



“Apprenticeships lead to improved staff retention, saving valuable time and money which would ordinarily be spent on recruitment and training.”

Steve Whyberd, Training Manager, Wm. Armstrong

Established in 1927, Wm. Armstrong is a haulage company that employs over 200 staff in Cumbria and Glasgow. The company has employed apprentices since the early 1970s and believe that their ability to adapt is vital to such a specialised business.



Wm. Armstrong currently employs nine apprentices, including positions in Vehicle Mechanics, Large Goods Vehicle Drivers and Traffic Management. Thanks to dedicated on-the-job training available through Apprenticeships, the firm has been able to retain clients through delivering high levels of service.

- Improved staff retention
- On-the-job training
- Supports local community



**A fresh approach
to growth**

For the Logistics sector

Logistics Apprenticeship frameworks.

There are a number of Apprenticeship frameworks available, including:

Carry and Deliver Goods (Level 2).

Courier, Dispatch Rider, Delivery Van Driver

Driving Goods Vehicle (Level 2 and 3).

LGV Drivers, LGV Mechanics

Traffic Office (Level 3).

Traffic Office Clerk, Traffic Office Manager, Logistics Operations Manager

Mail Services (Level 2).

Mail Sorter, Post Office Customer Service Representative, Delivery Officer

Warehousing and Storage (Level 2).

Warehouse Operative, Plant Operative, Forklift Operative

Purchasing and Supply Management (Level 2, 3 and 4).

Purchasing Clerk, Supply Chain Operator, Senior Purchasing Officer, Purchasing Manager, Supply Chain Manager

Logistics Operations Management (Level 3).

Logistics Operations Manager, Warehouse Manager

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Skills for
Logistics

Apprentices add life to your business.

As well as being eager, motivated, flexible and loyal to the company that invest in them, apprentices deliver real returns to your bottom line.

In a recent survey,* the majority of employers said that Apprenticeships help them to improve productivity and be more competitive.

Key benefits to your business.

- A rapid and cost effective way to recruit the right people
- A more productive, competitive workforce
- Improved staff retention
- A better skilled workforce in the long-term
- Government contributes to your training cost

“The Government will provide funding for an extra 75,000 Apprenticeship places a year, to ensure we have a highly skilled workforce for the future.”

John Hayes MP, Minister of State for Further Education, Skills and Lifelong Learning

*Apprenticeships, survey conducted by Populus on behalf of the Learning and Skills Council, February 2009.

Logistics case study



“Apprenticeships ensure we have the practical skills and qualifications DHL needs now and in the future.”

John Cornish, MD Sales and Marketing, DHL Express UK & Ireland

DHL Express employs around 4,100 people and operates from 79 locations around the UK, using ground and air transport to reach more than 220 countries and territories worldwide.

DHL has started to deliver Apprenticeships in both their service and contact centres across the country. Customer Service Level 2 and 3 Apprenticeships and a Sales Level 2 Apprenticeship have already started at the company's East Midlands Airport site.



There are plans to develop Business Administration and Warehouse & Storage Apprenticeships.

- Helping retain and grow customer base
- Filling the skills gap
- Providing practical skills and qualifications

How to set up an Apprenticeship that works for you.

Setting up a programme is easier than you think. Our dedicated services team will support at every stage. And because we guide you through the process, it's simple and quick to get started.

Getting started in 5 easy steps:

1. Our Apprenticeship representative will call you to discuss your requirements
2. We will help you identify a suitable training provider
3. You confirm the number of current employees and new recruits you want to start an Apprenticeship
4. Vacancies are advertised on the Apprenticeship website, where suitable applicants can apply
5. You choose your ideal candidates and then your apprentices start

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