



A
MODERN APPRENTICESHIP
IN
TRAFFIC OFFICE
FRAMEWORK DOCUMENT
FOR
SCOTLAND

Skills for Logistics

September 2005

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**Skills for
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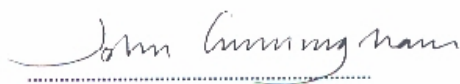
Modern Apprenticeship

In

Traffic Office

Framework Document for Scotland

*Approved for use within Skillseekers in Scotland by the
Modern Apprenticeship Implementation Group on
15 September 2005*



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(Chairman of the Modern Apprenticeship Implementation Group)



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1 Modern Apprenticeships in Scotland

What are Modern Apprenticeships?

Modern Apprenticeships offer those aged over 16 paid employment combined with the opportunity to train for jobs at craft, technician and management level.

Who develops them?

Modern Apprenticeships are developed by Sector Skills Bodies (SSBs). SSBs consult with employers and key partners in their sector to produce a training programme, which meets the needs of employers.

Who are they for?

Modern Apprenticeships are available to employees aged 16 or over. Employees need to demonstrate to their employer that they have the potential to complete the programme.

What's in a Modern Apprenticeship?

In Scotland, there are more than 70 different Modern Apprenticeship Frameworks and they all contain the same 3 basic ingredients:

- S/NVQ level 3
- Core Skills
- Industry specific training

Details of the content of this specific Modern Apprenticeship are given in the next section.

2 Modern Apprenticeships in Traffic Office

The Scottish logistics sector directly employs 69,900 people and accounts for 3% of the national workforce. The major employment sub-sectors within the Scottish logistics sector are freight transport by road and national post activities which both employ over 20,000 people. Storage & warehousing, activities of other transport agencies and other supporting air industries are also significant employers within the sector.

By including employees working within logistics related employment as well as the narrowly defined SIC codes, it is possible to see that the true size of logistics employment within Scotland is 132,500 people and accounts for 6% of all employment. As SIC codes exclude employees who are not directly involved within the logistics industry, yet have logistics employment, this allows us to get a better understanding of the true size of the sector.

Logistics activities include the planning, routing and the movement of freight across all transport modes (road, rail, sea and air) as well as associated activities such as warehousing and storage. With the supply of goods becoming increasingly complicated in our globalised world, the industry is at the cutting-edge of technology.

The logistics sector is a vibrant and vital part of the business economy. Supply chains within and across all other sectors are reliant on the effectiveness of those who work within logistics. The Enterprise Networks 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.

The Modern Apprenticeship in Traffic Office is specifically targeted at those who are instrumental in the planning, scheduling, and routing of loads. There is an emphasis on high standards of customer service. The Apprenticeship requires a good level of occupational competence in routine tasks within a traffic office associated with the land transport of goods. It also offers a broad, comprehensive assessment, aimed at those who take on responsibility for carrying out more complex tasks associated with effective traffic office operations.

By definition, all organisations within the Logistics sector have to plan and organise the transportation of goods. There are currently 5,600 Transport & distribution clerks in Scotland. This Modern Apprenticeship will therefore have a substantial demand within the industry and will help to meet the current and future skill demands required by employers.

3 Summary of Framework

Diagram showing the contents of the Modern Apprenticeship in Traffic Office

Mandatory outcomes

SNVQ Level 3

The following SNVQ(s) must be achieved:

- Traffic office G7HF 23

Core Skills

- Communication Intermediate 1
- Working With Others Intermediate 1
- Problem Solving Intermediate 1
- Information Technology Intermediate 1
- Numeracy Intermediate 1

All core skills must be separately certificated.

5 Registration and certification

This Scottish Modern Apprenticeship is managed by Skills for Logistics. Skills for Logistics is the first point of contact for any enquiries in relation to the Framework. Contact details:

Skills for Logistics
14 Warren Yard
Warren Farm Office Village
Milton Keynes
MK12 5NW
T: 01908 313360
F: 01908 313306
info@skillsforlogistics.org
www.skillsforlogistics.org

The SSB will register all Scottish Modern Apprentices undertaking this Framework. **All Modern Apprentices must be registered with the SSB within 8 weeks of starting their apprenticeship.** Registration can be made by completing the Sample Training Plan and Sample Training Agreement in Appendix 3 and sending these to the above address. In the case of MAs which receive funding from LECs it is acceptable for the LEC Training Plan to be used on the condition that it includes all relevant information as set out in the MA Training Plan.

The SSB will issue a Modern Apprenticeship Certificate of Completion to those Modern Apprentices who have completed the mandatory outcomes of the Framework. Before a certificate is issued, employers must submit evidence to the SSB that the mandatory outcomes have been achieved. This will normally be in the form of photocopies of certificates from awarding bodies.

Requests for registration and certification should be made to the SSB at the address above.

SSB Service level

The SSB undertakes to confirm the registration of candidates in writing within 8 weeks of receipt of the relevant Training Plan and Training Agreement. Each candidate will be issued with a unique registration number.

The SSB also undertakes to issue Certificates of Completion within 4 weeks of receipt of the appropriate evidence that a candidate has completed the outcomes as stated in the Training Plan.

6 Recruitment and selection

The recruitment and selection of Modern Apprentices is primarily the responsibility of the employer. However, the following guidance is given:

- Employees may enter a Modern Apprenticeship from the age of 16. There is no upper age limit.

- The Modern Apprenticeship is designed to attract high quality people to the industry. Achievement of academic qualifications is one way of assessing the suitability of applicants. However it should be stressed that no persons should be deterred from applying for a Modern Apprenticeship because of a lack of formal educational qualifications. As well as traditional qualifications such as Standard and Highers employers should also be aware of newer vocational qualifications or vocational activity undertaken outwith an academic institutions such as volunteering activity.

- The following factors may also influence the selection process:
 - performance during a formal interview process
 - references
 - relevant work experience
 - trial observation period.

- Employers should be aware of the nature, relevance and quality of foreign qualifications and make appropriate allowances concerning entry requirements.

- In order to promote and maintain the high status of the Modern Apprenticeship within the industry all literature distributed for recruitment purposes should emphasise the high standards of achievement expected of the candidate.

- Employers may wish to contact Careers Scotland and the SSB for advice and guidance on recruitment and selection. The Careers Scotland web site is at: www.careers-scotland.org.uk Sector specific careers information is found on www.careersinlogistics.org

7 Equal opportunities

Modern Apprenticeships should ensure that there is equality of opportunity for all and any barriers (real or perceived) are addressed to support anyone seeking to enter employment and undertaking the Modern Apprenticeship.

All MAs supported by the Enterprise Networks must conform to Local Enterprise Companies (LECs) contractual requirements on equal opportunities. All employers of Modern Apprentices should have an Equal Opportunities policy statement.

8 Health and safety

All aspects of health and safety at work must be recognised within the delivery of this Modern Apprenticeship Framework and all statutory requirements be adhered to.

It is a key aspect of the induction period of the Modern Apprenticeship that apprentices are fully informed both of the regulations and that they and their employers are bound by these regulations. Modern Apprentices should be made aware of their rights and duties with regard to health and safety.

All Modern Apprentices supported by the Enterprise Networks will be required to satisfy the LEC as to the adequacy of its Health and Safety policy and systems.

9 Contracts

The following three contracts are essential to the successful outcome of the Modern Apprenticeship programme:

- 1 Contract of employment signed by the employer and the Modern Apprentice
- 2 SSB Training Agreement - this agreement outlines the basis of the modern apprenticeship, refers to the contract of employment and includes Health and Safety responsibilities.
- 3 SSB Training Plan - this plan outlines the selected outcomes and the expected duration of the apprenticeship. In cases where funding is offered by a LEC, the LEC Training Plan will be sufficient on condition that it contains all relevant information as set out in the MA Training Plan at Appendix 2. Training Plans may be modified to reflect changing circumstances, however it is essential that the SSB is notified of any changes.

10 Employment status of Modern Apprentices

It is important that the sector offers genuine employment and career prospects to those people it wishes to attract through Modern Apprenticeships. Accordingly, **all apprentices must be employed for the duration of the apprenticeship.**

11 Terms and conditions of employment

In order to compete with other sectors offering Modern Apprenticeships, attractive packages will need to be developed by employers in the sector. The terms and conditions of employment for individual Modern Apprentices will be agreed between the employer and the apprentice and should form the contract of employment.

12 Training and development

Delivery

Training delivery can take many forms under the Modern Apprenticeship system. Some organisations may become approved S/NVQ Assessment Centres; others may join consortia or use peripatetic assessors. Some large employers will be able to complete all the training and development in-house, but most employers will find that some of the training and development will have to take place away from the normal work-site. In particular the underpinning knowledge requirements are often more suited to delivery by outside training providers which might include:

- private training organisations
- colleges / universities
- other employers

Such knowledge could be delivered through training courses or through open/distance learning packages.

The option of sharing training and assessment resources amongst a cluster of employers (or across the divisions of a larger employer) will be particularly appealing to those firms which do not have the resources to provide all of the training and development. Assessment can be provided by these bodies, but the assessors and the training centre must be approved by the awarding bodies for the S/NVQ and core skills where appropriate.

A list of organisations which are currently approved to offer this MA framework is available from Skills for Logistics.

The SSB training plan

The plan is required to identify:

- 1 The selected Framework outcomes, specifying whether or not separate certification of the Core Skills is being sought.
- 2 Any credit to be applied for by Accreditation of Prior Learning by the Modern Apprentice.
- 3 A timetable for achievement of the selected Framework outcomes, linked to regular progress reviews.

The Training Plan should take into account any relevant previous training and development, education or work experience. Not all Modern Apprentices need have different plans, but many will vary. Moreover as reviews take place and circumstances change so the plan itself can be modified.

However any changes must:

- be subject to the quality provisions of the LEC (if the MA is being financially supported by SE or HIE)
- comply with the stipulations of this Framework
- meet the needs of the employer and apprentice.

A sample Training Plan is provided at Appendix 3 of this document, however, for those Modern Apprentices funded by LECs it is sufficient to submit the LEC Training Plan on condition that it covers the same information required in the MA Training Plan.

13 Consultation Process

Skills for Logistics carried out a survey of the views of employers, training organisations and other interested bodies by e-mail, telephone and face-to-face discussion.

A total of 39 responses were received. These were broken down as follows:

- 21 employers
- 1 trade association
- 15 private training providers
- 1 college
- 1 awarding body

The consultees were:

Employers

Alexander Scotland Ltd, Stirling
B P LPG UK, Rutherglen
Brake Bros, Dundee
Bullet Express, Bothwell
Cartyne Transport, Glasgow
Forth Ports Authority, Grangemouth
Glen Transport, Tillicoultry
John Sinclair Haulage, Alloa
M & K McLeod, Lochgilphead *
Matt Purdie & Sons, Blackburn
Menzies Distribution, Edinburgh
M & H Carriers, Inverness *
Miller International Freight, Throsk
MRS Distribution, Bathgate
MTS Recovery, Stirling
Remploy Interwork, Wishaw
Scottish Coal, Castlebridge
UK Driver Hire, Bingley, Yorkshire (operates in Scotland)
UMAX, Evanton *
United Freight Distribution, Kirkcaldy
Wiseman Dairies, East Kilbride

* Indicates companies with HQ in Highlands and Islands

Training Providers

Bon Accord Training, Aberdeen
BTS UK Ltd, Greenock
GTG Training, Glasgow
Instep Initiatives, Dundee
JHP Training, Motherwell
JHP Training, Stirling
John Gilbert Training, Aberdeen
Microcom Training, Glasgow
Moray Firth Training Group, Inverness
R Wiseman & Co, East Kilbride
ReMIT, Livingston
Ritchies Training, Glasgow
Support Training, Edinburgh
System Group, Carlisle (operates in Scotland)
UK Driver Hire, Edinburgh

Although only one of these training providers is based in the Highlands and Islands, several deliver training to companies in the HIE area.

College

Perth College

Awarding Body

Awards UK

Trade Association

Scottish Association of Master Bakers

A copy of the detailed consultation results is available from Skills for Logistics.

14 Career progression

The Modern Apprenticeship in Traffic Office is specifically targeted at those who are instrumental in the planning, scheduling, and routing of loads. Following the completion of the Modern Apprenticeship, candidates should be able to achieve positions in areas such as:

- Traffic office administrator
- Freight forwarding administrator
- In the longer term, completion of the Modern Apprenticeship could lead to a specialist, management, or supervisory role in the Traffic Office with progressions opportunities to senior management.

Skills for Logistics is currently developing a Professional Development Stairway which will become the focal point for careers development in the logistics sector. This Stairway will cover every job, at every level, for every organisation that moves, handles or stores goods whether on its own account or for others and irrespective of the mode of transport used, the industry sector or geographic location. It will allow meaningful comparisons of similar positions in logistics even if they are held in very different industry sub-sectors. Recruits into the industry will be able to plot a career course through it. Traffic office staff will be motivated by a recognised and co-ordinated set of qualifications. The single Stairway will represent the levels through which a brand new recruit into the industry would need to pass in order to become a Logistics Director. Thus the Stairway shows how a motivated person may enter the industry as a traffic office apprentice and progress to such posts as traffic office manager and ultimately into senior management in a logistics company. For more details on the Professional Development Stairway see <http://www.skillsforlogistics.org/stairway.shtml>

In addition detailed information on careers and job opportunities in the logistic sector can be found on the Careers in Logistics website www.careersinlogistics.org

Appendices

Appendix 1

Stakeholder Responsibilities

Many organisations and individuals share the responsibility for ensuring that the Modern Apprenticeship programme is implemented to the highest possible standard. They include:

- Sector Skills Bodies (SSBs)
- Enterprise Networks and Local Enterprise Companies (LECs)
- Awarding bodies
- Training Providers
- Modern Apprentice Implementation Group (MAIG)
- Careers Scotland
- Employers
- Modern Apprentices

Role of the Sector Skills Bodies

SSBs are responsible for developing Modern Apprenticeship Frameworks and are required to work with employers in their sectors to ensure that all Frameworks meet the needs of employers in their sectors.

For details on your sector's SSB visit www.ssascot.org.uk

Role of the Enterprise Networks and Local Enterprise Companies (LECs)

Financial support to assist with the training of Modern Apprenticeships in Scotland is administered in each area by the appropriate Local Enterprise Company (LEC). Organisations should contact their LEC to discuss financial support.

Further information is available from www.modernapprenticeships.com

Role of the awarding bodies

A significant proportion of the Modern Apprenticeship is based on the assessment of the apprentice against S/NVQs or S/NVQ units. These qualifications are accredited by the Scottish Qualifications Authority (SQA) and the Qualifications and Curriculum Authority and are offered by Awarding Bodies.

It is the responsibility of the Awarding Bodies to ensure that centres are approved, that assessors and verifiers are suitably qualified, trained and monitored, and that all of the assessment criteria of the S/NVQs and S/NVQ units are fully met.

Role of the Training Provider

The role of the training provider is important to the success of the Modern Apprenticeship. A training provider can be a further education college, a private or voluntary training company or in some cases the employer themselves or employer partnerships.

Training Providers are responsible for:

- Confirming an appropriate MA programme for candidates
- Agreeing the training needs of the candidates

- Agreeing roles and responsibilities for on the job training
- Agreeing where off the job training will be required and defining roles and responsibilities for this with relevant parties
- Ensuring trainee/candidate has access to the best quality training opportunities available
- Ensuring that the Modern Apprentices and employers fully understands the principles and processes of competence-based assessment
- Registering of MA candidates with the relevant SSB (and LEC if appropriate).
- Compiling and agreeing assessment schedules/assessment plans
- Judging performance evidence
- Completing assessment records
- Reviewing candidates progress at regular intervals
- Submitting records and evidence for moderation
- Advising the Modern Apprentice who to approach for support, advice, encouragement and in case of complaint

Role of MAIG

MAIG is an independent group drawn from key stakeholders involved in the management and delivery of the Modern Apprenticeship programme in Scotland.

MAIG is responsible for:

- Approval and re-approval of MA Frameworks
- De-approval of MA Frameworks
- Overseeing the generic marketing thrust of the MA programme in Scotland
- Encouraging best practice across MA Frameworks and sectors

Role of Careers Scotland

Careers Scotland is the natural point of contact for the recruitment and career-related needs of employers and training providers in Scotland. It provides advice and guidance on the range of Modern Apprenticeships and training providers available.

Careers Scotland is responsible for:

- Supporting Modern Apprentices with ongoing Career Planning advice.
- Providing a vacancy handling service to employers and training providers.
- Providing initial assessment of candidates and match to suitable vacancies.
- Promoting vacancies on the Careers Scotland website.

Role of the Employer

Employer's responsibilities include:

- Paying new Modern Apprentices in accordance with the company's policy and in line with current legislation
- Agreeing roles and responsibilities for on the job training
- Agreeing where off the job training will be required and define roles and responsibilities for this with relevant parties
- Highlighting opportunities for the Modern Apprentice to demonstrate competence
- Meeting with Trainers, Assessors, Verifiers and the Modern Apprentices to review progress
- Witnessing candidate performance and verify evidence
- Releasing Modern Apprentices for college/off-the-job training in line with training plan
- Providing the experience, facilities and training necessary to achieve the outcomes of the training plan.
- Supporting and encouraging Modern Apprentices and rewarding achievement
- Taking responsibility for the Health & Safety of Modern Apprentices.

Role of the Modern Apprentice

Modern Apprentices have the same responsibilities to their employer as any other employee. In addition they have a range of commitments to their training programme.

Modern Apprentices' responsibilities include:

- Observing the company's terms and conditions of employment
- Agreeing a training/development plan with all parties involved
- Undertaking development in line with agreed training plan
- Attending meetings with trainers, assessors and verifiers as required
- Attending college/off-the-job training where required
- Providing evidence of competence
- Developing a collection of evidence (portfolio) and retain ownership of this throughout
- Behaving in a professional manner throughout

Appendix 2

Modern Apprenticeship Centres (MACs)

Modern Apprentices may only be registered through organisations approved by the SSB to deliver this Framework. Such approved organisations are called Modern Apprenticeship Centres (MACs)

The MAC may be the employer of the apprentice or a separate organisation such as a training provider, College of FE, or similar.

In order to be approved, organisations must make a formal application to the SSB, seeking approval and establishing that the centre satisfies the following criteria:

Either

1 be approved by an appropriate Awarding Body as a centre for the assessment of the relevant S/NVQ(s) at level 3 (and Scottish Core Skills if these are being separately certificated)

or

2 be capable of demonstrating a contractual relationship with another approved centre for the assessment of those units for which the MAC does not have approval from an appropriate Awarding Body.

In addition

Organisations that have contracts with the Enterprise Networks for the delivery of Modern Apprenticeships must have Scottish Quality Management System (SQMS) accreditation (or be prepared to work towards accreditation) or other quality system accepted by the Enterprise Networks. Organisations that are privately funding their Modern Apprenticeship programme are actively encouraged to seek SQMS accreditation, or other quality assurance system as agreed with the SSB.

The SSB will maintain a database of MACs for the delivery of the Framework within Scotland, which will be available to employers and others.

Organisations wishing to become MACs who have yet to obtain the necessary Awarding Body approval for assessment should first contact the Awarding Body direct.

Organisations wishing to be accredited with SQMS (or other appropriate quality system) should contact their LEC.

In addition to the assessment of the Modern Apprentice against the relevant standards set by the selected Framework outcomes, the MAC has responsibility for:

- Entering into a formal training agreement with the employer and Modern Apprentice
- Registering Modern Apprentices as candidates for the relevant S/NVQ(s) and other selected units with the appropriate Awarding Body
- Registering Modern Apprentices with the SSB
- Applying for the final 'Certificate of Completion' on behalf of Modern Apprentices
- Informing the SSB of any material alterations to Modern Apprentices' training plans or desired changes to the selected Framework outcomes.

Appendix 3



MODERN APPRENTICESHIP SAMPLE TRAINING AGREEMENT

This Training Agreement is entered into by:

Name of Employer:	
Name of Modern Apprentice:	
Name of Modern Apprenticeship Centre:	

The **Employer’s responsibilities** are to:

- 1 employ the modern apprentice subject to the employer’s usual terms and conditions of employment;
- 2 provide the modern apprentice with the facilities, training and work place opportunities necessary to achieve the selected Framework outcomes specified in the apprentice’s personal training plan;
- 3 pay the modern apprentice an agreed salary which reflects the obligations of the employer and the opportunities for the apprentice;
- 4 in the event of the employer becoming unable to retain the modern apprentice after completion of the apprenticeship, to use reasonable endeavours to secure employment elsewhere;
- 5 in the event of the apprenticeship being terminated prematurely by either the employer or modern apprentice for any reason other than dismissal for unsatisfactory performance or misconduct, to use reasonable endeavours to secure employment and continuation of this apprenticeship elsewhere;
- 6 operate a formal Health and Safety policy and undertake the necessary legal and contractual responsibilities for health and safety of the modern apprentice; and
- 7 operate an Equal Opportunities policy which meets all legal requirements.

The **Modern Apprentice’s responsibilities** are to:

- 1 work for the employer in accordance with the agreed terms and conditions of employment;
- 2 undertake training, attend courses if required, keep records, and take assessments to be determined by the employer and/or Modern Apprenticeship Centre, and carry out such work as may be required in order to achieve the selected Framework outcomes specified in the apprentice’s personal training plan;
- 3 be diligent, punctual, behave in a responsible manner and in accordance with the requirements of Health and Safety legislation relating to the apprentice’s responsibilities as an individual; and
- 4 promote at all times the employer’s best interests.

The **Modern Apprenticeship Centre’s responsibilities** are to:

- 1 agree the content of the modern apprentice’s personal training plan as confirming that the selected Framework outcomes and training plans meet the criteria of this modern apprenticeship
- 2 contract with the employer to provide the training and assessment necessary to enable the modern apprentice to achieve the selected Framework outcomes specified in the apprentice’s personal training plan; and
- 3 use its best endeavours to ensure that the employer provides the modern apprentice with the facilities, training and work place opportunities necessary to achieve the selected Framework outcomes specified in the apprentice’s personal training plan.

This agreement to be signed by all parties:

Employer		Date:
Modern Apprentice <i>(or Parent/Guardian, if under 18)</i>		Date:
Modern Apprenticeship Centre		Date:



MODERN APPRENTICESHIP TRAINING PLAN

The Modern Apprenticeship Centre

Name:
Address:
Telephone:
Contact:

The Modern Apprentice

Full name:
Home address:
Work address:
Date of birth:

The Employer

Name:
Address:
Telephone:
Contact:

The Local Enterprise Company (if applicable)

Name:
Address:
Telephone:
Contact:

Framework selected outcomes

Mandatory outcomes

S\NVQ level 3		
G7HF 23	Traffic office	

Core Skills		
1	Communication Intermediate 1	
2	Working with others Intermediate 1	
3	Numeracy Intermediate 1	
4	Information technology Intermediate 1	
5	Problem Solving Intermediate 1	

Optional outcomes

Additional outcomes (if any)		
<i>These are optional and should reflect the individual training needs of the Apprentice</i>		

Summary of Modern Apprentices accredited prior learning

If you require assistance in completing this form, please contact:

Manager – Programmes & Quality Services
 Skills for Logistics
 14 Warren Yard
 Warren Farm Office Village
 Milton Keynes
 MK12 5NW
 T: 01908 313360
 F: 01908 313306
info@skillsforlogistics.org

Appendix 4

Details of Scottish Vocational Qualification

Traffic Office level 3 (G7HF23)

Mandatory Units

D78X04	Contribute to the maintenance of a healthy, safe and productive customer environment
D73W04	Improve the customer relationship
D73D04	Manage yourself
B4V504	Create effective working relationships
DJ1604	Investigate the suitability of collection or delivery points for loading and unloading
DJ1H04	Routing and scheduling of loads
DJ0W04	Allocate the resources for the transportation of loads
DJ1F04	Quote for the transportation of loads
DJ1A04	Manage the movement of loads

Additional Units (Not required to achieve the qualification)

DJ1505	International road traffic operations
B6TK04	Contribute to the selection of personnel for activities
B6TL04	Contribute to the development of teams and individuals
DK1R04	Lead the work of teams and individuals to achieve their objectives
B6LN04	Respond to poor performance in your team