

**Express Delivery Operative**  
**Level 2 Apprenticeship Standard**  
**End-Point Assessment Plan**

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## 1. Introduction

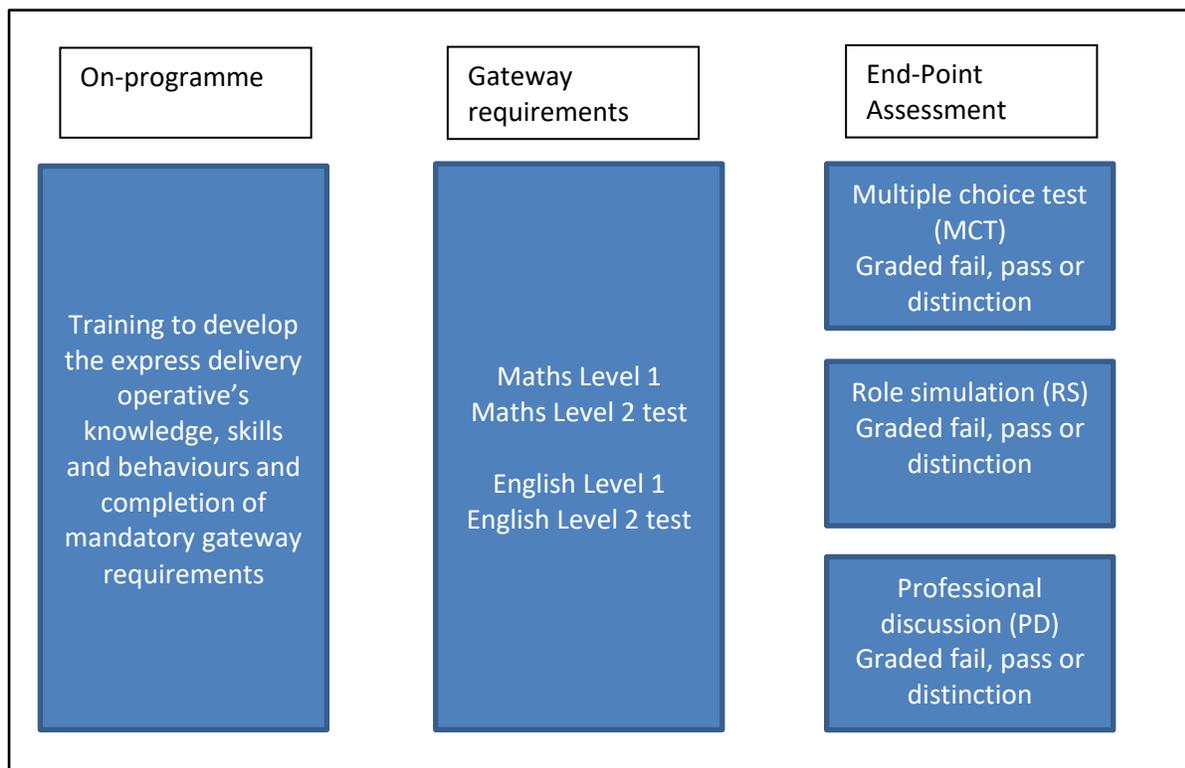
This document sets out the requirements for end-point assessment (EPA) for the Express Delivery Operative Level 2 apprenticeship standard ST0103. This EPA plan is for employers, education and training providers, independent end-point assessors and other apprenticeship stakeholders that are responsible for the assessment of the Express Delivery Operative apprenticeship. The Express Delivery Operative apprenticeship was developed by employers for learners who are entering a career as a delivery operative within the Express Delivery industry. This plan has been developed by a group of employers from the express delivery sector.

The sole focus of the EPA plan is the end-point assessment which is undertaken by an apprentice at the end of their apprenticeship. The end-point assessment in this plan contains three components: a multiple choice test, a role simulation and a professional discussion, which together provide a robust process to ensure a consistent outcome.

The EPA must be completed within 3 months of the EPA gateway. Performance in the EPA will determine the apprenticeship grade of fail, pass or distinction.

The Express Delivery Operative Standard does not include acquisition of a Driving Licence for any class of vehicle. Where it is appropriate to the job role, employers are able to provide licence acquisition training and testing alongside the apprenticeship but this does not form part of the assessment requirements set out in this plan and as stated in the Standard, driving licence acquisition is not co-funded by government as part of the apprenticeship.

Diagram 1: Summary of Express delivery Operative end-point assessment



## 2. Training programme and on-programme assessment

The training aspect of this apprenticeship will take a minimum of 12 months to complete. It is recommended that there are quarterly meetings between the employer, apprentice and training organisation to assess the apprentice's development of competency and performance in the workplace. These will inform the decision to enter the apprentice for their end-point assessment.

Any references in this document to the training programme or on-programme assessment are for guidance only and are recommendations intended to assist employers and training organisations to prepare apprentices for the end-point assessment. These do not form part of the EPA Plan.

## 3. Agreement to Proceed to End-Point Assessment

Once the apprentice has completed their minimum of 12 months of training, a formal meeting must be held with them.

Such meetings will include the relevant people that have responsibility and accountability for the completion of the apprenticeship, for example: the line manager, on-programme assessor and/or a senior manager as appropriate to the business. The employer should work with their training organisation to ensure the end-point assessment requirements are fully understood, seeking additional support and guidance as required.

The purpose of the meeting is to determine if the apprentice is ready to attempt the end-point assessment. The employer may wish to request and/or review reports from any trainers/training providers involved in supporting the apprentice throughout the programme. The reports will help inform the employer's judgement and ensure they are confident in the assessment of the apprentice's readiness to undertake the end-point assessment.

Before being put through to end-point assessment, all apprentices must have completed the English and Mathematics requirements, namely;

- 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'. For those with an education, health and care plan or a legacy statement the apprenticeships English and mathematics minimum requirement is Entry Level 3 and British Sign Language qualifications are an alternative to English qualifications for whom this is their primary language.

Once the employer is satisfied the apprentice meets the requirements, the end-point assessment organisation needs to be notified that the apprentice is ready. The end-point assessment organisation's independent assessor will then contact the employer to arrange the delivery of the end-point assessment.

## 4. Specification for the End-Point Assessment

The end-point assessment ensures that all apprentices achieve Express Delivery Operative Standard. The assessment approach supports consistent and reliable judgements, ensuring independence where required, and contains a range of assessment components and methods including grading.

The three assessment methods, the multiple choice test, role simulation and professional discussion, have been agreed by employers to ensure that the overall assessment process is both broad and rigorous. Table 1 (below) illustrates how the assessment covers all areas and elements of the Standard.

**Table 1: How the Assessment Methods Map to the Standard**

<b>Assessment Method</b>	<b>Areas of Standard Assessed</b>	<b>Elements of Standard Assessed</b>
<b>Multiple Choice Test</b>	Technical Operations Finance Safety Contingencies	Knowledge
<b>Role Simulation</b>	Technical Operations Safety Contingencies	Skills and Behaviours
<b>Professional Discussion</b>	Technical Operations Finance Safety Contingencies	Synoptic: Knowledge, Skills and Behaviours

**4.1 Multiple Choice Test specification:****A multiple choice test taking 45 minutes, covering all four areas of knowledge in the Standard; Technical Operations, Finance, Safety, and Contingencies.**

The multiple choice test must comprise a total of 25 questions which assess the apprentice's understanding across the four areas of knowledge set out in the standard. The assessment will be set and marked by the end-point assessment organisation. It must consist of 20 multiple choice questions to test knowledge and 5 questions based on role scenarios.

Each of the 20 knowledge questions must require one option to be chosen. Five of the 20 multiple choice questions must have 4 response options, five must have 5, five must have 6, and five must have 7 response options.

Each of the five role scenario questions must require the apprentice to choose, from five stated options, the one course of action or solution that is most appropriate to the situation/problem which must be based on a typical express delivery workplace activity.

All apprentices will complete their multiple choice tests onscreen. The test must take place away from the day to day pressures of work and in a 'controlled' environment, which may be on or off the employers' premises. The definition of a 'controlled environment' will be made by the end-point assessment organisation and explained by the independent end-point assessor prior to scheduling the test. This must include environmental requirements such as lighting, space, privacy and the requirements for an invigilator.

The MCT will test knowledge across all elements of knowledge in the standard; it may therefore involve knowledge or a workplace scenario that is not directly applicable to the apprentice's current job role.

## 4.2 Role Simulation Specification:

**A role simulation lasting 40 minutes (with a time tolerance of ten per-cent), which tests the skills and behaviours relating to Technical Operations, Safety, and Contingencies as set out in the Express Delivery Operative Standard.**

**One simulation must be selected from the seven that are available.**

In the EPA, apprentices must carry out the duty in the role simulation while being observed and assessed by an independent assessor. Each role simulation is a simulation of a typical operational duty in Express Delivery and relates to specific training that will have been undertaken during the apprenticeship training programme prior to assessment. The role simulation will allow the apprentice to demonstrate skills and behaviours within the job role.

**The End-Point Assessment Organisation will decide (post-gateway) which one of the seven role simulations the apprentices will be asked to carry out during their EPA.**

The Express Delivery Operative Standard identifies a limited number of Skill elements which only apply where these are part of the apprentice's current job role. These are indicated in the standard by the phrases 'where required' and 'where appropriate'. In selecting the role simulation, the EPAO and the employer must ensure that all skills elements which will be assessed in the simulation are appropriate to the individual apprentice.

Table 3 within the grading section, shows which skills elements of the standard are to be assessed by the Role Simulation. EPAOs must develop Role Simulations which simulate the duties shown below and assess the skills elements shown in Table 3 within the grading section. To ensure that coverage is appropriate, EPAOs may wish to share a role simulation with the EQA prior to its first use for assessment. **The duties covered by role simulations are:**

- 1. Route planning for an urgent delivery** – based on a given urgent, rush customer requirement, use postcodes and maps or software to plan a collection/ delivery route, identifying route restrictions and timings to achieve best delivery time. Apply safeguarding policies during deliveries. Complete documentation (ICT or paper-based), unloading or loading goods. Follow correct organisation procedures for proof of delivery and inform customer and own organisation of such urgent delivery time.
- 2. Preparation and delivery A (Deliveries using a bag, trolley or cycle)** – pre-duty checks including checking a mail delivery bag, trolley or cycle, prepare letters and packages for delivery, deal with incorrectly labelled items, make deliveries, Respond to a dog attack. Apply safeguarding policies during deliveries. Complete documentation (ICT or paper-based), unloading or loading goods. Follow correct organisation procedures to document delivery failure and inform customer and own organisation. Select correct action for re-delivery or collection by customer.
- 3. Deliveries involving installation** – pre-duty checks, deliver and install white goods or electronic equipment into a commercial or domestic environment. Complete documentation (ICT or paper-based). Apply safeguarding policies during deliveries. Follow correct organisation procedures to document delivery failure and inform customer and own organisation. Select correct action for re-delivery or collection by customer.
- 4. Collection of consignments on an express route** – confirm service offer to client, check documentation (ICT or paper-based), check packaging and labelling, re-package a badly packaged item. Follow correct organisation procedures to document collection failure and inform customer and own organisation. Apply safeguarding policies during deliveries. Select correct action for re-collection.

- 5. Preparation and delivery B (Deliveries of non-perishable goods using a van or lorry)** – pre-duty vehicle checks, loading parcels or other non-perishable goods into the delivery vehicle and interacting with a business or domestic customer. Apply safeguarding policies during deliveries. Respond to a dog attack. Complete documentation (ICT or paper-based), unloading or loading goods. Follow correct organisation procedures to document delivery failure and inform customer and own organisation. Select correct action for re-delivery or collection by customer.
- 6. Preparation and delivery C (Deliveries of perishable goods using a van or lorry)** – pre-duty vehicle checks, loading foodstuffs or other perishable goods into the delivery vehicle, maintain condition of goods and interacting with a business or domestic customer, completing documentation (ICT or paper-based), unloading or loading goods. Follow correct organisation procedures to document delivery failure and inform customer and own organisation. Select correct action for re-delivery or collection by customer.
- 7. Preparation and delivery D (Delivery of heavy or large goods using a van or lorry)** – pre-duty vehicle checks, loading heavy (more than 5kg) or large (more than 1 cubic foot), non-uniform goods onto the delivery vehicle and interacting with a business or domestic customer, completing documentation (ICT or paper-based), unloading or loading goods. Follow correct organisation procedures to document delivery failure and inform customer and own organisation. Select correct action for re-delivery or collection by customer.

### **Example of the organisation and conduct of Role Simulation 1**

In developing and conducting a role simulation, EPAOs should follow the practice set out in this detailed explanation of Role Simulation 1, Route Planning. All role simulations, regardless of tasks, should follow the practice set out below:

- The simulation should take place in a relevant office or depot environment.
- Urgency and time targets for the collection, route and delivery should be advised.
- The candidate will be given a five minute briefing on the task and then have 40 minutes to complete the simulated task.
- Candidates must be provided with information (ICT software or paper documents) regarding a customer requirement for service that involves deliveries and collections, this must cover a work duty that will take at least 4 hours.
- Candidates must be provided with (ICT software or paper) road network and postcode maps, information relating to road and parking restrictions and customer requirements for delivery times.
- Candidates must prepare (on ICT software or paper) a delivery schedule which achieves the customer requirements while minimising the distance driven and walked and avoiding any contravention of road or parking regulations.

### **4.3 Professional Discussion:**

**A structured discussion lasting a minimum of 40 minutes, (with a time tolerance of ten per cent) covering knowledge, skills and behaviours across all four areas of the Standard: Technical Operations, Finance, Safety, and Contingencies.**

The discussion will use a template developed by the end-point assessment organisation and will involve the apprentice and their independent end-point assessor. It allows the independent end-point assessor to ask the apprentice questions in relation to:

- Their understanding of their job role, duties and responsibilities
- Specific parts of the training they have received
- Personal development and reflection on the training they have received
- Discuss and reflect on their behaviours in their job role
- Cover any criteria not assessed in the role simulation

**Appropriate questions and expected answer content for this discussion would be:**

- Q. You have arrived at the delivery address with a valuable package and the door is not answered, tell me what you would do and why?
- A. *Organisation procedures, reporting/notification, customer service.*
- Q. You are loading your trolley or vehicle with packages. What do you need to look out for and take into account as you load it?
- A. *Volume/weight, package condition, correctly labelled, delivery sequence.*
- Q. You've returned to base earlier than normal and you've been asked to do additional deliveries and collect a return package. What information will you need in order to be sure you can carry this out?
- A. *Route information, who needs to be at home to make the collection – safeguarding, reaction to being asked to do 'extra' (behaviour).*

The EPAO must ensure that the apprentice has been informed by the employer or training provider about the purpose and format of the professional discussion. As a minimum, the apprentice must be informed at least **10 working days** prior to the discussion.

The discussion can be held either face-to-face or remotely using appropriate technology. In either case, the professional discussion must be conducted in a 'controlled environment' i.e. a quiet room, away from the normal place of work. Where the discussion is not face-to-face, independent end-point assessors must ensure adequate controls are in place to maintain fair and accurate assessment. Each end-point assessment organisation must develop and use a standard template which can be contextualised to each apprentice's workplace, to ensure that standards are secure but independent end-point assessors are able to focus on key areas for confirmation of performance and effective appraisal of the evidence base. This will ensure that consistent approaches are taken and that all key areas are appropriately explored.

The independent end-point assessor will make the final decision as to the outcome of the professional discussion. The template will record full details of the outcome.

Table 4 within the grading section, shows which knowledge, skills and behaviour elements of the standard are to be assessed by the professional discussion.

**5. Grading of assessments**

An Independent Assessor appointed by the End-Point Assessment Organisation (see section 7 below) will administer the assessment of the role simulation and professional discussion components of the end-point assessment outlined in this plan. They will have the responsibility to make the decision on the grade of these two components and will determine the final grade based on the guidance provided in this plan. They will then produce a report on their assessment of the apprentice and the rationale for their decision on the final grade.

The apprenticeship includes Fail, Pass and Distinction grades for the Multiple Choice, Role Simulation and Professional Discussion components of the end-point Assessment.

**5.1 Knowledge, Skills and Behaviours by assessment method****Key**

<b>Assessment Method</b>	<b>Abbreviation</b>
Multiple Choice Test	MCT
Role Simulation	RS
Professional Discussion	PD

Ref.	Knowledge to be assessed	MCT	RS	PD
TO1	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, services, concept of reverse logistics	X		
TO2	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	X		
TO3	Brand presentation related to delivery transport, uniform and sender especially where multiple brands are carried	X		
TO4	Operating policies and instructions relating to click and collect drop points, collections and returns. The principles of customer service and service delivery	X		
TO5	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	X		
TO6	Numeracy required to calculate load weights, dimensions, pricing schedules, assessing the dimensions of internet-generated returns	X		
TO7	Principles of commercial and common contract law as applied to express delivery businesses. Principles and laws relating to self-employment in express delivery service	X		
TO8	The Laws and Regulations applying to traffic, transport operations, and to specific goods e.g. hazardous goods	X		
TO9	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			X
TO10	Legal and safe procedures, including the manufacturers' instructions for installing electrical and other goods when these are part of delivery services	X		
FT1	The business models for express delivery services; employed and self-employed couriers, types of contract and payment processes used by companies	X		
FT2	Where costs occur in the business process			X
SF1	Health and safety and specific regulations related to goods carried and how these impact on duties	X		
SF2	The principles of safe manual handling and the correct use of trollies and lifting equipment	X		
SF3	The potential environmental and air pollution hazards associated with express delivery, postal and courier services in urban and rural environments	X		
SF4	National legislations and own organisations policy with regard to safeguarding young people and vulnerable adults			X
CT1	Principles of initial risk assessment of load prior to commencing duties. Dynamic risk assessment during deliveries	X		

Ref.	Skills to be assessed	MCT	RS	PD
TO11	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		X	
TO12	Plan and track progress against a schedule, using equipment where required e.g. scheduling software, satellite navigation		X	X

TO13	Interpret delivery/collection schedules; follow route instructions and company policies and instructions related to collections, deliveries, failed deliveries and returns		X	
TO14	Consistently meet customer expectations, respond to customer's needs and identify ways to improve customer service		X	X
TO15	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		X	
TO16	Comply with the law and with contracts to provide express delivery, postal and courier services			X
TO17	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			X
TO18	Operate equipment provided to move, collect and deliver goods and when required use any systems and ancillary equipment in compliance with company instructions		X	
TO19	Comply with legal and regulatory requirements relating to express delivery services and where required, with a contract from a client company		X	
TO20	Uses diet, exercise and fitness techniques appropriate to job role			X
TO21	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		X	X
FT3	Work in a way that minimises business costs while meeting customer requirements		X	X
SF5	Comply with rules and regulations relating to the movement and handling of items, handling goods correctly using lifting and other equipment where appropriate		X	
SF6	Apply safeguarding policy whenever deliveries involve young persons or vulnerable adults		X	
SF7	Maintain the health, safety and security of self, colleagues and customers during deliveries		X	
SF8	Carry out appropriate daily equipment or vehicle checks and rectify or report faults		X	
CT2	Apply dynamic risk assessment principles to plan and respond to changing circumstances e.g. footpath closures, road diversions, incidents and accidents		X	X

Ref.	Behaviours to be assessed	MCT	RS	PD
TO22	Acts as a company ambassador		X	
TO23	Shows pride in work: integrity, aims for excellence, time management		X	
TO24	Engages positively with colleagues and clients			X
TO25	Strives to improve service quality			X
TO26	Is proactive in working with colleagues to resolve problems which might affect deliveries and collections			X
TO27	Takes personal responsibility for the environmental impacts of express delivery, postal and courier services and strives to reduce those impacts			X
TO28	Is mindful of the needs of pedestrians and other road users			X
TO29	Adopts a healthy lifestyle, eats an appropriate, balanced diet and takes regular exercise to ensure and enhance own health and fitness to work			X
FT4	Acts with integrity and honesty in all financial dealings, astute in work activities and acts credibly			X
SF9	Shows concern about the safety of self, customers and the wider public		X	
SF10	Follows organisations security policies during deliveries		X	

SF11	Follows safeguarding policies during deliveries to young persons or vulnerable adults		X	
SF12	When riding or driving vehicles, adopts a defensive driving approach			X
CT3	Is calm under pressure and focused on solutions not problems		X	

## 5.2 Grading of Assessment Methods

Table 2 shows an overview of the areas of the standard that are covered by each assessment method and how each assessment method is graded

**Table 2: Grading of each Assessment Method**

Assessment Component	Areas Assessed	Element Assessed	Grading
<b>Multiple Choice Test</b>	Technical Operations Finance Safety Contingencies	Knowledge	Fail = a mark of 14/25 or less Pass = a mark between 15/25 and 19/25 Distinction = a mark of 20/25 or more
<b>Role Simulation</b>	Technical Operations Safety Contingencies	Skills Behaviours	Fail/Pass/Distinction
<b>Professional Discussion</b>	Technical Operations Finance Safety Contingencies	Knowledge Skills Behaviours	Fail/Pass/Distinction

## 5.3 Grading of the Multiple Choice Test

Knowledge is assessed through the Multiple Choice Test. Fail, Pass or Distinction is determined solely by the test score shown in Table 2.

## 5.4 Grading Descriptors for the Role Simulation

Skills and behaviours are assessed through the Role Simulation. Fail, Pass or Distinction is determined by the criteria that the apprentice achieves as outlined in **Table 3**.

- To achieve a fail apprentices will **not** have achieved all of the pass criteria outlined below
- To achieve a pass apprentices will achieve all of the pass criteria outlined below
- To achieve a distinction apprentices will achieve all of the pass and distinction criteria outlined below

**Table 3 (overleaf) shows the skills and behaviour elements of the standard which are to be assessed by the Role Simulation.**

TABLE 3

Skills	Grading Descriptors – Role Simulation (Show it)		
	Fail	Pass	Distinction
<b>Technical Operations (TO)</b>	TO11 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. Role Simulations: 1, 2, 3, 4, 5, 6, 7.		
TO11.1 Deliver goods to customer premises	Individual did not meet the pass criteria.	Showed goods loaded and unloaded safely and delivered without damage on schedule.	Achieved all of the pass criteria and achieved ahead of schedule.
TO11.2 Load and unload goods in a safe way	Goods not shown to be delivered. Load and unloading not safe.		
TO11.3 Load and unload maintaining condition of goods	Goods damaged while load and unloading.		
TO11.4 Maintain delivery schedule to customer premises	Delivery schedule not achieved.		
	TO12 Plan and track progress against a schedule, using equipment where required e.g. scheduling software, satellite navigation. Role Simulation: 1.		
TO12.1 Plan a schedule of collections and deliveries	Individual did not meet the pass criteria.	Planned schedule and tracked progress for collection and deliveries.  Used sat navigation where available.	Achieved all of the pass criteria and showed use of route planning software and sat navigation where available.
TO12.2 Track progress of collections and deliveries	No show of schedule planned. Progress not tracked.		
TO12.3 Use software packages for scheduling routes	No use of software to schedule routes.		
TO12.4 Use equipment for locations, sat nav if available	No understanding of sat nav where available.		
	TO13 Interpret delivery/ collection schedules; follow route instructions and company policies and instructions related to collections, deliveries, failed deliveries and returns. Role Simulations: 1, 2, 3, 4, 5, 6, 7.		
TO13.1 Understand collection and delivery schedules	Individual did not meet the pass criteria.	Understood schedule and route for collection and delivery and dealt with a failed delivery and a return.	Achieved all of the pass criteria and able to show recognition of improvement in route schedule.

TO13.2 Understand route instructions for collections and deliveries	No understanding of collection and delivery schedules.		
TO 13.3 Deal with failed delivery and returns within schedule and policy	Failed to understand route. Did not deal with failed delivery or returns.		
	TO14 Consistently meet customer expectations, respond to customer's needs and identify ways to improve customer service. Role Simulation: 1		
TO14.1 Achieve timed delivery and collection within the schedule	Individual did not meet the pass criteria.	Achieved a timed delivery to schedule and responded to customer need for re-delivery.	Achieved all of the pass criteria and explained advice to customer of schedule for re-delivery.
TO14.2 Review schedule to client change – re-delivery	Failed to explain timescale for delivery on schedule. Unable to change schedule for customer need.		
	TO15 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. Role Simulations: 1, 2, 3, 4, 5, 6, 7.		
TO15.1 Getting proof of collection or delivery, use paper or ICT	Individual did not meet the pass criteria.	Proof verified for collection or delivery of goods and payment made to collect such goods where appropriate.	Achieved all of the pass criteria and gained both signature and print for clarity.
TO15.2 Deal with payment transactions for collection and deliveries	No proof of collection or delivery achieved. Payment not made.		
	TO18 Operate equipment provided to move, collect and deliver goods and when required use any systems and ancillary equipment in compliance with company instructions. Role Simulations: 1, 2, 3, 4, 5, 6, 7.		
TO18.1 Identify goods that need equipment to move	Individual did not meet the pass criteria.	Identified goods needing equipment to move and used that equipment correctly and within company instructions.	Achieved all of the pass criteria and Identified a group of goods that could be moved together using equipment.
TO18.2 Use such equipment correctly and within company instructions	Did not identify goods needing equipment to move. Did not use equipment to move goods correctly and within company instructions.		

	TO19 Comply with legal and regulatory requirements relating to express delivery services and where required, with a contract from a client company. Role Simulations: 1, 2, 3, 4, 5, 6, 7.		
TO19.1 Recognise law and regulations such as safeguarding and protect	Individual did not meet the pass criteria.	Understanding of law and regulations relating to express delivery such as rules for dealing with hazardous goods and clients own regulations for goods.	Achieved all of the pass criteria and detailed knowledge, able to name four hazardous goods likely to be found in Express deliveries.
TO19.2 recognise law and regulations for movement of goods such as hazards	No knowledge of safeguarding.		
TO19.3 Recognise client regulations for their goods	No knowledge of law and regulations for movement of goods. No understanding of client regulations for their own goods.		
	TO21 Where required to carry out basic installation of goods, use correct manual handling techniques and use correct tools and equipment in compliance with manufacturer's installation instructions. Role Simulation 3.		
TO21.1 Where required, correctly build or install delivered goods	Individual did not meet the pass criteria where install and delivery required.	Built and installed goods where required, using safe manual handling with correct tools to guidance of manufacturer's instructions.	Achieved all of the pass criteria and connected goods where required & appropriate and checked they were working.
TO21.2 Use correct manual handling for such build or installation of goods	Failed to build or install goods. Unable to show how to handle goods in correct manner.		
TO21.3 Build or install goods within manufacturer's instructions	Unable to build goods to manufacturer's instructions.		
<b>Financial (FT)</b>	FT3 Work in a way that minimises business costs while meeting customer requirements. Role Simulation: 4.		
FT3.1 Show ability to minimise business cost of deliveries (time and route)	Individual did not meet the pass criteria.	Identified cost of different services to customers from same and next day rate cards etc.	Achieved all of the pass criteria and Identified three service variations of same day, next day and multi day delivery schedules from rate cards or sales material.
FT3.2 optimise customer offer to cost (time and value for same /next day etc.)	Did not understand business costs. Did not explain cost of different services.	Showed understanding and explained cost of delivery failure to operator.	
FT3.3 Minimise business cost of delivery failure and returns	No understanding cost of delivery failure to operator.		

<b>Safety (SF)</b>	SF5 Comply with rules and regulations relating to the movement and handling of items, handling goods correctly using lifting and other equipment where appropriate. Role Simulations: 1, 2, 3, 4, 5, 6, 7.		
SF5.1 Understand rules and regulations show where to find them  SF5.2 Show good handling of goods  SF5.3 Show lifting of goods and use of equipment where appropriate	Individual did not meet the pass criteria.  Unable to show any rules and regulations or identify where they may be found.  Did not handle goods.  Did not use equipment and or did not lift goods.	Handled and moved goods correctly within rules and regulations, used equipment where appropriate, such as heavy goods.	Achieved all of the pass criteria and identified two more types of goods where regulations may be found for their movement.
	SF6 Apply safeguarding policy whenever deliveries involve young persons or vulnerable adults. Role Simulations: 1, 2, 3, 4, 5, 6, 7.		
SF6.1 Identify young or vulnerable people at collection or delivery point  SF6.2 Apply safeguarding policy where identified appropriate	Individual did not meet the pass criteria.  Did not show understanding of age of people at collection or delivery point.  Did not show understanding of safeguarding policy.	Challenged age and vulnerability of person at delivery or collection, used safeguarding policy correctly.	Achieved all of the pass criteria and identified goods likely to conflict with collection or delivery such as age related DVDs, alcohol etc.
	SF7 Maintain the health, safety and security of self, colleagues and customers during deliveries. Role Simulations: 1, 2, 3, 4, 5, 6, 7.		
SF7.1 Identify dangers to self, colleagues and customers  SF7.2 identify delivery zones prone to animal attack  SF7.2 Maintain health, safety and security	Individual did not meet the pass criteria.  Did not show how to identify danger.  Did not see possibility of animal attack, (mind the dog sign).  Did not maintain health, safety or security.	Recognised danger at delivery or collection point, acted to maintain health safety and security.	Achieved all of the pass criteria and having identified a danger zone explained option to leave delivery at neighbouring property.
	SF8 Carry out appropriate daily equipment or vehicle checks and rectify or report faults. Role Simulations: 1, 2, 3, 4, 5, 6, 7.		

SF8.1 understand daily equipment and vehicle checks	Individual did not meet the pass criteria.	Showed understanding of equipment checks and carried out those checks.	Achieved all of the pass criteria and rectified equipment where check identified fault, (such as tyre inflation).
SF8.2 Carry out such checks, rectify where appropriate or report	Did not identify equipment to check.  Did not carry out checks.		
<b>Contingencies (CT)</b>	CT2 Apply dynamic risk assessment principles to plan and respond to changing circumstances e.g. footpath closures, road diversions, incidents and accidents. Role Simulation: 1		
CT2.1 Show dynamic risk assessment to footpath closures	Individual did not meet the pass criteria.	Showed adapting delivery route when faced with road or footpath closure advice, explained a dynamic assessment when dealing with an incident or accident on delivery or collection route.	Achieved all of the pass criteria and explained communication procedure when a footpath, road closure, incident or accident occurred on route.
CT2.2 Show dynamic risk assessment to road diversions (new routes)	Did not identify closed footpath as a risk.  Did not show road diversion as a problem.		
CT2.3 Show dynamic assessment to incidents and accidents on route	No awareness accident may slow delivery.		

<b>Behaviours</b>	<b>Grading Descriptor – Role Simulation</b> (Live it)		
	<b>Fail</b>	<b>Pass</b>	<b>Distinction</b>
<b>Technical Operations (TO)</b>	TO22 Acts as a company ambassador. Role Simulations: 1, 2, 3, 4, 5, 6, 7.		
TO22.1 Life in the brand, logo, paperwork	Individual did not meet the pass criteria.	Showed ethos of life in the brand of an Express operator.	Achieved all of the pass criteria and showed a mission statement or sales document of the brand.
TO22.2 Uniform/clothing as part of the job – cleaning it etc.	Unable to show a company brand in Express delivery.	Identified logo and brand most appropriate on clothing or equipment.	
TO22.3 Ambassador from bag to vehicle, cleaning it	Unable to identify valid uniform or id for brand or recognise it needs cleaning.	Identified appropriate equipment from a choice of clean and dirty.	

	Unable to identify delivery bag/box or clean equipment, cycle or vehicle.		
	TO23 Shows pride in work: integrity, aims for excellence, time management. Role Simulations: 1, 2, 3, 4, 5, 6, 7.		
TO23.1 pride in work and positive attitude  TO23.2 Integrity in work	Individual did not meet the pass criteria.  Showed no pride in work and displayed a negative attitude to express delivery. (Packages can be late and it does not matter if package is lost) Showed no integrity in procedure to deliver goods.	Showed pride in express delivery, able to identify a positive mission statement, then identified most appropriate service (client asks for a cost efficient delivery that is not urgent.) Showed best choice on a service option card.	Achieved all of the pass criteria and showed integrity, identifying constraint of a package not appropriate for a service. (This package identified hazardous cannot go on 9am next day letter etc.).
<b>Safety (SF)</b>	SF9 Shows concern about the safety of self, customers and the wider public. Role Simulations: 1, 2, 3, 4, 5, 6, 7.		
SF8.1 Living inside a safe and healthy environment  SF8.2 Health and safety of customers  SF8.3 Health and safety of the wider public	Individual did not meet the pass criteria.  Unable to identify danger such as a flat tyre on cycle or trolley.  Unable to identify warning labels for hazardous goods.  Unable to identify danger signs such as dog or roadworks.	Able to identify danger from labels or signs such as 'beware of the dog' 'hazardous goods' 'sharp objects in package.' Place such labels in order of danger to self, customer or wider public.	Achieved all of the pass criteria and able to grade danger, placing signs or labels in order of gravity of danger, such as 'wet paint on gate' 'beware of guard dog'.
	SF10 Follows organisations security policies during deliveries. Role Simulations: 1, 2, 3, 4, 5, 6, 7.		
SF9	Individual did not meet the pass criteria.  Unable to show actions appropriate to security of goods when delivered such as proof of delivery.	Able to show actions for security policy delivery, collecting proof of delivery by electronic or signature.  Able to show challenge when customer may be young and goods are over 18 such as alcohol.	Achieved all of the pass criteria and able to show action taken when customer absent such as leave with neighbour or secure drop location and photo.
	SF11 Follows safeguarding policies during deliveries to young persons or vulnerable adults. Role Simulations: 1, 2, 3, 4, 5, 6, 7.		
SF10	Individual did not meet the pass criteria.	Showed challenge to identify young or vulnerable adult, showed delivery	No distinction grade.

	Unable to recognise young or vulnerable person at delivery point.	actions within the safeguarding policy when delivering.	
<b>Contingencies (CT)</b>	CT3 Is calm under pressure and focused on solutions not problems. Role Simulations: 1, 2, 3, 4, 5, 6, 7.		
CT3.1 Living and working in a calm manner	Individual did not meet the pass criteria.	Showed professional manner when given a timed delivery action.	Achieved all of the pass criteria and showed positive communication when making delivery action to explain the delay.
CT3.2 Coping with time and value in express deliveries	Unable to show calm when delivery is no longer possible in time constraint.  Failed to make such delivery in added time constraint.	Showed calm when same delivery action is interrupted with a delay. (such as use stairs, lift is no longer working) (Find letter that has become mixed into many in delivery bag).	

### 5.5 Grading Descriptors for the Professional Discussion

Knowledge, skills and behaviours are assessed through the Professional Discussion. Fail, Pass or Distinction is determined by the criteria that the apprentice achieves as outlined in table 4.

- To achieve a fail apprentices will **not** have achieved all of the pass criteria outlined below
- To achieve a pass apprentices will achieve all of the pass criteria outlined below
- To achieve a distinction apprentices will achieve all of the pass and distinction criteria outlined below

**Table 4 (overleaf) is broken into three sections, knowledge, skills and behaviour with elements of the standard which are to be assessed by the synoptic Professional Discussion.**

Table 4

<b>Knowledge</b>	<b>Grading Descriptors – Professional Discussion</b> (Know it)		
	<b>Fail</b>	<b>Pass</b>	<b>Distinction</b>
<b>Technical Operations (TO)</b>	TO9 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. 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 maintaining personal health	Individual did not meet the pass criteria.	Stated contents of a balanced diet.  Identified a range of exercises and fitness regimes.  Identified shift pattern impact on lifestyle.	Achieved all of the pass criteria and the following:-  Explained impact of a balanced diet and fitness regimes on more than one work styles, walking bike or van delivery operative.
<b>Financial (FT)</b>	FT2 Where costs occur in the business process. Professional Discussion		
FT 2.1 Costs in the express process for mail failure, returns and not at this address  FT 2.2 Costs in operations equipment, from bag to trolley walking to wheels and operational equipment	Individual did not meet the pass criteria.	Identified returns and failed deliveries that create cost.  Identified operational equipment costs and stated loss or damage of equipment created more costs.	Achieved all of the pass criteria and the following:-  Explained returned delivery costs were most expensive part of client chain.
<b>Safety (SF)</b>	SF4 National legislations and own organisations policy with regard to safeguarding young people and vulnerable adults. Professional Discussion		
SF4.1 Working in vulnerable environments impacting on personal safety  SF4.2 Guidance with regard to safeguarding  SF4.2 Policy on young people and vulnerable adults	Individual did not meet the pass criteria.	Stated national policy on safeguarding. Identified vulnerable individuals and environments they may be found in.	Achieved all of the pass criteria and the following:-  Explained parcels that may be related to vulnerably individuals such as alcohol and over 18 items.

<b>Skills</b>	<b>Grading Descriptors – Professional Discussion</b> (Show it)		
	<b>Fail</b>	<b>Pass</b>	<b>Distinction</b>
<b>Technical Operations (TO)</b>	TO12 Plan and track progress against a schedule, using equipment where required e.g. scheduling software, satellite navigation. Professional Discussion		
TO12.1 Plan a schedule of collections and deliveries	Individual did not meet the pass criteria.	Planned schedule and tracked progress for collection and deliveries.	Achieved all of the pass criteria and the following:-
TO12.2 Track progress of collections and deliveries	No show of schedule planned. Progress not tracked.	Used sat navigation where available.	Showed use of route planning software and sat navigation where available.
TO12.3 Use software packages for scheduling routes	No use of software to schedule routes.		
TO12.4 Use equipment for locations, sat nav if available	No understanding of sat nav where available.		
	TO14 Consistently meet customer expectations, respond to customer's needs and identify ways to improve customer service. Professional Discussion		
TO14.1 Achieve timed delivery and collection within the schedule	Individual did not meet the pass criteria.	Achieved a timed delivery to schedule and responded to customer need for re-delivery.	Achieved all of the pass criteria and the following:-
TO14.2 Review schedule to client change – re-delivery	Failed to explain timescale for delivery on schedule.  Unable to change schedule for customer need.		Explained advice to customer of schedule for re-delivery.
	TO16 Comply with the law and with contracts to provide express delivery, postal and courier services. Professional Discussion		
TO16.1 Understand law of employment in contract with operator	Individual did not meet the pass criteria.	Identified contract or engagement of services with employer or operator.	Achieved all of the pass criteria and the following:-
TO16.2 Understand common law for working practices	Did not show knowledge of employment law or contract of employment.		Explained sector platform variations of self-employment and PAYE.

	TO17 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. Professional Discussion		
TO17.1 Understand match between employment law and traffic law  TO17.2 Operate bicycle, trolley or vehicle safely within traffic law  TO17.3 Operator such vehicle in an environmental friendly way	Individual did not meet the pass criteria.  Did not show understanding of employment or traffic law.  No understanding of law relating to equipment such as bicycle trolley or vehicle.  No understanding of environmentally friendly terms.	Stated match between employment law and traffic law and understood safety and environmental impact of operating bicycle trolley or vehicle.	Achieved all of the pass criteria and the following:-  Explained measures in environmental operation such as safe and fuel efficient driving and recognised wins for cycle and zero emission deliveries.
	TO20 Uses diet, exercise and fitness techniques appropriate to job role. Professional Discussion		
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	Individual did not meet the pass criteria.  No understanding of balanced diet.  No understanding of fitness and exercise regimes.	Identified diet and exercise appropriate to job role and details most appropriate fitness regime.	Achieved all of the pass criteria and the following:-  Described implications of diet, exercise and fitness regimes in other express roles from walking post to heavy vehicle driver.
	TO21 Where required to carry out basic installation of goods, use correct manual handling techniques and use correct tools and equipment in compliance with manufacturer's installation instructions. Professional Discussion		
TO21.1 Where required, correctly build or install delivered goods  TO21.2 Use correct manual handling for such build or installation of goods  TO21.3 Build or install goods within manufacturer's instructions	Individual did not meet the pass criteria where install and delivery required.  Failed to build or install goods.  Unable to show how to handle goods in correct manner.  Unable to build goods to manufacturer's instructions.	Built and installed goods where required, using safe manual handling with correct tools to guidance of manufacturer's instructions.	Achieved all of the pass criteria and the following:-  Connected goods where required & appropriate and checked they were working.

<b>Financial (FT)</b>	FT3 Work in a way that minimises business costs while meeting customer requirements. 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	Individual did not meet the pass criteria.  Did not understand business costs.  Did not explain cost of different services.  No understanding cost of delivery failure to operator.	Identified cost of different services to customers from same and next day rate cards etc.  Showed understanding and explained cost of delivery failure to operator.	Achieved all of the pass criteria and the following:-  Identified three service variations of same day, next day and multi day delivery schedules from rate cards or sales material.
<b>Contingencies (CT)</b>	CT2 Apply dynamic risk assessment principles to plan and respond to changing circumstances e.g. footpath closures, road diversions, incidents and accidents. 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	Individual did not meet the pass criteria.  Did not identify closed footpath as a risk.  Did not show road diversion as a problem.  No awareness accident may slow delivery.	Showed adapting delivery route when faced with road or footpath closure advice, explained a dynamic assessment when dealing with an incident or accident on delivery or collection route.	Achieved all of the pass criteria and the following:-  Explained communication procedure when a footpath, road closure, incident or accident occurred on route.

<b>Behaviours</b>	<b>Grading Descriptor – Professional Discussion</b> (Live it)		
	<b>Fail</b>	<b>Pass</b>	<b>Distinction</b>
<b>Technical Operations (TO)</b>	TO24 Engages positively with colleagues and clients. Professional Discussion		
TO24.1 Works well and interacts with work colleagues  TO24.2 Works well with clients	Individual did not meet the pass criteria.  Failed to explain communication and recognition with colleagues.	Explained importance of Engagement with colleagues and clients, used communication on delivery times as an example. 'This package on this service is likely to arrive between the hours off'.	Achieved all of the pass criteria and the following:-

	Failed to explain communication to clients, handed package and left.		Described communication to clients with an example of delivery time advice.
	TO25 Strives to improve service quality. Professional Discussion		
TO25.1 Understand service quality in express delivery  TO 25.2 Improvement opportunities in service quality such as other services more appropriate, next day, before and after mid-day, Sunday etc.	Individual did not meet the pass criteria.  Did not explain service quality.  Did not explain other time scale services available such as before and after mid-day delivery.	Stated service quality, on time deliveries and other services available such as time slot or next day before and after mid-day or Sunday deliveries.	Achieved all of the pass criteria and the following:-  Described constraints of service time deliveries over distance such as Scottish highlands not same day.
	TO26 Is proactive in working with colleagues to resolve problems which might affect deliveries and collections. Professional Discussion		
TO26.1 Delivery and collection problems such as distance to far for service provision. Scottish Highlands same day etc.  TO26.2 Delivery and collection problems from external events, weather, accident or road closure  TO26.3 Communication of problems effecting collection or delivery to colleagues	Individual did not meet the pass criteria.  Unable to explain problems affecting delivery or collection, no knowledge of constraints of package weight, distance to delivery or damage that may be incurred by weather.	Described delivery and collection problems in the time and distance relationship to the journey of the packets and goods.  Explained external problems such as accident or road closure.  Explained weather constraints, rain, sleet and snow delays.  Explained communicating such problems to colleagues, road closure advice for key routes.	Achieved all of the pass criteria and the following:-  Stated one constraint from below:  <ul style="list-style-type: none"> <li>The problem of overweight packages for services, 25kg box booked on cycle delivery needs a van to resolve the problem of collection.</li> <li>Poor weather conditions for a package not waterproof, fragile needs care, explain to colleagues or stamp or mark fragile etc.</li> </ul>
	TO27 Takes personal responsibility for the environmental impacts of express delivery, postal and courier services and strives to reduce those impacts. Professional Discussion		
TO27.1 Environmental impact of Express delivery  TO27.2 Clean air, pollution from vehicles	Individual did not meet the pass criteria.	Explained environmental impact of express delivery, clean air and vehicle fuel pollution.  Explained alternative power vehicles.  Explained congestion and clean air access zones for inner cities.	Achieved all of the pass criteria and the following:-  Identified ultra-low emission vehicles and zero emission vehicles for inner city delivery.

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 Is mindful of the needs of pedestrians and other road users. Professional Discussion		
TO28.1 Operating or driving a delivery vehicle in a defensive manner	Individual did not meet the pass criteria.	Stated implications to others when operating or driving delivery equipment or vehicle on road or pavement.	Achieved all of the pass criteria and the following:-
TO28.2 Parking delivery equipment or vehicle to make collection or delivery	Unable to explain impacts on others with delivery equipment or delivery vehicle.  Unable to explain implication of parking when blocking access.	Explained needs of access by others such as all access agents at delivery point.	Explained impact of parking delivery equipment or vehicle restricting access on pavement or road.
	TO29 Adopts a healthy lifestyle, eats an appropriate, balanced diet and takes regular exercise to ensure and enhance own health and fitness to work. Professional Discussion		
TO29.1 Lives a healthy personal lifestyle	Individual did not meet the pass criteria.	Stated a healthy lifestyle with appropriate diet and exercise in express role.	Achieved all of the pass criteria and the following:-
TO29.2 Eats a balanced and healthy diet	Unable to explain what living a healthy lifestyle is.	Explained difference of lifestyle between walking post and light van driver in terms of healthy diet and appropriate exercise.	Explained shift pattern impact on sleep for express roles at early or late hours of shifts.
TO29.3 Lifestyle match to job role with regular exercise	Unable to explain a healthy diet.  Unable to explain regular balanced exercise impact on lifestyle.		
<b>Financial (FT)</b>	FT4 Acts with integrity and honesty in all financial dealings, astute in work activities and acts credibly. Professional Discussion		
FT4.1 Lives integrity and honesty in all personal financial dealings (Tax NIS Self-employment)	Individual did not meet the pass criteria.	Stated life value of integrity and honesty in dealing with pay and fees, packages and financial dealings with express delivery services.	Achieved all of the pass criteria and the following:-
FT4.2 Lives integrity and honesty goods (security of packages)	Unable to explain integrity and honesty.  Unable to explain financial dealings or value of security of goods.		Explained future customer value from action of integrity and honesty.

FT4.3 Lives integrity and honesty in commercial dealings (quotes and payments for deliveries)	Unable to explain receipts or proofs for collection or delivery.		
<b>Safety (SF)</b>	SF12 When riding or driving vehicles, adopts a defensive driving approach. Professional Discussion		
SF12	Pass only where specific role appropriate to vehicle.  Pass if able to explain benefits of defensive driving to safety of self and others.  No distinction grade.		

## 5.6 Overall Grading of Apprenticeship

The multiple choice test score will determine the grade for that part of the end-point assessment, while the independent end-point assessor is responsible for awarding a grade in the role simulation and professional discussion. From the Multiple Choice Test, Role Simulation and Professional Discussion grades, the independent end-point assessors will aggregate performance to determine the overall assessment outcome of Fail, Pass or Distinction based on the following rules:

**Pass:** A minimum of a pass must be achieved separately in each of the three assessment components if the apprentice is to pass the end-point assessment. An overall pass mark will therefore only be awarded where the apprentice scores a minimum of 15/25 in the multiple choice test and a minimum of a pass in both the role simulation and professional discussion.

**Distinction:** A distinction requires the apprentice to score a minimum of 20/25 in the multiple choice test and a minimum of a distinction in both the role simulation and professional discussion.

## 6.0 Re-sits and re-takes

Apprentices who fail one or more EPA method will be offered the opportunity to take a resit/retake. Resit/re-takes must not be offered to apprentices wishing to move from pass to distinction. A resit does not require further learning whereas a retake does. A re-sit can only be taken within a minimum of 30 working days and a maximum of 90 working days following their first attempt at the EPA.

If an apprentice fails to meet the overall pass grade after a re-sit, their employer and training provider must review the apprentice's EPA performance and decide whether or not they require further learning and training before attempting to re-take. The employer should then notify the EPAO when they feel the apprentice will be ready to attempt the EPA. The maximum grade awarded for a re-sit or re-take will be capped at a pass grade unless the EPAO identifies exceptional circumstances accounting for the original fail.

## 7.0 Cost of End-Point Assessment

In order to establish the affordability of the Express Delivery Operative apprenticeship, consultations were conducted with the main providers of the current apprenticeships in the logistics sector. We have stressed the importance of a robust assessment gateway process as a way to minimise re-sit costs.

The knowledge test and role simulation can be held in-house of the employer in agreement with the End-Point Assessment Organisation to keep costs at a minimum, however this is for the employer to agree with their End-Point Assessment Organisation.

## 8.0 Internal and External Quality Assurance

### End-Point Assessment Organisations

The End-Point Assessment Organisation (EPAO) must have quality assurance procedures adhering to best practice and their regulator's requirements. These must include minimum occupational competence requirements for assessors and markers, annual assessment and standardisation training for markers and assessors and consistency across test conditions.

The EPAO must have a sound understanding of the express delivery sector and the assessment requirements for this Standard. This must be combined with expertise to develop and administer the assessment tools required and the capability to deliver assessments at the scale and with the levels of service and geographical coverage required.

The EPAO is specifically responsible for:

- Developing 'test banks' of sufficient size to mitigate predictability and review them regularly (and at least once a year) to ensure they are fit for purpose.
- Developing 'practical specification banks' of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure they, and the specifications they contain, are fit for purpose.
- Development of a bank of questions for the professional discussion.

The EPAO must use suitably experienced assessment staff to administer these assessment tools in line with the requirements of this EPA plan. They also need to employ independent assessors who are capable of overseeing and undertaking the role simulation and professional discussion components of assessment, namely:

- Review of any relevant documentation from on-programme elements.
- Administration and marking of the role simulation
- Leading and assessing the professional discussion.

Independent Assessors must meet the general requirements for assessment and verification qualifications and expertise in assessment principles and practices that are laid out by End-Point Assessment Organisations. They must also meet End-Point Assessment Organisation requirements for occupational competence in the express delivery sector. There is no definitive qualification but these may include L2 or L3 vocational qualifications (e.g. NVQ/QCF or SVQ/SCQF) in driving or warehouse operations. They must undertake continuous professional development to maintain their own sectoral knowledge and skills.

In addition, where the assessment involves vehicles and/or lifting and positioning equipment, the Independent Assessor must hold the driving licence (e.g. Category B, C or C+E) or other certification required to operate that vehicle or equipment (e.g. a certificate of recognised fork lift truck training) Independent assessors must meet be able to demonstrate to the EPAO that they possess practical and up-to-date knowledge of current working practices in the express delivery sector, for example through having at least 3 years work experience in the past 10 years in the duties covered by the Express Delivery Operative Standard.

### **Internal Quality Assurance**

Once assessment has been undertaken, the EPAO is responsible for:

- Review performance of knowledge test component.
- Moderation of assessor judgements of the role simulation
- Moderation of assessor judgements of the professional discussion
- Standardisation of overall assessment judgements
- Secure recording and storage of all assessment decisions
- Verification of achievement of apprenticeship certificate and administration of the certification process

Moderation, verification and standardisation of the assessment judgements must be part of the EPAO's internal quality assurance system. The judgement of the independent assessor must be subject to moderation and verification by the EPAO's quality assurance team. Quality assurance team staff must have quality assurance qualifications.

EPAOs will monitor the assessment process and verify the assessment judgements to ensure consistency across assessors. This must be performed on a risk basis, i.e. new or poorly performing assessors must have every element of every assessment quality assured, but established, high performing assessors can be quality assured on a sampling basis, with at least one assessment component being subject to either desk based or live internal quality assurance activity.

EPAOs must hold standardisation events for their assessors at least every six months to ensure consistency in the practice of assessing and grading of role simulations and professional discussions.

### **External Quality Assurance**

The Institute of Couriers (IOC), a professional body in the sector, have agreed to carry out the external quality assurance function for this standard.

No profit will be made by IOC through conducting this EQA activity.

### **9.0 Ensuring Independence**

The EPAO must ensure that assessors selected to assess individual apprentices are fully independent of that apprentice. They should not have had any involvement with the recruitment and on-programme training or assessment of the apprentice.

Independence and impartiality are achieved through the independent end-point assessment being facilitated through approved independent end-point assessment tools developed by end-point assessment organisations. This approach ensures independence in the following ways:

1. The knowledge test result cannot be influenced by the independent end-point assessor, ensuring that there is no other influencing factor. This is achieved by the design of the system and questions within it by an end-point assessment organisation and strict invigilation requirements in line with examination best practice.
2. Independent end-point assessors are required to use tools for the role simulation and professional discussion developed by end-point assessment organisations, including rigorous external quality assurance. Therefore any decision made by the independent end-point assessor is subject to quality assurance by the organisation who have designed the assessment materials.
3. EPAOs will ensure that independent end-point assessors conform to the requirements for an independent end-point assessor.

This integrated assessment model guarantees secure and consistent assessment against the standard, and ensures that evidence is recorded and 'auditable' i.e. subject to standardisation processes through external quality assurance by end-point assessment organisations on a regular and appropriate basis.

Internal quality assurance will be delivered through end-point assessment organisations on the ESFA register. This provides an additional level of independence ensuring that the quality assurance process focusses on valid, accurate and reliable judgements.

### **10.0 Summary of Roles and Responsibilities**

**The Employer:** The employer will support the apprentice throughout their training and conduct regular reviews to monitor their progress throughout the apprenticeship. The employer will determine when the apprentice should be put forward for the gateway and end-point assessment. They will select an End-Point Assessment Organisation to administer the end-point assessment.

**The Training Provider:** The training provider will work in partnership with the employer and selected End-Point Assessment Organisation to ensure that the apprentice is able to undertake all three elements of the end-point assessment, including gathering the evidence of development and achievement. They will provide regular reports of the apprentice's progress to the employer to enable them to determine the readiness and timeframe for the apprentice's end-point assessment. Lastly, they will provide any additional support needed to help the apprentice achieve their learning outcomes and prepare for all elements of the end-point assessment.

**The End-Point Assessment Organisation:** The End-Point Assessment Organisation must be on the ESFA's Register of End-Point Assessment Organisations. They will devise/administer the end-point assessment according to the EPA plan. They will ensure assessors have a recognised assessor qualification gained through formal training.

### **11.0 Professional Body Recognition**

This Apprenticeship is supported by the Institute of Couriers (IOC) and apprentices who pass the EPA 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.