



VTCT Skills

END-POINT ASSESSMENT GUIDE

**VTCT Skills Level 2 End-point Assessment for
ST0103 – Express Delivery Operative**

Please note, the contents of this booklet are subject to change at any time due to regulatory requirements. Therefore, it is imperative for the user of this document to verify they are in fact using the most up to date version. This can be done by checking it matches the version published on **epaPRO**, VTCT Skills online End-point Assessment booking platform.

End-point Assessment Guide - Content

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VTCT Skills Level 2 End-point Assessment for ST0103 – Express Delivery Operative

Purpose

This End-point Assessment guidebook outlines the format and the requirements of the End-point Assessment for the Express Delivery Operative Standard.

This End-point Assessment 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 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 can 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.

Level 2 Express Delivery Operative

Apprenticeship Standard Summary Table

On-programme Stage <i>(typically 12 months)</i>	<p>Training to develop the knowledge, skills and behaviours (KSBs) of the occupational standard.</p> <p>The apprentice must complete training towards English and maths qualifications in line with the apprenticeship funding rules.</p>
End-point Assessment Gateway Stage	<ul style="list-style-type: none"> • The employer must be content that the apprentice is working at or above the occupational standard for their option • The apprentice must have achieved English and maths qualifications in line with the apprenticeship funding rules
End-point Assessment <i>(which will typically take 3 months)</i>	<p>Assessment Method 1: Multiple-choice test</p> <p>This Assessment Method will be assessed using the following grades:</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Assessment Method 2: Role simulation</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Assessment Method 3: Professional discussion</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Performance in these assessment methods will determine the overall apprenticeship standard grade of:</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction
Re-sits and re-takes	<ul style="list-style-type: none"> • Re-take and re-sit grade cap: pass • Re-sit timeframe: typically, 2 months • Re-take timeframe: typically, 3 months

Express Delivery Operative Apprenticeship Standard

Occupational Profile

The Express delivery operative occupation is found in almost every industry across both private and public sectors. Express delivery operatives work in a variety of business areas that depend on the delivery and collection of goods by road. They typically work to a specified part of the country and their work pattern is normally time critical. Express delivery operatives often work in-house or part of the supply chain, ranging from small, independently owned companies to large organisations. Examples of sites include retail, removals, construction, pallet, laundry, recycling, agriculture, and manufacturing. Express delivery operatives 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 dealing correctly with failed deliveries and returns. All Apprentices are required to gain and maintain all the knowledge set out in this Standard, irrespective of their current or initial job role and duties.

An Express delivery operative in their daily work will be expected to:

- Interact with their organisation's customers most of the time. This includes liaising ahead of arrival as well as meeting face to face
- Work alone, or they may work with teammate(s) aboard the vehicle (depending on the size of the organisation). They interact to ensure tasks are completed between them
- Interact with other professionals, such as warehouse and yard operatives, who help with the movement of goods
- Interact with other road users and pedestrians
- Discuss delivery or collection issues with people on site
- Liaise on progress with their line manager or support staff back at base
- Take responsibility for ensuring excellent customer service whilst providing safe, accurate and timely deliveries, collections and associated services, such as technical advice on goods and product installation

The Gateway Stage

To meet the minimum requirements set out in the apprenticeship standard an apprentice needs to:

- Display occupational competency
- Have achieved or be exempt from Functional Skills English and Maths Level 1 and have worked towards Functional Skills English and Maths Level 2

Only apprentices who complete the gateway successfully can start the End-point Assessment.

The employer, in conjunction with the training provider, will formally sign-off that the apprentice has met the minimum requirements in regard to the knowledge, skills and behaviours outlined in the standard. The apprentice must also confirm that they feel ready to move onto their End-point Assessment. Both the employer and training provider have a shared responsibility to decide whether the apprentice has demonstrated the knowledge, skills and behaviours required to be competent in their job role.

It is important to refer back to the assessment plan when approaching gateway in order to check that the apprentice is able to demonstrate all the required knowledge, skills and behaviours and can do so in a live End-point Assessment.

A copy of the standard should be available during the gateway meeting to ensure all parties have a clear overview of what is required. This is located in the link: <https://www.instituteforapprenticeships.org/apprenticeship-standards>

Assessment Method 1: Multiple-choice test

There are no specific requirements at the Gateway Stage to upload evidence for the multiple-choice test.

The following areas will be covered as part of the multiple-choice test:

- Knowledge statements: TO1, TO2, TO3, TO4, TO5, TO6, TO7, TO8, TO10, FT1, SF1, SF2, SF3, CT1

Assessment Method 2: Role simulation

There are no specific requirements at the Gateway Stage to upload evidence for the role simulation. The following areas will be covered as part of the role simulation:

- Technical Operations
- Safety
- Contingencies

These will be demonstrated across the role simulation covering a maximum of **one** of the following:

- Route planning for an urgent delivery
- Preparation and delivery A (Deliveries using trolley or cycle or bag)
- Deliveries involving installation
- Collection of consignments on an express route
- Preparation and delivery B (Deliveries of non-perishable goods using a van or lorry)
- Preparation and delivery C (Deliveries of perishable goods using a van or lorry)
- Preparation and delivery D (Delivery of heavy or large goods using a van or lorry)

Assessment Method 3: Professional discussion

There are no specific requirements at the Gateway Stage to upload evidence for the Professional discussion.

The following areas will be covered as part of the Professional discussion:

- Technical Operations
- Finance
- Safety
- Contingencies

Scheduling

Registering an Apprentice for End-point Assessment

You can register your apprentices for End-point Assessment via VTCT Skills epaPRO booking platform. Apprentices can be registered at any time during their apprenticeship at no additional upfront cost.

You will require the apprentice's:

- Unique Learner Number (ULN)
- Name
- Date of birth

Further information on registering your apprentices will be supplied once VTCT Skills has received your signed EPAO agreement.

Scheduling an Apprentice for End-point Assessment

Providers must confirm that the apprentice has completed all the mandated components of the standard via the apprentice checklist on VTCT Skills epaPRO:

- End-point Assessment bookings must be made a minimum of 20 working days in advance of the desired assessment date(s) or within the standard requirement
- You will need to indicate preferred dates of assessment on epaPRO
- The End-point Assessment team will seek to match an Independent Assessor to your request
- The End-point Assessment team will formally confirm the booking via epaPRO

Reasonable Adjustments

It is the responsibility of the training provider to apply for reasonable adjustments/access arrangements on behalf of the apprentice prior to the End-point Assessment taking place. For more information on reasonable adjustments, please refer to the VTCT Skills Reasonable Adjustments and Special Considerations Policy or email epa@skillsforlogistics.co.uk for more information.

Remote Assessments

Remote assessments will ordinarily be conducted via a video conferencing platform. The apprentice will receive an automated email containing a link to their video conferencing platform within 72 hours of the assessment being booked. The apprentice will need this link to enter the video conferencing platform and complete their assessment. This is typically for professional discussion only.

Face-to-face End-point Assessments

Face-to-face assessments will take place within the apprentice's normal workplace setting on the date and time agreed during the booking process.

Planning End-point Assessment dates

Prior to the End-point Assessment taking place, you will receive automated emails with:

- Confirmed start time and expected duration of the assessments
- Access to all relevant systems and resources

ID requirements

VTCT Skills will verify the identity of the apprentice before they undertake the assessment. All employers are therefore required to ensure that each apprentice has photographic identification with them on the day of assessment.

VTCT Skills will accept the following as proof of identity:

- A valid passport
- A signed UK photo card driving licence
- Employee ID card or travel card

The Independent Assessor will certify that they have seen valid identification before proceeding with an End-point Assessment and confirm the correct spelling of the apprentice's name in readiness for certification.

Cancellation

Under some circumstances, it may be necessary to cancel an End-point Assessment. Should this happen, you must contact the End-point Assessment team immediately. Please note that if a cancellation occurs within 10 working days of the assessment taking place, there will be a cancellation charge applied in line with our Cancellation Policy.

If the customer cancels the End-point Assessment:

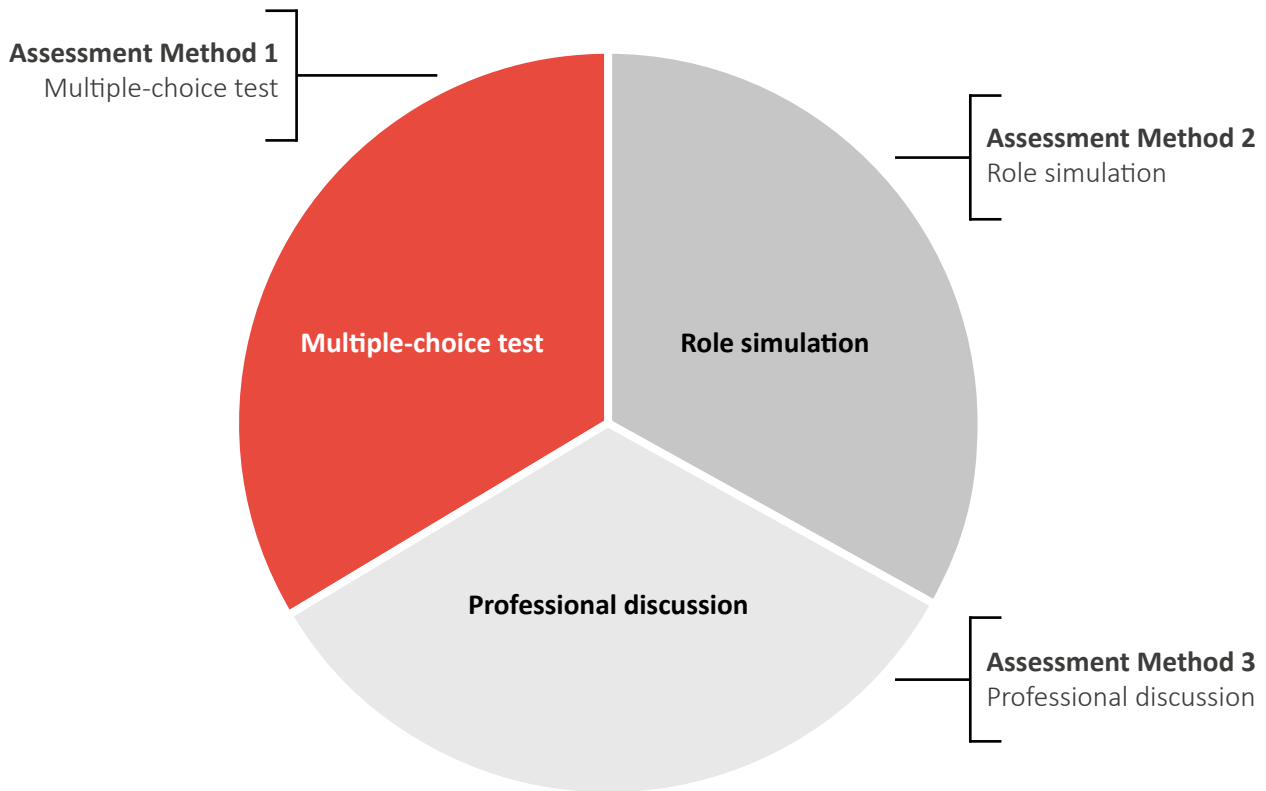
- Prior to the date of the End-point Assessment, the customer must inform VTCT Skills by email (epa@skillsforlogistics.co.uk)
- On the day of the End-point Assessment, the customer must inform VTCT Skills by telephone (02380 684502)

Cancellation of an End-point Assessment within 10 working days prior to the assessment taking place will incur the **full cost** of the End-point Assessment. For further details, the cancellation policy is available on VTCT Skills epaPRO booking platform or on our website.

Should the apprentice wish to re-sit later, a new booking should be made via epaPRO.

Overview of the End-point Assessment Period

The contribution of each Assessment Method and corresponding elements to the overall End-point Assessment grade is shown in the pie chart below:



Once the apprentice has submitted their evidence at the End-point Assessment Gateway Stage, they will then enter the End-point Assessment period.

The Express Delivery Operative End-point Assessment consists of **3 Assessment Methods**:

Assessment Method	Assessed/Invigilated by	Overall Grading
Assessment Method 1 Multiple-choice test	Independent Assessor/Invigilator/ specialised proctoring software	Fail/Pass/Distinction
Assessment Method 2 Role simulation	Independent Assessor	Fail/Pass/Distinction
Assessment Method 3 Professional discussion	Independent Assessor	Fail/Pass/Distinction

Please note: A maximum of one apprentice can be assessed at any one time by the Independent Assessor during Assessment Method 2: Role simulation, and Assessment Method 3: Professional discussion.

How the End-point Assessment is graded

The overall grade for the End-point Assessment will be based on the grades achieved in the 3 Assessment Methods: multiple-choice test, role simulation and professional discussion.

All End-point Assessment methods must be passed for the End-point Assessment to be achieved overall.

Assessment Method 1: Multiple-choice test

The multiple-choice test with questions will be graded a Fail/Pass/Distinction using the grading criteria on pages 14-17.

Assessment Method 2: Role simulation

The role simulation will be graded a Fail/Pass/Distinction using the grading criteria on pages 19-27.

Assessment Method 3: Professional discussion

The professional discussion will be graded a Fail/Pass/Distinction using the grading criteria on pages 29-35.

Overall Grading

Performance in the End-point Assessment determines the overall apprenticeship grade of:

- Fail
- Pass
- Distinction

The grades from each individual assessment method are combined to determine the overall grade. If the apprentice fails one or more assessment methods, they will be awarded an overall fail.

To achieve an overall pass, the apprentice should achieve at least a pass in all the assessment methods. To achieve an overall distinction, the apprentice must achieve a distinction in all the assessment methods.

Grades from the individual Assessment Methods will be combined in the following way to determine the overall grade of the End-point Assessment:

Practical assessment	Role simulation	Professional discussion	Overall grading
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Pass	Distinction	Pass	Pass
Distinction	Distinction	Pass	Pass
Distinction	Pass	Pass	Pass
Distinction	Pass	Distinction	Pass
Pass	Distinction	Distinction	Pass
Distinction	Distinction	Distinction	Distinction

Length of End-point Assessment period

The End-point Assessment will be completed within a period lasting typically **3 months**, beginning when VTCT Skills has confirmed that all the gateway requirements have been met by the apprentice.

If an End-point Assessment Method is not achieved, the failed Assessment Method should be re-sat or re-taken within the End-point Assessment period, and in accordance with the requirements outlined in the Express Delivery Operative Assessment Plan.

Order of Assessment Methods

The order of the Assessment Methods for the End-point Assessment should have the Assessment Method 2: Role simulation, being completed before the Assessment Method 3: Professional discussion.

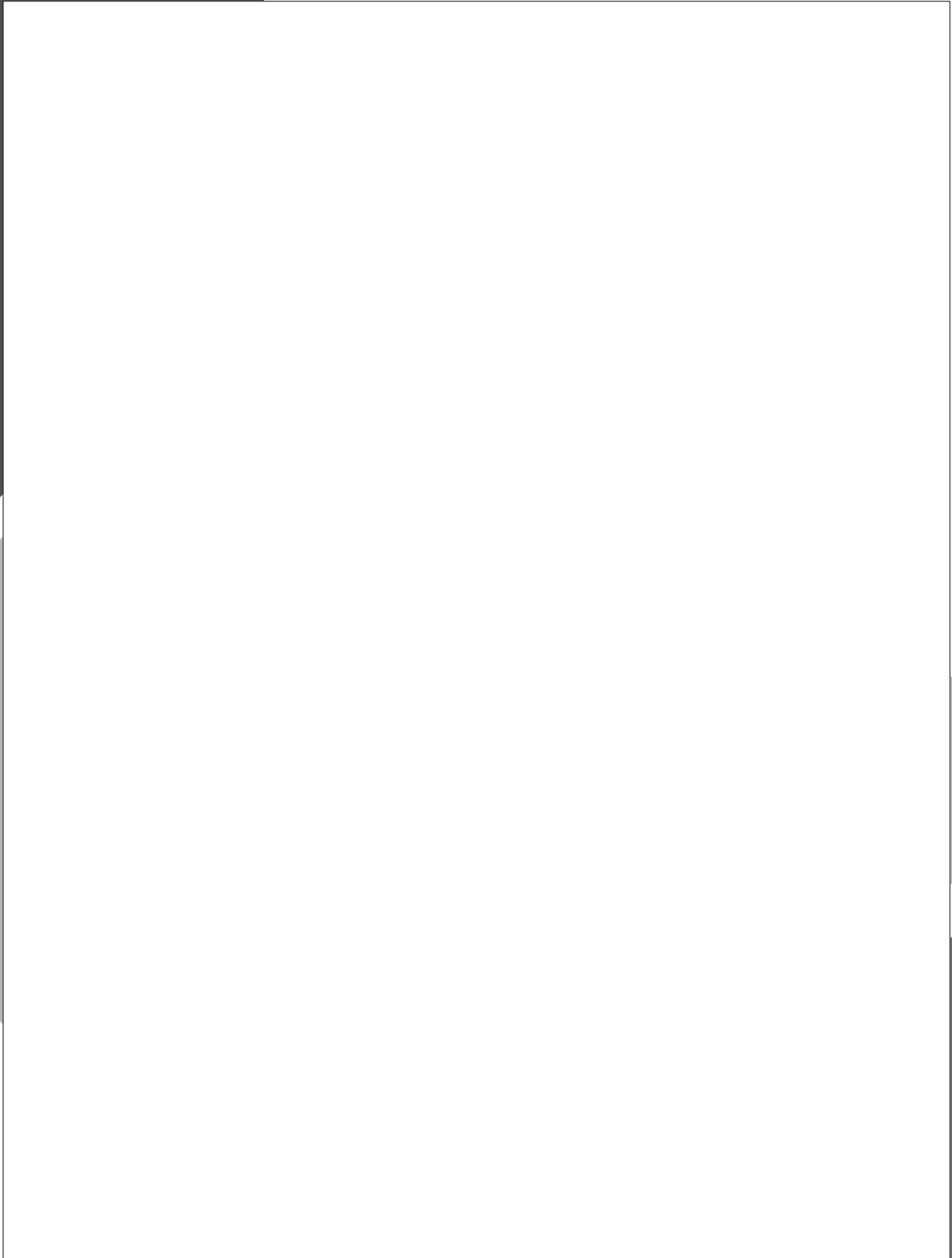
Delivery and location of the End-point Assessment

The multiple-choice test should take place in a controlled environment that is a quiet room, free from distractions and influence. The invigilator may be the independent assessor, another external person employed by VTCT Skills and/or specialised (proctor) software.

The role simulation and professional discussion assessment methods can take place in the employer's premises, the training centre or at any suitable venue agreed with VTCT Skills.

The professional discussion assessment can also be carried out in an electronic environment such as video conferencing or other safe digital space platform.

Notes

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Assessment Method 1: Multiple-choice test



Delivery of the Multiple-choice test

It consists of **25 multiple-choice questions**. It will 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:

- 5 of the 20 multiple-choice questions must have 4 response options
- 5 of the 20 multiple-choice questions must have 5 response options
- 5 of the 20 multiple-choice questions must have 6 response options
- 5 of the 20 multiple-choice questions must have 7 response options

Each of the 5 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.

Apprentices must have **45 minutes** to complete the test.

The multiple-choice test is closed book which means that the apprentice cannot refer to reference books or materials whilst taking the test.

The multiple-choice test 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.

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 multiple-choice test must be taken in the presence of an invigilator who is the responsibility of VTCT Skills. Specialised (proctor) software can be used if the test can be taken on-line, to ensure the security of the test.

If taken online, the invigilator on the day of the test will give the apprentice(s) the login details to the test. Login will be immediately prior to the commencement of the test.

Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
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
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
TO3	Brand presentation related to delivery transport, uniform and sender especially where multiple brands are carried
TO4	Operating policies and instructions relating to click and collect drop points, collections and returns. The principles of customer service and service delivery
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
TO6	Numeracy required to calculate load weights, dimensions, pricing schedules, assessing the dimensions of internet-generated returns
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
TO8	The Laws and Regulations applying to traffic, transport operations, and to specific goods, for example hazardous goods
TO10	Legal and safe procedures, including the manufacturers' instructions for installing electrical and other goods when these are part of delivery services
FT1	The business models for express delivery services; employed and self-employed couriers, types of contract and payment processes used by companies
SF1	Health and safety and specific regulations related to goods carried and how these impact on duties
SF2	The principles of safe manual handling and the correct use of trollies and lifting equipment
SF3	The potential environmental and air pollution hazards associated with express delivery, postal and courier services in urban and rural environments
CT1	Principles of initial risk assessment of load prior to commencing duties. Dynamic risk assessment during deliveries

Grading of the Multiple-choice test

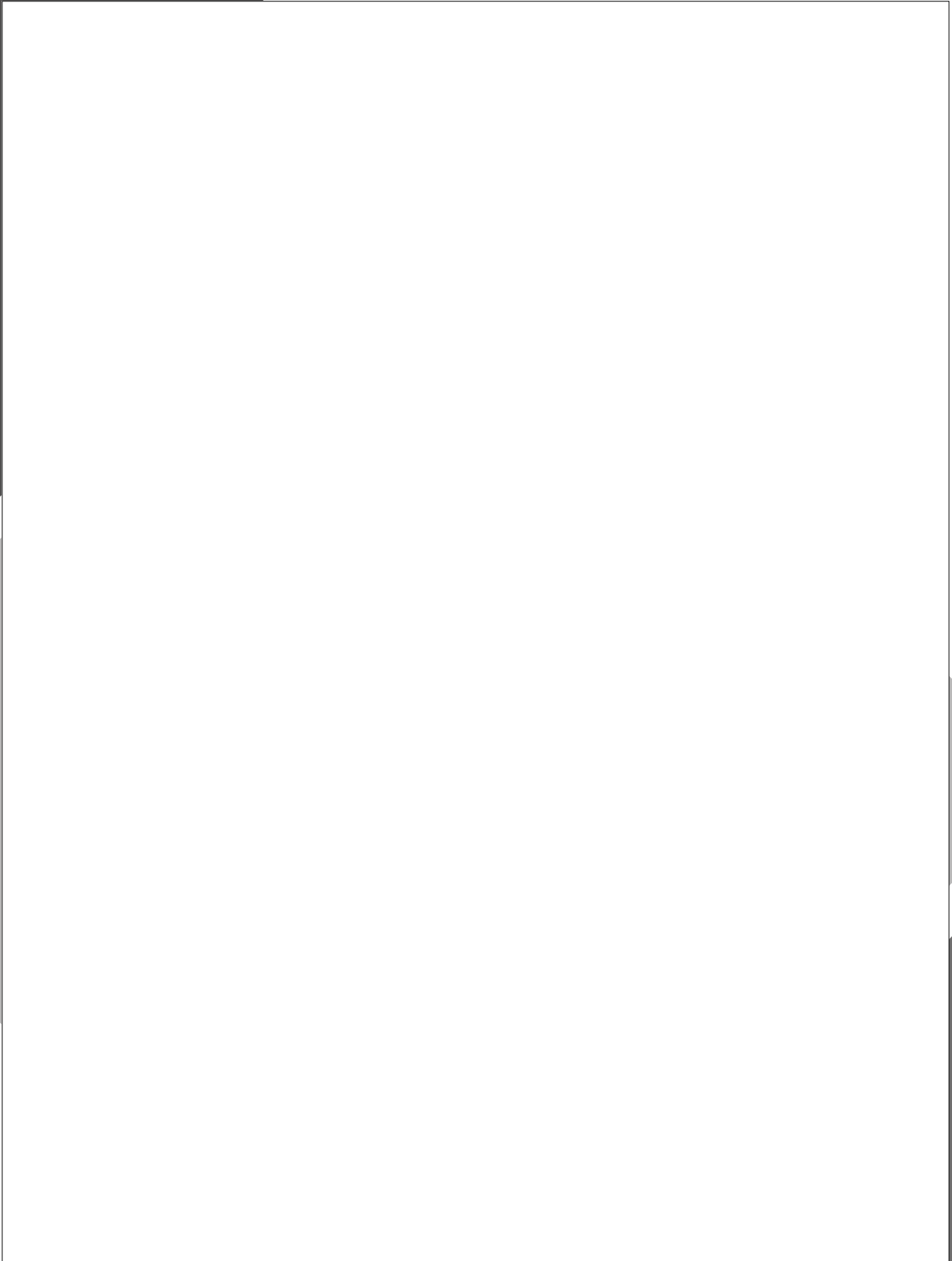
The following grade boundaries apply to the multiple-choice test:

Grade	Minimum mark	Maximum mark
Distinction	20	25
Pass	15	19
Fail	0	14

Grading Criteria

Grade	Fail	Pass	Distinction
TO1, TO2, TO3, TO4, TO5, TO6, TO7, TO8, TO10, FT1, SF1, SF2, SF3, CT1	Does not meet the pass criteria (apprentice has answered 14 or fewer questions correctly).	Apprentice has answered 15 to 19 questions correctly.	Apprentice has answered 20 to 25 questions correctly.

Notes



Assessment Method 2: Role simulation



Assessment Method 2: Role simulation

This assessment method includes one component:

- A role simulation

This component allows the apprentice to demonstrate all the KSBs mapped to this assessment method.

Delivery of the Role simulation

Apprentices must be observed by an Independent Assessor completing the role simulation assessment in which they will demonstrate the KSBs assigned to this assessment method. The Independent Assessor may conduct and observe only one apprentice at a time during this assessment method.

The role simulation assessment lasting **40 minutes**.

The Independent Assessor can increase the time of the role simulation assessment by up to 10%. This time is to allow the apprentice to complete a task or respond to a question if necessary. The role simulation assessment cannot be split, other than for comfort breaks or to allow apprentices to move from one location to another. Where breaks occur, they will not count towards the total End-point Assessment time.

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

In the End-point Assessment, 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 End-point Assessment.

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.

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.

Knowledge, Skills and Behaviours

Skills requirements	Skills criteria
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
TO12	Plan and track progress against a schedule, using equipment where required such as scheduling software, satellite navigation Role Simulation: 1
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
TO14	Consistently meet customer expectations, respond to customer's needs and identify ways to improve customer service Role Simulation: 1
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
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
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
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
FT3	Work in a way that minimises business costs while meeting customer requirements Role Simulation: 4
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
SF6	Apply safeguarding policy whenever deliveries involve young persons or vulnerable adults Role Simulations: 1, 2, 3, 4, 5, 6, 7
SF7	Maintain the health, safety and security of self, colleagues and customers during deliveries Role Simulations: 1, 2, 3, 4, 5, 6, 7
SF8	Carry out appropriate daily equipment or vehicle checks and rectify or report faults Role Simulations: 1, 2, 3, 4, 5, 6, 7
CT2	Apply dynamic risk assessment principles to plan and respond to changing circumstances, for example footpath closures, road diversions, incidents and accidents Role Simulation: 1

Behaviours requirements	Behaviours criteria
TO22	Act as a company ambassador Role Simulations: 1, 2, 3, 4, 5, 6, 7
TO23	Show pride in work: integrity, aims for excellence, time management Role Simulations: 1, 2, 3, 4, 5, 6, 7
SF9	Show concern about the safety of self, customers and the wider public Role Simulations: 1, 2, 3, 4, 5, 6, 7
SF10	Follow organisations security policies during deliveries Role Simulations: 1, 2, 3, 4, 5, 6, 7
SF11	Follow safeguarding policies during deliveries to young persons or vulnerable adults Role Simulations: 1, 2, 3, 4, 5, 6, 7
CT3	Is calm under pressure and focused on solutions not problems Role Simulations: 1, 2, 3, 4, 5, 6, 7

Grading of the Role simulation

This assessment method requires the apprentice to provide evidence that they have met all the knowledge, skills and behaviours outlined within the grade descriptors for the allocated grade. For example, the apprentice must evidence that all the Pass criteria have been demonstrated to achieve a Pass grade. To achieve a Distinction grade, the Pass criteria must be achieved as well as all the Distinction criteria.

KSBs	Fail	Pass	Distinction
Technical Operations TO11 (RS: 1, 2, 3, 4, 5, 6, 7)	<ul style="list-style-type: none"> Individual did not meet the pass criteria Goods not shown to be delivered Load and unloading not safe Goods damaged while loading and unloading Delivery schedule not achieved 	Showed goods loaded and unloaded safely and delivered without damage on schedule.	Achieved all the pass criteria and achieved ahead of schedule.
Technical Operations TO12 (RS: 1)	<ul style="list-style-type: none"> Individual did not meet the pass criteria No show of schedule planned Progress not tracked No use of software to schedule routes No understanding of satellite navigation where available 	Planned schedule and tracked progress for collection and deliveries. Used satellite navigation where available.	Achieved all of the pass criteria and showed use of route planning software and satellite navigation where available.
Technical Operations TO13 (RS: 1, 2, 3, 4, 5, 6, 7)	<ul style="list-style-type: none"> Individual did not meet the pass criteria No understanding of collection and delivery schedules Failed to understand route Did not deal with failed delivery or returns 	Understood schedule and route for collection and delivery and dealt with a failed delivery and a return.	Achieved all the pass criteria and able to show recognition of improvement in route schedule.
Technical Operations TO14 (RS: 1)	<ul style="list-style-type: none"> Individual did not meet the pass criteria Failed to explain timescale for delivery on schedule Unable to change schedule for customer need 	Achieved a timed delivery to schedule and responded to customer need for re-delivery.	Achieved all the pass criteria and explained advice to customer of schedule for re-delivery.
Technical Operations TO15 (RS: 1, 2, 3, 4, 5, 6, 7)	<ul style="list-style-type: none"> Individual did not meet the pass criteria No proof of collection or delivery achieved Payment not made 	Proof verified for collection or delivery of goods and payment made to collect such goods where appropriate.	Achieved all the pass criteria and gained both signature and print for clarity.

Table continued.

KSBs	Fail	Pass	Distinction
Technical Operations TO18 (RS: 1, 2, 3, 4, 5, 6, 7)	<ul style="list-style-type: none"> Individual did not meet the pass criteria Did not identify goods needing equipment to move Did not use equipment to move goods correctly and within company instructions 	Identified goods needing equipment to move and used that equipment correctly and within company instructions.	Achieved all the pass criteria and identified a group of goods that could be moved together using equipment.
Technical Operations TO19 (RS: 1, 2, 3, 4, 5, 6, 7)	<ul style="list-style-type: none"> Individual did not meet the pass criteria No knowledge of safeguarding No knowledge of law and regulations for movement of goods No understanding of client regulations for their own goods 	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 the pass criteria and detailed knowledge, able to name four hazardous goods likely to be found in Express deliveries.
Technical Operations TO21 (RS: 3)	<ul style="list-style-type: none"> 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 in accordance with manufacturer's instructions.	Achieved all the pass criteria and connected goods where required and appropriate and checked they were working.
Financial FT3 (RS: 4)	<ul style="list-style-type: none"> 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. Showed understanding and explained cost of delivery failure to operator.	Achieved all the pass criteria and Identified three service variations of same day, next day and multi day delivery schedules from rate cards or sales material.
Safety SF5 (RS: 1, 2, 3, 4, 5, 6, 7)	<ul style="list-style-type: none"> 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 the pass criteria and identified two more types of goods where regulations may be found for their movement.

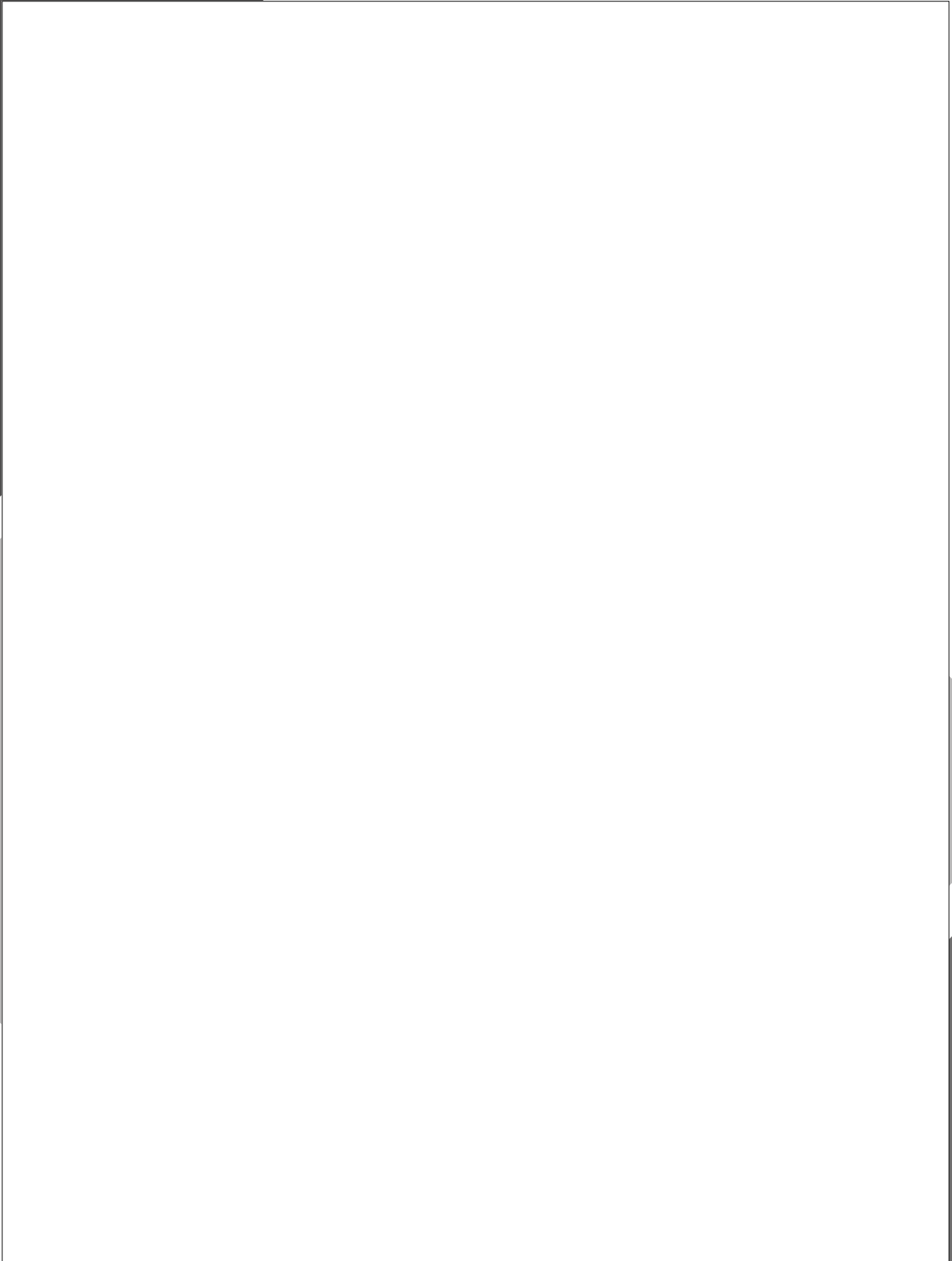
Table continued.

KSBs	Fail	Pass	Distinction
Safety SF6 (RS: 1, 2, 3, 4, 5, 6, 7)	<ul style="list-style-type: none"> 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 the pass criteria and identified goods likely to conflict with collection or delivery such as age related DVDs, alcohol.
Safety SF7 (RS: 1, 2, 3, 4, 5, 6, 7)	<ul style="list-style-type: none"> 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 the pass criteria and, having identified a danger zone, explained option to leave delivery at neighbouring property.
Safety SF8 (RS: 1, 2, 3, 4, 5, 6, 7)	<ul style="list-style-type: none"> Did not meet the pass criteria Did not identify equipment to check Did not carry out checks 	Showed understanding of equipment checks and carried out those checks.	Achieved all the pass criteria and rectified equipment where check identified fault, (such as tyre inflation).
Contingencies CT2 (RS: 1)	<ul style="list-style-type: none"> 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 that 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 the pass criteria and explained communication procedure when a footpath, road closure, incident or accident occurred on route.
Technical Operations TO22 (RS: 1, 2, 3, 4, 5, 6, 7)	<ul style="list-style-type: none"> Individual did not meet the pass criteria Unable to show a company brand in Express delivery Unable to identify valid uniform or id for brand or recognise it needs cleaning 	Showed ethos of life in the brand of an Express operator. Identified logo and brand most appropriate on clothing or equipment. Identified appropriate equipment from a choice of clean and dirty.	Achieved all the pass criteria and showed a mission statement or sales document of the brand.

Table continued.

KSBs	Fail	Pass	Distinction
Technical Operations TO23 (RS: 1, 2, 3, 4, 5, 6, 7)	<ul style="list-style-type: none"> 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 the pass criteria and showed integrity, identifying constraint of a package not appropriate for a service. (for example, this package identified hazardous, cannot go on 9am next day).
Safety SF9 (RS: 1, 2, 3, 4, 5, 6, 7)	<ul style="list-style-type: none"> 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 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'.
Safety SF10 (RS: 1, 2, 3, 4, 5, 6, 7)	<ul style="list-style-type: none"> 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 challenge when customer may be young and goods are restricted to age over 18, such as alcohol.	Achieved all the pass criteria and able to show action taken when customer absent, such as leave with neighbour or secure drop location and photo.
Safety SF11 (RS: 1, 2, 3, 4, 5, 6, 7)	<ul style="list-style-type: none"> Individual did not meet the pass criteria Unable to recognise young or vulnerable person at delivery point 	Identified young or vulnerable adult, applying appropriate actions within the safeguarding policy when delivering.	No distinction grade.
Contingencies CT3 (RS: 1, 2, 3, 4, 5, 6, 7)	<ul style="list-style-type: none"> Individual did not meet the pass criteria Unable to show calm when delivery is no longer possible in time constraint Failed to make such delivery in added time constraint 	Showed professional manner when given a timed delivery action. Showed calm when same delivery action is interrupted with a delay. (such as using stairs when lift is no longer working, locating letter misplaced in delivery bag).	Achieved all the pass criteria and showed positive communication to explain the delay when making delivery.

Notes



Assessment Method 3: Professional discussion



Assessment Method 3: Professional discussion

This assessment method includes one component:

- A professional discussion

This component allows the apprentice to demonstrate all the KSBs mapped to this assessment method.

Delivery of the Professional discussion

Apprentices must be observed by an Independent Assessor completing the professional discussion assessment in which they will demonstrate the KSBs assigned to this assessment method. The Independent Assessor may conduct and observe only one apprentice at a time during this assessment method.

The professional discussion assessment lasting **40 minutes**.

The independent assessor can increase the time of the professional discussion assessment by up to 10%. This time is to allow the apprentice to respond to a question if necessary. The professional discussion assessment cannot be split, other than for comfort breaks or to allow apprentices to move from one location to another. Where breaks occur, they will not count towards the total End-point Assessment time.

Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
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
FT2	Where costs occur in the business process
SF4	National legislations and own organisation's policy with regard to safeguarding young people and vulnerable adults

Skills requirements	Skills criteria
TO12	Plan and track progress against a schedule, using equipment where required e.g. scheduling software, satellite navigation
TO14	Consistently meet customer expectations, respond to customer's needs and identify ways to improve customer service
TO16	Comply with the law and with contracts to provide express delivery, postal and courier services
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
TO20	Use diet, exercise and fitness techniques appropriate to job role
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
FT3	Work in a way that minimises business costs while meeting customer requirements
CT2	Apply dynamic risk assessment principles to plan and respond to changing circumstance, such as footpath closures, road diversions, incidents and accidents

Behaviours requirements	Behaviours criteria
TO24	Engages positively with colleagues and clients
TO25	Strives to improve service quality
TO26	Is proactive in working with colleagues to resolve problems which might affect deliveries and collections
TO27	Takes personal responsibility for the environmental impacts of express delivery, postal and courier services and strives to reduce those impacts
TO28	Is mindful of the needs of pedestrians and other road users
TO29	Adopts a healthy lifestyle, eats an appropriate, balanced diet and takes regular exercise to ensure and enhance own health and fitness to work
FT4	Acts with integrity and honesty in all financial dealings, astute in work activities and acts credibly
SF12	When riding or driving vehicles, adopts a defensive driving approach

Grading of the Professional discussion

This assessment method requires the apprentice to provide evidence that they have met all the knowledge, skills and behaviours outlined within the grade descriptors for the allocated grade. For example, the apprentice must evidence that all the Pass criteria have been demonstrated to achieve a Pass grade. To achieve a Distinction grade, the Pass criteria must be achieved as well as all the Distinction criteria.

KSBs	Fail	Pass	Distinction
Technical Operations TO9	<ul style="list-style-type: none"> Individual did not meet the pass criteria 	<p>Stated contents of a balanced diet.</p> <p>Identified a range of exercises and fitness regimes.</p> <p>Identified shift pattern impact on lifestyle.</p>	<p>Achieved all the pass criteria and the following:</p> <p>Explained impact of a balanced diet and fitness regime on more than one work style, walking, bike or van delivery operative.</p>
Financial FT2	<ul style="list-style-type: none"> Individual did not meet the pass criteria 	<p>Identified returns and failed deliveries that create cost</p> <p>Identified operational equipment costs and stated that loss or damage of equipment created more costs</p>	<p>Achieved all the pass criteria and the following:</p> <p>Explained that returned delivery costs were the most expensive part of the client chain.</p>
Safety SF4	<ul style="list-style-type: none"> Individual did not meet the pass criteria 	<p>Stated national policy on safeguarding.</p> <p>Identified vulnerable individuals and environments they may be found in.</p>	<p>Achieved all the pass criteria and the following:</p> <p>Explained types of parcel that may be related to vulnerable individuals, such as alcohol and over 18 items.</p>
Technical Operations TO12	<ul style="list-style-type: none"> Individual did not meet the pass criteria No show of schedule planned Progress not tracked No use of software to schedule routes No understanding of satellite navigation where available 	<p>Planned schedule and tracked progress for collection and deliveries.</p> <p>Used satellite navigation where available.</p>	<p>Achieved all the pass criteria and the following:</p> <p>Showed use of route planning software and satellite navigation where available.</p>
Technical Operations TO14	<ul style="list-style-type: none"> Individual did not meet the pass criteria Failed to explain timescale for delivery on schedule Unable to change schedule for customer need 	<p>Achieved a timed delivery to schedule and responded to customer need for re-delivery.</p>	<p>Achieved all the pass criteria and the following:</p> <p>Explained advice to customer of schedule for re-delivery.</p>

Table continued.

KSBs	Fail	Pass	Distinction
Technical Operations TO16	<ul style="list-style-type: none"> Individual did not meet the pass criteria Did not show knowledge of employment law or contract of employment 	Identified contract or engagement of services with employer or operator.	Achieved all the pass criteria and the following: Explained sector platform variations of self-employment and PAYE.
Technical Operations TO17	<ul style="list-style-type: none"> 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 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.
Technical Operations TO20	<ul style="list-style-type: none"> 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 detailed most appropriate fitness regime.	Achieved all 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.
Technical Operations TO21	<ul style="list-style-type: none"> 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 the pass criteria and the following: Connected goods where required and appropriate and checked they were working.
Financial FT3	<ul style="list-style-type: none"> Individual did not meet the pass criteria Did not understand business costs Did not explain cost of different services No understanding of cost of delivery failure to operator 	<p>Identified cost of different services to customers from same and next day rate cards.</p> <p>Showed understanding and explained cost of delivery failure to operator.</p>	Achieved all 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.

Table continued.

KSBs	Fail	Pass	Distinction
Contingencies CT2	<ul style="list-style-type: none"> 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 	Adapted 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.	<p>Achieved all the pass criteria and the following:</p> <p>Explained communication procedure when a footpath, road closure, incident or accident occurred en route.</p>
Technical Operations TO24	<ul style="list-style-type: none"> Individual did not meet the pass criteria Failed to explain communication and recognition with colleagues Failed to explain communication to clients, handed package and left 	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 of x and y'.	<p>Achieved all the pass criteria and the following:</p> <p>Described communication to clients with an example of delivery time advice.</p>
Technical Operations TO25	<ul style="list-style-type: none"> 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.	<p>Achieved all the pass criteria and the following:</p> <p>Described constraints of service time deliveries over distance such as Scottish highlands not same day.</p>
Technical Operations TO26	<ul style="list-style-type: none"> 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 	<p>Described delivery and collection problems in the time and distance relationship to the journey of the packets and goods.</p> <p>Explained external problems such as accident or road closure.</p> <p>Explained weather constraints, rain, sleet and snow delays.</p> <p>Explained communicating such problems to colleagues, road closure advice for key routes.</p>	<p>Achieved all the pass criteria and the following:</p> <p>Stated one constraint from below:</p> <ul style="list-style-type: none"> The problem of overweight packages for services, 25kg box booked on cycle delivery needs a van to resolve the problem of collection Poor weather conditions for a package not waterproof, fragile needs care, explain to colleagues or stamp or mark fragile

Table continued.

KSBs	Fail	Pass	Distinction
Technical Operations TO27	<ul style="list-style-type: none"> Individual did not meet the pass criteria 	<p>Explained environmental impact of express delivery, clean air and vehicle fuel pollution.</p> <p>Explained alternative power vehicles.</p> <p>Explained congestion and clean air access zones for inner cities.</p>	<p>Achieved all the pass criteria and the following:</p> <p>Identified ultra-low emission vehicles and zero emission vehicles for inner city delivery.</p>
Technical Operations TO28	<ul style="list-style-type: none"> Individual did not meet the pass criteria Unable to explain impacts on others with delivery equipment or delivery vehicle Unable to explain implication of parking when blocking access 	<p>Stated implications to others when operating or driving delivery equipment or vehicle on road or pavement.</p> <p>Explained needs of access by others such as all access agents at delivery point.</p>	<p>Achieved all the pass criteria and the following:</p> <p>Explained impact of parking delivery equipment or vehicle restricting access on pavement or road.</p>
Technical Operations TO29	<ul style="list-style-type: none"> Individual did not meet the pass criteria Unable to explain what living a healthy lifestyle is Unable to explain a healthy diet Unable to explain regular balanced exercise impact on lifestyle 	<p>Stated a healthy lifestyle with appropriate diet and exercise in express role</p> <p>Explained difference of lifestyle between walking post and light van driver in terms of healthy diet and appropriate exercise.</p>	<p>Achieved all the pass criteria and the following:</p> <p>Explained shift pattern impact on sleep for express roles at early or late hours of shifts.</p>
Financial FT4	<ul style="list-style-type: none"> Individual did not meet the pass criteria Unable to explain integrity and honesty Unable to explain financial dealings or value of security of goods 	<p>Stated life value of integrity and honesty in dealing with pay and fees, packages and financial dealings with express delivery services.</p>	<p>Achieved all the pass criteria and the following:</p> <p>Explained future customer value from action of integrity and honesty.</p>
Safety SF12		<p>Pass only where specific role appropriate to vehicle.</p> <p>Pass if able to explain benefits of defensive driving to safety of self and others.</p>	<p>No distinction grade</p>

Re-sits and Re-takes

Apprentices who fail one or more End-point Assessment method will be offered the opportunity to take a re-sit/re-take. Re-sit/re-takes must not be offered to apprentices wishing to move from pass to distinction.

A re-sit does not require further learning, whereas a re-take 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 End-point Assessment.

If an apprentice fails to meet the overall pass grade after a re-sit, their employer and training provider must review the apprentice's End-point Assessment performance and decide whether or not they require further learning and training before attempting to re-take. The employer should then notify VTCT Skills (the EPAO) when they feel the apprentice will be ready to attempt the End-point Assessment.

The maximum grade awarded for a re-sit or re-take will be capped at a pass grade unless VTCT Skills (the EPAO) identifies exceptional circumstances accounting for the original fail.

Notes



www.vtctskills.org.uk

VTCT Skills | Aspire House | Annealing Close | Eastleigh | Hampshire | SO50 9PX

Email: customersupport@vtctskills.org.uk | Tel: +44(0)23 8068 4500