

A funded skills development programme for traffic office staff

You can use your Apprenticeship Levy or 90% government co-investment funding to raise the skills levels of your existing and new traffic office staff to manage the efficient movement of goods.

A gold-plated programme

The National Logistics Academy has used our unrivalled sector knowledge to come up with a gold-plated programme that goes above and beyond the base specification to deliver professional, well-rounded traffic office staff that will be a real asset to your business.

Apprentices will learn:

- Supply chain practices and processes - including modes of transport, industry structures, technology and systems
- Communicating effectively with colleagues, customers, third party carriers and other organisations
- Using industry-recognised systems and services
- Monitoring the use of equipment and machinery
- Time and process management including achieving objectives and reviewing/improving methods of working
- Traffic office skills
- Health and safety practices, procedures and regulations

Government funding

Larger businesses can use their Apprenticeship Levy to fund the full apprenticeship. Smaller businesses can access government funding for 90% of the training costs. Either way you are getting a fantastic training package with little or no impact on your training budget!

National delivery

This apprenticeship programme is delivered throughout the UK by members of The National Logistics Academy.



Key features of the Supply Chain Operator Apprenticeship:

- 12 months minimum duration
- English and maths functional skills training
- On the job practical training
- 20% off-the-job training including 10 structured learning sessions providing the underpinning knowledge and key skills
- Freight Tracking and Management Systems (TMS) training
- Fuel efficiency and route planning course
- Driver Hours, tachographs, rules and regulations training
- Reflective diary
- Monthly reviewer coaching sessions
- In-company mentor support
- End point assessment

See overleaf for an example 12-month timetable

Example Supply Chain Operator apprenticeship programme outline

The programme embeds the knowledge, skills and behaviours required to become a competent and productive traffic office clerk. The training programme features 9 off-the-job structured learning sessions delivered at an Academy centre close by or on-site at your premises. It includes training on using Freight Tracking & Management Systems (TMS).

The example timetable below can be flexed to meet specific employer requirements.

Month 0 – pre-apprenticeship

- Job application, sifting and selection, short-listing
- Assessment day – including English/maths skills
- Job offer, contract of employment
- Assignment to mentor

Month 1 – on-boarding

- Company on-boarding, job role and objectives
- Programme registration
- Learning session 1: health and safety
- Functional skills introduction
- Learning session 1: safe loading and manual handling
- Job specific training – proof of delivery (POD)

Month 2 – customer services

- Learning session 2: PDP setting of smart targets
- Learning session 3: delivering outstanding customer service
- Job specific training – customer service
- Functional skills

Month 3 – communication and time management

- Functional skills
- Learning session 4: communication skills and time management
- Learning session 5: email communications
- Job specific training – route planning and risk assessment
- Milestone review 1

Month 4 – Drivers' Hours, tachographs, rules and regulations

- Functional skills
- Learning session 6: Drivers' Hours and tachographs
- Job specific training – vehicle security

Month 5 – freight Tracking and Management Systems (TMS)

- Functional skills



- Learning session 7: introduction to TMS
- Job specific training – using the TMS

Month 6 – fuel efficiency and route planning

- Learning session 8: safe and fuel efficient driving (SAFED)
- Job specific training – vehicle choices – full/part loads
- Milestone review 2

Month 7 – team working

- Learning session 9: team working
- Moderated observation 1

Month 8 – vehicle maintenance

- Job specific training – introduction to motor vehicle technology, lighting systems and routine vehicle checks
- Milestone review 3

Month 9 – ADR awareness

- Learning session 10: ADR awareness
- Job specific training – Fleet Operator Recognition Scheme
- Professional discussion

Month 10 – observations and milestone targets

- Mentor assessment
- Moderated observation 2

Month 11 – refresh and mock tests

- Mock practical EPA

Month 12 – Gateway review

- Final moderated assessment
- Milestone 'Gateway' review 4

Month 13 – End Point Assessment

- End Point Assessment and graduation