

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

## Mock Assessment Grid

### Role Simulation & Professional Discussion

Not every aspect of the assessment criteria can be tested in each individual role simulation scenario. Some assessment criteria are only assessed in certain scenarios.

**TO12, TO14 and CT2** are only assessed in **Role Simulation Scenario 1**.

**TO21** is only assessed in **Role Simulation Scenario 3**.

**FT3** is only assessed in **Role Simulation Scenario 4**.

The apprentice only needs to meet the criteria associated with the scenario they have been allocated. Criteria from the allocated scenario can be carried over to the professional discussion if necessary.

#### Role Simulation

- In order to achieve a **Pass**: all pass criteria must be met
- In order to achieve a **Distinction**: all pass and distinction criteria must be met
- **Unsuccessful** apprentices will have not met the minimum requirements

#### Professional Discussion

- In order to achieve a **Pass**: all pass criteria must be met
- In order to achieve a **Distinction**: all pass and distinction criteria must be met
- **Unsuccessful** apprentices will have not met the minimum requirements

# Role Simulation

Technical Operations			
Role Simulation Scenario: 1, 2, 3, 4, 5, 6, 7			
Ref	Assessment Criteria (Pass)	Role Simulation	Professional Discussion
TO11.1	Deliver goods to customer premises		
TO11.2	Load and unload goods in a safe way		
TO11.3	Load and unload maintaining the condition of goods		
TO11.4	Maintain delivery schedule to customer premises		
TO13.1	Understand collection and delivery schedules		
TO13.2	Understand route instructions for collections and deliveries		
TO13.3	Deal with failed delivery and returns within schedule and policy		
TO15.1	Get proof of collection or delivery, use paper or ICT		
TO15.2	Deal with payment transactions for collection and deliveries		
TO18.1	Identify goods that need equipment to move		

TO18.2	Use such equipment correctly and within company instructions		
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		
TO21.1	Where required, correctly build or install delivered goods		
TO21.2	Use the correct manual handling for such build or installation of goods		
TO21.3	Build or install goods within the manufacturer's instructions		
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		
TO23.1	Pride in work and positive attitude		
TO23.2	Integrity in work		
<b>Ref</b>	<b>Assessment Criteria (Distinction)</b>	<b>Role Simulation</b>	<b>Professional Discussion</b>
TO11.5	Achieve the delivery ahead of schedule		
TO12.5	Show the use of route planning software and sat nav where available		

TO13.4	Show recognition of improvement in the route schedule		
TO14.3	Explain advice to the customer of the schedule for re-delivery		
TO15.3	Gain both a signature and print for clarity		
TO18.3	Identify a group of goods that could be moved together using equipment		
TO19.4	Show a detailed knowledge by naming four hazardous goods likely to be found in express deliveries		
TO21.4	Connect goods where required and appropriate and check they are working		
TO22.4	Show a mission statement or sales document of the brand		
TO23.3	Show integrity by identifying the constraint of a package not appropriate for a service, e.g. This package has been identified as hazardous so cannot go on a 9am next day letter		
<b>Role Simulation Scenario: 1</b>			
Ref	Assessment Criteria (Pass)	Role Simulation	Professional Discussion
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		
TO14.1	Achieve timed delivery and collection within the schedule		

TO14.2	Review schedule to client change –re-delivery		
<b>Ref</b>	<b>Assessment Criteria (Distinction)</b>	<b>Role Simulation</b>	<b>Professional Discussion</b>
TO12.5	Show the use of route planning software and sat nav where available		
TO14.3	Explain advice to the customer of the schedule for re-delivery		
<b>Role Simulation Scenario: 3</b>			
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Role Simulation</b>	<b>Professional Discussion</b>
TO21.1	Where required, correctly build or install delivered goods		
TO21.2	Use the correct manual handling for such build or installation of goods		
TO21.3	Build or install goods within the manufacturer's instructions		
<b>Ref</b>	<b>Assessment Criteria (Distinction)</b>	<b>Role Simulation</b>	<b>Professional Discussion</b>
TO21.4	Connect goods where required and appropriate and check they are working		

Financial			
Role Simulation Scenario: 4			
Ref	Assessment Criteria (Pass)	Role Simulation	Professional Discussion
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		
Ref	Assessment Criteria (Distinction)	Role Simulation	Professional Discussion
FT3.4	Identify three service variations of same day, next day and multi day delivery schedules from rate cards or sales material		

Safety			
Role Simulation Scenario: 1, 2, 3, 4, 5, 6, 7			
Ref	Assessment Criteria (Pass)	Role Simulation	Professional Discussion
SF5.1	Understand rules and regulations and show where to find them		
SF5.2	Show good handling of goods		

SF5.3	Show lifting of goods and use of equipment where appropriate		
SF6.1	Identify young or vulnerable people at collection or delivery point		
SF6.2	Apply safeguarding policy where identified appropriate		
SF7.1	Identify dangers to self, colleagues, and customers		
SF7.2	Identify delivery zones prone to animal attack		
SF7.3	Maintain health, safety and security		
SF8.1	Understand daily equipment and vehicle checks		
SF8.2	Carry out such checks, rectify where appropriate or report		
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		
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		
SF11.1	Challenge to identify a young or vulnerable adult		
SF11.2	Show delivery actions within the safeguarding policy when delivering		

Ref	Assessment Criteria (Distinction)	Role Simulation	Professional Discussion
SF5.4	Identify two more types of goods where regulations may be found for their movement		
SF6.3	Identify goods that are likely to conflict with a collection or delivery such as age related DVDs, alcohol, etc.		
SF7.4	Having identified a danger zone, explain the option to leave the delivery at a neighbouring property		
SF8.3	Rectify equipment where the check has identified a fault, (such as tyre inflation)		
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'		
SF10.3	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		

Contingencies			
Role Simulation Scenario: 1, 2, 3, 4, 5, 6, 7			
Ref	Assessment Criteria (Pass)	Role Simulation	Professional Discussion
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		



CT3.1	Living and working in a calm manner		
CT3.2	Coping with time and value in express deliveries		
<b>Ref</b>	<b>Assessment Criteria (Distinction)</b>	<b>Role Simulation</b>	<b>Professional Discussion</b>
CT2.4	Explain the communication procedure for when there is a footpath closure, a road closure or an incident or accident occurred on route		
CT3.3	Show positive communication when making a delivery action to explain the delay		
<b>Role Simulation Scenario: 1</b>			
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Role Simulation</b>	<b>Professional Discussion</b>
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		
<b>Ref</b>	<b>Assessment Criteria (Distinction)</b>	<b>Role Simulation</b>	<b>Professional Discussion</b>
CT2.4	Explain the communication procedure for when there is a footpath closure, a road closure or an incident or accident occurred on route		

# Professional Discussion

Technical Operations		
Ref	Assessment Criteria (Pass)	Professional Discussion
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	
TO16.1	Understand law of employment in contract with operator	
TO16.2	Understand common law for working practices	
TO17.1	Understand match between employment law and traffic law	
TO17.2	Operate bicycle, trolley or vehicle safely within traffic law	
TO17.3	Operate such vehicle in an environmentally friendly way	
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	
TO24.1	Works well and interacts with work colleagues	

TO24.2	Works well with clients	
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.)	
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	
TO26.3	Communication of problems effecting collection or delivery to colleagues	
TO27.1	Environmental impact of express delivery	
TO27.2	Clean air, pollution from vehicles	
TO27.3	Alternative fuel vehicles, ultra-low emission and zero emission deliveries	
TO27.4	Congestion zone and clean air zone access in inner cities	
TO28.1	Operating or driving a delivery vehicle in a defensive manner	
TO28.2	Parking delivery equipment or vehicle to make a collection or delivery	
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	

Ref	Assessment Criteria (Distinction)	Professional Discussion
TO9.4	Explain the impact of a balanced diet on more than one work styles such as walking, bike or van delivery operative	
TO16.3	Explain the sector platform variations of self-employment and PAYE	
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	
TO20.3	Describe the implications of diet, exercise and fitness regimes in other express roles from walking post to heavy vehicle driver	
TO24.3	Describe communication to clients with an example of delivery time advice	
TO25.3	Describe constraints of service time deliveries over distance such as Scottish Highlands not same day	
TO26.4	<p>State one constraint from the below:</p> <ul style="list-style-type: none"> <li>• The problem of overweight packages for services such as a 25kg box booked on a cycle delivery would need a van to resolve the problem of collection</li> <li>• Poor weather conditions for a package such as not waterproof or fragile and needs care. Explain to colleagues or stamp or mark fragile etc.</li> </ul>	
TO27.5	Identify ultra-low emission vehicles and zero emission vehicles for inner city delivery	
TO28.3	Explain the impact of parking delivery equipment or a vehicle restricting access on a pavement or road	
TO29.4	Explain how a shift pattern impacts on sleep for express roles at early or late hours of shifts	

Financial		
Ref	Assessment Criteria (Pass)	Professional Discussion
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	
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)	
Ref	Assessment Criteria (Distinction)	Professional Discussion
FT2.3	Explain that returned delivery costs are the most expensive part of a client chain	
FT4.4	Explain the future customer value from an action of integrity and honesty	

Safety		
Ref	Assessment Criteria (Pass)	Professional Discussion
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	
SF12.1	Explain the benefits of defensive driving to the safety of self and others	
<b>Ref</b>	<b>Assessment Criteria (Distinction)</b>	<b>Professional Discussion</b>
SF4.4	Explain the parcels that may be related to vulnerable individuals such as alcohol and over 18 items	

## Results

Assessment	Grade
Role Simulation	
Professional Discussion	