



EXPRESS DELIVERY OPERATIVE

Level 2

The dramatic growth of internet shopping and the use of portable ICT devices have transformed the occupations involved in express delivery services.

Using world class equipment and software to provide timed deliveries and collections to homes and businesses; postal workers, couriers and express delivery drivers have a high level of individual responsibility for their working day and delivery route.

They may be on foot using trolleys or required to use a vehicle such as a pedal cycle, motorbike, van or lorry. They are an ambassador for the industry, their brand and the goods they carry. They provide a high level of customer service which may include real time tracking of deliveries or the installation of electrical and other goods. They maintain excellent communication throughout the delivery chain from collection to delivery point and dealing correctly with failed deliveries and returns.

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EXPRESS DELIVERY OPERATIVES DEMONSTRATE THE FOLLOWING, WITHIN THE CONTEXT OF YOUR ORGANISATION...

KNOWLEDGE

- Range of express delivery services ordered to domestic and business customers; concept of 'the last mile', deliveries of all types of goods, care of perishable items, collections and returns across multiple brands, services, concept of reverse logistics.
- Learn and maintain UK geographic and local road network knowledge to plan and check routes. Road map reading, use of satellite navigation and postcodes to locate addresses.
- Brand presentation related to delivery transport, uniform and sender especially where multiple brands are carried.
- Operating policies and instructions relating to click and collect drop points, collections and returns. The principles of customer service and service delivery.
- Hardware and software used to plan and manage deliveries and collections including hand-held devices to verify and record deliveries and provide real time tracking.
- Numeracy required to calculate load weights, dimensions, pricing schedules, assessing the dimensions of internet-generated returns.
- Principles of commercial and common contract law as applied to express delivery businesses. Principles and laws relating to self-employment in express delivery services.
- The Laws and Regulations applying to traffic, transport operations, and to specific goods e.g. hazardous goods.
- How personal health and lifestyle impacts on ability to work safely and efficiently. The elements of an appropriate, balanced diet and the range of exercises and fitness regimes or techniques that will ensure and maintain fitness for work.
- Legal and safe procedures, including the manufacturers' instructions for installing electrical and other goods when these are part of delivery services.
- The business models for express delivery services; employed and self-employed couriers, types of contract and payment processes used by companies.
- Where costs occur in the business process
- Health and safety and specific security regulations related to goods carried and how these impact on duties.
- The principles of safe manual handling and the correct use of trolleys and lifting equipment.
- The potential environmental and air pollution hazards associated with express delivery, postal and courier services in urban and rural environments.
- National legislation and own organisations policy with regard to safeguarding young people and vulnerable adults.
- Principles of initial risk assessment of load prior to commencing duties. Dynamic risk assessment during deliveries.

SKILLS

- Deliver goods to customer premises; load and unload goods in a safe way that ensures the safety and condition of the goods and correctly relates to the delivery schedule.
- Plan and track progress against a schedule, using equipment where required e.g. scheduling software, satellite navigation.
- Interpret delivery/ collection schedules; follow route instructions and company policies and instructions related to collections, deliveries, failed deliveries and returns.
- Consistently meet customer expectations, respond to customer's needs and identify ways to improve customer service.
- Verify delivery or collection of goods. Use manual and ICT systems to confirm delivery and collection and to authorise or make payments for goods where required.
- Comply with the law and with contracts to provide express delivery, postal and courier services.
- Work safely in accordance with employment law and traffic law. Where required, operate vehicles to DVSA standards to ensure safety of others and a green environmental impact, minimising fuel use, noise and congestion.
- Operate equipment provided to move, collect and deliver goods and when required use any systems and ancillary equipment in compliance with company instructions.
- Comply with legal and regulatory requirements relating to express delivery services and where required, with a contract from a client company.
- Uses diet, exercise and fitness techniques appropriate to job role.
- Where required to carry out basic installation of goods, use correct manual handling techniques and use correct tools and equipment in compliance with manufacturers installation instructions.
- Work in a way that minimises business costs while meeting customer requirements.
- Comply with rules and regulations relating to the movement and handling of items, handling goods correctly using lifting and other equipment where appropriate.
- Apply safeguarding policy whenever deliveries involve young persons or vulnerable adults.
- Maintain the health, safety and security of self, colleagues and customers during deliveries.
- Carry out appropriate daily equipment or vehicle checks and rectify or report faults.
- Apply dynamic risk assessment principles to plan and respond to changing circumstances e.g. footpath closures, road diversions, incidents and accidents.

BEHAVIOURS

- Acts as a company ambassador
- Shows pride in work: integrity, aims for excellence, time management
- Engages positively with colleagues and clients
- Strives to improve service quality
- Is proactive in working with colleagues to resolve problems which might affect deliveries and collections
- Takes personal responsibility for the environmental impacts of express delivery, postal

and courier services and strives to reduce those impacts

- Is mindful of the needs of pedestrians and other road users
- Adopts a healthy lifestyle, eats an appropriate, balanced diet and takes regular exercise to ensure and enhance own health and fitness to work
- Acts with integrity and honesty in all financial dealings, astute in work activities and acts credibly
- Shows concern about the safety of self, customers and the wider public
- Follows organisations security policies during deliveries
- Follows safeguarding policies during deliveries to young persons or vulnerable adults
- When riding or driving vehicles, adopts a defensive driving approach
- Is calm under pressure and focused on solutions not problems

DURATION

Typical duration 13 months for new entrants.

ENGLISH AND MATHS

Apprentices without level 1 English and maths will need to achieve this level and Apprentices without level 2 English and maths will need to take the tests for this level prior to taking the End-Point Assessment. For those with an education, health and care plan or a legacy statement, the Apprenticeship's English and maths minimum requirement is Entry Level 3. A British Sign Language (BSL) qualification is an alternative to the English qualification for those whose primary language is BSL.

FUNCTIONAL SKILLS

These will be completed by taking in to account prior attainment and in conjunction with the initial assessments and diagnostics achieved through SkillsBuilder software. Tutors will identify suitable opportunities to embed Functional Skills throughout the duration of the programme. Additional support should be arranged where a need or requirement is identified.

GATEWAY

Prior to undertaking the End-Point Assessment (EPA):

- the Apprentice must have completed training ensuring they can consistently demonstrate competence against all elements of the Apprenticeship Standard.
- Apprentices without English and Maths at level 2 will need to take the test prior to EPA.
- An appropriate workplace project for the EPA must be agreed for the Apprentice, based on their current job role.
- Apprentices must have examples of work that they can use for reference in the professional dialogue and interview covering the knowledge, skills and behaviours being assessed.
- The Apprentice, Qube Learning and Employer will judge whether the Apprentice is ready for the EPA.

END-POINT ASSESSMENT

To achieve final certification, the Apprentice must have an appropriate place, with internet access, to undertake the EPA.

The End-Point Assessment (EPA) consists of two distinct components:

- Multiple Choice Test
- Role Simulation
- Professional Discussion

A minimum of a 'pass' in each component is required.

A pass in the EPA will demonstrate that the Apprentice can apply the knowledge, skills and behaviours required by the standard. Apprentices achieving a distinction will be demonstrating performance above the requirements of the standard.

EXPECTATIONS

Student

- Preparation and planning
- Mandatory attendance for sessions
- Completion of tasks in an agreed timeframe
- 20% off-the-job learning
- Functional Skills (where needed)
- Taking responsibility for own development
- Communicating support needs
- Coordinating development checks
- Creating a learning record

Manager

- Facilitate time for learning
- Monthly 1-2-1 reviews with students to discuss progress, provide feedback and guide development
- Create and provide opportunities for student to participate in relevant workplace tasks
- Keep open communication lines with the student and employer
- Provide learning opportunities
- Provide 20% off-the-job learning opportunities

Tutor

- Teaching
- Monitoring progress
- Coaching
- Feedback
- Online support
- Marking and assessment
- Preparation for final assessment
- Communicating with student and employer

20% OFF-THE-JOB TRAINING

Each Apprenticeship Standard requires the Apprentice to undertake a minimum of 20% of learning off-the-job.

This can include training that is delivered at the normal place of work, within normal working hours, but must not be delivered as part of normal working duties.

There are numerous activities which count towards this training, for example, listening to podcasts, self-study, completing assignments and observing senior colleagues.

KNOWLEDGE SPECIFICATIONS FOR THE END-POINT ASSESSMENT



Range of express delivery services offered to domestic and business customers; concept of 'the last mile', deliveries of all types of goods, care of perishable items, collections and returns across multiple brands, services, concept of reverse logistics



Learn and maintain UK geographic and local road network knowledge to plan and check routes. Road map reading, use of satellite navigation and postcodes to locate addresses



Brand presentation related to delivery transport, uniform and sender especially where multiple brands are carried



Numeracy required to calculate load weights, dimensions, pricing schedules, assessing the dimensions of internet-generated returns



Hardware and software used to plan and manage deliveries and collections including hand-held devices to verify and record deliveries and provide real time tracking



Operating policies and instructions relating to click and collect drop points, collections and returns. The principles of customer service and service delivery



Principles of commercial and common contract law as applied to express delivery businesses. Principles and laws relating to self-employment in express delivery service



The Laws and Regulations applying to traffic, transport operations, and to specific goods e.g. hazardous goods



How personal health and lifestyle impacts on ability to work safely and efficiently. The elements of an appropriate, balanced diet and the range of exercises and fitness regimes or techniques that will ensure and maintain fitness for work



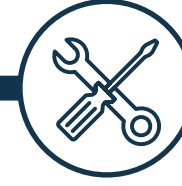
Health and safety and specific regulations related to goods carried and how these impact on duties



Where costs occur in the business process



The business models for express delivery services; employed and self-employed couriers, types of contract and payment processes used by companies



Legal and safe procedures, including the manufacturers' instructions for installing electrical and other goods when these are part of delivery services



The principles of safe manual handling and the correct use of trolleys and lifting equipment



The potential environmental and air pollution hazards associated with express delivery, postal and courier services in urban and rural environments



National legislations and own organisations policy with regard to safeguarding young people and vulnerable adults



Principles of initial risk assessment of load prior to commencing duties. Dynamic risk assessment during deliveries.

*Those listed above are in addition to a range of Skills and Behaviours also to be assessed during EPA.