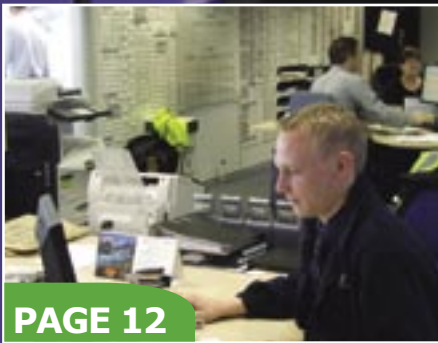


SPECIAL SUPPLEMENT 2007

fast FORWARD

GIVING YOU A CAREER *in* LOGISTICS

SCHOOL-LEAVER SPECIAL



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Logistics controller:
A job that delivers



PAGE 8

Truck technician:
Join a great trade



PAGE 5

Young Driver Scheme:
Drive a truck at 18

16 plus?
**LEARN WHILE
YOU EARN!**

Start trucking

with Vicki Butler-Henderson

Game on!

Would you like to work in an industry where the money is good, opportunities are almost limitless, and common sense is just as important as paper qualifications from school?

You would? Then the road transport and logistics industry could be the career for you! Modern trucks are clean, comfortable and fun to drive, packed with electronics and have features like CD players, leather seats and aircon fitted to their luxury cabs. And, with truck driving now being recognised as more of a profession than a job, the money's pretty good too.

If you don't fancy life on the road, then there's more to modern transport than just driving trucks, although around 80,000 new drivers need to be recruited each year.

Keeping Britain's trucks loaded and moving also involves many people working in all sorts of jobs, in offices, warehouses and workshops. Every year, companies of all sizes recruit thousands of young people to an industry where wages are going up fast and there are plenty of chances to get on. Employers are looking for all kinds of young people: so whether you are good with spanners, computers or steering wheels, or all three, they would like to hear from you.

Warehouse, workshop and office staff can start any time after leaving school. There are plenty of opportunities to 'learn while you earn' with college courses and apprenticeships. Normally, you can't drive a big truck until you turn 21, but the Young Driver Scheme has got thousands of young people out driving while still in their teens.

You'll be working for one of the most important industries in the country. It's a great way of life and there's room in it for you.



Good luck!

Richard Simpson, Editor

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Published by Roadway Publishing, Roadway House, 35 Monument Hill, Weybridge, Surrey KT13 8RN. Printed by Holbrooks Printers Ltd, Norway Road, Hilsea, Portsmouth PO3 5HX.

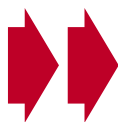
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New truckers start here with the LGV theory test questions.



DRIVER CPC

Join the professionals!

A new qualification will dump the old 'string vest and fry-ups' image of bus and truck drivers for good.

Face it. Bus and truck drivers don't have the best of images, and driving a heavy vehicle for a living is not the number one choice for school-leavers.

But all that is about to change. In fact, in many ways it already has. Modern trucks, coaches and buses are sophisticated high-tech vehicles, with the kind of on-board computer power which you'd have only found on aircraft a few years ago. They are powerful (the heaviest trucks now boast over 600 horsepower), but easy and comfortable to drive with electronic gearboxes, air-conditioning and so on.

New class of driver

A new class of vehicle means a new class of driver, and this is where a new qualification comes in.

The Driver Certificate of Professional Competence (Driver CPC) is being introduced as part of the bus and truck driving tests to ensure that the next generation of drivers will be up to the job.

From now on, drivers won't just be 'steering-wheel attendants'. They will hold a qualification which shows not just that they can pass a short practical test, but also that they understand the job which they have to do and can get the best out of the vehicles they drive, in terms of road safety, business efficiency and environmental impact.

For new drivers, the CPC is coming soon: it applies for bus and coach drivers taking their tests from September 10 next year (2008), and comes in exactly a year later for truck drivers.

Existing drivers won't lose their licences, but they will have to take 35 hours of training in the five years following implementation if they want to keep driving. Those who can will, and those who can't will drop out of the industry.

The Driving Standards Agency, which runs all current driving tests, will also be running the Drivers CPC.

It says the Driver CPC will: "Raise the profile of the driving profession through maintaining skills levels, improving career opportunities and enhancing the image of drivers as professionals."

In other words, it will force many of the cowboys and idiots out of the industry, improving wages, conditions and 'image' for a

new breed of entrants. The first steps have already been taken, with a stepped increase in the number of questions which bus and truck drivers will have to answer during their theory tests under way.

By the time the full-blown CPC comes in, it will have been integrated into the existing driving tests.

These will be extended from an hour-and-a-half of theory and an hour-and-a-half practical to four hours of theory testing and two hours of practical testing.

Level 2 NVQ

The Driver CPC will be the equivalent of a Level 2 NVQ, so as well as more of the current type of short-answer questions, there will also be 'case studies' where a situation will be explained to the candidate who will then have to answer questions about what they would do in the circumstances.

Just like the current theory test, these questions will be done 'on screen'.

It may sound like more expense and hassle, and to a certain extent it is. But, given that the biggest hurdle faced by newly-qualified drivers now is a lack of knowledge needed to do the job, rather than pass the test, being the holder of a CPC should make it far easier to get that vital 'first start'.

Once you've got it you'll keep up to date by taking 35 hours' training every five years.

Your Driver CPC will be awarded to you as a plastic card, similar to the driving licence, and it's set to be just as important as a driving licence in your future career.



Nowadays, modern coaches and trucks are among the most sophisticated vehicles on the road.



Find out more:

Visit www.transportoffice.gov.uk/cpc

OUT ON THE ROAD...

For details of events and exhibitions where you can talk to DSA about Driver CPC, visit www.dsa.gov.uk





APPRENTICESHIPS

Opportunities on show

DAF, Isuzu Truck, Iveco, Scania and Volvo Truck and Bus all joined forces to exhibit in the Skills Centre at the recent Commercial Vehicle Show alongside ReMIT, the training arm of the Retail Motor Industry Federation.

Between them, these truck and bus manufacturers are offering, in conjunction with ReMIT, up to 450 Advanced Apprenticeship places to train as heavy vehicle technicians. The apprenticeship places are available throughout the UK to young people aged between 16-19 years old starting from September 2006.

An Advanced Apprenticeship (AA) is the ideal entry route for a young person wishing to start a career in the retail motor industry. An apprenticeship takes up to three to four years to complete and is divided between attending a training centre to develop the technical understanding and gaining practical experience in the workplace.

The apprenticeship leads to an S/NVQ Level 3, nationally recognised qualifications, and a career as a skilled heavy vehicle technician.

Apprentices will 'learn as they earn'

and have full employment status from the start with all the benefits and rewards that brings. Excellent career prospects are available with opportunities in supervisory and management roles.

Stephen Ramsay, ReMIT managing director, says: "ReMIT is delighted to be working together with our manufacturer partners to showcase the career opportunities available to young people.

"There has never been a better time to join this exciting industry and an Advanced Apprenticeship offers the most comprehensive training available to the retail motor industry.

"Our manufacturer partners have recognised the value of taking an active part in the training and development of their future technicians and the contribution they make to their businesses from the start."

ReMIT supports over 7,000 apprentices throughout the UK and works with 4,000 employers, including some of the biggest names in the industry. Included in the service is arranging the training and funding for the apprentices as well as monitoring and assessing their



progress, and giving advice and guidance throughout the apprenticeship.

► **For more details, see page 8, or log on to www.remittraining.co.uk**

► **For details of next year's Commercial Vehicle Show log on to www.cvshow.com**



ENVIRONMENT

Cleaner and greener

If your idea of a truck is some oily old banger belching out black smoke, then you need to get yourself up to date. Modern trucks are one of the cleanest and most efficient means of transporting goods to exactly where they are needed, and they cause remarkably little pollution in doing so.

If we compare a modern truck with one from 25 years ago, this is what we find:

■ Today's truck will carry, legally and safely, 50% more goods by weight

■ Its engine will be twice as powerful, but it will use slightly less fuel than the truck of 25 years ago,

even though it is carrying cargo weighing nearly half as much again.

■ It will use slightly less fuel than the



older truck would have done, even though it is carrying so much more.

■ It will complete the journey slightly quicker than the old truck would have done, even though it is fitted with a restrictor which keeps it well below the speed limit on motorways.

■ In terms of pollution, it produces 90% less in the way of smoke and smog than a truck of 25 years ago.

■ In terms of the amount of fuel used for every tonne of freight it carries over a given distance it is 54% better than the trucks of 25 years ago.

Now, don't you want to be part of an industry which has achieved all that?



General advice

Are you still not sure what you want to do or what options to take? We hope this magazine will help make up your mind, but for more general advice log on to www.connexions-direct.com



YOUNG DRIVER SCHEME

You can drive a truck at 18

Just about to leave school and want to make a start as a truck driver? You'll find one of the biggest hurdles in your way is that you can't actually get a licence until you are 21, which leaves the big question of what to do in the meantime.

Well, there is an answer: persuade an employer to enrol you on the Young Driver Scheme, and you could be driving a full-size rigid truck at age 18. You'll also acquire a Level 2 National Vocational Qualification (NVQ, or S/NVQ in Scotland) in Driving Goods Vehicles.

Taking part in the Young Driver Scheme isn't an easy route to a licence, and there are some hoops which have to be jumped through, but there's no doubt that successful candidates emerge from it well set up for a proper career in road transport.

Probably the most difficult part is getting a position in the first place. You have to either find a job with an employer who is already registered with the training organisation Skills for Logistics, or who is

TOP TIP

You can get a list of approved training providers from: <http://www.skillsforlogistics.org/youngdrivers.shtml> or by e-mailing info@skillsforlogistics.org. Local approved training organisations might be prepared to help you find a suitable employer if you ask them nicely.

prepared to register. There's no easy way to do this other than spend a lot of time on the phone or visiting companies in person.

You will need to be keen, show some understanding of the industry (read up on it with magazines like *Trucking*, *Truck & Driver* and *Commercial Motor*) and, above all, appear trustworthy and reliable, with a degree of common sense.

To encourage prospective employers, it's worth pointing out that if they register you on an Apprenticeship, they can get funding towards your training from the local Learning & Skills Council, but you'll have to do your bit by undertaking extra training in the Key Skills of Communication and Application of Numbers. Don't worry, it's not too difficult, and extra help may be available if you find it a struggle.

Once you've found your employer, they need to register you on the scheme and enrol you with an approved training provider. Be careful – not all truck driving schools are approved training organisations.

You then have to obtain the pre-driving units of your NVQ. These have to be completed before you make an application for your provisional Class C licence, which is done through Skills for Logistics.

You then undertake your truck driver training and (hopefully) end up the proud owner of a Class C licence.

Now you are allowed out on the road on your own, but the training process isn't over. You have to pass four driving assessments in the next six months, and complete the rest of your NVQ and receive your Young Driver Scheme Certificate.

With this out of the way you can then go on to take your C + E test, after which you will be qualified to drive any type of truck on the road. What are you waiting for?



THE JARGON

LGV: Large goods vehicle (used to be known as HGV or heavy goods vehicle)

Class C licence: Entitles you to drive rigid trucks (without trailers) of over 3.5 tonnes gross weight. Equivalent to the old HGV Class Two and Three licences

Class C + E licence: Entitles you to drive any LGV, including those towing trailers (drawbars) and semi-trailers (artics). Equivalent to the old HGV Class One licence

NVQ: National Vocational Qualification

S/NVQ: Scottish National Vocational Qualification

YDS: Young Driver Scheme

ATO: Approved Training Organisation



THE RULES

- To start you must be aged between 16 and 21 and have no more than three points on your licence
- You must be employed with a firm registered with Skills for Logistics and train with an Approved Training Organisation (ATO)
- A formal training plan is agreed by the employer, trainee and ATO
- Skill assessment is largely done at work, but some training is undertaken 'off the job'
- You will lose your Class C and C + E entitlement if you have more than three points on your licence
- If you no longer work for a registered employer, then you lose your Class C and C + E entitlement
- You must be monitored, supervised and supported (mainly by your employer) through the programme



Turn the page to meet Tanya Owen-Bines: a graduate of the YDS. ▶



Find out more: Call Skills for Logistics on 0870 242 7314 or visit www.skillsforlogistics.org

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is coming . . .

Get all the latest info from the **DSA**, visit our **Driver CPC** pages at www.transportoffice.gov.uk/cpc



TANYA OWEN-BINES

Riding high

It was horses that first got Tanya into trucks. Now she has 480 of them under her right foot and, as **Richard Simpson** reports, there's no turning back.

Twenty-two-year old Tanya Owen-Bines is just back from Southern Spain. But she wasn't on holiday. This 10-day trip was work, and she spent it at the wheel of a 44-tonne, 480hp MAN articulated truck at an age when most people are negotiating the loan of their Mum's Honda Civic or worrying about insuring a 1.0-litre Toyota Yaris.

But for Tanya, this is all in a day's work, and has been for three years. Because Tanya is a graduate of the Young LGV Driver Scheme, she has been qualified to drive smaller rigid trucks since she turned 18, and obtained her C+E licence for articulated trucks just six months later.

"That was a very frustrating six months, but the rule is that you have to wait that long," she remembers. With her full licence finally in her pocket, Tanya was straight out on the road.

"I ran to Spain soon after, and it was a terrific experience. I was following another driver from our company which made it a

little easier, but taking an artie through the Madrid rush-hour on my first drive abroad is something I'll never forget."

The road to success

Tanya seems to thrive on excitement, and regards neither her gender nor her size ("I'm five foot two and a half, please don't forget the half," she jokes) as being reasons not to do things. But, surprisingly, she drifted into trucking almost by accident.

"When I left school, I went to work in the office at my mum and dad's company, Broadleaze Transport. But I never particularly expected to go out on the road as a driver."

Amazingly, her main motivation for getting a truck licence was nothing to do with driving or transport: it was horses.

A keen showjumper, Tanya needed an LGV C (rigid truck) licence so she could drive a big horsebox. She realised that, with a job in transport, albeit office-bound, she could get the qualification three years early if she enrolled on the Young Driver Scheme and, somewhere along the way, Tanya found the truck driving bug had bitten.

Driving abroad

"I will have been driving for three years this December, and I've driven in Spain, France, Germany and Ireland.

"I much prefer driving trucks abroad to here. It's a chance to experience other languages and cultures, the standard of driving is better and so are the roadside facilities.

"Languages aren't too much of a problem. I try to learn something, even if it's just a few words, every time. If you try to communicate with people, then they try back. I also make a point of trying the local food and generally making the most of it. It's just so much more exciting."

Tanya is overwhelmingly enthusiastic about her new profession, and as far as she is concerned most of its drawbacks are confined to the UK.

"Roadside facilities in the UK are often poor by comparison to Europe. There's plenty of truck parking in Europe, which is either free, or secure. In the UK, you have to hunt around and then pay for insecure parking. Sure, they give you a meal voucher, but the food isn't really affordable or even edible. Over in Europe you get a fantastic three-course meal and pay about four Euros for it.

"On the Continent the service areas are clean and everything works, here you can't even have a shower in some of them.

"The standard of driving is better there, too. You just have to be decisive: indicate and go, and they'll make room for you. It's just the opposite in the UK: if you start to overtake a car on the motorway, they speed up to stop you passing, then slow down again.



Tanya: "I've been very lucky in that my desire to get out on the road has been at a time when the industry is very short of drivers."

"Traffic generally moves faster in Europe. When they have accidents, they tend to be big ones, but they clear up in a matter of hours what would see the motorway closed for the best part of a day here."

Trucks and bikes

As well as run-of-the-mill road haulage work, Broadleaze undertakes some specialist tasks. Exhibition equipment keeps the company busy in the summer ("I transported a pavilion to Hanover for a trade show this summer," Tanya remembers), but winter sees the work take off in a different direction entirely.

"We take motorcycles down to race circuits in Southern Spain, and the riders fly out to join their machines for three days of track action. Then they fly home and we take the bikes back."

The nature of this work seems to excuse Tanya from many of the hassles which British truck drivers experience crossing France.

"You still get pulled up by the police, but once they see what you are carrying, their attitude changes," she reports. "I think most of the French traffic police are motorcycle enthusiasts themselves, which obviously helps. You just say 'Valentino Rossi' and it's big smiles all round."

This job entails, in Tanya's own words: "Three days' driving, three days hanging around, and three days driving back."

But hanging around doesn't mean being bored.

"If there's room, I put my own bike in the trailer and take it down with me," Tanya admits.

Her bike is a Honda CBR 250 'baby blade': a 250cc version of the 900cc Fireblade superbike of the '90s. Her pride and joy, it's a very rare beast.

"It's a private import of a model Honda built only for the Japanese market," she explains. "It's a proper little sportsbike, and revs to 18,000rpm. I tend not to go onto the track with it while I'm down there, it's more fun exploring the local roads."

Tanya's enthusiasm for bikes doesn't stop there, as she also has a Honda TRL 250 trials bike for the dirt.

Life on the road

"You can draw up a long list of things not to like about truck driving," Tanya admits. "You have some very long days, car drivers don't give you the room which you need and the roadside facilities here are poor. Some physical tasks, like pulling trailer curtains on a windy day, can be hard if you are as small as me, although people are generally helpful."

"But, I've got a nice lorry to drive, I get to see loads of different places and meet different people, and you do get some short days too. When the weather is bad I do sometimes wish I was back in the office, particularly when it turns suddenly cold or miserable. But I've noticed that I get colds and flu far less often since I've been on the road."

Tanya clearly had a flying start in her career having been born into the industry, but it was by no means a foregone conclusion.



"I've got two brothers: one's a banker and the other runs his own repair and maintenance business, and my sister's a full-time mum," she explains.

"I have always been a self-reliant person, but I wouldn't have considered transport as a career if I hadn't grown up in it. Never!" she laughs.

Give it a go

So, what advice would Tanya give to a young woman wanting to get into transport from the outside?

"Do it! If you want to do it, then give it a go," she enthuses. "Truck driving is no longer difficult or physically taxing: our entire fleet has automated gearboxes. When it comes to handling the load you could do with being stronger sometimes, but it's mostly quite easy."

After all, there are plenty of jobs where all you have to do is to back the truck up onto a bay, and you never touch the load."

Tanya's not sure where her career will take her next. "I suppose in a year or two I'll be virtually forced back into the office because that's the nature of a family firm. I've been very lucky in that my desire to get out on the road has been at a time when the industry is very short of drivers. Something which I'd really like to try, though, is driving a truck for a Moto GP bike racing team for a season or two. That would be a fantastic job."

Talking to Tanya, it's difficult to remember that her original motivation for truck driving was as an aid to her showjumping activities. Did her equestrian career ever take off?

"I've still got two horses, but they are just pets now. I don't compete any more, I haven't got time to go showjumping!" ■

INFO...



Tanya's truck

Tanya's truck is a German-built MAN TGA XXL 480. It's one of seven similar bronze-finished vehicles on the 20-strong Broadleaze fleet, and Tanya gets a new one every year, with no vehicle on the firm being kept for longer than three years. It is in 5 Star trim which is distinguished by extra brightwork on the outside and every conceivable extra, including full air-conditioning and a built-in fridge, on the inside. It has two bunk beds, a completely flat floor and enough headroom for your six foot correspondent to be able to stand upright, so it's more than big enough for Tanya.

The truck has 12 forward gears, and the engine and transmission are computer-controlled.

OUT ON THE ROAD...

For details of events and exhibitions where you can talk to DSA about Driver CPC, visit www.dsa.gov.uk





APPRENTICESHIP SCHEMES

You're hired!

A real-life technical apprenticeship is nothing like the TV programme with Sir Alan Sugar. But it is one of the best ways to get your career on the move.

If you are a practically-minded person getting ready to leave school, and are keen to keep learning but don't fancy going to university and spending the next three years sitting in a classroom while the overdraft mounts up, then you should consider a technical apprenticeship in heavy vehicles.

It may not sound like the most glamorous job in the world, but it is secure, rewarding and offers you as many opportunities as you could wish for.

For a start, there are getting on for 600,000 trucks on the road, plus over 100,000 buses and coaches. All these vehicles need to be serviced or inspected, by law, every six weeks or so. These vehicles are vital to the running of the country: without trucks and buses the whole country would literally grind to a halt, not within days, but just a few hours!

Servicing them requires specialist knowledge which car mechanics just won't have. As a qualified truck and bus technician, you will know how to deal with sophisticated electronic, hydraulic and pneumatic systems in addition to dealing with computerised fuel systems and drivelines.

So, this isn't a job which can get done by unqualified idiots, or be exported to a call centre in India or a sweatshop in China. There's no getting away from it: the UK's trucks and buses need

to be maintained here in the UK by qualified technicians, and that means that, once qualified, you are virtually guaranteed not just a job, but a choice of jobs. The truck manufacturers know this, so they are falling over one another to recruit and train the right young people and then pay them well to keep them on the books afterwards.

Earnings can vary, but by his late 20s a qualified truck technician will be earning as much as a middle or senior manager in a white collar job.

Great prospects

If your ambitions go further than being a technician, then don't worry. There are also shortages of people able to manage workshops, and even entire dealerships. Many very senior people in the industry, including managing directors, started off as technical apprentices, and there is no reason to think that this will not be the case in the future.

If your ambitions are more to work for yourself than stay as part of a large organisation, then there are plenty of people out there running their own businesses – some large, some small – who can demonstrate that a technical apprenticeship is as good a place to start as any.

Lastly, if it's your ambition to travel the world, then as a heavy vehicle technician you will find this both easy and lucrative.

There are any number of commercial and charitable organisations who will be delighted to pay you to travel virtually anywhere on the globe that you care to mention, and the money can range from excellent – if you find yourself working for a big oil or mining company – to terrible if you are in the pay of a charity or aid organisation. But you will be doing really worthwhile work making a positive difference to people's lives.

"If you're the kind of person who has to stop and think which way to turn a tap before the water comes out, you might be better off going to university"



Off to a flying start

Aged just 16, Mercedes-Benz apprentice Alex Morely of Eastleigh, Hants was runner-up in the Young Apprentice of the Year competition last year.

Alex was one of over a thousand youngsters from all over Britain to be nominated for the award, which was presented to him by Natasha Kaplinsky of 'Strictly Ballroom' fame.

Alex is based at Mercedes Truck dealer Pentagon Commercials' Fareham depot, where he works alongside two second-year apprentices and one third-year, while more apprentices are employed at the company's other depots in Southampton, Andover and Poole.

Pentagon's after-sales director James Edgerton says: "There is a national shortage of qualified vehicle technicians and here at Pentagon we are committed to growing our own through a structured apprenticeship programme."



A sight to set the pulse of any mechanically-minded youngster racing! These truck engines are inside the workshop at Renault's in-house training school.

There is a downside, of course. Like any worthwhile job, there are aspects of it which are demanding: sometimes vehicles have to be fixed where they have broken down, and that might be beside a motorway or on the floor of a quarry. But working for a big franchised dealership means you get the best of everything: tools, protective clothing, diagnostic equipment and so on.

In any case, the vast majority of work is carried out indoors in the dealer's workshop.



Make a start

If this sounds good, then you need to know where to start, and that place is your local franchised truck dealer.

DAF, Isuzu, Iveco, MAN ERF, Mercedes-Benz/Mitsubishi Fuso, Renault Trucks, Scania and Volvo are all active in the UK market, and most of their dealers take on and train apprentices.

Entry requirements are not particularly tough as far as academic qualifications go. Most companies are looking for GCSE grade Cs or above in maths, English and a science subject, but applicants who can demonstrate the necessary raw skills, common sense and enthusiasm are unlikely to get turned away if they are a grade or two down.

Apprentices who are otherwise promising but experience difficulties with skills such as reading and writing can be given support to help. Brian Burns, who is head of training at Renault

INFO...

Getting there

Not every truck dealer is looking to recruit new apprentices every year, but there are still plenty of openings. MAN ERF, for example, runs about 80 dealer outlets in the UK, and each of these will typically have two apprentices on its books at any one time, meaning that one year in three will not see them take an apprentice on. However, with eight truck manufacturers actively running schemes, the chances are that more than one dealership in your town will be looking to take an apprentice on each year.

Get in touch with your local dealers

Finding your local truck dealers is easy. Look in *Yellow Pages* under Commercial Vehicle Dealers and check out those which have DAF, Isuzu, Iveco, MAN ERF, Mercedes-Benz/Mitsubishi Fuso, Renault Trucks, Scania or Volvo franchises. Alternatively, log on to the relevant manufacturers' websites to find your nearest dealer (see overleaf). Some of the websites also have pages dedicated to their Apprenticeships Schemes.

Don't be daunted

Making the transition from school to work is a big step, and so is going away to college. You will be doing both, but every possible support will be offered to you by your employer, the truck manufacturer and the training college or supporting organisation.

Your main responsibilities are getting yourself to work every day, and making the most of the opportunities which you are offered once you are there. Things like travel and accommodation arrangements when you are away on block release are taken care of for you.

Is this for you?

Your local truck dealer is not looking for Brains off Thunderbirds. He doesn't expect you to know it all, but he will want you to be willing and able to learn. Ask yourself the following questions:

- Are you able to get on with people?
- Could you organise your working day without someone having to be on your back all the time?

continued overleaf ➔

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Top DAF apprentice awarded

Apprentice truck technicians Ryan Collins, Robert Hudson-Hill and Ross Green are the winners in DAF's Apprentice of the Year competition. All three are enrolled on the three-year training programme which is based at the City of Bristol College Parkway Transport Technology Centre.

Robert Baxter, chairman of the DAF Dealer Service Council, says: "The reputation of every DAF dealer rests on the high calibre of the people we employ and particularly the technicians in our workshops. The increasing technological sophistication of DAF trucks, combined with the pressure from customers to optimise the performance of their trucks, minimise downtime and keep their vehicles earning demands that we have the best possible trained technicians."

supervision of, qualified technicians.

He also undergoes periods of 'block release' of about two weeks at a time, at either an associated college or the manufacturer's own training establishment, with travel and accommodation paid for by his employer.

Here there is a mixture of classroom and workshop learning in a non-commercial environment where the trainee can practice various tasks on training vehicles without having to worry about getting the vehicle ready for a customer.

A wide range of skills are acquired:

ranging from using electronic diagnostic tools to welding and sheet metal work in addition to every kind of service and repair task you can think of.

As the training advances so there is a move away from routine service tasks to more challenging problems, such as fault-finding using everything from the most sophisticated computers and monitoring devices to the good old human eyeball mark one.

From day one, the apprentice is made to feel he is a valued member of the team. Apprentices (and their families) are welcomed by the 'parent' truck company from the word go, and in the final year are invited to glitzy graduation ceremonies where their achievements are formally recognised by very senior

Trucks, remembers one lad with no qualifications at all who turned up on the doorstep of his local dealer and asked for a start. The dealer was so impressed with his determination that he was taken on, and he proved to be an excellent apprentice.

On the other hand, if you are the kind of person who has to stop and think which way to turn a tap before the water comes out, you might be better off going to university.

While each truck manufacturer has a slightly different approach, the course which an apprenticeship takes is more or less the same with each of them.

Over a period of three years, the trainee is employed by his local dealership where he works alongside, and under the

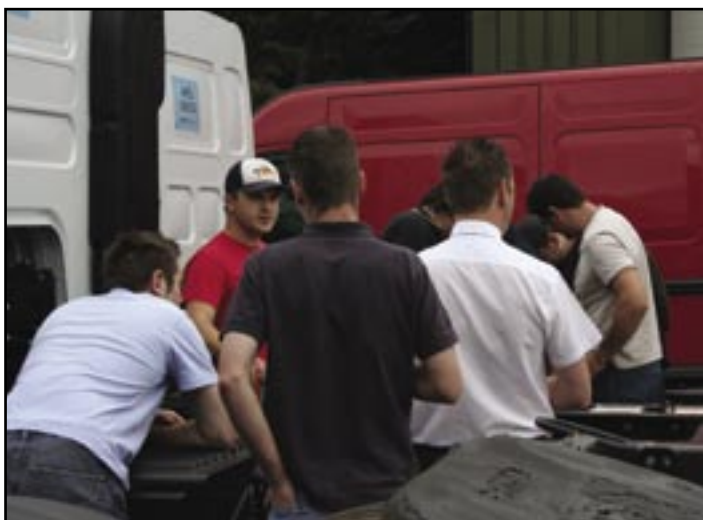


Reaching a new level

The first students from the Renault Trucks Technical Certificate Level 4 Apprentice programme have graduated at an awards ceremony held at the company's Dunstable headquarters. Renault Trucks is the only commercial vehicle manufacturer to offer apprentice training to this level, with seven apprentices from dealers across the UK celebrating this significant achievement.

Brian Burns' Renault Trucks' training and development manager says: "Since its introduction in 2003, the Renault Trucks Modern apprentice programme has gone from strength to strength. We have now trained over 200 apprentices, with more than 70 going forward in the 2007 programme."





After nearly three years, these trainees are on their way to becoming qualified Level 3 technicians.

people (often the managing director) of the truck company.

It's every bit as special as a university graduation ceremony, but there are some important differences. For a start, every truck technician has been earning good money while he has been learning, and he is also going straight into a well-paid job where there is plenty of scope for advancement.

There aren't many, or perhaps any, university graduates who can say the same. They'll leave college up to their necks in debt at about the same time as you'll be able to think about getting a mortgage. ■



Useful websites

Organisations

- www.carterandcarter.com
- www.emtec-training.co.uk
- www.irtec.org.uk
- www.remitttraining.co.uk
- www.rmif.co.uk

Truck manufacturers

- www.daftrucks.co.uk
- www.isuzutruck.co.uk
- www.iveco.co.uk
- www.manerf.com
- www.mercedes-benz.co.uk
- www.renault-trucks.co.uk
- www.scania.co.uk
- www.volvo.com/trucks/uk-market/en-gb

- Are you reasonably competent at maths and English?
- Do you enjoy practical tasks?
- Are you generally cheerful and a good time-keeper?

If the answer to all the above is yes then you're on the right track.

Remember that what is ultimately being looked for is someone who is good in a team, but equally has the responsibility and resourcefulness to be able to work on complex tasks on their own. The rewards are good but you mustn't be afraid of anti-social hours or getting your hands dirty.

What qualification will I get?

Most truck manufacturers' apprenticeship schemes aim for a Level 3 NVQ/technical certificate or equivalent. This means that you will be continuously assessed at your workplace and college, and have to complete a written portfolio containing evidence of your work.

Colleges are increasingly putting classroom lecture notes and the like on-line so the apprentice can access them while he is at home or work.

There are written and practical exams to be taken too but, providing you are prepared to put the work in, none of it should be too daunting.

If at first you don't succeed

You don't have to work for a franchised dealership to become an Apprentice Technician. Many of the larger truck and bus operators and some independent workshops will also take on an apprentice. But you won't find out which ones unless you ask!

Other apprenticeships

If you like the sound of much of what you've read here, but don't fancy working with spanners all day, then there are also a limited number of openings for apprentices in dealers' spares departments.

Here you won't need quite the same degree of 'hands-on' skills as a technician, but you will have to develop a good working knowledge of what components go where and what they do on a particular vehicle.

You'll also have to acquire a full understanding of the manufacturers' model ranges and the system for ordering and supplying spares.

You will need to feel absolutely at home dealing with computer systems, be meticulous with paperwork, have first-rate organisational skills and be good at dealing with people face-to-face and on the telephone.

OUT ON THE ROAD...

For details of events and exhibitions where you can talk to DSA about Driver CPC, visit www.dsa.gov.uk





NYK LOGISTICS

Controlling by design

At 17 years old, Nick Russel wanted to be a graphic designer. One drastic change of course later and he's embarked on a successful career in logistics.

Despite both his parents working in the logistics industry, 17-year old school leaver Nick Russel from Milton Keynes never considered following in their footsteps. With an impressive eight GCSEs under

his belt, Nick set his sights on the world of graphic design, and began studying for A Levels in Geography, Leisure and Recreation and Design Technology at Ousedale Sixth Form.

But 12 months into the course, Nick took the decision to leave school and look for a job.

"My A Levels weren't going that well, I'd had enough of school and I just wanted to earn a bit of money for myself," Nick remembers. "I had trouble finding a job as a graphic designer as it's quite a competitive area when, by accident, I came across an advertisement in the local paper for a logistics trainee at NYK Logistics."

But, like most young people, Nick had never considered that an industry which was about "lorries trundling up and down motorways" might offer him the opportunity to make a successful career.

"I just imagined logistics to be hairy lorry drivers and Yorkie bars but when I spoke to my Mum about it, she explained that there was a bit more to it than that so I thought I might as well go for an interview."

Nick was offered the job, and with a better understanding of the industry and, more importantly, what might be in it for him, he accepted.

NYK has a formal training scheme for school and college leavers, giving them the opportunity to work in a variety of different roles and departments to get a real feel for the business, decide where their interests lie and where their skills can be put to best use.

Nick's first role at NYK was working on the warehousing operation for Tesco's Cherokee clothing range, initially in the office where he learnt about the admin side of warehouse management from the booking in of loads to managing inventory in the warehouse and checking stock.

He then moved into the warehouse itself where he worked alongside NYK's shift managers, supervising and supporting the staff on the warehouse floor.

Distribution fleet

After six months in the warehousing operation, Nick then transferred into NYK's transport department, initially helping to plan the day-to-day movements of NYK's general distribution fleet, serving customers including Tesco, Bosch and Denso as well as a temperature-controlled transport operation for pharmaceutical manufacturer



In August last year Nick was promoted to Platform Controller for NYK's contract with Bosch. He is responsible for a fleet of 17 dedicated vehicles.

Trucks are constantly on the go at this busy depot.



About NYK Logistics

NYK Logistics is one of the global giants of the transport scene. It offers complete 'supply chain solutions' moving goods from manufacturer, through the distribution chain to their final destination using sea, air, road and rail as appropriate through a world-wide network of over 110 storage, consolidation and distribution centres.

Part of the \$16.4bn NYK group, NYK Logistics can create a custom-made dedicated transport solution for a client, or integrate a customer's requirements into its existing operations on a 'shared-user' basis.

NYK Logistics works with a wide range of famous names in the fast-moving consumer goods, retail, consumer electronics, grocery, fashion, automotive and pharmaceutical sectors around the world.

GlaxoSmithKline. He then moved onto a new cross-dock operation for Ford's Premier Automotive Group, organising the collection, sorting and onward delivery of parts from suppliers across Europe into the Aston Martin, Jaguar and Land Rover manufacturing plants in the UK.

Nick completed his first year back on the fleet traffic desk, this time as one of two shift managers, and after 12 months at NYK, had made up his mind a) that a career in logistics was definitely for him, and b) that the fast-moving transport operations were where his real interests lay.

"The transport office is a busy, pressured environment but I liked the fact that it's hands-on. Any problems need to be dealt with there and then, which requires quick thinking and a level head."

It also involves dealing with NYK's drivers – most much older than Nick – giving them their instructions, keys and paperwork, keeping them in touch while they are out on the road and debriefing at the end of the shift.

"There have been one or two who thought, just because I was young, I didn't know what I was doing but nearly all the drivers have looked out for me and helped me along the way," he says.

Nick has also benefited from the experience of his mentor, Matthew Ray, manager of NYK's contract with GlaxoSmithKline.

"As well as helping me out with projects and presentations, Matthew has been a point of contact outside my own contract to bounce new ideas off."

In addition to on-the-job training, NYK provides opportunities for trainees to achieve formal qualifications, and since joining the company Nick has gained a Certificate in Logistics from the Chartered Institute of Logistics and Transport. He is now studying for the Advanced Certificate which will enable him to gain his Certificate of Professional Competence in National and International Road Haulage.

And, after a further year on the general fleet and a brief stint running the PAG transport desk, in August 2006, Nick's hard work was rewarded when he was promoted again into his current position as Platform Controller for NYK's contract

with household goods manufacturer, Bosch, where he has responsibility for managing a fleet of 17 dedicated vehicles which transport products from washing machines to fridge-freezers to high street outlets throughout the UK. Nick also manages bulk deliveries for Bosch via NYK's general distribution fleet.

To ensure that he continues to learn as he earns and acquires the skills he needs to achieve their full potential, Nick's performance and progress are regularly assessed by NYK.

"I have regular meetings with my tutor regarding my written work and also with my contract managers along the way to ensure that I am still learning and that they are providing me with the right support and enough time to develop myself.

Setting targets

"This is very important as it gives me an idea of where other people see me being and enables me to set targets of where I want to be."

Nick is looking forward to progressing to contract manager in the next few years and, given NYK's international dimension, also hopes to have an opportunity to work abroad. In the long term, he has his eye on the top job at NYK and, in an industry where people make their way on merit, the sky really is the limit.

So, does he regret the day he stumbled across NYK's advert in the paper? "If I hadn't got the job at NYK, I planned to go abroad and teach watersports for a year – maybe I'd still be there!"

But, while he's not catching much of a tan in Milton Keynes, he has no regrets. "Compared to a lot of people my age, I'm earning good money and I have a responsible job that I enjoy with real prospects for the future. I have no complaints!" ■



Useful web addresses

- www.gb.nyklogistics.com
- www.ciltuk.org.uk

drivercpc™ is coming...
GET QUALIFIED STAY QUALIFIED

Get all the latest info from the DSA, visit our **Driver CPC** pages at www.transportoffice.gov.uk/cpc



UNIVERSITY & COLLEGE COURSES

Move up to management

It's not all steering wheels and spanners. The logistics industry now has plenty of openings for academically-qualified managers.

Road transport is an industry where it is easy to get promoted on merit. Many successful managers and directors began their career in the workshop or behind the wheel, but the increasing complexity of the industry, including the now near-universal use of computers and IT systems, means that most logistics companies are now keen to recruit trainee managers with a more academic background.

Potential managers must be prepared to work in a fairly pressured environment and be able to balance often conflicting commercial and legal interests.

Typical responsibilities include routeing vehicles and trailers, monitoring driver hours and running the operation with minimum disruption.

A key task is ensuring that all operations are carried out in accordance with UK and EU laws, vehicle safety regulations, environmental controls on fuel emissions and traffic congestion, driver hours, customs requirements, and specialist rules covering areas like food hygiene where applicable. The most economical method of completing the journey safely and legally must always be found.

Transport managers often work weekends and shifts to cover 24-hour operations. The working environment varies from offices, to warehousing and yards, and visiting vehicles on the road in all weathers.

Key skills

If you are considering becoming a transport manager you should:

- have strong organisational skills for planning schedules, journeys and loads
- have good numeracy skills for financial management
- be able to think logically and analytically
- be flexible and able to make decisions quickly
- have strong communication skills to deal with various people from drivers to government officials
- be computer literate
- be prepared to work in a variety of different locations and conditions
- be comfortable working in a hands-on, practical situation



Qualifications

The essential qualification for a road transport manager is the Certificate of Professional Competence (CPC). This equates approximately to A Levels or an S/NVQ Level 3. It is designed for people who have managerial or supervisory responsibilities and is orientated heavily towards the legal compliance of commercial operations. Most commercial

road transport operations are required to name a road transport manager to be responsible for legal compliance, and to be in continuous and effective control of operations. This person should normally hold the relevant CPC. There are four types of certificate: National or International Road Haulage Operations and National or International Passenger Transport Operations. Applicants for road transport manager positions will be expected to have the relevant certificate.

A CPC can be obtained via a number of routes: tuition is available from colleges and commercial training providers. A variety of courses are on offer: with home study, part-time/evening and intensive all-day options available. It's up to potential trainees to choose the option that suits their circumstances or learning style best.

There is no other specific qualification requirement to enter work as a road transport manager but you can also enter road transport management as a graduate in any subject, or with a specialist degree in Logistics, Business Studies or Planning with options in Transport. Some people enter with an MSc in Transportation Management.

Job prospects

There are many commercial organisations which recruit road transport managers. These include logistics and distribution companies, parcel and delivery firms such as the Post Office, manufacturers and retail chains, car and van hire companies and contract fleets.

Road transport management offers the chance to move between different types of company or to specialise in other modes of transport, such as rail, sea or air. With large multinational companies, there are opportunities for managers to work overseas. Some successful managers opt to move into transport planning and consultancy. ■

GET A DEGREE...

Many UK universities and colleges offer relevant undergraduate courses

Aston University
www.aston.ac.uk
Logistics: Hon BSc

The University of Bolton
www.bolton.ac.uk
Accountancy and Logistics & Supply Chain Management: Hon BSc/BA
HRM and Logistics & Supply Chain Management: Hon BSc/BA
Law and Logistics & Supply Chain Management: Hon BSc/BA
Logistics & Supply Chain Management: Hon BSc
Logistics & Supply Chain Mgt and Mathematics: Hon BSc

Cardiff University
www.cardiff.ac.uk
Business Management (Logistics and Operations): BSc

Coventry University
www.coventry.ac.uk
European Logistics: Hon BSc
Logistics: Hon BA
Logistics: Hon BSc

De Montfort University
www.dmu.ac.uk
Operation and Supply Systems: Hon BSc

University of Greenwich
www.gre.ac.uk
Business Logistics and Transport Management: Hon BA

The University of Hertfordshire
www.herts.ac.uk
Airport Operations and Aviation Logistics: Hon BSc

The University of Huddersfield
www.hud.ac.uk
Air Transport and Logistics Management: Hon BSc
European Logistics Management: Hon BSc
Global Business and Logistics Management: Hon BA
Logistics: Hon BSc
Logistics and Supply Chain Management: Hon BSc
Transport and Logistics Management: Hon BSc

The University of Hull
www.uhli.org
Accounting and Logistics (International): Hon BSc
Accounting and Logistics (with Prof Exp): Hon BSc
Business Economics & Logistics (International): Hon BA
Business Economics and Logistics: Hon BA
Business and Logistics (International): Hon BA
Business and Logistics (with Prof Exp): Hon BA
Economics and Logistics: Hon BSc
Economics and Logistics (International): Hon BSc(Econ)
Economics and Logistics (with Prof Exp): Hon BSc
Financial Mgt & Logistics (International): Hon BSc
Financial Management and Logistics: Hon BSc
Financial Mgt & Logistics (with Prof Exp): Hon BSc
Logistics: Hon BSc
Logistics (International): Hon BSc
Logistics (with Professional

Experience): Hon BSc
Management and Logistics: Hon BA
Management and Logistics (International): Hon BA
Management and Logistics (with Prof Exp): Hon BA
Marketing and Logistics: Hon BA
Marketing and Logistics (International): Hon BA
Marketing and Logistics (with Prof Exp): Hon BA

Liverpool John Moores University
www.ljmu.ac.uk
Management, Transport and Logistics: Hon BSc

Myerscough College
www.myerscough.ac.uk
Machinery Management and Logistics (Top-up): Hon BSc

Northumbria University
Northumbria.ac.uk
Business with Logistics and Supply Chain Management: Hon BA
Logistics and Supply Chain Management (Top-up): Hon BA

Oxford Brookes University
www.brookes.ac.uk
Business Logistics: Hon BA

University of Plymouth
www.plymouth.ac.uk
International Logistics with

Business English: Hon BSc
Maritime Business and Logistics: Hon BSc
Shipping and Logistics: Hon BSc

University of Portsmouth
www.port.ac.uk
International Trade, Logistics and English: Hon BA
Logistics and Business English: Hon BA
Logistics and Transportation: Hon BSc

Sheffield Hallam University
www.shu.ac.uk
Computing and Logistics: Hon BSc
Logistics: Hon BSc

Staffordshire University
www.staffs.ac.uk
Logistical Information Systems: Hon BSc
Logistics Technology: Hon BSc
Mobile Applications Development: Hon BSc

Swansea Institute of Higher Education
www.sihe.ac.uk
Motorsport Management: Hon BSc
Supply Chain Management: Hon BSc
Transport Management: Hon BSc



Find out more

- www.careersinlogistics.co.uk
- www.ciltuk.org.uk

OUT ON THE ROAD...

For details of events and exhibitions where you can talk to DSA about Driver CPC, visit www.dsa.gov.uk



Have you considered lorry driving as a career?



The lorry driving profession is set to change...

...did you know that from 10 September 2009, all new lorry drivers will have to pass a **Driver Certificate of Professional Competence (Driver CPC)**.

Driver CPC is designed to improve road safety and enhance professionalism through additional training throughout your professional driving career.

All new lorry drivers entering the profession from 10 September 2009 will be able to take this qualification at the same time as acquiring their vocational licence.

Driver CPC will be shown by a driver qualification card.

To maintain Driver CPC status, all new and existing lorry drivers will have to complete 35 hours of periodic training every five years.



To find out more and keep up to date, get the latest information from the Driving Standards Agency (DSA) - the people who are setting the standard for Driver CPC, visit the **Driver CPC pages** at www.transportoffice.gov.uk/cpc or email to drivercpc@dsa.gsi.gov.uk

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