competence Based Element

Advanced Apprenticeship/Modern Apprenticeship– The Traffic Office NVQ at Level 3 Ref Numbers (100/4237/4, 100/4921/6) is a mandatory part of the framework. This is the appropriate NVQ for people undertaking the associated job roles and carrying out those tasks at a competent standard

The Traffic Office NVQ at Level 3 requires 9 mandatory units to be successfully completed. There are 5 additional units, and one or more can be added if desired when relevant to the Advanced Apprentice's role. These units relate to international road transport operations; contributing to the selection of personnel for activities; contributing to the development of teams and individuals; leading the work of teams and individuals to achieve their objectives; responding to poor team performance.

These qualifications are currently produced in NQF format. The Skills for Logistics business plan 2008/9-2010/11 sector qualifications strategy summary outcome states "All current NQF qualifications to be changed to QCF qualifications by August 2010"

4.2 Knowledge Based Element

Technical certificates focus on the knowledge and understanding which underpins the NVQ competencies and additional knowledge to facilitate progression to HE or higher levels of working. Technical certificates may also cover wider aspects of the occupation/sector as determined by the SSC. They are a structured approach to teaching and assessment, including external assessment, and are capable of being delivered through a taught programme of off-the-job learning. They are designed to up-skill the apprentice and in so doing raise the standards within the sector.

The current technical certificates are:

Advanced Apprenticeship/Advanced Modern Apprenticeship

1) OCR Certificate of Professional Competence in National Road Haulage Operations (100/5400/5)

2) OCR Certificate of Professional Competence in International Road Haulage Operations (100/5402/9)

The choice of Technical Certificate will be agreed between the candidate and their employer and relate to their current or expected job role. Skills for Logistics advise that where the candidate has no current involvement in international road freight or is not expected to do so during the period of their apprenticeship, then choice 1) should apply. Where the candidate is currently or is expected to become involved in international road freight during their apprenticeship, then choice 2) should apply.

4.3 Key Skills

Key skills help the apprentice to function effectively.

The mandatory Key Skills requirement for the Traffic Office Advanced Apprenticeship/Advanced Modern Apprenticeship is:

- Application of Number Level 2
- Communication Level 2

Although not a mandatory requirement, Apprentices are able to take Key/Essential/Functional skills at a higher level if they wish, or if it is deemed to be in their best interests

Providers are advised to refer to websites QCA (England) www.qca.org.uk DCELLS (Wales) www.DCELLS.org.uk for the latest extensive information about Key Skills and their implementation as information on these sites is periodically updated. Whilst Key Skills qualifications in England and Wales are to the same standards, there are some distinctions in how requirements are applied.

Apprentices holding GCSEs at A*-C in English, or Welsh, or Maths or ICT need not do the corresponding Key Skill at Level 1 and 2 providing that the apprentice has achieved them within five years of starting an apprenticeship. This also applies to apprentices holding relevant AS and A Level qualifications. Reference to the QCA and DCELLS websites will provide details.

Proxies are qualifications that contribute towards achieving a Key skill qualification. If an apprentice has certain qualifications (e.g. GCSEs, AS, or A levels) these *may* alter the requirement to sit a Key Skill external test component and/or the portfolio component. Information on the QCA (England) or DCELLS (Wales) websites should be consulted to determine how an individual apprentice circumstances are applied.

The standards for the KS 2004 qualifications are consistent across England, Wales and Northern Ireland. Accordingly, the qualifications will remain national qualifications across the three countries, albeit based on different assessment regimes. KS 2004 qualifications will be achieved in Wales via the portfolio only assessment route. KS 2004 qualifications will continue to be achieved in England through a combination of external test and portfolio.

Providers are advised to consult the relevant QCA, DCELLS, and awarding body websites for extensive information on requirements

4.3.1 Functional Skills

The appropriate functional skills may be used in place of the key skills Application of number and Communication (please see annex A for further details)

Advanced Apprenticeship/Modern Apprenticeship

Maths	Level 2
English	Level 2

4.4 Additional Employer Requirements

There are no additional employer requirements

4.5 Employment Rights and Responsibilities

The ERR component of the framework enables apprentices to understand that entering employment means that they acquire certain rights, but that in tandem with these rights they also have responsibilities.

Apprentices are required to gain a general understanding of the rights and responsibilities of workers (including equal opportunities legislation). The Apprentice must also know about their employing organisation, and the disciplines and representative structure of the logistics sector, together with an awareness of the impact on the sector of public law and policies.

The ERR component is covered through a combination of an appropriate employer/provider induction programme and the NVQ. Evidence of induction and that the Apprentice has acquired the expected understanding is necessary for the Apprentice to be awarded an Apprenticeship Completion Certificate by Skills for Logistics.

Skills for Logistics provides an ERR workbook which shows the topics that an apprentice is required to cover for the ERR component of the framework. A recording document indicating that the apprentice has demonstrated understanding of these requirements is available from Skills for Logistics www.skillsforlogistics.org, and a completed certificate of compliance must be submitted whenever a claim for a framework completion certificate is made as evidence.

5 Implementation of Framework

5.1 Employed Status

Advanced Apprentices must be employed status and paid a wage

5.2 Entry Requirements

There are no formal entry requirements for the Traffic Office Advanced Apprenticeship/Modern Apprenticeship. Entry is open to all those aged 16 and over who can demonstrate that they have the aptitude and potential to achieve the relevant NVQ in a technical discipline and a relevant technical certificate. The programme shall allow equal access to all applicants.

The skills and attributes which are relevant could include:

- Motivation to succeed within the Industry
- Willingness to adhere to employer/training provider terms and conditions of employment
- Demonstrable commitment and awareness of the demands of the Apprenticeship
- Willingness to learn and apply that learning in the workplace
- Ability to demonstrate that they have the potential to complete the qualifications which are part of the Apprenticeship
- Willingness to work with due regard to Health and Safety of self and others
- Willingness to communicate effectively with a range of people.

5.3 Minimum Duration of Training

Whilst there should be no set time serving it is envisaged that the minimum duration period for completion of the Traffic Office Advanced Apprenticeship/Modern Apprenticeship is around 18 months.

The actual time taken will depend on the experiences, and attributes of the individual apprentice, and the time taken to meet the assessment requirements. It will also be influenced by support they receive. Advanced Apprenticeships are most likely to be completed in the eighteen months to twenty-four months timescale

5.4 Health and Safety

Health, safety and security issues will form part of the induction of all apprentices, and are a key element of the employment responsibilities and rights component of the framework. All partners involved in the implementation of apprenticeships must adhere to their statutory responsibilities for health and safety as follows:

- A safe working environment for apprentices must be provided whilst they are at work or in training
- Appropriate training on health and safety in the workplace must be given to each apprentice
- The Apprentice must be aware of the importance and compliance with legislation relating to the Health and Safety at Work Act 1974, the Working Time Regulations 1998, and Health & Safety (Young Persons) Regulations 1997
- The Apprentice must be aware of the importance of complying with their statutory responsibility for health and safety at work. This relates to their own safety and to the safety of others' in the workplace. They must also be aware of, and comply with, any additional health and safety procedures laid down by their employer/provider.
- Local LSC/DCELLS regional offices are responsible for monitoring the compliance of providers with their statutory health and safety obligations, and will carry this out with their Quality Assurance procedures.
- Providers will monitor the compliance of employers with Health and Safety statutory requirements.

Risk Assessment: Employers, as part of their statutory responsibilities under the Management of the Health and Safety at Work Regulations 1999, are required to:

- Assess risk to young people before they start work
- Take account of their inexperience and lack of awareness of existing or potential risks and immaturity
- Address specific factors in the risk assessment
- Take account of the risk assessment in determining whether the young person should be prohibited from certain work activities, except where it is necessary for their training
- Ensure risks are reduced as far as reasonably practicable
- Ensure proper supervision is provided by a competent person
- Check their employers liability to ensure that no exclusions apply

5.5 Equality and Inclusion

Throughout its activities, Skills for Logistics promotes the best practice of equal opportunities for all individuals. Approximately 11% of employees working within the Logistics sector whose duties are within the scope of this framework in England, Wales and Northern Ireland are female. Females constitute approximately 47% of the total English, Welsh and Northern Ireland workforce.

Approximately 8.5% of Logistics sector employees are minority ethnic, which is comparable with that of the total English, Welsh and Northern Irish workforce 17.9% of employees in the Logistics sector are aged less than 25 years, which is the same as the same age group for the total English, Welsh and Northern Irish workforce. No figures are available as to how many disabled individuals work within the sector.

As women are under-represented in the industry, Skills for Logistics will promote the Framework in order to tackle this situation. Recent initiatives include Women into Transport and Women with Wheels. The take up of women onto these frameworks can be monitored through the arrangements listed in 5.7.

5.6 Transfer Arrangements from Previous Framework

This framework will replace Version 2 and takes effect for new registrations from 1st August 2009 and registrations on Version 2 must cease on the 31st July 2009.

5.7 Monitoring Arrangements for the Framework

Skills for Logistics are responsible for monitoring take up and achievement of the Apprenticeship/Foundation Modern Apprenticeship. Monitoring information is provided on a regular basis via the LSC/National Council -DCELLS. Monitoring will inform the evaluation and review of frameworks.

Providers submit regular information (via the Individual Learner Record England and the National Trainee Database Record in Wales) to the LSC/National Council- DCELLS about the number of apprentices:

- recruited by age, gender, ethnic origin, disability, programme
- leaving the programme, including reasons for leaving
- who have achieved the mandatory outcomes of the programme, and the number who have left the programme with the NVQ, technical certificate (once approved) and/or part qualifications only.

6 Achievement and Progression

6.1 Certification

Successful Apprentices will receive an Advanced Apprenticeship/Modern Apprenticeship Completion Certificate from Skills for Logistics. This is separate from, and in addition to, those certificates awarded for the achievement of the individual components of the framework, e.g., NVQ and key skills.

Providers are responsible for claiming the Apprenticeship Completion Certificate from the Skills for Logistics and for providing evidence of completion for each of the mandatory outcomes.

Skills for Logistics requirements for claiming the certificate are:

- Obtain a copy of the Certificate Request Form (MA2) from Skills for Logistics www.skillsforlogistics.org and send the completed form together with a purchase order or cheque for the appropriate amount to Skills for Logistics. The completion certificate will be returned along with an invoice/receipt for the appropriate amount.

The current cost of a certificate is £30

6.2 Progression

Skills for Logistics have established a framework for career progression within the Logistics Sector entitled the Professional Development Stairway, details of which can be found on www.thestairway.org. This progression framework applies to companies engaged in the provision of Warehousing and Storage as exactly as it does to any other logistics sub sector.

The Traffic Office Advanced Apprenticeship/Modern Apprenticeship is intended to develop people to step 5 on the Stairway (senior operative). Further progression opportunities therefore reflect the range of career options within a logistics environment, which could include:

- Logistics Operations Management Advanced Apprenticeship/Modern Apprenticeship (stairway step 6 supervisor)
- One of the new management frameworks currently being developed by the Management Standards centre on behalf of the Skills for Business Network that would take the apprentice to a supervisory or managerial role (Steps 6 and 7 on the Stairway).
- Foundation Degree in Logistics (progression onto stairway steps 6,7, and8)

7 Fact Sheet

Advanced Apprenticeship/Modern Apprenticeship Traffic Office Level 3

What's involved?

An apprentice can expect to be doing work based learning with an employer and to be paid, either a wage if they are employed, or an allowance. The apprenticeship will include a National Vocational Qualification, Key Skills and a 'knowledge based element or technical certificate as listed below.

Competence Based Element	Knowledge Based Element	Key Skills
Traffic Office NVQ Level 3	<p>OCR Certificate of Professional Competence in National Road Haulage Operations</p> <p>OR</p> <p>OCR Certificate of Professional Competence in International Road Haulage Operations</p>	<p>Communication Level 2 Application of number Level 2</p> <p>Or</p> <p>Functional Skills</p> <p>Maths Level 2 English Level 2</p>

The decision on which competence based and knowledge elements will be studied will be made by the employer and/or training provider in discussion with the apprentice.

Entry requirements:

There are no formal entry requirements for this Framework but Advanced Apprentices/Modern Apprentices will need to demonstrate a good general standard of numeric skill, and both oral and written communication. Reliability, flexibility, and enthusiasm for learning are all important attributes.

Minimum Periods of Training:

The Advanced Apprenticeship/Modern Apprenticeship requires apprentices to be comprehensively tested in a broad range of related skills. There is no set minimum period of training but most Advanced Apprenticeships/Modern Apprenticeships will be completed in an 18 month to 24- month period.

What type of job might an apprentice be doing?

The Advanced Apprentice/Modern Apprentice will be involved in broad, complex duties associated with scheduling and planning the transportation of loads, and quoting for delivery. They may need to work unsocial hours. A high standard of customer service is consistently required. Punctuality, attention to detail, and reliability are essential

How long does the apprenticeship take to complete?

This depends on individual circumstances and experience but most Advanced Apprentices/Modern Apprentices will complete the framework within 18 to 24 months

Career progression after completing this apprenticeship

There are opportunities for Advanced Apprentices/Modern Apprentices to progress and gain wider experience within the logistics sector through team leading, management, or moving on to driving Heavy Goods Vehicles where training may be available to acquire specific categories of driving licence. Some may wish to advance their career in other parts of the logistics sector such as distribution and warehousing

Framework developed by:

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