apprenticeship FRAMEWORK

Traffic Office (Wales)

Latest framework version?

For any previous versions of this framework: www.acwcerts.co.uk/framework_library

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Prentisiaethau Apprenticeships

Traffic Office (Wales)

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Framework information

Information on the Issuing Authority for this framework:

Institute of the Motor Industry

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

Issue number: 6	**This framework includes:**
Framework ID: FR02879	Level 2 ☒ Level 3 ☒ Level 4-7 ☐
Date this framework is to be reviewed by: 31/12/2013	**This framework is for use in: Wales**

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. Foundation 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 willl 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:	Issuing Authority Name
Issuer contact name:	Rachel Taylor
Issuer contact phone:	01908 313360

Who is making this revision	Paul Barefoot
Your organisation	Skills for Logistics
Your email address:	apprenticeships@skillsforlogistics.org

Revising a framework

Why this framework is being revised

To amend the framework to include the Traffic Office qualification offered by iCQ

Summary of changes made to this framework

Addition of the iCQ Level 2 Certificate in Traffic Office - 601/3754/X

Qualifications removed

N/A

Qualifications added

iCQ Level 2 Certificate in Traffic Office - 601/3754/X

Qualifications that have been extended

N/A

Purpose of this framework

Summary of the purpose of the framework

The UK economy relies of 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 Apprenticeship builds on the Level 2 Foundation Apprenticeship 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 2,000 workplaces in Wales whose primary function is in freight transport activities, employing around 2,300 people in Traffic Office operations.

These services are part of a wider logistics sector which employs around 4% of the workforce in Wales 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 Foundation Apprenticeship and its predecessor have been used by employers since 2005 and currently there are around 50 new Foundation Apprentices starting this framework annually.

This Foundation Apprenticeship builds on the previous Apprenticeship and at the same time contribute to meeting the skills priorities for Wales by:

- Incorporating Essential Skills Wales of Communication, Application of Number and IT, thereby helping to improve the levels of basic literacy and numeracy skills in the workforce in Wales.
- Providing qualifications for competence and knowledge, approved by employers to meet the skills mix they require.
- Developing employability skills through the incorporation of induction and employee rights and responsibilities components, recommending a minimum number of hours for these activities.
- Providing a progression pathway from level 2 to intermediate and higher -level skills, through to level 3 and 4 Apprenticeships/Higher Apprenticeships.
- Providing information about career pathways through the Logistics Professional Development Stairway
  and Delivering Your Future careers website.

Aims and objectives of this framework (Wales)

The aim of this Foundation Apprenticeship/Apprenticeship is to provide the road transport industry with staff who have the knowledge, skills and confidence to help their businesses grow and to provide a career path for Foundation Apprentices to higher level jobs and qualifications

The main objectives of this Foundation Apprenticeship are to:

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 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 Foundation Apprenticeship will build. Applicants to this level 2 Foundation 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
- any of the Essential Skills Wales or Wider Key Skills Wales
- The Welsh Baccalaureate, including the Principal Learning Qualification for Retail Business which
  includes logistics and the supply chain
- vocational or academic qualification(s)

RULES TO AVOID REPEATING QUALIFICATIONS

There are no relaxations or proxies for any qualifications specified in a framework in SASW, however, providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace. Processes exist to make sure that applicants with prior knowledge, qualifications and experience are not disadvantaged by having to repeat learning. Training providers and awarding organisations will be able to advise on the current rules for accrediting prior learning and recognising prior experience.Refer to the on and off the job training section for guidance about prior attainment and achievement. In the meantime, this is a short summary:

1. Essential Skills Wales.

If applicants already have GCSEs in English, Maths and/or Information and Communications Technology (ICT) they still have to do the Essential Skills Wales at the relevant level as these are new qualifications and proxies do not exist. Up to the 31 August 2011, if applicants already have achieved Key Skills at the relevant level, they will not have to do the relevant Essential Skills Wales, however, apprentices can be encouraged to complete ESW at a higher level if appropriate.

2. Knowledge qualifications.

If applicants already have one of the Level 2 KNOWLEDGE qualifications before they started their Apprenticeship, (see knowledge qualifications page in this framework) they can count this and do not have to redo the qualification, providing that they have achieved this qualification within 5 years (to be set by the framework developer but SASW recommends five years) of applying for the apprenticeship certificate. For example they may have already achieved the

KNOWLEDGE element as part of the Welsh Baccalaureate. The hours they spent gaining this qualification will also count towards the minimum hours required for this framework.

3. Competence qualifications.

If applicants already have the Level 2 COMPETENCE qualification for the Apprenticeship they do not have to repeat this qualification, however, this qualification must have been achieved within 5 years (to be set by the framework developer but SASW recommends five years) of applying for the Apprenticeship certificate and they will still have to demonstrate competence in the workplace.

4. Prior experience.

Applicants already working in the sector will be able to have their prior experience recognised by the Awarding Organisation and this will count towards the competence and the knowledge qualifications in this framework.

5. Initial Assessment

Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs, recognising prior qualifications and experience.

Level 2

Title for this framework at level 2

Traffic Office

Pathways for the 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) 45 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	501/1749/X	EDI	22	115	N/A
B1b	501/2059/1	Edexcel	22	115	N/A
B1c	600/3158/X	City & Guilds	22	115	N/A
B1d	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 SASW. This pathway totals 45 credits which includes competence, knowledge, the ERR qualification and the three Essential Skills Wales of Communication, Application of Number and ICT.

This framework exceeds the minimum of 37 credits set by the SASW

Total Credits for this combined qualification is 22 and is 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)

Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of SASW on the gov.wales website. Additional guidance materials can be found on the Knowledge Base section of the ACW website.

Does this framework require Communication achievement <u>above</u> the minimum SASW requirement?   YES   ☐ NO ☒

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of SASW on the gov.wales website. Additional guidance materials can be found on the Knowledge Base section of the ACW website.

Does this framework require Application of Number achievement <u>above</u> the minimum SASW requirement?   YES   ☐ NO ☒

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required:

> Enter alternative grade/level requirements and reasons here.

Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework?   **YES**   ☒   **NO**   ☐

Digital Literacy (ICT)

Please note that there are currently no acceptable proxy qualifications for Digital Literacy (ICT).

For the current **minimum** grade/level requirements, please refer to the most recent version of SASW on the gov.wales website. Additional guidance materials can be found on the Knowledge Base section of the ACW website.

Does this framework require Digital Literacy (ICT) achievement <u>above</u> the minimum SASW requirement?   YES   ☐ **NO** ☒

If YES, please state the grade/level required for **Digital Literacy (**ICT) and give a brief **REASON** as to why this is required:

> Enter alternative grade/level requirements and reasons here.

Progression routes into and from this pathway

PROGRESSION INTO THIS LEVEL TWO FOUNDATION APPRENTICESHIP
This can be from a wide range of routes including:

- work or work experience
- training (non accredited)
- any of the Essential Skills Wales or Wider Key Skills Wales
- Welsh Baccalaureate including any of the (14-19) Principal Learning Qualifications, particularly Retail Business which has logistics content
- vocational or academic qualification(s)

PROGRESSION FROM THIS LEVEL 2 APPRENTICESHIP:
Apprenticeship in any of the following:

- Traffic Office Apprenticeship
- Logistics Operations 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 Foundation Apprenticeship sits in the Logistics Professional Development Stairway at Step 3. For further information visit www.thestairway.org
- For careers information for the logistics sector visit www.deliveringyourfuture.co.uk

UCAS points for this pathway:

N/A

Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework?   **YES**   ☒   **NO**   ☐

Delivery and assessment

DELIVERY AND ASSESSMENT OF ERR

QCF Award numbers 600/1045/9 - EDI
600/1361/8 - C&G
600/1217/1 - Edexcel 600/1740/5 - ABC
600/1745/4 - SQA
600/2570/0 - OCR
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 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

ht tp://www.skillsforlogistics.org/home/qualifications/apprenticeships/wales

RECOGNITION OF ERR:

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

Level 3

Title for this framework at level 3

Traffic Office

Pathways for the framework at level 3:

Pathway 1:   Traffic Officer Manager

Level 3, Pathway 1: Traffic Office Manager

Description of this pathway

Traffic Office Level 3 (Traffic Office Manager) 49 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	501/0593/0	EDI	25	116-125	N/A
B1b	501/2233/2	City & Guilds	25	116-125	N/A
B1c	501/1111/5	Edexcel	25	116-125	N/A
B1d	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 SASW. This pathway totals 49 credits which includes competence, knowledge, the ERR qualification and the three Essential Skills Wales of Communication, Application of Number and ICT.

This framework exceeds the minimum of 37 credits set by the SASW

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 (1credit for competence and 1 for knowledge)
- Identify suitable collection or delivery points (1credit 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)

Essential Skills

An apprenticeship framework must specify as a Welsh certificate requirement the expected achievement levels of Essential Skills in Communication and the Application of Number.

Where Essential Skills qualifications are specified in an apprenticeship framework, the apprenticeship framework must specify the acceptance of a recognised proxy qualification for Communication and Application of Number.

Communication

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of SASW on the gov.wales website. Additional guidance materials can be found on the Knowledge Base section of the ACW website.

Does this framework require Communication achievement <u>above</u> the minimum SASW requirement? YES ☐ NO ☒

If YES, please state the grade/level required for English and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

Application of Number

For the current list of acceptable proxy qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of SASW on the gov.wales website. Additional guidance materials can be found on the Knowledge Base section of the ACW website.

Does this framework require Application of Number achievement <u>above</u> the minimum SASW requirement? YES ☐ NO ☒

If YES, please state the grade/level required for Maths and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

Inclusion of Digital Literacy (ICT)

Digital Literacy (ICT) is an **optional** framework requirement.

Is Digital Literacy a requirement in this framework?   **YES**   ☒   **NO**   ☐

Digital Literacy (ICT)

Please note that there are currently no acceptable proxy qualifications for Digital Literacy (ICT).

For the current **minimum** grade/level requirements, please refer to the most recent version of SASW on the gov.wales website. Additional guidance materials can be found on the Knowledge Base section of the ACW website.

Does this framework require Digital Literacy (ICT) achievement <u>above</u> the minimum SASW requirement?   YES   ☐ NO ☒

If YES, please state the grade/level required for **Digital Literacy (**ICT) and give a brief **REASON** as to why this is required:

Enter alternative grade/level requirements and reasons here.

Progression routes into and from this pathway

PROGRESSION INTO THIS LEVEL THREE APPRENTICESHIP
This can be from a wide range of routes including:

- work or work experience
- training and/or experience which could include a portfolio showing what they have done
- any of the Essential Skills Wales or Wider Key Skills Wales
- Traffic Office Foundation Apprenticeship
- Warehousing and Storage Foundation Apprenticeship
- Driving Goods Vehicles Foundation Apprenticeship
- International Trade and Logistics Operations Foundation Apprenticeship
- Welsh Baccalaureate including the Retail Business Principal Learning Qualification which has logistics
  content
- vocational or academic qualification(s)

PROGRESSION FROM THIS LEVEL 3 APPRENTICESHIP:
Apprenticeships in any of the following:

- Generic Management Higher 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 responsible for all aspects of the distribution and transport of goods. 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 Apprenticeship sits in the Logistics Professional Development 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:

N/A

Employee rights and responsibilities

Please note that for Apprenticeship starts from 14/10/2016 onwards ERR is no longer a **mandatory** requirement in all frameworks.

However, it may still be included in some frameworks and where it is not explicitly stated that ERR is not a requirement then confirmation of an Apprentice's ERR achievement will still remain a requirement for Apprenticeship certification purposes.

Is ERR a requirement for this framework?   **YES**   ☐   **NO**   ☐

Delivery and assessment

DELIVERY AND ASSESSMENT OF ERR
QCF Award numbers 600/1045/9 - EDI
- 600/1361/8 - C&G
- 600/1217/1 - Edexcel 600/1740/5 - ABC
- 600/1745/4 - SQA
- 600/2570/0 - OCR
- 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 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 LearningSupport
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 [ht tp://www.skillsforlogistics.org/home/qualifications/apprenticeships/wales](http://www.skillsforlogistics.org/home/qualifications/apprenticeships/wales) RECOGNITION OF ERR:

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

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

How equality and diversity will be met

The Logistics sector 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 fill a range of transport distribution roles.

Awareness of Logistics as a profession is being raised through the (14-19) Retail Business Qualification, Principal Learning Qualification as part of the Welsh Baccalaureate, which has logistics content and through promotional leaflets aimed at 14 – 19 year olds in schools in Wales. Amongst these leaflets is "Getting more girls into Logistics and Retail" which will help to promote the range of jobs in logistics.

Other initiatives which aim to attract applicants from a diverse population developed by Skills for Logistics are:

- 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:

- Incorporating guidance on initial assessment to ensure it does not discriminate against applicants to this framework
- 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 training

Summary of on- and off-the-job training

Total on and off the job training hours for this framework is

For the Level 2 Foundation Apprenticeship pathway 395 hours.

For the Level 3 Apprenticeship pathway 396 hours.

Off-the-job training

Off-the-job training hours for the Level 2 Foundation Apprenticeship pathway is 283 hours for the 12 month programme.

Off the job hours for the Level 2 pathway are made up as follows:

- 38 hours for the knowledge element of the Level 2 Certificate in Traffic Office
- 55 hours for the Level 1 Essential Skills Wales in Application of Number
- 55 hours for the Level 1 Essential Skills Wales in Communication
- 55 hours for the Level 1 Essential Skills Wales in IT
- 40 hours for ERR and Induction (to reflect the % of time in induction and ERR delivered/completed off the job)
-40 hours minimum for mentoring (or at least one hour per week for the duration of the programme)

Off the job training hours for the Level 3 Apprenticeship pathway is 284 hours for the 12 month programme.

Off the job hours for the Level 3 pathway are made up as follows:

- 39 hours for the knowledge element of the Level 2 Certificate in Traffic Office
- 55 hours for the Level 2 Essential Skills Wales in Application of Number
- 55 hours for the Level 2 Essential Skills Wales in Communication
- 55 hours for the Level 2 Essential Skills Wales in IT
- 40 hours for ERR and Induction (to reflect the % of time in induction and ERR delivered/completed off the job)
- 40 hours minimum for mentoring (or at least one hour per week for the duration of the programme)

How this requirement will be met

Training hours delivered under an Apprenticeship agreement may vary depending on the previous experience and attainment of the Apprentice. The amount of off-the-job training required to complete the Apprenticeship under the Apprenticeship agreement may then be reduced accordingly, provided the total number of off-the-job hours for this framework can be verified for Apprenticeship certification.

Previous attainment

Where a learner enters an Apprenticeship agreement having previously attained parts or all of the relevant qualifications, this prior learning needs to be recognised using either QCF credit transfer for achievements within the QCF; or through recording of exemptions for certificated learning outside of

the QCF, for example Principal Learning qualifications. For Apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years of applying for the Foundation Apprenticeship Certificate.

Previous experience

Where a learner enters an Apprenticeship agreement with previous work-related experience, this prior learning needs to be recognised [see QCF Guidance on Claiming Credit for further details]. To count towards Apprenticeship certification, previous experience must be recorded using the appropriate Awarding Organisation's QCF 'Recognition of Prior Learning' procedures and the hours recorded may then count towards the off-the-job hours required to complete the Apprenticeship.

For Apprentices with prior uncertificated learning experience, the off-the-job learning must have been acquired within 3 years of application for the Foundation Apprenticeship Certificate or have been continuously employed in the relevant job role in the industry for 12 months duration.

Off-the-job training needs to:

- be planned, reviewed and evaluated jointly between the Apprentice and a tutor, teacher, mentor or manager;
- allow access as and when required by the Apprentice either to a tutor, teacher, mentor or manager;
- be delivered during contracted working hours;
- be 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 and induction.

Off-the-job training must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the assessor and employer

Evidence for BOTH ON AND OFF THE JOB LEARNING which must be submitted to ACW when applying for the completion certificate for the Level 2 is:

- Level 2 Certificate in Traffic Office
- Evidence of completion of the ERR Award
- Essential Skills Wales for Communication, Application of Number and ICT at level 1

Evidence for BOTH ON AND OFF THE JOB LEARNING which must be submitted to Skills for Logistics when applying for the completion certificate for the Level 3 pathway is:

- Level 3 Certificate in Logistics Operations
- Evidence of completion of the ERR Award
- Essential Skills Wales for Communication, Application of Number and ICT at level 2

On-the-job training

On-the job training is defined as skills, knowledge and competence gained within normal work duties.

For this framework the amount of on-the-job training for the Level 2 pathway is 112 hours.

On the job training for this framework for the Level 2 pathway is made up as follows:

- 77 hours on the job for the 12 month programme as part of the competence element of the Level 2 Certificate in Traffic Office.
- 20 hours related to the on the job elements of induction and ERR
- 15 hours on the job to practice the three Essential Skills Wales.

For this framework the amount of on-the-job training for the Level 3 pathway is 112 hours.

On the job training for this framework for the Level 3 pathway is made up as follows:

- 77 hours on the job for the 12 month programme as part of the competence element of the Level 3 Certificate in Traffic Office.
- 20 hours related to the on the job elements of induction and ERR
- 15 hours on the job to practice the three Essential Skills Wales

How this requirement will be met

On the job training hours may vary depending on previous experience and attainment of the Apprentice. Where a learner enters an Apprenticeship agreement having previously attained or acquired the appropriate competencies or knowledge, this prior learning needs to be recognised and documented using the relevant QCF credit transfer, QCF exemption or RPL procedures (as off-the-job above). The amount of on-the-job training required to complete the Apprenticeship under the Apprenticeship agreement may then be reduced accordingly, provided the total number of on-the-job hours for this framework can be verified for Apprenticeship certification.

Apprentices who commence training under a new Apprenticeship agreement with a new employer may bring a range of prior experience with them. When an Apprentice can claim (e.g. 45% or more hours) towards the on-the-job framework total through prior learning acquired from previous full-time education, employment or other vocational programmes, then the Apprentice's learning programme should include 'customisation'. Training providers are encouraged to identify additional on-the-job training programmes that customise the learning to the new workplace. Customisation programmes may include selecting appropriate additional Unit(s) from QCF qualifications, or relevant units recognised as Quality Assured Lifelong Learning [QALL] through a CQFW recognised body, or follow Essential Skills at a level higher than that specified in the framework, include one or more Wider Key Skills or other competency-based qualifications/units relevant to the workplace.

For Apprentices who have already achieved the relevant qualifications, they must have been certificated within 5 years from the date of application for the Foundation Apprenticeship Certificate or have been continuously employed in the industry for 1 year. Job roles within Traffic Office require a thorough level of technical competence and knowledge, which will be undertaken through work-based training, practice and experience.

On-the-job learning must be formally recorded, either in a diary, workbook, portfolio, or be verified by attendance records. This evidence needs to be checked and signed by the assessor, employer, mentor, or training provider. These records of hours may need to be submitted to the Certifying Authority when applying for an Apprenticeship completion certificate.

Evidence for BOTH ON AND OFF THE JOB LEARNING which must be submitted to ACW when applying for the completion certificate is:

For the Level 2 pathway

- Level 2 Certificate in Traffic Office
- Evidence of completion of the ERR award
- Essential Skills Wales for Communication, Application of Number and IT at Level 1

For the Level 3 pathway

-
- Level 3 Certificate in Traffic Office
  Evidence of completion of the ERR award
- Essential Skills Wales for Communication, Application of Number and IT at Level 2

Wider key skills assessment and recognition

While Wider Key Skills are not a **mandatory** part of the framework, training providers are encouraged to provide apprentices the opportunity to achieve them.

For this framework, there are natural opportunities for Wider Key Skills to be embedded within the mandatory units of the following qualifications:

Enter Qualification Names

Improving own learning and performance

Employers consulted do not require these separate Wider Key Skills at this time.

However, providers and Apprentices are encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow Apprentices to claim APL these skills in the future.

Skills for Logistics recognises improving own learning and performance is an individual process and although no specific unit has been identified as a source of evidence guidance material has been developed.

Please visit :
http://www.skillsforlogistics.org/home/qualifications/apprenticeships/wales/to

Working with others

Employers consulted do not require these separate Wider Key Skills at this time.

However, providers and Apprentices are encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow Apprentices to claim APL these skills in the future.

Skills for Logistics has identified the following mandatory unit as a source of evidence to support this wider key skill and has developed materials to record evidence.

A/601/7179 – Develop productive working relationships with colleagues in logistics operations.

Please visit :
http://www.skillsforlogistics.org/home/qualifications/apprenticeships/wales/to

Problem solving

Employers consulted do not require these separate Wider Key Skills at this time.

However, providers and Apprentices are encouraged to record where and when these Wider Key Skills are being used so that evidence can be gathered to allow Apprentices to claim APL these skills in the future.

Skills for Logistics has identified the following mandatory unit as a source of evidence to support this wider key skill and has developed materials to record evidence.

K/502/1072 Health, Safety and Security at work

Please visit :
http://www.skillsforlogistics.org/home/qualifications/apprenticeships/wales/to

apprenticeship
FRAMEWORK

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