

**Level 2 Express Delivery Operative
Employer's Guide to Role Simulation
Scenario 5: Deliveries of non-
perishable goods using a van or lorry**

This guide will help you understand how you can support your apprentice in their role simulation, as there are certain aspects where your apprentice will need to demonstrate their interaction with customers and/or team members in a role-play situation.

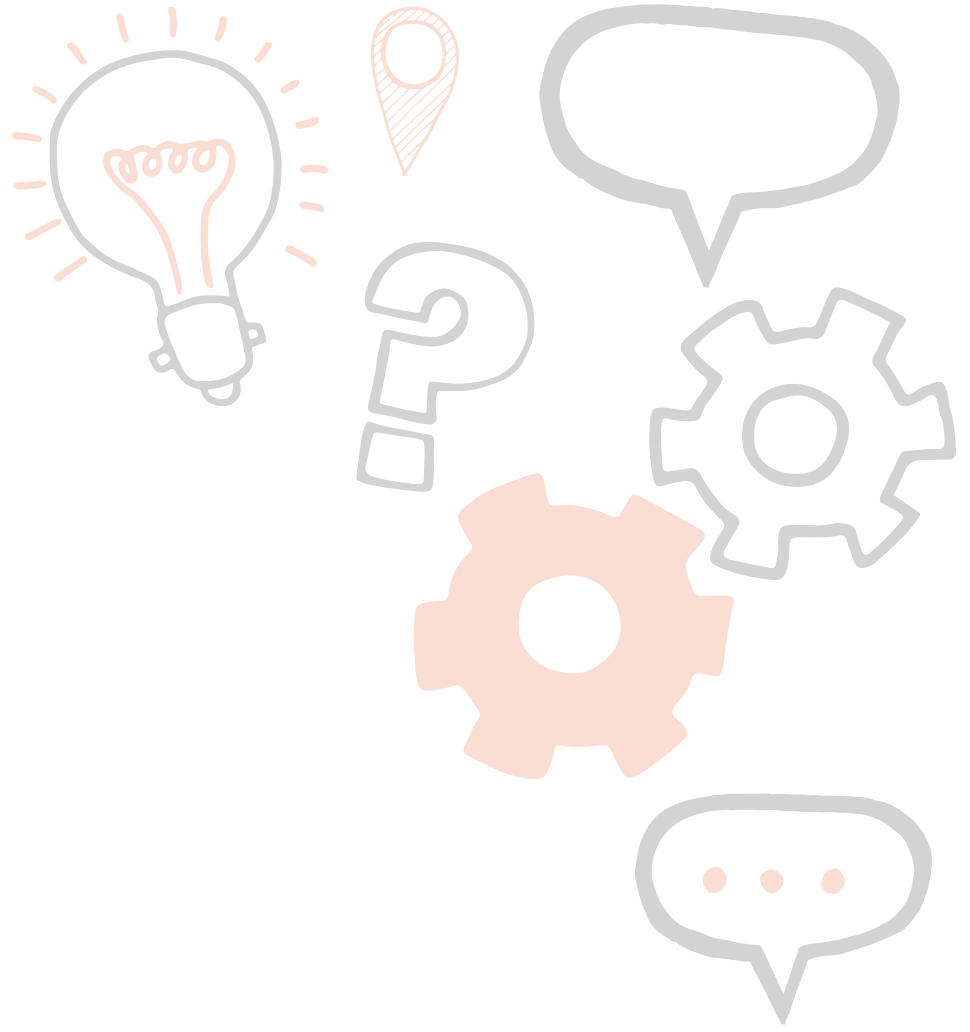
Use this document with the apprentice to plan their 40-minute role simulation. The role simulation will take place in a staged environment in an office or depot and you will need to make sure there are no distractions or interruptions on the day of the assessment.

The following equipment may be useful to use as part of the role simulation. Make sure the apprentice has access to what they need on the day of their assessment.

- **Light-weight trolley or bag**
- **Cards – non-delivery and hazard**
- **PREP fitting/sorting area – York cages/MHE**
- **Risk assessments/sorting plans**
- **Vehicle to check, load and unload**
- **Vehicle check documentation, PDA**

The assessment criteria your apprentice will be assessed against for the role simulation are listed in the EPA-kit on our website, however, below are the criteria which may involve you completing tasks as if you were the customer. This will help you to plan the 40-minute role simulation.

Assessment criteria	Apprentice task	Employer representative task
TO11.1 Deliver goods to customer premises	Hand goods to customer	Play the role of the customer/receive goods
TO15.1 Get proof of collection or delivery, use paper or ICT	Use device	Sign for goods on receipt
TO19.1/SF6.1 Recognise law and regulations such as safeguarding and protect/Identify young or vulnerable people at collection or delivery point	Apply relevant processes/ procedures	Verify age
TO19.3 Recognise client regulations for their goods	Follow any specific delivery instructions – time/location	Example specific
CT3.3 Show positive communication when making a delivery action to explain the delay.	Example specific	Example specific



Highfield ICON
First Point
Balby Carr Bank
Doncaster
South Yorkshire
DN4 5JQ
UK

01302 363277
info@highfield.co.uk
www.highfieldqualifications.com

