



**Level 2 Express Delivery Operative  
Employer's Guide to Role Simulation  
Scenario 2: Deliveries using a bag,  
trolley, or cycle**

This guide will help you understand how you can support your apprentice in their role simulation, as there are certain aspects where your apprentice will need to demonstrate their interaction with customers and/or team members in a role-play situation.

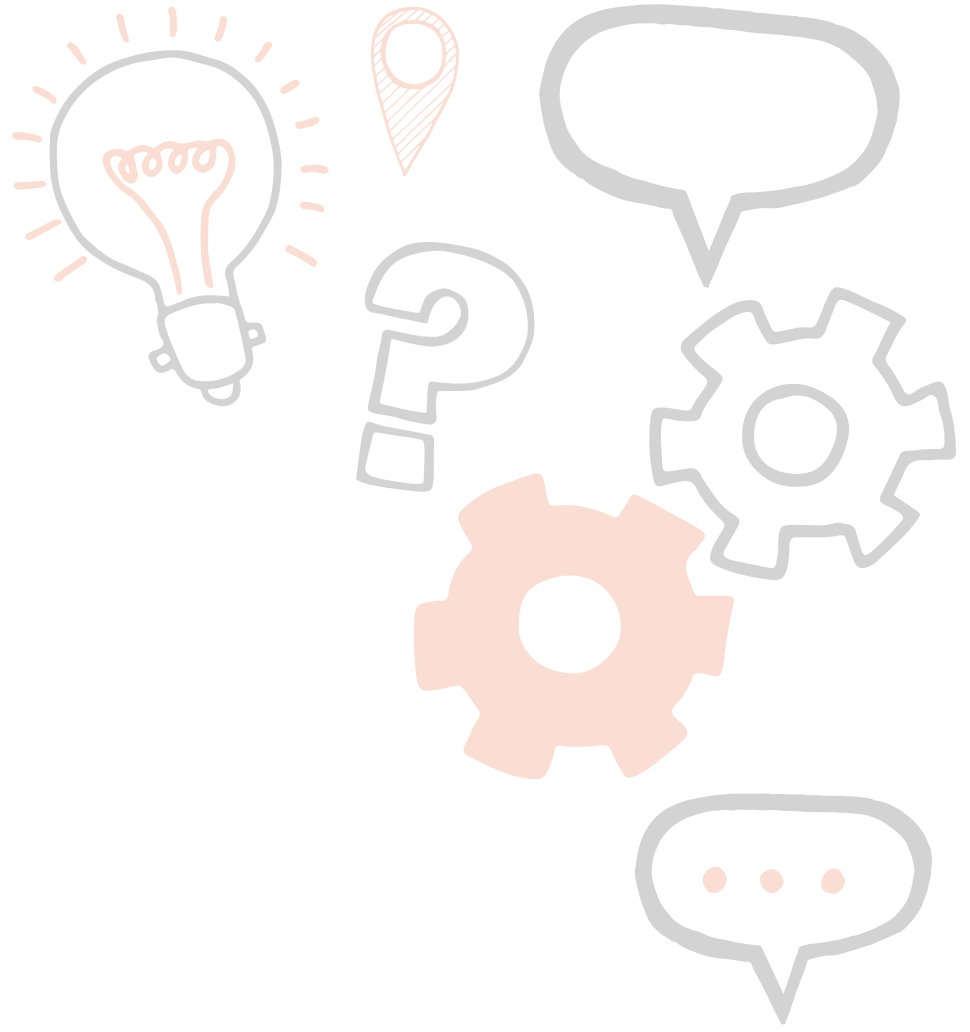
Use this document with the apprentice to plan their 40-minute role simulation. The role simulation will take place in a staged environment in an office or depot and you will need to make sure there are no distractions or interruptions on the day of the assessment.

The following equipment may be useful to use as part of the role simulation. Make sure the apprentice has access to what they need on the day of their assessment.

- **High-capacity trolley to check, load and unload**
- **Light-weight trolley or bag**
- **Cards – non-delivery and hazard**
- **PREP fitting/sorting area – York cages/MHE**
- **Risk assessments/sorting plans**

The assessment criteria your apprentice will be assessed against for the role simulation are listed in the EPA-kit on our website, however, below are the criteria which may involve you completing tasks as if you were the customer. This will help you to plan the 40-minute role simulation.

Assessment criteria	Apprentice task	Employer representative task
<b>TO11.1</b> Deliver goods to customer premises	Hand goods to customer	Play the role of the customer/receive goods
<b>TO15.1</b> Get proof of collection or delivery, use paper or ICT	Use device	Sign for goods on receipt
<b>TO19.1/SF6.1</b> Recognise law and regulations such as safeguarding and protect/Identify young or vulnerable people at collection or delivery point	Apply relevant processes/procedures	Verify age
<b>TO19.3</b> Recognise client regulations for their goods	Follow any specific delivery instructions – time/location	Example specific
<b>CT3.3</b> Show positive communication when making a delivery action to explain the delay.	Example specific	Example specific



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