

Traffic Office

Intermediate Apprenticeship and Level 2 Certificate



“We selected Mantra for our traffic office training based on their reputation. Both of our traffic officers are completing the course and developing a better understanding of their role. We have already made substantial cost and time savings.”

David Leigh, Transport Manager, TDG

Your traffic office clerks will develop first class administrative skills - improving the efficiency of your logistics operation

Factfile

Aimed at:

Clerks working in administrative roles in a traffic office

Length of Level 2 Qualification:

3 - 8 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 Traffic Office (QCF) has been designed for those individuals who are involved in planning and organising the transport and movement of goods. They give the opportunity to demonstrate competence and understanding against a standard set by the needs of the industry as defined by Skills for Logistics.

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

Employer benefits

- Develop and grow your managers of the future
- Training tailored to the needs of your business
- Improve your operational efficiency through more effective working practices
- Deliver better customer service
- Access to a fully funded Health and Safety audit worth over £300, and a Business Improvement Needs Analysis (BINA)

Outcomes

The programme ensures employees understand the relationship between the role of the traffic office and business success. Duties could include 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. This qualification can provide a progression route for drivers who are coming off the road but wish to remain in the sector.

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“97% Success Rate”

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

The qualification has 9 mandatory units that will develop employee skills in a range of subject areas. The credit value that must be taken to achieve the qualification is 22.

Mandatory units

All units must be completed	Credit	Level
Health safety and security at work	3	2
Make an effective contribution to a business in the logistics sector	3	2
Contribute to the provisions of customer service in logistics operations	3	2
Identify suitable collection or delivery points	2	2
Release vehicles for daily tasks	2	2
Monitor vehicle movements	2	2
Post-journey reports and checks	2	2
Routing and scheduling of loads	3	3
Develop productive working relationships with colleagues in logistics operations	2	3

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:

- Logistics Operations Level 3 Certificate This can lead to a Foundation Degree in Logistics Management delivered by Mantra in collaboration with Bolton University
- Traffic Office Level 3 Certificate

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

0800 389 5283

www.mantralearning.co.uk



ENABLING PEOPLE TO TRANSFORM BUSINESS