

# Express Delivery Operative Apprenticeship

## Level 2

**The dramatic growth of internet shopping and the use of portable ICT devices have transformed the occupations involved in express delivery services.**

Using world class equipment and software to provide timed deliveries and collections to homes and businesses; 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 deal correctly with failed deliveries and returns.

All Apprentices are required to gain and maintain all of the knowledge set out in this Standard, irrespective of their current or initial job role and duties.

### Entry

Employers will set their own entry requirements, but it is expected that the apprentice will be working in a role that will enable them to cover the range of skills within the standard.

### Duration

The minimum duration for the apprenticeship is 12 months.

### Progression

Progression may be into senior duties or management positions. Further apprenticeships or degree apprenticeships may lead to senior express delivery management roles. The apprentice may become a self-employed courier driver, creating and managing a business that employs others, or move into operational and management roles related to the manual or automated sortation of goods and packages.

### Functional Skills

If the employee does not have maths and English GCSE passes at Grade C or above, they will need to pass maths and English Functional Skills Level 2 prior to the end assessment.

### LSA Professional Coaches

Each apprentice will be assigned a designated coach by the LSA who will visit them and their line manager at their workplace throughout the apprenticeship. The LSA coach will be in contact with the apprentice to support, mentor, review and plan progress throughout the apprenticeship.

### End Assessment

The end point assessment will commence when the employer, apprentice and LSA coach are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard.

**Details of the assessment process can be found on the back page.**

Contact us for more information.

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# Standard

Express delivery operatives must have the following core skills, knowledge and behaviour.

	Knowledge and Understanding	Skills	Behaviours
Technical Operations	Range of express delivery services offered to domestic and business customers; concept of 'the last mile', deliveries of all types of goods, care of perishable items, collections and returns across multiple brands, concept of reverse logistics.	Deliver goods to customer premises; load and unload goods in a safe way that ensures the safety and condition of the goods and correctly relates to the delivery schedule.	Acts as a company ambassador.
	Learn and maintain UK geographic and local road network knowledge to plan and check routes. Road map reading, use of satellite navigation and postcodes to locate addresses.	Plan and track progress against a schedule, using equipment where required e.g. scheduling software, satellite navigation.	Shows pride in work: integrity, aims for excellence, time management.
	Brand presentation related to delivery transport, uniform and sender especially where multiple brands are carried.	Interpret delivery/collection schedules; follow route instructions and company policies and instructions related to collections, deliveries, failed deliveries and returns.	Engages positively with colleagues and clients.
	Operating policies and instructions relating to click and collect drop points, collections and returns. The principles of customer service and service delivery.	Consistently meet customer expectations, respond to customers' needs and identify ways to improve customer service.	Strives to improve service quality.
	Hardware and software used to plan and manage deliveries and collections including hand-held devices to verify and record deliveries and provide real time tracking.  Numeracy required to calculate load weights, dimensions, pricing schedules, assessing the dimensions of internet-generated returns.	Verify delivery or collection of goods. Use manual and ICT systems to confirm delivery and collection and to authorise or make payments for goods where required.	Is proactive in working with colleagues to resolve problems which might affect deliveries and collections.
	Principles of commercial and common contract law as applied to express delivery businesses. Principles and laws relating to self-employment in express delivery services.  The laws and regulations applying to traffic, transport operations, and to specific goods e.g. hazardous goods.	Comply with the law and with contracts to provide express delivery, postal and courier services.  Work safely in accordance with employment law and traffic law. Where required, operate vehicles to DVSA standards to ensure safety of others and a green environmental impact, minimising fuel use, noise and congestion.  Operate equipment provided to move, collect and deliver goods and when required use any systems and ancillary equipment in compliance with company instructions.  Comply with legal and regulatory requirements relating to express delivery services and where required, with a contract from a client company.	Takes personal responsibility for the environmental impacts of express delivery, postal and courier services and strives to reduce those impacts.  Is mindful of the needs of pedestrians and other road users.
	How personal health and lifestyle impacts on ability to work safely and efficiently. The elements of an appropriate, balanced diet and the range of exercises and fitness regimes or techniques that will ensure and maintain fitness for work.  Legal and safe procedures, including the manufacturers' instructions for installing electrical and other goods when these are part of delivery services.	Uses diet, exercise and fitness techniques appropriate to job role.  Where required to carry out basic installation of goods, use correct manual handling techniques and use correct tools and equipment in compliance with manufacturers installation instructions.	Adopts a healthy lifestyle, eats a balanced diet and takes regular exercise to ensure and enhance own health and fitness to work.

# Standard

Express delivery operatives must have the following core skills, knowledge and behaviour.

	Knowledge and Understanding	Skills	Behaviours
<b>Financial</b>	The business models for express delivery services; employed and self-employed couriers, types of contract and payment processes used by companies where costs occur in the business process.	Work in a way that minimises business costs while meeting customer requirements.	Acts with integrity and honesty in all financial dealings, astute in work activities and acts credibly.
<b>Safety</b>	Health and safety and specific security regulations related to goods carried and how these impact on duties.	Comply with rules and regulations relating to the movement and handling of items, handling goods correctly using lifting and other equipment where appropriate.	Shows concern about the safety of self, customers and the wider public.
	The principles of safe manual handling and the correct use of trolleys and lifting equipment.	Apply safeguarding policy whenever deliveries involve young persons or vulnerable adults.	Follows organisations' security policies during deliveries.
	The potential environmental and air pollution hazards associated with express delivery, postal and courier services in urban and rural environments.	Maintain the health, safety and security of self, colleagues and customers during deliveries.	Follows safeguarding policies during deliveries to young persons or vulnerable adults.
	National legislation and own organisations policy with regard to safeguarding young people and vulnerable adults.	Carry out appropriate daily equipment or vehicle checks and rectify or report faults.	When riding or driving vehicles, adopts a defensive driving approach.
<b>Contingencies</b>	Principles of initial risk assessment of load prior to commencing duties. Dynamic risk assessment during deliveries.	Apply dynamic risk assessment principles to plan and respond to changing circumstances e.g. footpath closures, road diversions, incidents and accidents.	Is calm under pressure and focused on solutions not problems.
<b>Progression</b>	On completion of this Standard, 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.		
<b>Entry requirements</b>	Individual employers will set the selection criteria for their Apprenticeships.		
<b>Qualifications</b>	Apprentices without Level 1 English and Maths will need to achieve this level and take the test for Level 2 English and Maths prior to taking the end point assessment.		
<b>Recognition</b>	This Apprenticeship is supported by the Institute of Couriers (IOC) and Apprentices will automatically be eligible for Associate Membership of this industry professional body as the programme will provide sufficient knowledge and sector experience to satisfy the requirements for IOC entry.		
<b>Review</b>	The Standard will be reviewed after 3 years.		

NOTE: Driving licence acquisition is not co-funded by government as part of this apprenticeship.

# Independent End Point Assessment

The end point assessment will only commence once the employer, apprentice and the LSA coach are confident that the apprentice has developed all the knowledge, skills and behaviours defined in the apprenticeship standard and clearly evidenced by the on programme progression review meetings.

The independent end assessment ensures that all apprentices consistently achieve the industry set progression standard that has been defined by employers. It can commence at any point once the apprentice is competent after the twelve month minimum period of learning and development. Prior to end point assessment the functional skills in maths and English components of the apprenticeship must be successfully completed.

## Summary of Independent End Point Assessment process

The apprentice will be assessed to the apprentice standard using 3 assessment methods. The assessment is synoptic, i.e. it takes a view of the overall performance of the apprentice in their job. The assessment activities will be completed by the independent end point assessment organisation as follows:

Assessment activity	Format	Details
On demand knowledge and behaviour test	Short answer and scenario based test of approximately 45 minutes comprising of 25 questions	<ul style="list-style-type: none"><li>• Can be undertaken either on the employers premises or off site</li><li>• A 25% weighting</li><li>• Externally set and marked automatically by the assessment organisation</li></ul>
Practical role simulation	Approximately 45 minute practical demonstration covering technical operations, safety and contingency planning	<ul style="list-style-type: none"><li>• A 50% weighting</li></ul>
Professional discussion	A 30 minute discussion led by the independent end assessor involving the apprentice and employer	<ul style="list-style-type: none"><li>• Focussing on areas of the standard</li></ul>

All 3 parts of the standard are equally weighted.

## Completion

The independent end assessor confirm that each assessment element has been completed. The apprenticeship includes pass and distinction grades with the final grade based on the apprentice's combined performance across each assessment activity. In order to pass, the apprentice is required to pass each of the assessments. Should an apprentice fail one assessment this should be retaken as soon as the apprentice is ready and when practical for the business.

For more information on the grading criteria refer to the apprenticeships standard assessment plan:  
[findapprenticeshiptraining.sfa.bis.gov.uk](https://findapprenticeshiptraining.sfa.bis.gov.uk)

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Contact us for more information.

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