

Traffic Operator Level 2 Apprenticeship

OVERVIEW

This occupation is found in the transport and logistics sector. It is 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.

The broad purpose of the occupation is to assist traffic teams by ensuring the accurate flow of information throughout traffic and warehousing operations, as well as escalating issues as they arise.

A traffic operator will coordinate the movement of goods for a variety of customers, either their own goods, or from a third party from manufacturers or suppliers to the destination or for onward delivery. They will support the drivers of the vehicles daily to guarantee that clients receive their delivery quickly and on time.

This apprenticeship is ideal for individuals working in roles such as: Traffic Office Clerk, Transport Planner, Transport Coordinator and Logistics Planner.

END POINT ASSESSMENT

To successfully complete the Apprenticeship, each Learner must pass an independent End Point Assessment, which includes:

- **Knowledge test**
- **Practical Observation**
- **Professional discussion**

Successful outcome will be graded as either Pass or Distinction.

DELIVERY STRUCTURE

Programme delivery is flexible and is tailored to meet industry, sector and roles needs. Apprentices benefit from a blended learning programme that includes:

- Skills coach and tutor support
- Online learning and delivery sessions
- Self-study tasks
- Regular progress reviews, calls or visits with their skills coach
- English/Maths specialist tutor support where required

TYPICAL OCCUPATIONAL DUTIES AND RESPONSIBILITIES

Key Responsibilities

Learners on this programme will develop expertise in:

- Assisting with routing and planning of vehicles to ensure efficient delivery schedules.
- Ensuring deliveries and collections meet customer expectations through effective communication and planning.
- Monitoring and tracking the progress of jobs, providing updates to customers and internal teams.

What will you learn?

Throughout the apprenticeship, learners will gain knowledge, skills, and behaviours (KSBs) across key areas, including:

- Logistics & Transport Operations – Understanding different transport modes, supply chain principles, and route planning
- Compliance & Regulations – Adhering to UK and international transport legislation, health & safety protocols, and environmental considerations
- Communication & Customer Service – Engaging with internal and external stakeholders, resolving transport issues, and providing excellent service
- Operational Systems & Technology – Utilising transport management systems (TMS), tracking software, and digital tools to monitor goods movement
- Problem-Solving & Decision Making – Managing disruptions, route changes, and vehicle breakdowns efficiently to minimise delays

KEY INFORMATION

Duration of Programme: 13 months

Qualifications Gained: Level 2 Apprenticeship in Traffic Operator and Functional Skills Math's and English (if applicable).

Typical Job Roles: Traffic Office Clerk, Transport Planner, Transport Coordinator, Logistics Planner

Progression: The role may be a gateway to further career opportunities within supply chain and logistics, such as management or senior support roles. Team Leader Level 3, International Freight Forwarding Level 3 or Supply Chain Practitioner Level 3.

Programme Value: £6,000 (funded by Levy or Government funding depending on company size)

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