

Highfield Level 2 End-Point Assessment for ST0753 Express Delivery Sortation Hub Operative

Mock Assessment Materials

Interview

Sortation hub landscape		
Ref	Assessment Criteria (Pass)	Achieved
SH1	Lists at least four different job roles that are involved in a successful express delivery service from the point of collection to delivery	
SH2	Explain why both the role of the sortation hub, and working shift patterns, are important	
SH3	Explains how they adapt methods of communication to situation and audience using correct sortation terminology where appropriate	
Ref	Assessment Criteria (Distinction)	Achieved
SH4	<i>Explains why all job roles in the express delivery service contribute equally to the success of the operation</i>	
SH5	<i>Describes a time when the communication methods they first considered were later discounted and justifies their reasons</i>	

Best practice		
Ref	Assessment Criteria (Pass)	Achieved
BP1	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	
BP2	Explains how they keep up with industry best practice	
BP3	Outlines the steps they follow that ensures they store data correctly and only share data when permitted to do so	

Ref	Assessment Criteria (Distinction)	Achieved
BP4	<i>Justify the upholding of equality and diversity requirements in the workplace</i>	

Operational performance		
Ref	Assessment Criteria (Pass)	Achieved
OP1	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)	
OP2	Describes the techniques used to apply ADR legislation within their own area of responsibility in the identification and handling of dangerous goods	
OP3	Describes an incident where either labelling or item cost was incorrect and how their solution contributed to their continuous improvement and development	
OP4	Outlines the steps they follow when creating a report on sortation performance	
OP5	Describes the procedures which apply to maintain the integrity and security of items being dealt with by their organisation	
Ref	Assessment Criteria (Distinction)	Achieved
OP6	<i>Justifies the need to follow organisational procedures and contractual arrangements when handling deliveries, collections and returns</i>	
OP7	<i>Assesses the impact of ADR legislation on sortation hub working practices</i>	
OP8	<i>Explains how their solution to costing or labelling errors could (help or be adopted by) others</i>	

Maintenance, emergencies and incidents		
Ref	Assessment Criteria (Pass)	Achieved
ME1	Outlines the cleaning and maintenance protocols for any one type of sortation equipment	
ME2	Explains how they identify any problems with equipment and how they ensure that their own remedies to basic faults are to the expected standard	

ME3	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	
ME4	Outlines the organisations contingency plans that relate to incidents and emergencies	