

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



Government funding band – **£4,000**



Gateway requirements – **Level 1 English and maths**  
**(optional for 19+, please see funding rules)**



End-point assessment method – **Multiple choice test, role simulation and professional discussion**

## Working as a customer service specialist

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.



## Your apprentice's journey



### Ready for training

- Initial assessment
- English and maths training (optional for 19+, please see funding rules)
- On-programme training to meet the requirements of the standard
- Gateway readiness self-assessment

### Set for assessment

#### On completion of training and functional skills

#### End-point assessment methods are:

##### Multiple-choice test

- 45-minute multiple-choice test
- Will include some scenario-based questions

##### Role simulation

- 1 scenario to be completed during a 40-minute role simulation
- Simulation that should take place in the relevant office or depot environment

##### Professional discussion

- 40-minute structured discussion
- Discuss understanding of the job role, duties and responsibilities, personal development and reflect on behaviours in the job role.

### Go further

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.

## Available support

#### On-programme support

- Delivery resources
- Qualification mapped to standard
- Tutor support resource
- Innovative and multi-device e-learning courses

#### End-point assessment support

- Gateway and mock assessments
- Bespoke end-point assessment solutions
- Progression tracking system
- Staff training, standardisation and support



## Need to know more: