

Logistics Operations

Intermediate Apprenticeship and Level 2 Certificate



“This programme enabled our team leaders to progress to middle management. Staff motivation, retention and efficiency has also increased as a result.”

Shaun Berry, Operations Manager, PJH Group Ltd

Your operatives will learn how to work together to ensure goods are delivered to customers in a timely and efficient manner

Factfile

Aimed at:

Logistics operatives working in the warehouse, traffic office or transport departments

Length of Level 2 Qualification:

3 - 6 months

Length of Intermediate Apprenticeship:

6 - 12 months

Location:

Greater Manchester, Warrington, Merseyside

Funding:

Usually part or fully Government funded

Employer commitment:

Study time/access for training and development

For enrolment:

Freephone: 0800 389 5283

Email: apprenticeships@mantralearning.co.uk

The programme

The Level 2 Certificate in Logistics Operations (QCF) has been designed for staff who are not sure which part of the logistics sector suits them best and allows them to obtain the basic grounding before specializing in either traffic office, warehousing and storage or driving goods vehicles. It has been developed by Skills for Logistics the standards setting body for the sector.

The Level 2 Certificate in Logistics Operations is a combined qualification that forms both the competence and knowledge elements of the Intermediate Apprenticeship.

Employer benefits

- 88 % of employers reported an increase in workforce morale and motivation following a Mantra course
- 74 % of employers state that customer service has improved as a result of Mantra Learning
- 67 % of employers experienced an improvement in productivity and growth
- Access to a fully funded Health and Safety audit worth over £300, and a Business Improvement Needs Analysis (BINA)

Outcomes

The programme ensures your staff understand the various roles in a logistics operation and their contribution to business success. The Intermediate Apprenticeship also equips staff with the key skills in literacy, application of number and ICT to drive your business forward.

ENABLING PEOPLE TO TRANSFORM BUSINESS

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“Fantastic course! My apprentice has gone from strength to strength”

Programme delivery

All Mantra Learning Training Advisors are industry professionals who are specialists in the area in which they teach and are members of the Institute for Learning.

Programme design

To achieve this qualification, learners need to complete a minimum of 10 credits comprising 7 credits from all four mandatory units and at least 1 credit from each optional group.

Mandatory units

Mandatory group A (all units must be completed)	Credit	Level
Health, safety and security at work	1	2
Develop effective working relationships with colleagues in logistics operations	2	2
Contribute to the provision of customer service in logistics operations	2	2
Make an effective contribution to a business in the logistics sector	2	2

Optional units

Optional group B (1 unit from this group)	Credit	Level
Prepare the van for driving	1	2
Protect the van and the load	1	2
Prepare the rigid vehicle for driving	1	2
Protect the rigid vehicle and the load	1	2
Prepare the articulated/drawbar vehicle for driving	1	2
Protect the articulated/drawbar vehicle and the load	1	2
Obtain information on the collection and/or delivery of loads	1	2

Optional group C (1 unit from this group)	Credit	Level
Pick goods in logistics operations	2	2
Place goods in storage in logistics operations	2	2
Wrap and pack goods in logistics operations	2	2

Optional group D (1 unit from this group)	Credit	Level
Identify suitable collection or delivery points	1	2
Release vehicles for daily tasks	1	2
Monitor vehicle movements	1	2

Additional Apprenticeship units

Key skills at level 1 - literacy, application of number and ICT
Employment rights and responsibilities workbook
Personal learning and thinking skills

Assessment

The Mantra Learning Advisor will use a range of assessment methods including observation, question and answer, video, professional discussion and written reports. Their visits usually take place once a month with progress assessed and reviewed every three months or sooner if necessary. We also arrange an Employer Review every six months to measure the impact of the programme on your business.

Opportunities for further development

Learners can progress to:

- Advanced Apprenticeship and Level 3 Certificate in Logistics Operations
- Advanced Apprenticeship and Level 3 Diploma in Driving Goods Vehicles
- Advanced Apprenticeship and Level 3 Certificate in Traffic Office

**For further information and to increase the value of your staff:
FREEPHONE**

0800 389 5283

www.mantralearning.co.uk



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