

# Think about Level 2 ST0753 Express Delivery Sortation Hub Operative V1.0 Interview



On the day of this assessment you will carry out:



A 60-minute interview



Remote or face-to-face



In a suitable, controlled environment free from distraction



With an end-point assessor



## Key point

You are expected to understand and use relevant occupational language that would be typical of a competent person in this occupation.



## Do

- ☐ Review the criteria associated with the interview - this can be found in the EPA Kit and in the table at the end of this document
- ☐ Ensure a quiet room is available and that there are no interruptions
- ☐ Have resources and copies of your notes available - remember these should be brief and not paragraphs of information
- ☐ Reflect on the knowledge, skills and behaviours you have developed and how they have supported you in your job role
- ☐ Be prepared to provide clear and concise answers to at least 12 questions and any follow-up questions



## Don't

- ☐ Forget to bring your ID
- ☐ Forget to plan
- ☐ Forget to prepare real-life examples from your job role



## 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 interview, you can resit the assessment



## Use the table below to plan and prepare for the interview.

**(P)** indicates pass criteria

**(D)** indicates distinction criteria

Assessment criteria	Key points to remember
<b>Sortation hub landscape</b>	
<b>(P)</b> Lists at least four different job roles that are involved in a successful express delivery service from the point of collection to delivery (K2, K3, K20)	
<b>(P)</b> Explain why both the role of the sortation hub, and working shift patterns, are important (K2, K3, K20)	

## Assessment criteria

## Key points to remember

**(P)** Explains how they adapt methods of communication to situation and audience using correct sortation terminology where appropriate (K19, S5)

**(D)** Explains why all job roles in the express delivery service contribute equally to the success of the operation (K2)

**(D)** Describes a time when the communication methods they first considered were later discounted and justifies their reasons (K19, S5)

## Assessment criteria

## Key points to remember

### Best practice

**(P)** Outlines the organisation's equality and diversity requirements and gives an example of how they have acted with integrity to apply the requirements to support others (K22, S19, B7)

**(P)** Explains how they keep up with industry best practice (B4)

**(P)** Outlines the steps they follow that ensures they store data correctly and only share data when permitted to do so (S16).

**(D)** Justify the upholding of equality and diversity requirements in the workplace (K22, S19, B4, B7)

Assessment criteria	Key points to remember
<b>Operational performance</b>	
(P) Outlines the main steps they follow that ensures that both their own organisational procedures and any contractual arrangements are followed when handling the goods they are responsible for (including both deliveries, collections and returns situations) (K6, S4)	
(P) Describes the techniques used to apply ADR legislation within their own area of responsibility in the identification and handling of dangerous goods (K15, S14)	
(P) Describes an incident where either labelling or item cost was incorrect and how their solution contributed to their continuous improvement and development (S7, S8, B5)	
(P) Outlines the steps they follow when creating a report on sortation performance (S11)	

Assessment criteria	Key points to remember
<p><b>(P)</b> Describes the procedures which apply to maintain the integrity and security of items being dealt with by their organisation (S18)</p>	
<p><b>(D)</b> Justifies the need to follow organisational procedures and contractual arrangements when handling deliveries, collections and returns (K6, S4)</p>	
<p><b>(D)</b> Assesses the impact of ADR legislation on sortation hub working practices (K15, S14)</p>	
<p><b>(D)</b> Explains how their solution to costing or labelling errors could (help or be adopted by) others (S7, S8, B5)</p>	

**Maintenance, emergencies and incidents**

**(P)** Outlines the cleaning and maintenance protocols for any one type of sortation equipment (K10, K12, S10)

**(P)** Explains how they identify any problems with equipment and how they ensure that their own remedies to basic faults are to the expected standard (K10, K12, S10)

**(P)** Explains the strategies/techniques they would use to stay calm when they identified a sortation problem where organisational reporting and/or escalation procedures would have to be followed (K13, S12, B6)

**(P)** Outlines the organisation's contingency plans that relate to incidents and emergencies (K14, S13)