**Traffic Operator Apprenticeship** **Level 2 – Training Need Analysis Discussion**

Traffic Operators are primarily responsible for managing the movement of goods for a variety of customers across all sectors. Their customer base will range from large global organisations to sole traders and private customers in local areas, depending on their organisation. It is found across a range of different sizes and types of organisations and employers, such as hauliers, storage and warehouse operators, couriers, retailers, and utilities.

As a learner, you will work on ensuring that the organisational systems are kept up to date, to ensure that the associated deliveries and collections occur. They will support the daily and weekly planning of vehicle routes for drivers is completed, along with meeting quality requirements and working following health and safety and environmental considerations. They will apply their knowledge and expertise to their own work management.

To see if you are suitable for this programme, you will need to check that your current role allows you to develop the required **Knowledge**, **Skills** and **Behaviours/Attitudes.** With your employer, please complete the boxes on the following pages so we can identify your development needs which will enable us to agree an associated Training Plan.

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| **Please detail in the space below, any prior qualifications and learning that you consider to be relevant to this Apprenticeship Standard.** |
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| **Knowledge** | **I need support** | **What training I need** |
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| K1: Regulation and legislation in relation to the traffic operator role for example, drivers working hours, working time directive, and Driver and Vehicle Standards Agency (DVSA) guidance. |  |  |
| K2: Health and safety regulations and legislation in relation to the traffic operator role. |  |  |
| K3: Company policy, processes and standard operating procedures. |  |  |
| K4: Methods of planning and prioritising work. |  |  |
| K5: Procedures for planning routes and jobs including multiple drop routes. |  |  |
| K6: Procedures for inputting customer jobs for collection and delivery. |  |  |
| K7: The procedures of processing return goods. |  |  |
| K8: Company process for tracking jobs through the various stages of delivery. |  |  |
| K9: Techniques for adapting operation to deal with changing weather conditions, road closures and accidents. |  |  |
| K10: The amending or re-planning for further delivery when circumstances change. |  |  |
| K11: The principles of selecting the driving route balancing time, distance, traffic. |  |  |
| K12: The principles of optimising full loads. |  |  |
| K13: Vehicle types and when to use them to minimise environmental impact and cost. |  |  |
| K14: Environmental and sustainability standards, and policy and procedures including ultra-low emission zones (ULEZ) and clean air zones, and compliance guidelines. |  |  |
| K15: Documentation: methods and requirements - electronic and paper. |  |  |
| K16: Procedures for arranging vehicles maintenance and inspection. |  |  |
| K17: The consequences for not following legislation and regulations such as drivers’ hours, operator’s restrictions, and Driver and Vehicle Standards Agency (DVSA) guidance on vehicle maintenance and inspection. |  |  |
| K18: Techniques used to maximise resources when organising and allocating jobs manually or using IT systems. |  |  |
| K19: Importance of using technology and relevant systems correctly. General data protection regulation (GDPR). Cyber security. |  |  |
| K20: Innovation and advances in technology and infrastructure within the industry. |  |  |
| K21: Principles and techniques relating to the use of electronic or paper-based traffic management system (TMS) and other relevant systems. |  |  |
| K22: Principles of briefings and debriefings, including capturing and sharing relevant information and data. |  |  |
| K23: Written communication techniques. |  |  |
| K24: Verbal communication techniques. |  |  |
| K25: The organisations customer service standards including, customer specific service level agreements, key performance indicators (KPIs) and contractual obligations. |  |  |
| K26: Limits of authority and escalation procedures for example, driver infringements and non-operational procedures. |  |  |
| K27: Team working and wellbeing principles. |  |  |
| K28: Principles of equity, diversity, and inclusion in the workplace. |  |  |

| **Skills** | **I need support** | **What training I need** |
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| S1: Comply with regulations and legislation when working. For example, drivers working hours, working time directive, and Driver and Vehicle Standards Agency (DVSA) guidance. |  |  |
| S2: Comply with health and safety when working. |  |  |
| S3: Follow company policy, processes and standard operating procedures. |  |  |
| S4: Plan and prioritise daily activities for example to customer job requirements, back loads, delivery. |  |  |
| S5: Plan multiple drop routes and jobs. |  |  |
| S6: Inputting customer jobs for collection and delivery. |  |  |
| S7: Track job progress. |  |  |
| S8: Amend or re-plan routes when delivery circumstances change, for example, changing weather conditions, road closures and accidents, customer requirements. |  |  |
| S9: Adapt approach when supporting operation with, for example, changing weather conditions, road closures and accidents. |  |  |
| S10: Record or enter information - paper based or electronic. For example, job sheets, handover documents, work sheets, and checklists. |  |  |
| S11: Optimises routes, vehicle type and loading. |  |  |
| S12: Comply with company specific policy and procedures by using the appropriate mode of transportation for ultra-low emission zones (ULEZ) and clean air zones. |  |  |
| S13: Arrange the maintenance and inspection of the vehicle. |  |  |
| S14: Use technology, and systems. General data protection regulation (GDPR). Cyber security. |  |  |
| S15: Use the traffic management system or other relevant systems, to add, and update customer job requirements. |  |  |
| S16: Conduct a briefing or debriefing session with colleagues. |  |  |
| S17: Communicate in writing with others for example, internal and external customers, colleagues, and managers. |  |  |
| S18: Communicate with others verbally for example, internal and external customers, colleagues, and managers. |  |  |
| S19: Manage customer queries and complaints. |  |  |
| S20: Apply the company’s service standards for internal and external customer services. |  |  |
| S21: Escalate issues, for example, driver infringements and non-operational procedures. |  |  |
| S22: Apply team working and wellbeing principles. |  |  |
| S23: Apply equity, diversity, and inclusion principles in the workplace. |  |  |
| S24: Carry out and record learning and development activities |  |  |

Score your own behaviours and attitudes in the following areas in terms of your current role requirements (1 = No awareness, 2-4 Basic awareness, 5-7 Intermediate awareness, 8-10 Advanced awareness).

| **Behaviours & Attitude** | **1** | **2** | **3** | **4** | **5** | **6** | **7** | **8** | **9** | **10** |
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| B1: Customer focus prioritising their needs and expectations. |  |  |  |  |  |  |  |  |  |  |
| B2: Team-focus to meet work goals. |  |  |  |  |  |  |  |  |  |  |
| B3: Apply a professional approach. |  |  |  |  |  |  |  |  |  |  |
| B4: Adapt to changing work requests. |  |  |  |  |  |  |  |  |  |  |
| B5: Prioritise health, safety, and wellbeing. |  |  |  |  |  |  |  |  |  |  |
| B6: Considers the environment and sustainability. |  |  |  |  |  |  |  |  |  |  |
| B7: Contributes to equity, diversity, and inclusivity. |  |  |  |  |  |  |  |  |  |  |
| B8: Seek learning and development opportunities. |  |  |  |  |  |  |  |  |  |  |

Once the programme of learning is complete and the learner, employer and Intec agree the necessary **Knowledge**, **Skills** and **Behaviours** have been met, learners will be put forward to the **Assessment Gateway** and this willtrigger the **End Point Assessment**. This assessment will be carried out with an independent body to ensure the apprentice can demonstrate they have achieved the required standard, this will consist of the following:

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| --- | --- |
| **Assessment Method** | **Duration** |
| Interview underpinned by a portfolio of evidence | 1 hour |
| Practical with questions | 1 hour |

**Duration:** The apprenticeship will take a minimum of 12 months to complete. Plus an additional 3 months to complete the **End Point Assessment**.

**Entry requirements:** Apprentices will be required to have or achieve level 1 English and maths and to have taken level 2 English and maths tests prior to completion of their Apprenticeship.

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| **Extended Initial Assessment** |
| **Comments from Tutor:**  *\*No prior learning exists relevant to the standards delivery*  **Name of Tutor:**  **Date:** |

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| **Detailed below are the subject areas agreed to be excluded based on prior learning** | |
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| Revised length of programme: |  |
| Agreed reduction in funding: | £ |

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| **Learner Name** |  |
| **Line Manager’s Name** |  |
| **Intec Sales Executive** |  |

\* Comment supplied by sales Executive where no extended IA required

