

# Think about Level 2 ST0753 Express Delivery Sortation Hub Operative V1.0 Observation with questions



On the day of this assessment you will carry out:



A 75-minute observation and a 15-minute question session



Face-to-face



In your normal place of work



With an end-point assessor



## Key point

The venue must be a sortation hub that receives, sorts and exports different types of goods such as letters and small parcels and must include a range of manual and automated sortation equipment.



## Do

- Review the criteria associated with the observation with questions – this can be found in the EPA Kit and in the table at the end of this document
- Discuss the activities you need to demonstrate with your manager
- Ensure that you cover the following during the observation:
  - loading and unloading of goods to/from the sortation hub
  - transferring goods to sortation equipment
  - operating sortation equipment to process goods
  - following all safety and security and compliance procedures
  - collaborating with workers in the team in order to complete the sortation tasks
- Be prepared to answer a minimum of 5 questions and any follow-up questions the assessor may ask to clarify your answers or cover criteria not observed



## Don't

- Forget to bring your ID
- Forget to plan



## Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or training provider will inform you of the results



## Resits

- If you do not achieve a pass result on the observation with questions, you can resit the assessment



## Use the table below to plan and prepare for the observation with questions.

**(P)** indicates pass criteria

Assessment criteria	Key points to remember
<b>Receiving and matching items for sortation</b>	
(P) Selects the correct equipment to perform both manual and mechanical loading or unloading of items in accordance with operating procedures (K4, K5, S1, B1)	
<b>Operating sortation equipment</b>	
(P) Selects, prepares and operates the correct equipment/technique to match the items for sortation in line with procedures (K7, K11, S2, S3)	

## Assessment criteria

**(P)** Monitors sortation of items, both by monitoring and responding to equipment performance, and by adjusting the flow of sortation in light of available IT/machine data (S6, S9)

## Key points to remember

**(P)** Monitors automated sorting equipment using data outputs to support any adjustments to the sortation process (S6, S9)

**Team work and compliance**

**(P)** Demonstrates team focus when performing sortation, by coordinating own responsibilities with those of others (S15, B3)

**(P)** Complies with own organisation's safety and security requirements and health and safety legislation (S17, B2)