

apprenticeship FRAMEWORK

Express Logistics (Wales)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 14 OCTOBER 2016

Modifications to SASW came into effect on 14 October 2016. These changes relate to the **Essential Skills and Employer Rights and Responsibilities** requirements of a framework and they **ONLY** apply to new Apprenticeship starts on, or after, 14th October. Apprenticeship starts before this date must continue to meet the 2013 SASW requirements for Essential Skills and Employer Rights and Responsibilities.

For more details of the changes and how they will affect new apprenticeship starts, please read the following preface page to the framework document. NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

Latest framework version?

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

Issue date: 23 January 2014

Published By

[Institute of the Motor Industry]

Apprenticeship Certification
Wales

<https://acwcerts.co.uk/web/>

Document Status:

[Issued]

Express Logistics (Wales)

Contents

Contents

Framework information	3
Contact information	4
Purpose of this framework	6
Entry conditions	8
Level 5: Express Logistics.....	9
Pathway 1: Express Logistics Operations	10
Equality and Diversity	19
On and off the job training	21
Wider key skills.....	24

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: [1]	This framework includes:
Framework ID: [FR02641]	Level 2 <input type="checkbox"/> Level 3 <input type="checkbox"/> Level 4-7 <input checked="" type="checkbox"/>
Date this framework is to be reviewed by: [31/12/2015]	This framework is for use in: Wales

Short description

[Express Logistics - the rapid, guaranteed delivery of goods and packages to businesses and consumers - is one of the UK's fastest growing sectors and makes a significant contribution to all industrial and commercial sectors in the Welsh economy. Managing these fast-moving logistics processes is complex and demanding. This apprenticeship combines a Foundation Degree (Level 5) in Express Logistics with assessment of workplace competence (also at Level 5) and provides a thorough development route for young operational managers in the sector. With much of the industry promoting from within and organising its own progression, many current managers are educated below level 3. Skills for Logistics research indicates that only 29% of the logistics management workforce holds qualifications at level 4 or above. This Apprenticeship fills this gap by offering a programme to meet the needs of the industry as it prepares for succession training.

Contact information

Proposer of this framework

[This framework (and the counterpart SASE framework) was developed at the request of TNT Express. It was developed in partnership with HR and training staff from its UK head office in Atherstone, Warwickshire. TNT Express is headquartered in the Netherlands and employs some 10,200 staff throughout the UK.

The framework provides the express logistics sector with a route for the recruitment and development of Operational Managers as an alternative to traditional graduate recruitment programmes.]

Developer of this framework

Name: [John Bowman]

Organisation: [Skills for Logistics]

Organisation Type: [Sector Skills Council]

Job Title: [Skills Specialist]

Phone: [01908 313360]

Email: [john.bowman@skillsforlogistics.org]

Postal address: [12 Warren Yard, Warren Park, Milton Keynes MK12 5NW]

Website: [www.skillsforlogistics.org]

Issuing Authority's contact details

Issued by: [Issuing Authority Name]

Issuer contact name: [Rachel Taylor]

Issuer contact phone: [01908 313360]

Issuer Email: [rachel.taylor@skillsforlogistics.org]

Contact Details

Who is making this revision [Name]

Your organisation [Organisation Name]

Your email address: [Email address]

Revising a framework

Why this framework is being revised

[Framework Developer to complete with relevant info]

Summary of changes made to this framework

[Framework Developer to complete with relevant info]

Qualifications removed

[Framework Developer to complete with relevant info]

Qualifications added

[Framework Developer to complete with relevant info]

Qualifications that have been extended

[Framework Developer to complete with relevant info]

Purpose of this framework

Summary of the purpose of the framework

The framework provides a development route for operational managers in the Express Logistics sector. Express logistics is one of the UK's fastest growing sectors and makes a significant contribution to the UK economy in its own right, employing at least 72,000 people.

Employment in the express logistics industry has increased at an average rate of 6% a year since the mid-1990s, six times the growth rate for UK employment as a whole. The express industry is expected to continue to grow at this rate over the next ten years, nearly three times as fast as UK GDP as the industry serves the increasing need for rapid, guaranteed delivery, especially from companies in the fastest growing sectors of the economy. As a result, the contribution of the express industry to UK-GDP is set to increase over the next twenty years, to more than £5 billion a year.

While Logistics is not recognised as a priority sector in public policy in Wales, the priority sectors in industry and commerce increasingly rely on Express Logistics to ensure that documents, finished goods and components are sent and delivered safely, securely and on time.

Despite the importance of the sector, the historic pattern in the industry, of promotion from within and organising its own progression, means that many current operational managers are educated below level 3. Skills for Logistics estimate that only 29% of the logistics management workforce holds qualifications at level 4 or above. Employers in the sector recognise the need to recruit young people with Level 3 qualifications and develop them for the role of Operational Manager. This apprenticeship will form the core of an extensive personal development programme producing Operational Managers with Level 5 qualifications able to contribute fully to the operation and development of Express Logistics businesses.

Aims and objectives of this framework (Wales)

The aim of this framework is to attract new people into the Express Logistics Industry from a wide range of backgrounds to replace those who leave or retire and to up-skill the existing workforce to Level 5.

The Objectives of this framework are to:

- Professionalise the role of Operational Managers
- Increase the number to existing staff qualified at Level 5
- Attract more applicants from women and other underrepresented groups into management posts at Level 5
- Develop problem solving, communication, team working, literacy, numeracy and ICT skills which are a priority for the Express Logistics sector

- Provide opportunities for SME's to access a quality training programme to help their business grow
- Provide opportunities for career progression within the Logistics sector
- Provide a pathway to a Degree for young people who may not otherwise chose Higher Education

Entry conditions for this framework

Prospective candidates will need to meet the entry requirements of the Express Logistics Foundation Degree and have a keen interest in Management and Leadership in the Logistics Sector. Applicants will come from range of routes which may include:

- Academic qualifications at Level 3 (e.g. Welsh Baccalaureate, GCE 'A' Level qualifications)
- An Advanced Apprenticeship at Level 3 or 4 (Driving Goods Vehicles, Traffic Office, Supply Chain Management, Warehousing and Storage, Logistics Operations or any of the Management Advanced/Higher Apprenticeships).
- a range of Logistics or Management vocational qualifications at Level 3 or 4

This framework in Express Logistics would suit somebody who is interested in managing and motivating staff, who enjoys devising strategies and managing budgets.

Initial Assessment

The purpose of initial assessment is to identify prior learning and experience to tailor the Apprentice's Individual Learning Plan, not for screening out applicants.

Training providers and employers will identify the apprentices learning and support needs and reflect these in the individual learning plan, recognising prior qualifications and experience. Where APL is recognised for existing competence, knowledge or for Essential Skills Wales, the Apprenticeship programme must be tailored to allow the apprentice to undertake new learning, including learning at a higher level and develop new skills.

Level 5

Title for this framework at level 5

Express Logistics

Pathways for the framework at level 5:

Pathway 1: Express Logistics Operations

Level 5, Pathway 1: Express Logistics Operations

Description of this pathway

The Express Logistics Operations pathway has a total minimum credit value of 304 credits.

Entry requirements for this pathway in addition to the framework entry requirements

There are no additional requirements other than the general entry conditions.

Job title(s)	Job role(s)
Operational Manager	Managing an express logistics operation, ensuring compliance with company and legislative policy. Managing the flow of goods effectively and efficiently through a network. Developing and implementing tangible business improvements and cost efficiencies to drive the company's competitiveness.

Qualifications

Competence qualifications available to this pathway

C1 – Level 5 Diploma in Express Logistics

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/5103/6	CILT	46	236	N/A

Knowledge qualifications available to this pathway

K1 – Foundation Degree in Express Logistics

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	00245088	Leeds Metropolitan University	240	2400	240

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

The competence and knowledge qualifications used in this framework have been specifically developed to meet the needs of Operational Managers in the Express Logistics sector.

Development work involved staff from TNT Express and was based on their Operational Manager job role and duties. Thus, the Level 5 CILT Diploma in Express Logistics was developed specifically to provide assessment of the competencies required in the Operational Manager job role in Express Logistics while the same job role was used to identify the body of knowledge required for the Foundation Degree in Express Logistics. |

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 above 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 above 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 above 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 the Level 5 Higher Apprenticeship in Express Logistics

Progression into the framework can be from a range of routes:

- Welsh Baccalaureate Advanced, GCE 'A' Level, relevant Wider Key Skills Wales.
- Higher National Certificate
- Apprenticeship at Level 3 or Level 4
- Substantial work experience in the logistics sector

Progression routes from the Level 5 Higher Apprenticeship in Express Logistics:

Candidates completing this Apprenticeship will normally spend time consolidating their roles and practicing their skills for a period of time before progressing into other job roles or commencing another programme of learning.

Progression from the framework may take the form of:

- Management and other Professional Qualifications at Level 6 and above
- Higher education (full time or part time) to undertake management, business or other qualifications, including Masters degree in Management. and Leadership or Business Management
- Professional body qualifications which may lead to membership of a professional body

Logistics Careers Structure

This Level 5 Higher Apprenticeship in Express Logistics sits in the Logistics Professional Development Stairway at Level 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

ERR Requirement

The Level 5 Higher Apprenticeship in Express Logistics requires Apprentices to gain a separate QCF Award entitled Employee Rights and Responsibilities. This is available in Wales from the following awarding organisations:

QCF Award numbers/Awarding Organisation 600/1045/9 - Pearson EDI

- 600/1361/8 - C&G
- 600/1217/1 - Pearson Edexcel 600/1740/5 - ABC
- 600/1745/4 - SQA
- 600/3313/7 - HABC
- 600/4981/9 - EAL
- 600/6024/4 - CILT
- 601/1592/0 - IMIAL
- 600/7827/3 - NOCN
- 600/5724/5 - SFEDI

All Apprentices must receive an induction to the workplace and to the Higher 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.

[ERR Workbook](#)

Skills for Logistics has developed an ERR workbook to support the delivery of the ERR award:

www.skillsforlogistics.org/home/qualifications/apprenticeships/wales/.

Recognition of ERR

A Certificate of Achievement of the ERR Award must be uploaded to ACW

when applying for the Higher Apprenticeship completion certificate.

]

[

]

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 attracted to the industry at a time when the ageing logistics workforce means that new people are required by logistics organisations. The significance of both national and locally owned logistics companies is often overlooked in local economies and the contribution to local employment often undervalued.

Initiatives to attract applicants from a younger and more diverse population and challenge the perception that Logistics is a sector for white males include:

- Delivering Your Future careers website which illustrates 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. www.madeinchinaresources.co.uk
- The work of the Local Logistics Community Network based in Taffs Well, which brings together employers, schools and colleges and other stakeholders to improve awareness of the significance of logistics in the local economy and enhance education and training provision for the sector.

Apprenticeships are seen as a vital route to encourage and facilitate a greater diversity of individuals into the Logistics Sector. Actions to widen participation and increase diversity in the Logistics workforce include:

- Flexible entry conditions for this framework to attract a wide
- range of applicants. Incorporating guidance on initial assessment to ensure the framework does not discriminate against applicants to this framework.
- Working with Welsh Government to promote logistics as a sector of choice for young people.
- Links with Jobcentre Plus, promoting logistics as a career path.
- Promoting logistics content in the school curriculum through the Chartered Institute for Logistics and Transport (CILT).
- Developing an entry to employment programme aimed at
-

difficult to reach groups. Raising the profile of Logistics at careers events in Wales

Skills for Logistics expects providers and employers to meet their duty 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 with reference to the 9 protected characteristics set out in the Act.

Guidance on this duty can be found at:

www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/

]

On and off the job training

Summary of on- and off-the-job training

This framework comprises a single level 5 pathway which has a total (on and off the job training) GLH of 2996.

These GLH include time spent on the qualifications in the pathway as well as time spent on activities such as induction, mentoring, Essential Skills Wales and Employment Rights and Responsibilities.

Training hours are delivered during contracted working hours under an Apprenticeship Agreement, or during a qualifying period ending on the date of application for a certificate.

Both on and off the job training hours must be planned, reviewed and evaluated jointly between the apprentice and tutor, teacher, mentor or manager and must allow training support via a tutor, teacher, mentor or manager. The methods of delivery of this training must be appropriate to the needs of individual candidates and employers, so a range of delivery methods should be considered including; individual and group teaching, e-learning, distance learning, coaching, mentoring; feedback and assessment; collaborative/networked learning with peers; guided study.

Off-the-job training

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

The minimum, total off the job training hours for this framework are 2725

This comprises:

- 2400 hours for the Foundation Degree in Express Logistics
- 55 hours for the Level 3 Essential Skills Wales in Application of Number
- 55 hours for the Level 3 Essential Skills Wales in Communication
- 55 hours for the Level 3 Essential Skills Wales in ICT
- 40 hours for ERR and Induction including the ERR qualification
- 120 hours minimum for mentoring- which should be at least one hour per week for the duration of the programme.

How this requirement will be met

In order to meet the significant requirements for off the job learning in this framework, Apprentices must be given opportunities to learn away from the immediate workplace. In order to complete the Foundation Degree, candidates will need to be offered day or block release and web-based learning. Apprentices will need access to a mentor who will help them relate learning to their job role and facilitate access to learning resources, for example enabling use of the internet during working hours.

Off the job training hours must be formally recorded either through a diary or a portfolio or verified by attendance records.

Evidence of completion of the off the job training hours

Evidence for off the job learning which must be submitted to uploaded to ACW in order to apply for an apprenticeship completion certificate is

- Foundation Degree in Express Logistics
- Level 5 Diploma in Express Logistics
- Essential Skills Wales for Application of Number, Communication and ICT at Level 2
- Certificate of Completion for the ERR Award

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 off 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 off 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 Essential Skills at a level higher than that specified in the framework, or include one or more of the Wider Key Skills or other competency-based qualifications/units relevant to the workplace.

Apprentices who have already achieved the Foundation Degree or other knowledge qualifications required by the framework, must have been certificated within 5 years of the date of application for the Foundation Apprenticeship Certificate or have been continuously employed in the industry for 1 year.

Wider Key Skills (WKS) achieved as part of the Welsh Baccalaureate can be accepted, but that when applying for an apprenticeship completion certificate, the WKS certificate must state that these have been achieved as the Baccalaureate certificate does not show the WKS separately;

A declaration signed by the apprentice and provider that the off the job training hours have been completed, must be provided as evidence when applying for an apprenticeship completion certificate |

On-the-job training

|The total on the job training hours for this framework is 271 hours.

This comprises:

- 236 hours for the Level 5 Diploma in Express Logistics
- 20 hours for the on the job elements of induction and the ERR Award
- 15 hours on the job to practice the three Essential Skill Wales

How this requirement will be met

On the job training hours must be recorded though a diary or portfolio maintained by the apprentice.

On the job training hours may vary depending on the previous experience and attainment of the Apprentice. Where a learner enters the Apprenticeship agreement having previously attained or acquired the appropriate competencies or knowledge, this prior learning can be recognised and documented using the relevant QCF credit transfer, QCF exemption or RPL procedures. The amount of on the job training required to complete the Apprenticeship may then be reduced accordingly.

A wide range on the job activities will provide opportunities for on the learning and demonstrate occupational competence and an understanding of the workplace. These include embedding knowledge into workplace activities, coaching sessions and performance reviews, mentoring, assessment of competence, the building of portfolios, keeping diaries or logs and peer review discussions.

Evidence of completion of the total on the job training hours

Evidence for on the job learning which must be uploaded to ACW in order to apply for an apprenticeship completion certificate is:

- Foundation Degree in Express Logistics
- Level 5 Diploma in Express Logistics
- Essential Skills Wales for Application of Number, Communication and ICT at Level 2
- Certificate of Completion for the ERR Award

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 Essential Skills at a level higher than that specified in the framework, or include one or more of the Wider Key Skills or other competency-based qualifications/units relevant to the workplace.

Apprentices who have already achieved the Level 5 Diploma in Express Logistics qualification required by the framework, must have been certificated within 5 years of the date of application for the Apprenticeship Certificate or have been continuously employed in the industry for 1 year. This must be accompanied by a declaration signed by the apprentice and provider that the on the job training hours have been completed and this declaration must be submitted as evidence when applying for an apprenticeship completion certificate. |

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

[In the light of the depth and breadth of the combined content of the Foundation Degree in Express Logistics and the Level 5 Diploma in Express Logistics, employers involved in the development of this Apprenticeship agreed that the Wider Key Skill in Improving own learning and performance is not required.]

Working with others

[In the light of the depth and breadth of the combined content of the Foundation Degree in Express Logistics and the Level 5 Diploma in Express Logistics, employers involved in the development of this Apprenticeship agreed that the Wider Key Skill in Working with others is not required.]

Problem solving

[In the light of the depth and breadth of the combined content of the Foundation Degree in Express Logistics and the Level 5 Diploma in Express Logistics, employers involved in the development of this Apprenticeship agreed that Wider Key Skill in Problem solving is not required.]

apprenticeship FRAMEWORK

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