

# Level 2 Certificate in Traffic Office

## Who is it for?

Designed for those who are involved in planning and organising the land transport and movement of goods, the Level 2 Certificate in Traffic Office enables individuals to demonstrate that they possess the professional skills, knowledge and understanding required to:

- ▷ work effectively in their role
- ▷ progress to higher level positions
- ▷ contribute to the overall success and growth of an organisation

## Entry requirements

Applicants must be employed in a traffic office position (e.g. Traffic Office Clerk)

## Duration

Generally 12 months, although this may vary depending on the individual and the needs of the company

## The course

Delivered by fully experienced, highly qualified trainers, the Level 2 Certificate in Traffic Office covers a clear set of units which have been developed to meet the skills needs of the industry. It provides learners with a nationally recognised work-based qualification, allowing them to evidence their expertise, competence and confidence to carry out duties in line with expected high standards.

Units covered in the Level 2 Certificate include:

- ▷ Health, safety and security at work
- ▷ Make an effective contribution to a business in the logistics sector
- ▷ Contribute to the provision of customer service in logistics operations
- ▷ Identify suitable collection or delivery points
- ▷ Release vehicles for daily tasks
- ▷ Monitor vehicle movements
- ▷ Post-journey reports and checks
- ▷ Routing and scheduling of loads
- ▷ Develop productive working relationships with colleagues in logistics operations



## Benefits to the individual

- ▷ Gain a recognised qualification
- ▷ Develop your skills
- ▷ Expand your knowledge
- ▷ Work effectively in your job
- ▷ Demonstrate your professional abilities

## Benefits to the employer

- ▷ Knowledgeable, skilled employees
- ▷ Improve staff retention
- ▷ Grow your own talent
- ▷ Increase operational efficiency
- ▷ Promote cost-effectiveness

## Progression

- ▷ Level 3 Certificate in Traffic Office
- ▷ Work towards becoming a Team Leader, Supervisor or Manager
- ▷ Certificate of Professional Competence for Transport Managers

## Assessment method

Learners will be assessed using:

- ▷ Direct observations
- ▷ Knowledge workbook
- ▷ Product evidence
- ▷ Personal statements
- ▷ Simulation
- ▷ Professional discussion
- ▷ Witness testimonies
- ▷ Evidence of prior learning

Funding may be available, subject to eligibility



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We can also deliver training at clients' premises, subject to facilities.