

# Logistics Traffic Office



## Level 3

### Who would benefit from this NVQ?

The NVQ in Traffic Office is designed to help you develop your role as a goods delivery driver or co-ordinator.

As part of a suite of products covering the whole of the logistics industry, the NVQ Level 3 deals with all of the core activities within the traffic office role including routing and scheduling of loads, assessing the suitability of delivery points and quoting for transportation of loads as well as soft skills such as health and safety and customer service.

### What does the NVQ cover?

Learners are required to complete eight mandatory units together with the option to demonstrate additional skills through optional units:

#### Mandatory units

- Investigate the suitability of collection or delivery points for loading or unloading
- Routing and scheduling of loads
- Allocate resources for the transportation of loads
- Quote for the transportation of loads
- Contribute to the maintenance of a safe and productive working environment
- Improve the customer relationship
- Manage yourself and create effective working relationships
- Manage the movement of loads

#### Optional units

- International road transport operations
- Contribute to the selection of personnel for activities
- Contribute to the development of teams and individuals
- Lead the work of teams and individuals to achieve their objectives
- Respond to poor performance in your team

#### Course overview

<b>Qualification:</b>	Certificate
<b>Credits:</b>	N/A
<b>Duration:</b>	Varies
<b>Learning:</b>	Workplace
<b>Assessment:</b>	Assessor

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