

Highfield Level 2 End-Point Assessment for ST0103 Express Delivery Operative

End-Point Assessment Kit



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EPA-Kit

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How to Use this EPA Kit

Welcome to the Highfield End-Point Assessment Kit for the Express Delivery Operative.

Highfield is an end-point assessment organisation that has been approved to offer and carry out end-point assessments for the Level 2 Express Delivery Operative Apprenticeship Standard.

The EPA kit is designed to outline all you need to know about the end-point assessments for this standard and will also provide an overview of the on-programme delivery requirements. In addition, advice and guidance for trainers on how to prepare apprentices for the end-point assessment is included. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but trainers may find them helpful.

In this kit, you will find:

- an overview of the standard and any on-programme requirements
- a section focused on amplification
- guidance on how to prepare the apprentice for gateway
- detailed information on which part of the standard is assessed by which assessment method
- suggestions on how to prepare the apprentice for each part of the end-point assessment
- a section focused on the end-point assessment method where the assessment criteria are presented in a format suitable for carrying out 'mock' assessments

Introduction

Standard overview

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.

On completion, express delivery service apprentices may progress to more senior duties. These may involve supervising, team leading, training or mentoring colleagues or to senior express delivery management roles through further apprenticeships or degree apprenticeships. They may also become self-employed courier drivers which may lead them to create and manage a business and employ others or may move into operational and management roles related to the manual or automated sortation of goods and packages.

On-programme requirements

Although learning, development and on-programme assessment is flexible, and the process is not prescribed, the following is the recommended baseline expectation for an apprentice to achieve full competence in line with the Express Delivery Operative Apprenticeship Standard.

The on-programme assessment approach will be agreed between the training organisation and employer. The assessment will give an ongoing indication of an apprentice's performance against the final outcomes defined in the standard. The training organisation will need to prepare the apprentice for the end-point assessment.

The training programme leading to end-point assessment should cover the breadth and depth of the standard using suggested on-programme assessment methods that integrate the knowledge, skills and behaviour components, and which ensure that the apprentice is sufficiently prepared to undertake the end-point assessment. Training, development and ongoing review activities should include:

- achievement of level 1 English and maths. If the apprentice began their apprenticeship training before their 19th birthday, they will still be subject to the mandatory requirement to study towards and achieve English and maths. The requirements for English and maths are optional for apprentices aged 19+ at the start of their apprenticeship training.
- study days and training courses.
- mentoring/buddy support.
- regular performance reviews undertaken by the employer.
- structured one-to-one reviews of their progress with their employer and/or training provider.

The Express Delivery Operative Standard does not include acquisition of a Driving Licence for any class of vehicle. Where it is appropriate to the job role, employers are able to provide licence acquisition training and testing alongside the apprenticeship but this does not form part of the assessment requirements and as stated in the Standard, driving licence acquisition is not co-funded by government as part of the apprenticeship.

It is recommended that there are quarterly meetings between the employer, apprentice and training organisation to assess the apprentice's development of competency and performance in the workplace. These will inform the decision to enter the apprentice for their end-point assessment.

Use of Artificial Intelligence (AI) in the EPA

Assessments must be carried out in accordance with the published assessment plan and all work submitted must be the apprentice's own. AI tools must not be used to generate evidence in its entirety or to replace the apprentice's own judgement, performance or competence. Any use of AI must be transparent, limited and properly referenced.

Where AI has been used by the apprentice as part of normal work activity (for example, drafting a document, worksheet or PowerPoint) this may form part of the portfolio provided that:

The apprentice has materially authored, verified and taken responsibility for the content:

- AI use is clearly declared and referenced within the work (include tool name, purpose and how outputs were verified)
- Source prompts, system settings and the portions influenced by AI are retained and available for review
- AI outputs must not substitute for authentic demonstration of competence against the standard

If an AI tool is used at any stage of an assessment method (for example, to prepare a presentation outline or to organise notes), its use must be fully referenced in the

submission or assessor records, and must not compromise authenticity, validity or security. Assessors must be satisfied that decisions remain rooted in the apprentice's knowledge, skills and behaviours, and in direct evidence gathered through observation, questioning and professional discussion.

AI tools must not be used to produce assessment evidence end-to-end, to fabricate logs/records or to simulate performance.

Readiness for end-point assessment

In order for an apprentice to be ready for the end-point assessments:

- the apprentice must have achieved level 1 English and maths. The requirements for English and maths are mandatory for all apprentices aged between 16-18 at the start of their apprenticeship training. The requirements for English and maths are optional for apprentices aged 19+ at the start of their apprenticeship training.
- the line manager (employer) must be confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and that the apprentice is competent in performing their role. To ensure this, the apprentice must attend a formal meeting with their employer to complete the gateway readiness report.
- the apprentice and the employer should then engage with Highfield to agree a plan and schedule for each assessment activity to ensure all components can be completed within a **mandated** end-assessment window. Further information about the gateway process is covered later in this kit.

If you have any queries regarding the gateway requirements, please contact your EPA Customer Engagement Manager at Highfield Assessment.

Order of end-point assessments

The recommended order of end-point assessment is the multiple choice test; the role simulation; then the professional discussion. The professional discussion will need to be assessed last due to the potential carry over of criteria from the role simulation.

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The Highfield Approach

This section describes the approach Highfield has adopted in the development of this end-point assessment in terms of its interpretation of the requirements of the end-point assessment plan and other relevant documents.

Specific considerations

Some of the evidence criteria used within the end-point assessment have been written by Highfield and are based on the Express Delivery Operative Apprenticeship Standard and assessment plan.

The apprentice will be assessed against the assessment criteria in each assessment method. The pass criteria have also been included in this EPA kit as an example of what the apprentice should expect to achieve in order to pass.

The role simulation scenario and the criteria this covers will be chosen based on the appropriateness to the apprentice's job role. Only criteria associated with the role simulation scenario the apprentice has been allocated will be carried over to the professional discussion if the assessor was unable to observe these during the role simulation.

There will be a 30-minute Q&A session at the end of the role simulation. This will give the assessor chance to ask the apprentice questions to cover any assessment criteria that they were unable to observe in the 40-minute role simulation.

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Gateway

How to prepare for gateway

After apprentices have completed their on-programme learning, they should be ready to pass through 'gateway' to their end-point assessment.

Gateway is a meeting that should be arranged between the apprentice, their employer and training provider to determine that the apprentice is ready to undertake their end-point assessment. The apprentice should prepare for this meeting by bringing along work-based evidence, including:

- customer feedback
- recordings
- manager statements
- witness statements

As well as evidence from others, such as:

- mid and end-of-year performance reviews
- feedback to show how they have met the apprenticeship standards while on-programme

In advance of gateway, apprentices will need to have completed the following. The requirements for English and maths listed below are mandatory for all apprentices aged between 16-18 at the start of their apprenticeship training. The requirements for English and maths listed below are optional for apprentices aged 19+ at the start of their apprenticeship training.

- Achieved Level 1 English
- Achieved Level 1 maths

Therefore, apprentices should be advised by employers and providers to gather this evidence and undertake these qualifications during their on-programme training. It is recommended that employers and providers complete regular checks and reviews of this evidence to ensure the apprentice is progressing and achieving the standards before the formal gateway meeting is arranged.

The gateway meeting

The gateway meeting should be attended by the apprentice and a representative from the employer and training provider.

The **Gateway Readiness Report** should be used to log the outcomes of the meeting and agreed by all 3 parties. This report is available to download from the Highfield Assessment website.

The report should then be submitted to Highfield. If you require any support completing the Gateway Readiness Report, please contact your EPA Customer Engagement Manager at Highfield Assessment.

Reasonable adjustments

Highfield Assessment has measures in place for apprentices who require additional support. Please refer to the Highfield Assessment Reasonable Adjustments Policy for further information/guidance.

ID requirements

Highfield Assessment will complete an identification check before starting any assessment and will accept the following as proof of an apprentice's identity:

- a valid passport (any nationality)
- a signed UK photocard driving license
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card, travel card, etc.

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Express Delivery Operative Apprenticeship Standard

The following pages contain the express delivery operative apprenticeship standard and the assessment criteria in a format that is suitable for delivery.

Technical Operations		
Knowledge	Skills	Behaviours
TO1 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	TO11 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	TO22 Acts as a company ambassador
TO2 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	TO12 Plan and track progress against a schedule, using equipment where required (e.g. scheduling software, satellite navigation)	TO23 Shows pride in work: integrity, aims for excellence, time management
TO3 Brand presentation related to delivery transport, uniform and sender especially where multiple brands are carried	TO13 Interpret delivery/collection schedules; follow route instructions and company policies and instructions related to collections, deliveries, failed deliveries and returns	TO24 Engages positively with colleagues and clients

TO4 Operating policies and instructions relating to click and collect drop points, collections and returns . The principles of customer service and service delivery	TO14 Consistently meet customer expectations, respond to customer's needs and identify ways to improve customer service	TO25 Strives to improve service quality
TO5 Hardware and software used to plan and manage deliveries and collection including hand-held devices to verify and record deliveries and provide real time tracking	TO15 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	TO26 Is proactive in working with colleagues to resolve problems which might affect deliveries and collections
TO6 Numeracy required to calculate load weights, dimensions , pricing schedules, assessing the dimensions of internet-generated returns	TO16 Comply with the law and with contracts to provide express delivery, postal and courier services	TO27 Takes personal responsibility for the environmental impacts of express delivery, postal and courier services and strives to reduce those impacts
TO7 Principles of commercial and common contract law as applied to express delivery businesses. Principles and laws relating to self-employment in express delivery services	TO17 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	TO28 Is mindful of the needs of pedestrians and other road users
TO8 The Laws and Regulations applying to traffic transport operations, and to specific goods (e.g. hazardous goods)	TO18 Operate equipment provided to move, collect and deliver goods and when required use any systems and ancillary equipment in compliance with company instructions	TO29 Adopts a healthy lifestyle, eats an appropriate, balanced diet and takes regular exercise to ensure and enhance own health and fitness to work

TO9 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	TO19 Comply with legal and regulatory requirements relating to express delivery services and where required, with a contract from a client company	
TO10 Legal and safe procedures, including the manufacturers' instructions for installing electrical and other goods when these are part of delivery services	TO20 Uses diet, exercise and fitness techniques appropriate to job role	
	TO21 Where required to carry out basic installation of goods, use correct manual handling techniques and use correct tools and equipment in compliance with manufacturer's installation instructions	
Multiple choice test		
Criteria covered in multiple choice test		
TO1	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	
TO1.1 State a range of express delivery services offered to domestic and business customers		
TO1.2 Explain the concept of ' the last mile '		
TO1.3 Describe deliveries of all types of goods, care of perishable items , collections and returns across multiple brands and services		
TO1.4 Explain the concept of reverse logistics		
TO2	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	

TO2.1 Learn and maintain UK geographic and local road network knowledge to plan and check routes	
TO2.2 Use road map reading, satellite navigation and postcodes to locate addresses	
T03	Brand presentation related to delivery transport, uniform and sender especially where multiple brands are carried
TO3.1 Outline brand presentation related to delivery transport, uniform and sender especially where multiple brands are carried	
T04	Operating policies and instructions relating to click and collect drop points, collections and returns . The principles of customer service and service delivery
TO4.1 State the operating policies and instructions relating to click and collect drop points, collections and returns .	
TO4.2 State the principles of customer service and service delivery	
T05	Hardware and software used to plan and manage deliveries and collection including hand-held devices to verify and record deliveries and provide real time tracking
TO5.1 Outline the hardware and software used to plan and manage deliveries and collections including hand-held devices	
T06	Numeracy required to calculate load weights, dimensions , pricing schedules, assessing the dimensions of internet-generated returns
TO6.1 Show numerical skills required to calculate: <ul style="list-style-type: none"> • load weights • dimensions • pricing schedules 	
TO6.2 Assess the dimensions of internet-generated returns	
T07	Principles of commercial and common contract law as applied to express delivery businesses. Principles and laws relating to self-employment in express delivery services
TO7.1 State the principles of commercial and common contract law as applied to express delivery businesses	
TO7.2 State the principles and laws relating to self-employment in express delivery service	
T08	The Laws and Regulations applying to traffic transport operations, and to specific goods (e.g. hazardous goods)
TO8.1 Outline the law and regulations applying to: <ul style="list-style-type: none"> • traffic 	

	<ul style="list-style-type: none">• transport operations• specific goods (e.g. hazardous goods)	
TO10	Legal and safe procedures, including the manufacturers’ instructions for installing electrical and other goods when these are part of delivery services	
TO10.1 State the legal and safe procedures, including the manufacturers’ instructions for installing electrical and other goods where appropriate		
Role Simulation		
Criteria covered in role simulation		
TO11	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	
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7	
Assessment Criteria	To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
TO11.1 Deliver goods to customer premises	Show goods loaded and unloaded safely and deliver without damage and on schedule	<i>TO11.5</i> Achieve the delivery ahead of schedule
TO11.2 Load and unload goods in a safe way		
TO11.3 Load and unload maintaining condition of goods		
TO11.4 Maintain delivery schedule to customer premises		
TO12	Plan and track progress against a schedule, using equipment where required e.g. scheduling software, satellite navigation	
	Role Simulation Scenarios: 1	
Assessment Criteria	To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>

TO12.1 Plan a schedule of collections and deliveries		Plan a schedule and track the progress for collection and deliveries Use sat navigation where available	TO12.5 <i>Show the use of route planning software and sat navigation where available</i>
TO12.2 Track progress of collections and deliveries			
TO12.3 Use software packages for scheduling routes			
TO12.4 Use equipment for locations, sat nav if available			
TO13	Interpret delivery/collection schedules; follow route instructions and company policies and instructions related to collections, deliveries, failed deliveries and returns		
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7		
Assessment Criteria		To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
TO13.1 Understand collection and delivery schedules		Understand a schedule or route for collection and delivery and deal with a failed delivery and a return	TO13.4 <i>Show recognition of improvement in the route schedule</i>
TO13.2 Understand route instructions for collections and deliveries			
TO13.3 Deal with failed delivery and returns within schedule and policy			
TO14	Consistently meet customer expectations, respond to customer’s needs and identify ways to improve customer service		
	Role Simulation Scenarios: 1		

Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO14.1 Achieve timed delivery and collection within the schedule		Achieve a timed delivery to schedule and respond to a customer need for re-delivery	TO14.3 Explain advice to the customer of the schedule for re-delivery
TO14.2 Review schedule to client change – re-delivery			
TO15	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		
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7		
Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO15.1 Getting proof of collection or delivery, use paper or ICT		Verify proof for collection or delivery of goods and the payment made to collect such goods where appropriate	TO15.3 Gain both a signature and print for clarity
TO15.2 Deal with payment transactions for collection and deliveries			
TO18	Operate equipment provided to move, collect and deliver goods and when required use any systems and ancillary equipment in compliance with company instructions		
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7		
Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO18.1 Identify goods that need equipment to move		Identify goods that need equipment to move and use that equipment correctly and within company instructions	TO18.3 Identify a group of goods that could be moved together using equipment
TO18.2 Use such equipment correctly and within company instructions			

TO19	Comply with legal and regulatory requirements relating to express delivery services and where required, with a contract from a client company		
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7		
Assessment Criteria		To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
TO19.1 Recognise law and regulations such as safeguarding and protect TO19.2 Recognise law and regulations for the movement of goods such as hazards TO19.3 Recognise client regulations for their goods		Understand the law and regulations relating to express delivery such as the rules for dealing with hazardous goods and clients own regulations for goods	<i>TO19.4</i> Detailed knowledge, able to name four hazardous goods likely to be found in express deliveries
TO21	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		
	Role Simulation Scenarios: 3		
Assessment Criteria		To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
TO21.1 Where required, correctly build or install delivered goods TO21.2 Use correct manual handling for such build or installation of goods		Build and install goods where required, using safe manual handling with the correct tools to the guidance of manufacturer's instructions	<i>TO21.4</i> Connect goods where required and appropriate and check they are working

TO21.3 Build or install goods within the manufacturer's instructions			
TO22	Acts as a company ambassador		
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7		
Assessment Criteria		To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
TO22.1 Life in the brand, logo, paperwork TO22.2 Uniform/clothing as part of the job – cleaning it etc. TO22.3 Ambassador from bag to vehicle, cleaning it		Show ethos of life in the brand of an express operator Identify the logo and brand most appropriate on clothing or equipment Identify appropriate equipment from a choice of clean and dirty	TO22.4 Show a mission statement or sales document of the brand
TO23	Shows pride in work: integrity, aims for excellence, time management		
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7		
Assessment Criteria		To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
TO23.1 Pride in work and positive attitude TO23.2 Integrity in work		Show pride in express delivery, able to identify a positive mission statement, then identify the most appropriate service (client asks for a cost efficient delivery that is not urgent) Show the best choice on a service option card	TO23.3 Show integrity, identifying constraint of a package not appropriate for a service. (This package has been identified as hazardous so cannot go on a 9am next day letter etc.)

Professional Discussion		
Criteria covered in professional discussion		
TO9	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	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO9.1 Personal health and working safely, clean air and low emission zones TO9.2 Lifestyle impacts on personal health, shift patterns TO9.3 Ability to work safely and efficiently while maintaining personal health	State the contents of a balanced diet Identify a range of exercises and fitness regimes Identify shift pattern impact on lifestyle	TO9.4 Explain the impact of a balanced diet on more than one work styles, walking, bike or van delivery operative
TO12	Plan and track progress against a schedule, using equipment where required e.g. scheduling software, satellite navigation	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO12.1 Plan a schedule of collections and deliveries TO12.2 Track progress of collections and deliveries TO12.3 Use software packages for scheduling routes TO12.4 Use equipment for locations, sat nav if available	Plan a schedule and track the progress for collection and deliveries Use sat navigation where available	TO12.5 Show the use of route planning software and sat navigation where available

TO14	Consistently meet customer expectations, respond to customer’s needs and identify ways to improve customer service		
Assessment Criteria		To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
TO14.1 Achieve timed delivery and collection within the schedule		Achieve a timed delivery to schedule and respond to a customer need for re-delivery	<i>TO14.3</i> Explain advice to the customer of the schedule for re-delivery
TO14.2 Review schedule to client change – re-delivery			
TO16	Comply with the law and with contracts to provide express delivery, postal and courier services		
Assessment Criteria		To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
TO16.1 Understand law of employment in contract with operator		Identify the contract or engagement services with the employer or operator	<i>TO16.3</i> Explain the sector platform variations of self-employment and PAYE
TO16.2 Understand common law for working practices			
TO17	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		
Assessment Criteria		To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
TO17.1 Understand match between employment law and traffic law		State match between employment law and traffic law and understand the safety and environmental impact of operating a bicycle, trolley or vehicle	<i>TO17.4</i> Explain the measures in environmental operation such as safe and fuel efficient driving
TO17.2 Operate bicycle, trolley or vehicle safely withing traffic law			
			<i>TO17.5</i> Recognise wins for cycle and zero emission deliveries

TO17.3 Operate such vehicle in an environmentally friendly way			
TO20	Uses diet, exercise and fitness techniques appropriate to job role		
Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO20.1 Apply an appropriate balanced diet to the demands of the job		Identify a diet and exercise appropriate to the job role and detail the most appropriate fitness regime	TO20.3 Describe the implications of diet, exercise and fitness regimes in other express roles from walking post to heavy vehicle driver
TO20.2 Use a range of exercise and fitness regimes appropriate to job			
TO21	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		
Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO21.1 Where required, correctly build or install delivered goods		Build and install goods where required, using safe manual handling with the correct tools to the guidance of manufacturer’s instructions	TO21.4 Connect goods where required and appropriate and check they are working
TO21.2 Use correct manual handling for such build or installation of goods			
TO21.3 Build or install goods within the manufacturer’s instructions			
TO24	Engages positively with colleagues and clients		
Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.

TO24.1 Works well and interacts with work colleagues TO24.2 Works well with clients		Explain the importance of engagement with colleagues and clients – use communication on delivery times as an example ‘This package on this service is likely to arrive between the hours of...’	TO24.3 Describe communication to clients with an example of delivery time advice
TO25	Strives to improve service quality		
Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO25.1 Understand service quality in express delivery TO25.2 Improvement opportunities in service quality such as other services more appropriate (next day, before and after mid-day, Sunday, etc.)		State service quality, on time deliveries and other services available such as time slot or next day before and after mid-day or Sunday deliveries	TO25.3 Describe constraints of service time deliveries over distance such as Scottish Highlands not same day
TO26	Is proactive in working with colleagues to resolve problems which might affect deliveries and collections		
Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO26.1 Delivery and collection problems such as distance too far for service provision (Scottish Highlands same day etc.) TO26.2 Delivery and collection problems from external events such as weather, accident or road closure		Describe delivery and collection problems in the time and distance relationship to the journey of the packets and goods Explain external problems such as an accident or road closure Explain weather constraints such as rain, sleet and snow delays	TO26.4 State one constraint from the below: <ul style="list-style-type: none"> • The problem of overweight packages for services, 25kg box booked on a cycle delivery needs a van to resolve the problem of collection • Poor weather conditions for a package not waterproof, fragile

TO26.3 Communication of problems effecting collection or delivery to colleagues		Explain communicating such problems to colleagues such as road closure advice for key routes	<i>needs care. Explain to colleagues or stamp or mark fragile etc.</i>
TO27	Takes personal responsibility for the environmental impacts of express delivery, postal and courier services and strives to reduce those impacts		
Assessment Criteria		To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
TO27.1 Environmental impact of express delivery		Explain the environmental impact of express delivery, clean air and vehicle pollution	<i>TO27.5</i> Identify ultra-low emission vehicles and zero emission vehicles for inner city delivery
TO27.2 Clean air, pollution from vehicles		Explain alternative power vehicles	
TO27.3 Alternative fuel vehicles, ultra-low emission and zero emission deliveries		Explain congestion and clean air access zones for inner cities	
TO27.4 Congestion zone and clean air zone access in inner cities			
TO28	Is mindful of the needs of pedestrians and other road users		
Assessment Criteria		To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
TO28.1 Operating or driving a delivery vehicle in a defensive manner		State the implications to others when operating or driving delivery equipment or a vehicle on a road or pavement	<i>TO28.3</i> Explain the impact of parking delivery equipment or a vehicle restricting access on a pavement or road

TO28.2 Parking delivery equipment or vehicle to make a collection or delivery	Explain the needs of access by others such as all access agents at a delivery point	
TO29	Adopts a healthy lifestyle, eats an appropriate, balanced diet and takes regular exercise to ensure and enhance own health and fitness to work	
Assessment Criteria	To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
TO29.1 Lives a healthy personal lifestyle TO29.2 Eats a balanced and healthy diet TO29.3 Lifestyle match to job role with regular exercise	State a healthy lifestyle with an appropriate diet and exercise in express role Explain the difference of lifestyles between walking post and light van driver in terms of healthy diet and appropriate exercise	TO29.4 <i>Explain how a shift pattern impacts on sleep for express roles at early or late hours of shifts</i>
Amplification and Guidance		
<ul style="list-style-type: none"> • Range of express delivery services: <ul style="list-style-type: none"> ○ express delivery services are faster than standard delivery services. Examples include same day delivery, next day delivery and 48-hour delivery service. • Domestic and business customers: <ul style="list-style-type: none"> ○ domestic customers - UK-based or household, non-contracted customers, door-to-door, localised teams for full domestic reach, one-off deliveries ○ business customers - multiple or contracted deliveries, deliveries for (customers') business needs • 'the last mile': <ul style="list-style-type: none"> ○ the movement of goods from a transportation hub to its final destination 		

- the main goal of last mile delivery is to deliver items to customers as quickly, efficiently and cost effectively as possible
- **Perishable items:**
 - such as food items, time-sensitive or temperature-monitored goods
- **Reverse logistics:**
 - the movement of goods back to the seller
- **Company ambassador:**
 - a person who represents and promotes the company in a positive way
 - may wear company branded uniform
- **Plan and check routes:**
 - route planning is necessary to provide customers with realistic delivery times
 - an alternative route should be planned in advance in case of road closures and diversions
- **Brand presentation:**
 - helps a business to improve their reputation and image
 - examples include a company logo on an operative's uniform or delivery vehicle
- **Click and collect drop points, collections and returns:**

- click and collect drop points are pre-chosen locations, such as a store, where customers can order items online and then pick them up in person
- returns policies are used to manage how customers return or exchange unwanted goods
- **Numeracy required to calculate load weights, dimensions:**
 - the formula used to calculate the dimensional weight is $\text{length} \times \text{width} \times \text{height} / 5000$
- **Principles of commercial and common contract law** may include:
 - if a customer receives less items than what was ordered they have the right to reject the delivery
 - a customer is not considered to have accepted a delivery of goods until they have been given a reasonable opportunity to inspect the goods
- **Green environmental impact:**
 - reduced emissions, vehicle serviced (exhaust function) and tyres checked, efficient logistical planning, keeping a constant steady speed, monitor fuel consumption, consider noise pollution, keeping to speed limits
- **Ancillary equipment:**
 - mechanical or technical additions to main pieces of equipment such as pipes and fittings
- **Hazardous goods:**
 - paints, solvents, pesticides, cleaning chemical, explosives and flammables
 - must hold an ADR certificate to transport
- **Match between employment law and traffic law:**

- employment laws regarding working times and driver hours and how this can be impacted due to traffic laws such as speed limits
- **Defensive driving:**
 - safe driving strategies that allow the driver to assess risks and respond in a timely manner

Financial			
Knowledge		Skills	Behaviours
FT1 The business models for express delivery services; employed and self-employed couriers, types of contract and payment processes used by companies		FT3 Works in a way that minimises business costs while meeting customer requirements	FT4 Acts with integrity and honesty in all financial dealings, astute in work activities and acts credibly
FT2 Where costs occur in the business process			
Multiple Choice Test			
Criteria covered in multiple choice test			
FT1	The business models for express delivery services; employed and self-employed couriers, types of contract and payment processes used by companies		
FT1.1 Describe the business models for express delivery services: employed and self-employed couriers			
FT1.2 Outline the different types of contract and payment processes used by companies			

Role Simulation		
Criteria covered in role simulation		
FT3	Work in a way that minimises business costs while meeting customer requirements	
	Role Simulation Scenarios: 4	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
FT3.1 Show ability to minimise business cost of deliveries (time and route) FT3.2 Optimise customer offer to cost (time and value for same/ next day etc.) FT3.3 Minimise business cost of delivery failure and returns	Identify the cost of different services to customers from same and next day rate cards, etc. Show an understanding and explain the cost of delivery failure to the operator	FT3.4 Identify three service variations of same day, next day and multi day delivery schedules from rate cards or sales material
Professional Discussion		
Criteria covered in professional discussion		
FT2	Where costs occur in the business process	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
FT2.1 Costs in the express process for mail failure, returns and not at this address FT2.2 Costs in operations equipment, from bag to trolley, walking to wheels and operational equipment	Identify returns and failed deliveries that create cost Identify operational equipment costs and state that the loss or damage of equipment creates more costs	FT2.3 Explain that returned delivery costs are the most expensive part of a client chain

FT3	Work in a way that minimises business costs while meeting customer requirements	
Assessment Criteria	To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
FT3.1 Show ability to minimise business cost of deliveries (time and route) FT3.2 Optimise customer offer to cost (time and value for same/ next day etc.) FT3.3 Minimise business cost of delivery failure and returns	Identify the cost of different services to customers from same and next day rate cards, etc. Show an understanding and explain the cost of delivery failure to the operator	<i>FT3.4</i> Identify three service variations of same day, next day and multi day delivery schedules from rate cards or sales material
FT4	Acts with integrity and honesty in all financial dealings, astute in work activities and acts credibly	
Assessment Criteria	To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
FT4.1 Lives integrity and honesty in all personal financial dealings (Tax NIS Self-employment) FT4.2 Lives integrity and honesty goods (security of packages) FT4.3 Lives integrity and honesty in commercial dealings (quotes and payments for deliveries)	State a life value of integrity and honesty in dealing with pay and fees, packages and financial dealings with express delivery services	<i>FT4.3</i> Explain the future customer value from an action of integrity and honesty

Amplification and Guidance

- **Business models:**
 - a company's strategy for earning profit over time
 - when a self-employed operative is outlining their business model they should consider their delivery boundaries, days and hours they are available to work and the costs of running the business
- **Payment processes used by companies:**
 - a customer must pay a courier within 30 days of receiving their invoice, goods or services unless an alternative payment date is agreed
 - a self-employed operative must provide a customer with an invoice if both parties are registered for VAT
- **Customer value:**
 - the level of satisfaction a customer experiences when compared to the product, goods or services received
 - the value and benefits of customer retention

Safety

Knowledge	Skills	Behaviours
SF1 Health and safety and specific security regulations related to goods carried and how these impact on duties	SF5 Comply with rules and regulations relating to the movement and handling of items, handling goods correctly using lifting and other equipment where appropriate	SF9 Shows concern about the safety of self, customers and the wider public

SF2 The principles of safe manual handling and the correct use of trollies and lifting equipment	SF6 Apply safeguarding policy whenever deliveries involve young persons or vulnerable adults	SF10 Follows organisations security policies during deliveries
SF3 The potential environmental and air pollution hazards associated with express delivery, postal and courier services in urban and rural environments	SF7 Maintain the health, safety and security of self, colleagues and customers during deliveries	SF11 Follows safeguarding policies during deliveries to young persons or vulnerable adults
SF4 National legislation and own organisations policy with regard to safeguarding young people and vulnerable adults	SF8 Carry out appropriate daily equipment or vehicle checks and rectify or report faults	SF12 When riding or driving vehicles, adopts a defensive driving approach
Multiple Choice Test		
Criteria covered in multiple choice test		
SF1	Health and safety and specific security regulations related to goods carried and how these impact on duties	
SF1.1 State the health and safety and specific regulations related to goods carried		
SF1.2 Describe how health and safety regulations impact on your duties		
SF2	The principles of safe manual handling and the correct use of trollies and lifting equipment	
SF2.1 State the principles of safe manual handling		
SF2.2 Outline the correct use of trollies and lifting equipment		
SF3	The potential environmental and air pollution hazards associated with express delivery, postal and courier services in urban and rural environments	

SF3.1 State the potential environmental and air pollution hazards associated with express delivery, postal and courier services in urban and rural environments		
Role Simulation		
Criteria covered in role simulation		
SF5	Comply with rules and regulations relating to the movement and handling of items, handling goods correctly using lifting and other equipment where appropriate	
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7	
Assessment Criteria		To pass, the following must be evidenced.
SF5.1 Understand rules and regulations and show where to find them		To gain a distinction, the following must be evidenced.
SF5.2 Show good handling of goods		
SF5.3 Show lifting of goods and use of equipment where appropriate		
SF6	Apply safeguarding policy whenever deliveries involve young persons or vulnerable adults	
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7	
Assessment Criteria		To pass, the following must be evidenced.
SF6.1 Identify young or vulnerable people at collection or delivery point		To gain a distinction, the following must be evidenced.
SF6.2 Apply safeguarding policy where identified appropriate		
SF6.3 Identify goods that are likely to conflict with a collection or delivery such as age related DVDs, alcohol, etc.		

SF7	Maintain the health, safety and security of self, colleagues and customers during deliveries		
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7		
Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
SF7.1 Identify dangers to self, colleagues, and customers		Recognise a danger at the delivery or collection point, act to maintain health, safety and security	SF7.4 Having identified a danger zone, explain the option to leave the delivery at a neighbouring property
SF7.2 Identify delivery zones prone to animal attack			
SF7.3 Maintain health, safety and security			
SF8	Carry out appropriate daily equipment or vehicle checks and rectify or report faults		
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7		
Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
SF8.1 Understand daily equipment and vehicle checks		Show an understanding of the equipment checks and carry out those checks	SF8.3 Rectify equipment where the check has identified a fault, (such as tyre inflation)
SF8.2 Carry out such checks, rectify where appropriate or report			
SF9	Shows concern about the safety of self, customers and the wider public		
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7		
Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
SF9.1 Living inside a safe and healthy environment		Identify danger from labels or signs such as ‘beware of the dog’, ‘hazardous goods’ and ‘sharp objects in package’	SF9.4 Able to grade danger, placing signs or labels in order of gravity of danger,

SF9.2 Health and safety of customers		Place such labels in order of danger to self, the customer or the wider public	such as 'wet paint on gate' and 'beware of guard dog'
SF9.3 Health and safety of the wider public			
SF10	Follows organisations security policies during deliveries		
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7		
Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
SF10.1 Show the actions for security policy during delivery such as collecting proof of delivery by electronic or signature		Show the actions for security policy during delivery, collecting proof of delivery by electronic or signature	SF10.3 Show the action taken when a customer is absent such as leave with a neighbour or at a secure drop location and take a photo
SF10.2 Challenge when a customer may be young, and the goods are over 18 such as alcohol		Challenge when a customer may be young, and the goods are over 18 such as alcohol	
SF11	Follows safeguarding policies during deliveries to young persons or vulnerable adults		
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7		
Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
SF11.1 Challenge to identify a young or vulnerable adult		Challenge to identify a young or vulnerable adult, show delivery actions within the safeguarding policy when delivering	No distinction grade
SF11.2 Show delivery actions within the safeguarding policy when delivering.			
Professional Discussion			
Criteria covered in professional discussion			
SF4	National legislations and own organisations policy with regard to safeguarding young people and vulnerable adults		

Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
SF4.1 Working in vulnerable environments impacting on personal safety		State the national policy on safeguarding . Identify vulnerable individuals and the environments they may be found in	SF4.4 Explain the parcels that may be related to vulnerable individuals such as alcohol and over 18 items
SF4.2 Guidance with regards to safeguarding			
SF4.3 Policy on young people and vulnerable adults			
SF12	When riding or driving vehicles, adopts a defensive driving approach		
Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
SF12.1 Explain the benefits of defensive driving to the safety of self and others		Pass only where specific role is appropriate to a vehicle Explain the benefits of defensive driving to the safety of self and others	No distinction grade
Amplification and Guidance			
<ul style="list-style-type: none">• Health and safety:<ul style="list-style-type: none">○ an employer is required to provide employees with personal protective equipment (PPE)○ employees are responsible for using the correct personal protective equipment (PPE) to reduce the chance of injury○ under the Health and Safety at Work etc. Act all employees are responsible for taking care of their own and others' health and safety• Principles of safe manual handling:<ul style="list-style-type: none">○ to manually handle an item safely, the load should be kept close to the waist while lifting			

- to move a large item that cannot be lifted independently, an operative should ask a colleague for help
- **The potential environmental and air pollution hazards:**
 - express delivery services cause environmental hazards such as vehicle emissions, traffic congestion, packaging waste, and noise pollution
 - this issue has increased as customer demand has risen, meaning more delivery vehicles are on the roads and operatives are having to make more journeys
- **Defensive driving approach:**
 - safe driving strategies that allow the driver to assess risks and respond in a timely manner
- **Hazardous goods:**
 - paints, solvents, pesticides, cleaning chemical, explosives, flammables
 - must hold an ADR certificate to transport
- **National policy on safeguarding:**
 - national legislations and your own company's policies with regard to safeguarding young people and vulnerable adults and how these apply to your day to day work role

Contingencies		
Knowledge	Skills	Behaviours
CT1 Principles of initial risk assessment of load prior to commencing duties. Dynamic risk assessment during deliveries	CT2 Apply dynamic risk assessment principles to plan and respond to changing (e.g. footpath closures, road diversions, incidents and accidents)	CT3 Is calm under pressure and focused on solutions not problems
Multiple Choice Test		
Criteria covered in multiple choice test		
CT1	Principles of initial risk assessment of load prior to commencing duties. Dynamic risk assessment during deliveries	
CT1.1 State the principles of initial risk assessment of load prior to commencing duties		
CT1.2 Outline dynamic risk assessment during deliveries		
Role Simulation		
Criteria covered in role simulation		
CT2	Apply dynamic risk assessment principles to plan and respond to changing circumstances e.g. footpath closures, road diversions, incidents and accidents	
	Role Simulation Scenarios: 1	
Assessment Criteria	To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
CT2.1 Show dynamic risk assessment to footpath closures	Adapt the delivery route when faced with road or footpath closure advice	CT2.4 Explain the communication procedure for when there is a footpath closure, a road closure or an incident or accident occurred on route
CT2.2 Show dynamic risk assessment to road diversions (new routes)	Explain a dynamic assessment when dealing with an incident or accident on a delivery or collection route	

CT2.3 Show dynamic assessment to incidents and accidents on route			
CT3	Is calm under pressure and focused on solutions not problems		
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7		
Assessment Criteria		To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
CT3.1 Living and working in a calm manner CT3.2 Coping with time and value in express deliveries		Show a professional manner when given a timed delivery action Show calm when same delivery action is interrupted with a delay such as using the stairs as the lift is no longer working or finding a letter that has become mixed into many in a delivery bag	<i>CT3.3 Show positive communication when making a delivery action to explain the delay</i>
Professional Discussion			
Criteria covered in role simulation			
CT2	Apply dynamic risk assessment principles to plan and respond to changing circumstances e.g. footpath closures, road diversions, incidents and accidents		
Assessment Criteria		To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>

CT2.1 Show dynamic risk assessment to footpath closures	Adapt the delivery route when faced with road or footpath closure advice	CT2.4 <i>Explain the communication procedure for when there is a footpath closure, a road closure or an incident or accident occurred on route</i>
CT2.2 Show dynamic risk assessment to road diversions (new routes)	Explain a dynamic assessment when dealing with an incident or accident on a delivery or collection route	
CT2.3 Show dynamic assessment to incidents and accidents on route		
Amplification and Guidance		
<ul style="list-style-type: none"> • Initial risk assessment of load: <ul style="list-style-type: none"> ○ an operative must assess the risks of their load prior to commencing deliveries. This is to ensure safety, secure the load properly, determine vehicle suitability and be aware of any hazardous or heavy items in the vehicle. • Dynamic risk assessment: <ul style="list-style-type: none"> ○ continually assessing the risk of a situation or event and adapting to that situation appropriately by removing identified risks ○ responding to unexpected circumstances such as road closures • Positive communication: <ul style="list-style-type: none"> ○ can build trust, resolve issues, provide clarification, improve productivity ○ open body language, empathy, politeness, avoid and/or mitigate the likelihood of conflict 		

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Assessment Summary

The end-point assessment for the Express Delivery Operative Apprenticeship Standard is made up of 3 components:

1. Multiple choice test consisting of 25 multiple-choice questions of 45-minutes duration
2. Role simulation of approximately 40-minutes duration (with a time tolerance of ten percent), followed by a 30-minute Q&A session
3. Professional discussion of approximately 40-minutes duration (with a time tolerance of ten percent)

As an employer/training provider, you should agree a plan and schedule with the apprentice to ensure all assessment components can be completed effectively.

Each component of the end-point assessment will be assessed against the appropriate criteria laid out in this kit and a mark allocated. The grade will be determined using the combined mark.

Multiple choice test

Total marks available are 25.

- To achieve a **pass**, apprentices will score at least 15 out of 25
- To achieve a **distinction**, apprentices will score at least 20 out of 25
- **Unsuccessful** apprentices will have scored 14 or below

The test will be delivered onscreen. It should be away from the day to day pressures of work and in a 'controlled' environment, which may be on or off the employer's premises.

Role Simulation

To

- To achieve a **pass**, apprentices must achieve all of the pass criteria
- To achieve a **distinction**, apprentices must achieve all of the pass criteria **and** all of the distinction criteria
- **Unsuccessful** apprentices will not have achieved all of the pass criteria

The simulation should take place in a relevant office or depot environment.

Professional discussion

- To achieve a **pass**, apprentices must achieve all of the pass criteria
- To achieve a **distinction**, apprentices must achieve all of the pass criteria **and** all of the distinction criteria
- **Unsuccessful** apprentices will not have achieved all of the pass criteria

The professional discussion must be conducted in a 'controlled' environment. It may be conducted using technology such as video link, as long as fair assessment conditions can be maintained.

Grading

The apprenticeship includes pass and distinction grades with the final grade based on the apprentice's combined performance in each assessment activity.

In order to pass the apprentice is required to pass each of the three assessments.

In order to achieve a distinction, the apprentice must gain a distinction in all three of the assessments.

The overall grade for the apprentice is determined using the matrix below.

Multiple choice test	Role Simulation	Professional Discussion	Overall grade awarded
Fail any of the three assessment activities			Fail
Pass	Pass	Pass	Pass
Distinction	Pass	Pass	Pass
Pass	Distinction	Pass	Pass
Pass	Pass	Distinction	Pass
Distinction	Distinction	Pass	Pass
Distinction	Pass	Distinction	Pass
Pass	Distinction	Distinction	Pass
Distinction	Distinction	Distinction	Distinction

Retake and Resit information

Should an apprentice fail one or more of the assessment activities on the first attempt, a resit should be scheduled as soon as the apprentice is ready, when practicable for the business and in line with the policies, practices and procedures of Highfield. If a **retake** is chosen, the apprentice will require a period of further learning and will need to complete a retake checklist. Once this is completed, please call the Highfield scheduling team to arrange the retake.

A resit does not require further learning whereas a retake does.

The resit is normally expected to take place after all the required assessments have been taken and the individual assessment results and overall apprenticeship result has been given to the apprentice. A resit can only be taken within a minimum of 30 working days and a maximum of 90 working days following their first attempt at the EPA.

If an apprentice fails to meet the overall pass grade after a resit, their employer and training provider must review the apprentice's EPA performance and decide whether or not they require further learning and training before attempting to retake. The employer should then notify Highfield when they feel the apprentice will be ready to attempt the EPA.

Resit/retakes will not be offered to apprentices wishing to move from pass to distinction. The maximum grade awarded for a resit or retake will be capped at a pass grade unless exceptional circumstances are identified accounting for the original fail.

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Assessing the Multiple Choice Test

The following knowledge areas of the Express Delivery Operative Apprenticeship Standard will be assessed by a 45 minute multiple choice test consisting of 25 multiple-choice questions with a pass mark of 15 out of 25. It consists of 20 multiple choice questions to test knowledge and 5 questions based on role scenarios.

Each of the 20 knowledge questions will require one option to be chosen. Five of the 20 multiple choice questions will have 4 response options, five will have 5, five will have 6, and five will have 7 response options.

Each of the five role scenario questions will require the apprentice to choose, from five stated options, the one course of action or solution that is most appropriate to the situation/problem which must be based on a typical express delivery workplace activity.

The topics covered within the test are listed below:

- Technical Operations
- Financial
- Safety
- Contingencies

In each paper, questions will cover each of the areas above, however not every aspect of every area will be covered in every test.

The multiple choice test will test knowledge across all elements of knowledge in the standard; it may therefore involve knowledge or a workplace scenario that is not directly applicable to the apprentice's current job role.

Before the assessment

The employer/training provider should:

- brief the apprentice on the areas that will be assessed by the knowledge test
- in readiness for end-point assessment, set the apprentice a mock multiple choice test. The mock tests are available on the mock e-assessment system.

Multiple Choice Test Criteria

Technical Operations	
TO1 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	TO1.1 State a range of express delivery services offered to domestic and business customers TO1.2 Explain the concept of 'the last mile' TO1.3 Describe deliveries of all types of goods, care of perishable items, collections and returns across multiple brands and services TO1.4 Explain the concept of reverse logistics
TO2 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	TO2.1 Learn and maintain UK geographic and local road network knowledge to plan and check routes TO2.2 Use road map reading, satellite navigation and postcodes to locate addresses
TO3 Brand presentation related to delivery transport, uniform and sender especially where multiple brands are carried	TO3.1 Outline brand presentation related to delivery transport, uniform and sender especially where multiple brands are carried
TO4 Operating policies and instructions relating to click and collect drop points, collections and returns. The principles of customer service and service delivery	TO4.1 State the operating policies and instructions relating to click and collect drop points, collections and returns TO4.2 State the principles of customer service and service delivery
TO5 Hardware and software used to plan and manage deliveries and collections including hand-held devices to verify	TO5.1 Outline the hardware and software used to plan and manage deliveries and collections including hand-held devices

Technical Operations	
and record deliveries and provide real time tracking	
TO6 Numeracy required to calculate load weights, dimensions, pricing schedules, assessing the dimensions of internet-generated returns	TO6.1 Show numerical skills required to calculate: <ul style="list-style-type: none"> • load weights • dimensions • pricing schedules TO6.2 Assess the dimensions of internet-generated returns
TO7 Principles of commercial and common contract law as applied to express delivery businesses. Principles and laws relating to self-employment in express delivery service	TO7.1 State the principles of commercial and common contract law as applied to express delivery businesses TO7.2 State the principles and laws relating to self-employment in express delivery service
TO8 The Laws and Regulations applying to traffic, transport operations, and to specific goods e.g. hazardous goods	TO8.1 Outline the laws and regulations applying to: <ul style="list-style-type: none"> • traffic • transport operations • specific goods (e.g. hazardous goods)
TO10 Legal and safe procedures, including the manufacturers' instructions for installing electrical and other goods when these are part of delivery services	TO10.1 State the legal and safe procedures, including the manufacturers' instructions for installing electrical and other goods where appropriate

Financial	
FT1 The business models for express delivery services; employed and self-employed	FT1.1 Describe the business models for express delivery services: employed and self-employed couriers

couriers, types of contract and payment processes used by companies	FT1.2 Outline different types of contract and payment processes used by companies
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Safety	
SF1 Health and safety and specific regulations related to goods carried and how these impact on duties	SF1.1 State the health and safety and specific regulations related to goods carried SF1.2 Describe how health and safety regulations impact on your duties
SF2 The principles of safe manual handling and the correct use of trolleys and lifting equipment	SF2.1 State the principles of safe manual handling SF2.2 Outline the correct use of trolleys and lifting equipment
SF3 The potential environmental and air pollution hazards associated with express delivery, postal and courier services in urban and rural environments	SF3.1 State the potential environmental and air pollution hazards associated with express delivery, postal and courier services in urban and rural environments

Contingencies	
CT1 Principles of initial risk assessment of load prior to commencing duties. Dynamic risk assessment during deliveries	CT1.1 State the principles of initial risk assessment of load prior to commencing duties CT1.2 Outline dynamic risk assessment during deliveries

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Assessing the Role Simulation

The end-point assessment plan states that apprentices are required to carry out the duty in the role simulation while being observed and assessed by an independent assessor. Each role simulation is a simulation of a typical operational duty in Express Delivery and relates to specific training that will have been undertaken during the apprenticeship training programme prior to assessment. The role simulation will allow the apprentice to demonstrate skills and behaviours within the job role.

One simulation will be selected from the seven that are available. Highfield will choose (post-gateway) which one of the seven role simulations listed below that the apprentice will carry out during their EPA. In selecting the role simulation, the end-point assessor and the employer must ensure that all skills elements which will be assessed in the simulation are appropriate to the individual apprentice.

The duties covered by role simulation are:

- Scenario 1: Route planning for an urgent delivery
- Scenario 2: Deliveries using a bag, trolley or cycle
- Scenario 3: Deliveries involving installation
- Scenario 4: Collection of consignments on an express route
- Scenario 5: Deliveries of non-perishable goods using a van or lorry
- Scenario 6: Deliveries of perishable goods using a van or lorry
- Scenario 7: Delivery of heavy or large goods using a van or lorry

Highfield would encourage the employer/training provider and the apprentice to plan for the role simulation by familiarising themselves with the criteria that will be assessed and reflect on their experience in an express delivery operative role.

Not every aspect of the assessment criteria can be tested in each individual role simulation scenario. Some assessment criteria can therefore be carried over in the professional discussion, depending on the scenario the apprentice has been allocated, to ensure fair opportunity. Only criteria associated with the role simulation scenario the apprentice has been allocated will be carried over to the professional discussion.

The role simulation will last 40 minutes (with a time tolerance of ten percent) with a 5-minute briefing beforehand. There will be a 30-minute Q&A session following the role simulation in which the assessor can ask the apprentice questions based on any criteria that they were not able to observe during their role simulation.

Before the assessment:

Employers/training providers should:

- ensure the apprentice knows the date, time and location of the assessment

- ensure the apprentice knows which express delivery operative criteria will be assessed (outlined on the following pages)
- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard and identify real-life examples
- be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience as preparation for this assessment

Role Simulation Mock Assessment

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment, and Highfield recommends that the apprentice experiences a mock role simulation in advance of the end-point assessment with the training provider/employer giving feedback on any areas for improvement.

In designing a mock assessment, the employer/training provider should include the following elements in its planning:

- the mock role simulation should take place in a relevant office or depot environment
- a 40-minute (with a time tolerance of ten percent) time slot should be available for the role simulation, if it is intended to be a complete mock observation covering all relevant standards, allowing five minutes beforehand to brief the apprentice about the task
- a 30-minute time slot should be available after the role simulation to allow for a Q&A session to cover any criteria that could not be observed in the 40-minute simulation
- consider a video or audio recording of the mock role simulation and allow it to be available to other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate mock role simulation with each apprentice.
- ensure that the apprentice's performance is assessed by a competent trainer/assessor, and that feedback is shared with the apprentice to complete the learning experience. Mock assessment sheets are available to download from the Highfield Assessment website and may be used for this purpose.
- structured, 'open' questions should be used as part of the Q&A that do not lead the candidate but allow them to express their knowledge in a calm and comfortable manner. Some examples of this may include the following:
 - What types of equipment do you typically use to move goods?
 - Can you tell me about a time when you had to complete a dynamic risk assessment to respond to changing circumstances?
 - If you were to find a vehicle defect during your daily checks, what would your next steps be?

The seven role simulation scenarios are as follows:

- Scenario 1: Route planning for an urgent delivery
 - Based on a given urgent, rush customer requirement, use postcodes and maps or software to plan a collection/ delivery route, identifying route restrictions and timings to achieve best delivery time
 - Apply safeguarding policies during deliveries
 - Complete documentation (ICT or paper-based), unloading or loading goods
 - Follow correct organisation procedures for proof of delivery and inform customer and own organisation of such urgent delivery time
- Scenario 2: Deliveries using a bag, trolley or cycle
 - Pre-duty checks including checking a mail delivery bag, trolley or cycle and preparing letters and packages for delivery
 - Dealing with incorrectly labelled items, make deliveries
 - Respond to a dog attack
 - Apply safeguarding policies during deliveries
 - Complete documentation (ICT or paper-based), unloading or loading goods
 - Follow correct organisation procedures to document delivery failure and inform customer and own organisation.
 - Select correct action for re-delivery or collection by customer.
- Scenario 3: Deliveries involving installation
 - Pre-duty checks
 - Deliver and install white goods or electronic equipment into a commercial or domestic environment.
 - Complete documentation (ICT or paper-based).
 - Apply safeguarding policies during deliveries.
 - Follow correct organisation procedures to document delivery failure and inform customer and own organisation.
 - Select correct action for re-delivery or collection by customer.
- Scenario 4: Collection of consignments on an express route
 - Confirm service offer to client
 - Check documentation (ICT or paper-based), check packaging and labelling, re-package a badly packaged item.
 - Follow correct organisation procedures to document collection failure and inform customer and own organisation.
 - Apply safeguarding policies during deliveries.
 - Select correct action for re-collection.

- Scenario 5: Deliveries of non-perishable goods using a van or lorry
 - Pre-duty vehicle checks, loading parcels or other non-perishable goods into the delivery vehicle and interacting with a business or domestic customer
 - Apply safeguarding policies during deliveries
 - Respond to a dog attack
 - Complete documentation (ICT or paper-based), unloading or loading goods
 - Follow correct organisation procedures to document delivery failure and inform customer and own organisation
 - Select correct action for re-delivery or collection by customer

- Scenario 6: Deliveries of perishable goods using a van or lorry
 - Pre-duty checks, loading foodstuffs or other perishable goods into the delivery vehicle, maintain conditions of goods and interacting with a business or domestic customer
 - Complete documentation (ICT or paper-based), unloading or loading goods.
 - Follow correct organisation procedures to document delivery failure and inform customer and own organisation.
 - Select correct action for re-delivery or collection by customer

- Scenario 7: Delivery of heavy or large goods using a van or lorry
 - Pre-duty vehicle checks, loading heavy (more than 5kg) or large (more than 1 cubic foot), non-uniform goods onto delivery vehicle and interacting with a business or domestic customer
 - Complete documentation (ICT or paper-based), unloading or loading goods
 - Follow correct organisational procedures to document delivery failure and inform customer and own organisation
 - Select correct action for re-delivery or collection by customer

Role Simulation Criteria

Throughout the 40-minute role simulation the assessor will review the apprentice's competence in the criteria outlined below.

Apprentices should prepare for the role simulation by considering how the criteria can be met.

Technical Operations		
TO11	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	
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO11.1 Deliver goods to customer premises TO11.2 Load and unload goods in a safe way TO11.3 Load and unload maintaining condition of goods TO11.4 Maintain delivery schedule to customer premises	Show goods loaded and unloaded safely and deliver without damage and on schedule	TO11.5 Achieve the delivery ahead of schedule
TO12	Plan and track progress against a schedule, using equipment where required e.g. scheduling software, satellite navigation	
	Role Simulation Scenarios: 1	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO12.1 Plan a schedule of collections and deliveries	Plan a schedule and track the progress for collection and deliveries	TO12.5 Show the use of route planning software and sat navigation where available

Technical Operations			
TO12.2 Track progress of collections and deliveries		Use sat navigation where available	
TO12.3 Use software packages for scheduling routes			
TO12.4 Use equipment for locations, sat nav if available			
TO13	Interpret delivery/collection schedules; follow route instructions and company policies and instructions related to collections, deliveries, failed deliveries and returns		
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7		
Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO13.1 Understand collection and delivery schedules		Understand a schedule or route for collection and delivery and deal with a failed delivery and a return	TO13.4 Show recognition of improvement in the route schedule
TO13.2 Understand route instructions for collections and deliveries			
TO13.3 Deal with failed delivery and returns within schedule and policy			
TO14	Consistently meet customer expectations, respond to customer’s needs and identify ways to improve customer service		
	Role Simulation Scenarios: 1		
Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO14.1 Achieve timed delivery and collection within the schedule		Achieve a timed delivery to schedule and respond to a customer need for re-delivery	TO14.3 Explain advice to the customer of the schedule for re-delivery

Technical Operations		
TO14.2 Review schedule to client change – re-delivery		
TO15	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	
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7	
Assessment Criteria		To pass, the following must be evidenced.
TO15.1 Getting proof of collection or delivery, use paper or ICT		TO15.3 Gain both a signature and print for clarity
TO15.2 Deal with payment transactions for collection and deliveries		
TO18	Operate equipment provided to move, collect and deliver goods and when required use any systems and ancillary equipment in compliance with company instructions	
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7	
Assessment Criteria		To pass, the following must be evidenced.
TO18.1 Identify goods that need equipment to move		TO18.3 Identify a group of goods that could be moved together using equipment
TO18.2 Use such equipment correctly and within company instructions		
TO19	Comply with legal and regulatory requirements relating to express delivery services and where required, with a contract from a client company	
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7	

Technical Operations		
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO19.1 Recognise law and regulations such as safeguarding and protect TO19.2 Recognise law and regulations for the movement of goods such as hazards TO19.3 Recognise client regulations for their goods	Understand the law and regulations relating to express delivery such as the rules for dealing with hazardous goods and clients own regulations for goods	TO19.4 <i>Detailed knowledge, able to name four hazardous goods likely to be found in express deliveries</i>
TO21	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	
	Role Simulation Scenarios: 3	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO21.1 Where required, correctly build or install delivered goods TO21.2 Use correct manual handling for such build or installation of goods TO21.3 Build or install goods within the manufacturer's instructions	Build and install goods where required, using safe manual handling with the correct tools to the guidance of manufacturer's instructions	TO21.4 <i>Connect goods where required and appropriate and check they are working</i>
TO22	Acts as a company ambassador	
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7	

Technical Operations		
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO22.1 Life in the brand, logo, paperwork TO22.2 Uniform/clothing as part of the job – cleaning it etc. TO22.3 Ambassador from bag to vehicle, cleaning it	Show ethos of life in the brand of an express operator Identify the logo and brand most appropriate on clothing or equipment Identify appropriate equipment from a choice of clean and dirty	TO22.4 Show a mission statement or sales document of the brand
TO23	Shows pride in work: integrity, aims for excellence, time management	
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO23.1 Pride in work and positive attitude TO23.2 Integrity in work	Show pride in express delivery, able to identify a positive mission statement, then identify the most appropriate service (client asks for a cost efficient delivery that is not urgent) Show the best choice on a service option card	TO23.3 Show integrity, identifying constraint of a package not appropriate for a service. (This package has been identified as hazardous so cannot go on a 9am next day letter etc.)

Financial		
FT3	Work in a way that minimises business costs while meeting customer requirements	
	Role Simulation Scenarios: 4	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.

FT3.1 Show ability to minimise business cost of deliveries (time and route)	Identify the cost of different services to customers from same and next day rate cards, etc.	FT3.4 <i>Identify three service variations of same day, next day and multi day delivery schedules from rate cards or sales material</i>
FT3.2 Optimise customer offer to cost (time and value for same/ next day etc.)	Show an understanding and explain the cost of delivery failure to the operator	
FT3.3 Minimise business cost of delivery failure and returns		

Safety			
SF5	Comply with rules and regulations relating to the movement and handling of items, handling goods correctly using lifting and other equipment where appropriate		
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7		
Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
SF5.1 Understand rules and regulations and show where to find them		Handle and move goods correctly within the rules and regulations, use equipment where appropriate, such as heavy goods	SF5.4 Identify two more types of goods where regulations may be found for their movement
SF5.2 Show good handling of goods			
SF5.3 Show lifting of goods and use of equipment where appropriate			
SF6	Apply safeguarding policy whenever deliveries involve young persons or vulnerable adults		
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7		
Assessment Criteria		To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.

Safety		
SF6.1 Identify young or vulnerable people at collection or delivery point	Challenge the age and vulnerability of a person at the delivery or collection, use the safeguarding policy correctly	SF6.3 Identify goods that are likely to conflict with a collection or delivery such as age related DVDs, alcohol, etc.
SF6.2 Apply safeguarding policy where identified appropriate		
SF7	Maintain the health, safety and security of self, colleagues and customers during deliveries	
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
SF7.1 Identify dangers to self, colleagues, and customers	Recognise a danger at the delivery or collection point, act to maintain health, safety and security	SF7.4 Having identified a danger zone, explain the option to leave the delivery at a neighbouring property
SF7.2 Identify delivery zones prone to animal attack		
SF7.3 Maintain health, safety and security		
SF8	Carry out appropriate daily equipment or vehicle checks and rectify or report faults	
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
SF8.1 Understand daily equipment and vehicle checks	Show an understanding of the equipment checks and carry out those checks	SF8.3 Rectify equipment where the check has identified a fault, (such as tyre inflation)
SF8.2 Carry out such checks, rectify where appropriate or report		
SF9	Shows concern about the safety of self, customers and the wider public	
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7	

Safety		
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
SF9.1 Living inside a safe and healthy environment SF9.2 Health and safety of customers SF9.3 Health and safety of the wider public	Identify danger from labels or signs such as 'beware of the dog', 'hazardous goods' and 'sharp objects in package' Place such labels in order of danger to self, the customer or the wider public	SF9.4 Able to grade danger, placing signs or labels in order of gravity of danger, such as 'wet paint on gate' and 'beware of guard dog'
SF10	Follows organisations security policies during deliveries	
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
SF10.1 Show the actions for security policy during delivery such as collecting proof of delivery by electronic or signature SF10.2 Challenge when a customer may be young, and the goods are over 18 such as alcohol	Show the actions for security policy during delivery, collecting proof of delivery by electronic or signature Challenge when a customer may be young, and the goods are over 18 such as alcohol	SF10.3 Show the action taken when a customer is absent such as leave with a neighbour or at a secure drop location and take a photo
SF11	Follows safeguarding policies during deliveries to young persons or vulnerable adults	
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
SF11.1 Challenge to identify a young or vulnerable adult	Challenge to identify a young or vulnerable adult, show delivery actions within the safeguarding policy when delivering	No distinction grade

Safety		
SF11.2 Show delivery actions withing the safeguarding policy when delivering		

Contingencies		
CT2	Apply dynamic risk assessment principles to plan and respond to changing circumstances e.g. footpath closures, road diversions, incidents and accidents	
	Role Simulation Scenarios: 1	
Assessment Criteria	To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
CT2.1 Show dynamic risk assessment to footpath closures CT2.2 Show dynamic risk assessment to road diversions (new routes) CT2.3 Show dynamic assessment to incidents and accidents on route	Adapt the delivery route when faced with road or footpath closure advice Explain a dynamic assessment when dealing with an incident or accident on a delivery or collection route	CT2.4 <i>Explain the communication procedure for when there is a footpath closure, a road closure or an incident or accident occurred on route</i>
CT3	Is calm under pressure and focused on solutions not problems	
	Role Simulation Scenarios: 1, 2, 3, 4, 5, 6, 7	
Assessment Criteria	To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
CT3.1 Living and working in a calm manner CT3.2 Coping with time and value in express deliveries	Show a professional manner when given a timed delivery action	CT3.3 <i>Show positive communication when making a delivery action to explain the delay</i>

Contingencies		
	Show calm when same delivery action is interrupted with a delay such as using the stairs as the lift is no longer working or finding a letter that has become mixed into many in a delivery bag	

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Assessing the Professional Discussion

The professional discussion is a structured discussion between the apprentice and their end-point assessor. It allows the independent end-point assessor to ask the apprentice questions in relation to:

- Their understanding of their job role, duties and responsibilities
- Specific parts of the training they have received
- Personal development and reflection on the training they have received
- Discuss and reflect on their behaviours in their job role
- Cover any criteria not assessed in the role simulation (only criteria associated with the role simulation scenario the apprentice has been allocated will be covered)

The end-point assessor will follow a template provided by Highfield.

The professional discussion must be conducted in a 'controlled environment' i.e. a quiet room, away from the normal place of work, however, in some cases, Highfield may choose to carry out the professional discussion via video conference.

The professional discussion will last 40 minutes (with a time tolerance of ten percent) and the end-point assessor will make the final decision as to the outcome of the professional discussion. The template will record the full details of the outcome.

Before the assessment:

Employers/training providers should:

- plan the professional discussion to allow the apprentice the opportunity to demonstrate each of the required standards
- ensure that the apprentice has been informed about the purpose and format of the professional discussion at least 10 working days prior to the discussion
- ensure the apprentice knows the date, time and location of the assessment
- ensure the apprentice knows which criteria will be assessed (outlined on the following pages)
- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the standard
- be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience as preparation for this assessment

Professional Discussion Mock Assessment

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment, and Highfield recommends that the apprentice experiences a mock professional discussion in preparation for the real thing. The most appropriate form of mock professional discussion will depend on the apprentice's setting and the resources available at the time.

In designing a mock assessment, the employer/training provider should include the following elements in its planning:

- the mock professional discussion should take place in a suitable location.
- a 40-minute time slot should be available to complete the professional discussion, if it is intended to be a complete professional discussion covering all relevant standards. However, this time may be split up to allow for progressive learning.
- consider a video or audio recording of the mock professional discussion and allow it to be available to other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate mock assessment with each apprentice.
- ensure that the apprentice's performance is assessed by a competent trainer/assessor, and that feedback is shared with the apprentice to complete the learning experience. Mock assessment sheets are available to download from the Highfield Assessment website and may be used for this purpose.
- use structured 'open' questions that do not lead the apprentice but allows them to express their knowledge and experience in a calm and comfortable manner. For example:
 - You have arrived at the delivery address with a valuable package and the door is not answered, tell me what you would do and why?
 - You are loading your trolley or vehicle with packages. What do you need to look out for and take into account as you load it?
 - You've returned to base earlier than normal and you've been asked to do additional deliveries and collect a return package. What information will you need in order to be sure you can carry this out?

Professional Discussion Criteria

Throughout the 40-minute (with a time tolerance of ten percent) professional discussion, the assessor will review the apprentice's competence in the criteria outlined below.

Technical Operations		
TO9	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	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO9.1 Personal health and working safely, clean air and low emission zones TO9.2 Lifestyle impacts on personal health, shift patterns TO9.3 Ability to work safely and efficiently while maintaining personal health	State the contents of a balanced diet Identify a range of exercises and fitness regimes Identify shift pattern impact on lifestyle	TO9.4 Explain the impact of a balanced diet on more than one work styles, walking, bike or van delivery operative
TO12	Plan and track progress against a schedule, using equipment where required e.g. scheduling software, satellite navigation	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO12.1 Plan a schedule of collections and deliveries	Plan a schedule and track the progress for collection and deliveries Use sat navigation where available	TO12.5 Show the use of route planning software and sat navigation where available

Technical Operations		
TO12.2 Track progress of collections and deliveries TO12.3 Use software packages for scheduling routes TO12.4 Use equipment for locations, sat nav if available		
TO14	Consistently meet customer expectations, respond to customer's needs and identify ways to improve customer service	
Assessment Criteria	To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
TO14.1 Achieve timed delivery and collection within the schedule TO14.2 Review schedule to client change – re-delivery	Achieve a timed delivery to schedule and respond to a customer need for re-delivery	<i>TO14.3</i> Explain advice to the customer of the schedule for re-delivery
TO16	Comply with the law and with contracts to provide express delivery, postal and courier services	
Assessment Criteria	To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
TO16.1 Understand law of employment in contract with operator TO16.2 Understand common law for working practices	Identify the contract or engagement services with the employer or operator	<i>TO16.3</i> Explain the sector platform variations of self-employment and PAYE
TO17	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	

Technical Operations		
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO17.1 Understand match between employment law and traffic law TO17.2 Operate bicycle, trolley or vehicle safely withing traffic law TO17.3 Operate such vehicle in an environmentally friendly way	State match between employment law and traffic law and understand the safety and environmental impact of operating a bicycle, trolley or vehicle	TO17.4 Explain the measures in environmental operation such as safe and fuel efficient driving TO17.5 Recognise wins for cycle and zero emission deliveries
TO20	Uses diet, exercise and fitness techniques appropriate to job role	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO20.1 Apply an appropriate balanced diet to the demands of the job TO20.2 Use a range of exercise and fitness regimes appropriate to job	Identify a diet and exercise appropriate to the job role and detail the most appropriate fitness regime	TO20.3 Describe the implications of diet, exercise and fitness regimes in other express roles from walking post to heavy vehicle driver
TO21	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	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
TO21.1 Where required, correctly build or install delivered goods	Build and install goods where required, using safe manual handling with the correct tools to the guidance of manufacturer's instructions	TO21.4 Connect goods where required and appropriate and check they are working

Technical Operations		
TO21.2 Use correct manual handling for such build or installation of goods		
TO21.3 Build or install goods within the manufacturer’s instructions		
TO24	Engages positively with colleagues and clients	
Assessment Criteria		To pass, the following must be evidenced.
TO24.1 Works well and interacts with work colleagues		To gain a distinction, the following must be evidenced. TO24.3 Describe communication to clients with an example of delivery time advice
TO24.2 Works well with clients		
TO24.1 Explain the importance of engagement with colleagues and clients – use communication on delivery times as an example ‘This package on this service is likely to arrive between the hours of...’		
TO25	Strives to improve service quality	
Assessment Criteria		To pass, the following must be evidenced.
TO25.1 Understand service quality in express delivery		To gain a distinction, the following must be evidenced. TO25.3 Describe constraints of service time deliveries over distance such as Scottish Highlands not same day
TO25.2 Improvement opportunities in service quality such as other services more appropriate (next day, before and after mid-day, Sunday, etc.)		
TO25.1 State service quality, on time deliveries and other services available such as time slot or next day before and after mid-day or Sunday deliveries		
TO26	Is proactive in working with colleagues to resolve problems which might affect deliveries and collections	
Assessment Criteria		To pass, the following must be evidenced.
		To gain a distinction, the following must be evidenced.

Technical Operations		
<p>TO26.1 Delivery and collection problems such as distance too far for service provision (Scottish Highlands same day etc.)</p> <p>TO26.2 Delivery and collection problems from external events such as weather, accident or road closure</p> <p>TO26.3 Communication of problems effecting collection or delivery to colleagues</p>	<p>Describe delivery and collection problems in the time and distance relationship to the journey of the packets and goods</p> <p>Explain external problems such as an accident or road closure</p> <p>Explain weather constraints such as rain, sleet and snow delays</p> <p>Explain communicating such problems to colleagues such as road closure advice for key routes</p>	<p>TO26.4 State one constraint from the below:</p> <ul style="list-style-type: none"> • The problem of overweight packages for services, 25kg box booked on a cycle delivery needs a van to resolve the problem of collection • Poor weather conditions for a package not waterproof, fragile needs care. Explain to colleagues or stamp or mark fragile etc.
TO27	Takes personal responsibility for the environmental impacts of express delivery, postal and courier services and strives to reduce those impacts	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
<p>TO27.1 Environmental impact of express delivery</p> <p>TO27.2 Clean air, pollution from vehicles</p> <p>TO27.3 Alternative fuel vehicles, ultra-low emission and zero emission deliveries</p>	<p>Explain the environmental impact of express delivery, clean air and vehicle pollution</p> <p>Explain alternative power vehicles</p> <p>Explain congestion and clean air access zones for inner cities</p>	<p>TO27.5 Identify ultra-low emission vehicles and zero emission vehicles for inner city delivery</p>

Technical Operations		
TO27.4 Congestion zone and clean air zone access in inner cities		
TO28	Is mindful of the needs of pedestrians and other road users	
Assessment Criteria		To pass, the following must be evidenced.
TO28.1 Operating or driving a delivery vehicle in a defensive manner		To gain a distinction, the following must be evidenced.
TO28.2 Parking delivery equipment or vehicle to make a collection or delivery		
TO28.3 Explain the impact of parking delivery equipment or a vehicle restricting access on a pavement or road		
TO29	Adopts a healthy lifestyle, eats an appropriate, balanced diet and takes regular exercise to ensure and enhance own health and fitness to work	
Assessment Criteria		To pass, the following must be evidenced.
TO29.1 Lives a healthy personal lifestyle		To gain a distinction, the following must be evidenced.
TO29.2 Eats a balanced and healthy diet		
TO29.3 Lifestyle match to job role with regular exercise		
TO29.4 Explain how a shift pattern impacts on sleep for express roles at early or late hours of shifts		

Financial		
FT2	Where costs occur in the business process	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
FT2.1 Costs in the express process for mail failure, returns and not at this address	Identify returns and failed deliveries that create cost	FT2.3 Explain that returned delivery costs are the most expensive part of a client chain
FT2.2 Costs in operations equipment, from bag to trolley, walking to wheels and operational equipment	Identify operational equipment costs and state that the loss or damage of equipment creates more costs	
FT3	Work in a way that minimises business costs while meeting customer requirements	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.
FT3.1 Show ability to minimise business cost of deliveries (time and route)	Identify the cost of different services to customers from same and next day rate cards, etc.	FT3.4 Identify three service variations of same day, next day and multi day delivery schedules from rate cards or sales material
FT3.2 Optimise customer offer to cost (time and value for same/ next day etc.)	Show an understanding and explain the cost of delivery failure to the operator	
FT3.3 Minimise business cost of delivery failure and returns		
FT4	Acts with integrity and honesty in all financial dealings, astute in work activities and acts credibly	
Assessment Criteria	To pass, the following must be evidenced.	To gain a distinction, the following must be evidenced.

FT4.1 Lives integrity and honesty in all personal financial dealings (Tax NIS Self-employment) FT4.2 Lives integrity and honesty goods (security of packages) FT4.3 Lives integrity and honesty in commercial dealings (quotes and payments for deliveries)	State a life value of integrity and honesty in dealing with pay and fees, packages and financial dealings with express delivery services	FT4.3 <i>Explain the future customer value from an action of integrity and honesty</i>
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Safety		
SF4	National legislations and own organisations policy with regard to safeguarding young people and vulnerable adults	
Assessment Criteria	To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
SF4.1 Working in vulnerable environments impacting on personal safety SF4.2 Guidance with regards to safeguarding SF4.3 Policy on young people and vulnerable adults	State the national policy on safeguarding . Identify vulnerable individuals and the environments they may be found in	SF4.4 <i>Explain the parcels that may be related to vulnerable individuals such as alcohol and over 18 items</i>
SF12	When riding or driving vehicles, adopts a defensive driving approach	
Assessment Criteria	To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>

Safety		
SF12.1 Explain the benefits of defensive driving to the safety of self and others.	Pass only where specific role is appropriate to a vehicle Explain the benefits of defensive driving to the safety of self and others	<i>No distinction grade</i>

Contingencies		
CT2	Apply dynamic risk assessment principles to plan and respond to changing circumstances e.g. footpath closures, road diversions, incidents and accidents	
Assessment Criteria	To pass, the following must be evidenced.	<i>To gain a distinction, the following must be evidenced.</i>
CT2.1 Show dynamic risk assessment to footpath closures	Adapt the delivery route when faced with road or footpath closure advice	CT2.4 <i>Explain the communication procedure for when there is a footpath closure, a road closure or an incident or accident occurred on route</i>
CT2.2 Show dynamic risk assessment to road diversions (new routes)	Explain a dynamic assessment when dealing with an incident or accident on a delivery or collection route	
CT2.3 Show dynamic assessment to incidents and accidents on route		

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