

<b>Apprenticeship/Foundation Modern Apprenticeship in Carry and Deliver Goods</b>	<b>Framework Issue Number 2</b>
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<b>Framework Code</b>	2	2	8
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AAG:**

12<sup>th</sup> February 2009

**Date funding agreed**

13<sup>th</sup> February 2009

**Implementation date:  
England**

1<sup>st</sup> March 2009

**Wales**

1<sup>st</sup> March 2009



Llywodraeth Cymru  
Welsh Assembly Government

# Contents

## Page

<b>Summary of Changes</b>		
<b>1.</b>	<b>CONTACT DETAILS OF THE (INSERT SECTOR/INDUSTRY)</b>	<b>1</b>
1.1	Responsibility for the Framework	1
<b>2.</b>	<b>SUMMARY OF MANDATORY OUTCOMES</b>	<b>2</b>
2.1	Summary of mandatory outcomes for the apprenticeship/foundation modern apprenticeship in Carry and Deliver Goods	2
<b>3.</b>	<b>OVERVIEW OF THE FRAMEWORK</b>	<b>3 - 5</b>
3.1	Rationale for the Framework	3 - 5
<b>4.</b>	<b>CONTENT OF THE FRAMEWORK</b>	<b>6 - 8</b>
4.1	Competence Based Element	6
4.2	Knowledge Based Element	6
4.3	Key Skills	7
4.3.2	Essential Skills (Wales)	
4.4	Additional Employer Requirements	8
4.5	Employment Rights and Responsibilities	8
<b>5.</b>	<b>IMPLEMENTATION OF THE FRAMEWORK</b>	<b>9 - 11</b>
5.1	Employed Status	9
5.2	Entry Requirements	9
5.3	Minimum Duration of Training	10
5.4	Health and Safety	10
5.5	Equality and Inclusion	11
5.6	Transfer Arrangements from the Previous Framework	11
5.7	Monitoring Arrangements for the Framework	11
<b>6.</b>	<b>ACHIEVEMENT AND PROGRESSION</b>	<b>12</b>
6.1	Certification	12
6.2	Progression	12
<b>7.</b>	<b>FACTSHEET</b>	<b>13</b>
<b>Annex A</b>	Mandatory Qualifications contained in the Framework	See separate file
<b>Annex B</b>	Employer Consultation List	15

## Summary of Changes to this Framework

This framework has been presented in the new format, as advised by the LSC, to assist with a consistent approach.

The only change from the previous version is the inclusion of the following technical certificate.

Edexcel Level 2 Award in Carry and Deliver Goods BTEC (500/5369/3)

### Rationale behind this change

This framework was developed and approved prior to the requirement for Level 2 frameworks to contain a technical certificate. This change ensures the Framework complies with current requirements through the introduction of an appropriate technical certificate. The BTEC award proposed as the technical certificate has been specifically designed for this framework.

Reference to this technical certificate is made on the following pages; 2, 6, 13

# 1. Contact Details of the Industry or Sector

Title, level and coverage of apprenticeship	Carry and Deliver Goods
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Date of Implementation	1 <sup>st</sup> March 2009

## 1.1 Responsibility for the Framework

Skills for Logistics is the licensed Sector Skills Council responsible for the Carry and Deliver Goods 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.

Current frameworks include:

Driving Goods Vehicles	Level 2	Level 3	
Traffic Office	Level 2	Level 3	
Mail Services	Level 2		
Warehousing and Storage	Level 2		
Purchasing and Supply Management	Level 2	Level 3	Level 4

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

## 2.1 Summary of the Mandatory Outcomes for the Carry and Deliver Goods Apprenticeship/Foundation Modern Apprenticeship

Framework Code      Framework Issue Number

2	2	8		2
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Apprenticeship/Foundation Modern Apprenticeship	Level
<p align="center"><b>Competence Based Element</b></p> <p align="center">NVQ</p> <p align="center">Carry and Deliver Goods</p>	<b>2</b>
<p align="center"><b>Knowledge based element</b></p> <p align="center">Edexcel Level 2 Award in Carry and Deliver Goods BTEC</p>	<b>2</b>
<p align="center"><b>Key Skills</b></p> <p align="center">Application of Number Communications</p> <p align="center">Or</p> <p align="center">Appropriate Functional Skills (England only) Maths English</p> <p align="center">Or</p> <p align="center">Appropriate Essential Skills (Wales only) Application of Number Communication</p>	<p>1 1</p> <p>1 1</p> <p>1 1</p>
<p align="center"><b>Additional Employer Requirements</b></p> <p align="center">None</p>	
<p align="center"><b>Employment rights and responsibilities</b></p> <p align="center">Refer to Paragraphs (4.5 &amp; 5.2):</p> <p align="center">ERR Workbook available from SfL Website</p>	



## **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 1.5 million people in England, Wales and Northern Ireland. Directly, the logistics sector is responsible for the employment of approximately 4% of the English and Welsh workforce and approximately 6% in Northern Ireland, whilst this figure increases to around 6% in England and Wales and 12% in Northern Ireland if the additional staffs in other sectors are taken into account.

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. 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 7,600 organisations in England and Wales whose primary function is in courier activities. In Northern Ireland this figure is around 350 organisations, These organisations represent the second largest amount of workplaces in the Logistics sector and employ approximately 150,000 individuals, either directly or indirectly. The Carry and Deliver Goods Apprenticeship is designed for these and other candidates who are involved in the transport and delivery of goods by light vehicle, van, motor cycle or pedal cycle and whose job role involves multi-drop deliveries, customer interaction and in some cases, dealing with financial transactions. The Framework requires the apprentice to work effectively on their own, and with others, observing health, safety and security guidelines. In addition, candidates have to exhibit the ability to develop good customer service skills, complete pre and post delivery routines and plan routes and timings for journeys.

## **Employer survey**

The development of the original Carry and Deliver Goods Apprenticeship Framework development was monitored and overseen by the Skills for Logistics Board who approved the Framework as both meeting and addressing defined industry needs.

At the request of a number of employers a recent consultation was undertaken to establish the need for enhancing the knowledge element of those who work within the multi – drop part of our sector. This consultation was conducted primarily as a telephone interview with follow up face to face meetings (please see annex B for details). All parties involved in the consultation indicated the need for a knowledge based qualification to enhance the NVQ provision.

## **Occupations/Career pathways**

The Apprenticeship/Foundation Modern Apprenticeship Framework for Carry and Deliver Goods is specifically targeted at those involved in the delivery of goods by light vehicle, van, motor cycle or pedal cycle and whose job role involves multi-drop deliveries, customer interaction and in some cases, dealing with financial transactions

This revised framework will bring together a comprehensive unified and updated approach to modern multi- drop delivery methods. This will also fit within Skills for Logistics professional development stairway at the appropriate level.

Although employers in the sector consider this to be solely a Level 2 job role and there is no Advanced Apprenticeship, there are a range of horizontal and vertical progression routes typically available to candidates, so those completing this framework may choose to progress their career through widening their driving skills and experience within the logistics sector, or by moving into associated ‘office’ roles and then progressing into team leading and supervisory management responsibilities.

Those Apprentices wishing to continue as Drivers could follow the Driving Goods Vehicle routes and gain their LGV licences as part of that Apprenticeship. The other opportunities for development and progression are through duties associated with organising transport operations or Warehousing activities, where other Apprenticeships are available

Candidates looking to progress to Level 3 could consider any of the current Advanced Apprenticeships available within the logistics sector.

## **Projections for take-up**

We anticipate that this Carry and Deliver Goods 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 20 – 40 % per year.

Figures available from the LSC database show the following:

Starts for 2006/2007	116
Starts for 2007/2008	313

## **4 Content of Framework**

### **4.1 Competence Based Element**

Apprenticeship/Foundation Modern Apprenticeship - The Carry & Deliver Goods NVQ at Level 2 (Ref Numbers 100/4234/9, 100/3745/7, 500/3458/3) 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 Carry & Deliver Goods NVQ at level 2 requires 6 mandatory units, plus 1 optional unit (from a choice of 2 specified units) to be successfully completed.

### **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 certificate is:

BTEC Level 2 award in Carry and Deliver Goods (500/5369/3)

### 4.3 Key Skills

Key skills help the apprentice to function effectively.

The mandatory Key Skills requirement for the Carry and Deliver Apprenticeship/Foundation Modern Apprenticeship is:

- Application of Number Level 1
- Communication Level 1

Providers are advised to refer to websites QCA (England) [www.qca.org.uk](http://www.qca.org.uk) DCELLS (Wales) [www.DCELLS.org.uk](http://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)

Maths	Level 1
English	Level 1

### **4.3.2 Essential Skills (Wales)**

From 1<sup>st</sup> August 2010 essential skills become mandatory in Wales and registrations on key skills must cease on 31<sup>st</sup> July 2010. The following are the acceptable essential skills for this framework.

Application of Number Level 1  
Communication Level 1

### **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 a checklist of 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, and a completed document must be submitted whenever a claim for a framework completion certificate is made as evidence.

## **5 Implementation of Framework**

### **5.1 Employed Status**

For Apprentices following the Carry and Deliver Goods Framework, employed status is the preferred route. Employed status means that the Apprentice is directly employed by an employer and is on their payroll.

In exceptional circumstances and with the prior agreement of Skills for Logistics, Apprentices can be:

- based with an employer but not directly employed and paid an allowance by the employer.
- based with a provider and placed with an employer who will provide work based learning opportunities.

### **5.2 Entry Requirements**

The Apprenticeship/Foundation Modern Apprenticeship 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. For the A/FMA there is no minimum entry or previous experience requirements. The programme shall allow equal access to all applicants.

A full driving licence is not a mandatory requirement for this framework as it is non mode specific and can be completed using a range of vehicles from pedal cycles to large goods vehicles. Therefore, while it is not an entry requirement to hold a licence a candidate undertaking the apprenticeship, driving a vehicle that requires a driving licence will need to take and pass the appropriate licence acquisition test in order to complete the apprenticeship.

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 Carry and Deliver Goods Apprenticeship/Foundation Modern Apprenticeship will generally be 12 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. It is anticipated that most candidates will complete their Apprenticeship/Foundation Modern Apprenticeship within twelve to eighteen months.

### 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.

## **5.6 Transfer Arrangements from Previous Framework**

Existing apprentices will be able to transfer to the revised Framework with immediate effect. It is not a mandatory requirement to transfer to this Framework.

## **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 Apprenticeship/Foundation 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 and send the completed form together with a purchase order for the appropriate amount to Skills for Logistics. The completion certificate will be returned along with an invoice 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](http://www.thestairway.org). This progression framework applies to companies engaged in the provision of courier services exactly as it does to any other logistics sub sector.

The Carry and Deliver Goods Apprenticeship/Foundation Modern Apprenticeship is intended to develop people to step 4 on the Stairway (established operative). Further progression opportunities therefore reflect the range of career options within a logistics environment, which could include:

- Traffic office Advanced Apprenticeship - taking responsibility for the organisation of a delivery, collection or distribution fleet of vehicles (stairway step 6).
- Driving Goods Vehicle Advanced Apprenticeship – upskilling to become a senior large goods vehicle driver involved in the trunking of mail (Stairway step 5).
- 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

Carry and Deliver Goods

### 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
Carry and Deliver Goods Level 2	BTEC Award in Carry and Deliver Goods	Communication Level 1 Application of number Level 1  Or Functional Skills Maths English

*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. An apprentice may commence this apprenticeship at age 16, but in practice employers tend to prefer apprentices to be age 17 and above

### Minimum Periods of Training:

There is no set minimum duration period, but it is envisaged that a minimum period of 12 months will usually be required for the competences to be achieved

### What type of job might an apprentice be doing?

The Apprentice will be involved in activities transporting goods, multi drop deliveries, pre and post delivery routines, planning journey routes. 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 apprentices will complete the framework within 12-18 months

**Career progression after completing this apprenticeship**

The apprentice may choose to widen their experience within the logistics sector, or to undertake an Advanced Apprenticeship

**Framework developed by:**

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