

Supply Chain Operator (Traffic Office) Level 2 Apprenticeship Standard



Mantra's Traffic Office Standard programme can be used to either raise the skill levels of your existing staff or newly recruited employees.

The programme develops the skills, knowledge and behaviours required to become a competent and productive traffic office clerk.

The programme involves a blend of classroom theory sessions and practical training across the following areas;

- Supply chain practices and processes - including modes of transport, industry structures and legislation
- Technology - including effective use of TMS
- Issuing feedback - how to conduct a driver debrief
- Communicating effectively with colleagues, customers, third party carriers and other organisations
- Using industry-recognised systems and services
- Time and process management including achieving objectives and reviewing/improving methods of working
- Health and safety practices, procedures and regulations

Key features of the funded 13 month Supply Chain Operator (Traffic Office) Apprentice programme;

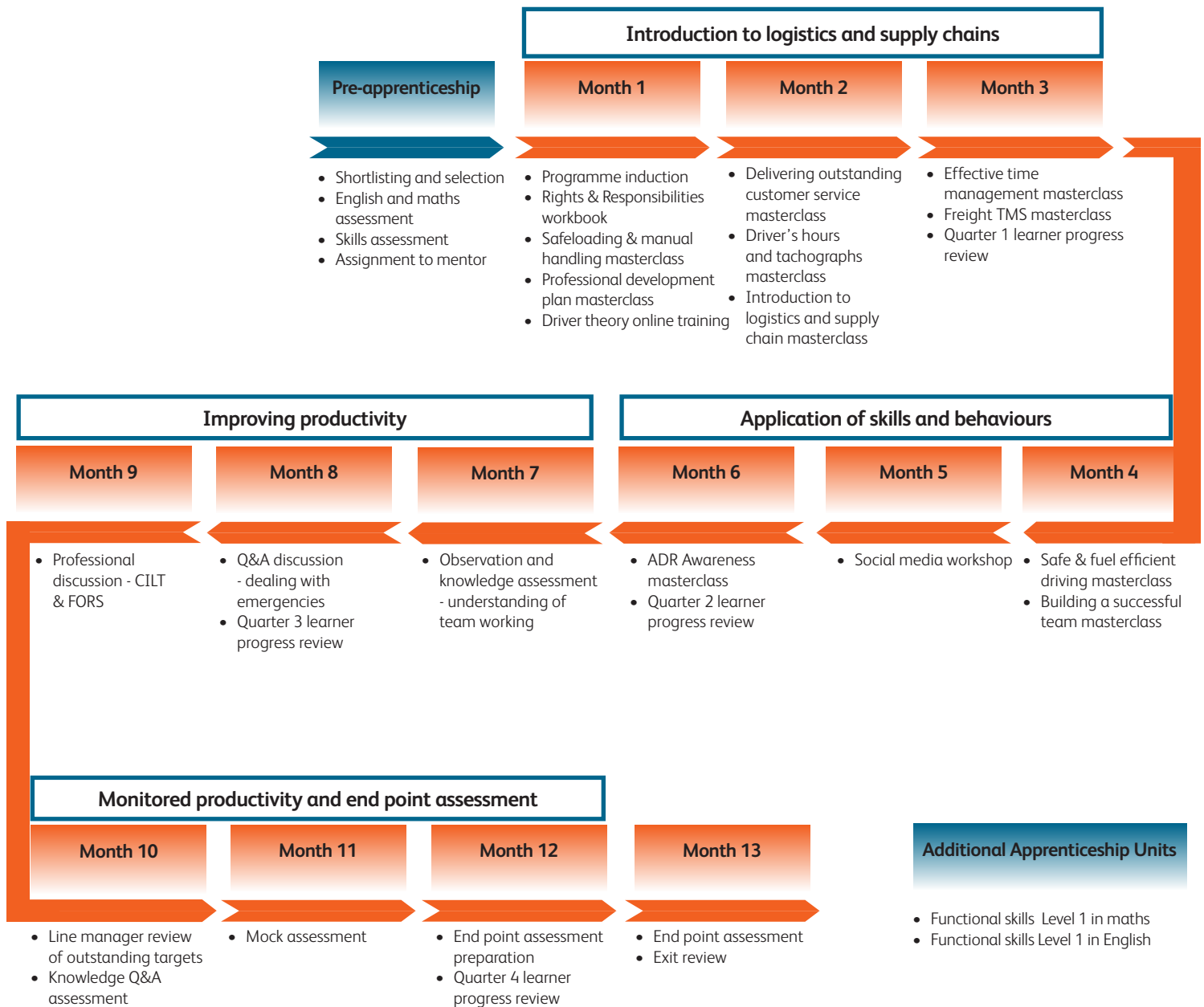
- 9 days of masterclasses providing underpinning knowledge in;
 - customer service
 - driver legislation
 - time management
 - SAFED
 - teamwork
 - ADR Awareness
 - transport management systems
- 2-day social media workshop
- Shadowing and mentor training - to embed company specific procedures
- Quarterly learner progress reviews - tutor, mentor and learner discuss progress and set targets
- Observations and assessments - to ensure the learner is putting the taught skills and knowledge into practice
- English and maths functional skills training
- Mock assessment - ensure the learner's End point assessment readiness
- End point assessment - practical observation test and written short answer test

**Mantra Learning is an accredited provider of
The National Logistics Academy**

Supply Chain Operator (Traffic Office)

Programme Outline

Develop first class organisational and planning skills - vital to the efficiency of your logistics operation.



Richard Ruane, Transport Clerk at BC Transport

The training we received enabled us to develop new processes to gain revenue that we didn't previously have, and we are getting less and less complaints or fines so the business is seeing an immediate benefit.