

**Proposal to develop apprenticeship standard(s) in Express delivery, courier services
(update V3.5) (Submitted to DfE feb 23)**

Express Delivery Operations Expression of Interest

Level 2: Sortation Hub Operative

Level 3: Express Delivery Supervisor Mentor

Level 4: Sortation Hub Supervisor / Manager

These Standards will be distinct from other Standards in the broader logistics and supply chain sector.

The context is the rapid and continuing growth of internet-generated sales. This has created demand for a new cohort of operatives and professionals with the skills needed to sort and deliver goods to precise and demanding delivery specifications. This takes place in an environment where domestic and business customers have rising expectations of service quality and customer service.

Figures from IMRG show an exploding number pattern for on-line retail, 'shift from high street purchase to home delivery has exploded,' says Nick Langdon, boss of the Royal Mail. The IMRG figures reported 26 % of 2016 retail purchases were home delivered. Interpreting the IMRG figures propose that half of retail purchase will be home delivered by 2020, this is a double growth in the next five years' says Carl Lomas MBE, chairman of the Institute of Couriers.

Fulfilment of these internet-generated orders has led to a new physical infrastructure of sortation hubs using specialist equipment and fleets of specialised vehicles – with an increasing focus on reducing the environmental impact of deliveries. This has been accompanied by widespread adoption of sophisticated ICT systems to process orders, generate route instructions and gather data to enable the monitoring of key performance indicators.

Express is unique, it is evolving and has strong demand for a next generation workforce as e-retail home delivery explodes its numbers with the continuing shift of high street retail to home delivery.

Operative roles in a sortation hub are very different from those in a traditional warehouse and the management skills are similarly different from those of warehouse management and vehicle fleet management.

Express roles rarely include warehouse and storage activities, goods pass through a sortation hub in less than 24 hours and often less than six hours, there is no conventional storage, rack and stack operation.

Express roles do not include the purchase or sourcing of goods in the supply chain, Express goods is about handling consumer orders and fulfilling urgent delivery for multiple brands.

OCCUPATIONS

Level 2: SORTATION HUB OPERATIVE

Summary

Operative in a sortation hub. Loading and unloading goods from vehicles to conveyor belt in a safe and efficient manner. Operating with packages in cages, use sortation equipment to allocate goods and packages to destinations, awareness of bar code and RFID systems, using automated systems to silos for re-loading.

Responsibilities

- Load and unload goods safely and efficiently
- Working with conveyor belts and sortation routing directions
- Avoid damage to packages and the goods within
- Comply with sortation procedures and instructions to ensure goods are correctly located and routed
- Report problems or issues relating to compliance or health and safety to supervisor
- Work with ICT devices for belt sortation
- Ensure own health and safety

Knowledge and Skills

- Safe and effective manual handling
- Safe use of mechanical handling and sortation equipment
- Accurate reading and interpretation of instructions and labels
- Communicate with colleagues to ensure procedures and instructions are carried out correctly
- Ability to respond to problems encountered with packages/goods

Comparison with Supply Chain Specialist Warehouse Operative Apprentice Level 2 Standard.

The Letter of May 16 stated need to show how this differs from the Supply Chain Warehouse Operative L2. Response is; while this Standard has some similarities to the Sortation Hub Operator Level 2 for the reasons indicated below, our view is that this Standard will not be appropriate for Sortation Hub Operations.

The areas which are not part of the role of Sortation Operative are:

Knowledge

-using packing materials efficiently to reduce waste and costs; the consequences of not using or disposing of these correctly - **Sortation Hub Operatives are not expected to pack or repack goods**

- Use of warehouse systems and processes relating to packaging, moving and receiving stock within a warehouse environment to facilitate the safe handling of goods and an effective and efficient service to internal/external customers - **the term 'warehouse environment' used here and elsewhere in the Standard is not appropriate to a sortation hub, which is not a place where goods are stored**

Skills

- Select, prepare and use packaging materials appropriate to the job efficiently and in a way which reduces waste, costs and environmental impact; taking into consideration the item(s) to be moved, and their current and final destinations. **Packaging is not an activity in a Sortation Operative role**
- Safely and efficiently load and unload items into and from vehicles, buildings, containers, LCL, lift vans, crates and/or boxes; use appropriate MHE or machinery where necessary; ensure items are safely and efficiently packed, assembled and/or disassembled as appropriate. **Packing/Assembling is not an activity in a Sortation Operative role**
- Follow appropriate processes for safely and efficiently moving, handling, packing and unpacking different items; both manually and using relevant equipment; work individually and as part of a team to safely move and handle objects; maintain a high level of housekeeping and manage waste effectively; check for damaged or missing items. **Packaging is not an activity in a Sortation Operative role**

Qualifications

CERTIFIED FORKLIFT DRIVER TRAINING - **Many Sortation Hub Operatives will not be required to operate MHE so this would be a major barrier to use of this Standard in our sector.**

Take up of this Apprenticeship

Assuming the development process runs smoothly, we envisage the resulting apprenticeship being ready to deliver starts from April 2018 with an annual take-up of 7,000 starts across the sector.

Level 3: EXPRESS DELIVERY MENTOR

Summary

A master/elite driver with responsibility for package sortation and route allocation. Spends time in the hub to oversee routes and package allocation to up to 30 other drivers. Schedules drivers and assigns routes to maximize productivity and ensure compliance with national and international regulations and company rules. Is likely to hold a delivery allocation; operating in a dual role of delivery and supervision, holding a vehicle licence relevant to the weight of operation.

Responsibilities

- Schedule deliveries and collections to meet customer requirements

- Identify efficiencies for express routes.
- Identify return packages, appropriate leave locations and alternative delivery locations.
- Allocate vehicles to routes or drivers
- Allocate work to team members
- Record information as required by sortation/delivery process
- Carry out own delivery/collection allocation
- Maintain health and safety in the workplace
- Run regular staff briefings and meetings
- Offer solutions to sortation or delivery issues

Knowledge and Skills

- Use of manual and ICT systems to allocate and record sortation/delivery activity
- Routeing and scheduling using manual and ICT systems
- Team leadership
- Verbal Communication with team members
- Safe and effective manual handling
- Safe use of sortation equipment

Take up of this Apprenticeship

Assuming the development process runs smoothly, we envisage the resulting apprenticeship being ready to deliver starts from April 2018 with an annual take-up of 2,000 starts across the sector.

Level 4: SORTATION HUB SUPERVISOR / MANAGER

Summary

Designated as shift manager, process manager or first line manager; responsible for route allocations of vehicles for both delivery and collection. Working from the hub, managing incoming express delivery packages to volume and delivery timescales in a geographic area. Supervising collection routes into the network and allocating return loads to the wider network in a safe and cost effective way. They manage express delivery supervisors, sortation hub supervisors, office supervisors & customer service operations staff. They may be responsible for up to 750 thousand square feet of sortation hub. They are likely to be the Legal Holder of the Transport Managers Certificate in Professional Competence for the operation that complies with EU Regulations No 1071/2009 and may well be the Fleet Operator Recognition Scheme nominated practitioner.

Responsibilities

- Monitoring volume and time frame for express traffic in the sortation hub
- Allocation of vehicles and human resources to meet delivery and collection requirements
- Maintain and review data to manage flow through the sortation hub
- Deal with any problems that occur in the flow of package and goods through the hub

- Security responsibility for goods, access and exit
- Liaise with customers in the event of problems
- Manage sub-contractors or other third parties, dealing with mixed models of PAYE and self-employment.
- Ensure flow of packages in and out of the sortation hub meets the schedule/s
- Compliance of the hub with workplace and mobile workplace health and safety
- Compliance with Dept. for Transport Operators Licence conditions
- First line personnel management for driver and supervisor workforce
- Maintain health and safety in the workplace

Knowledge and Skills

- Interpretation of information from manual and ICT systems to allocate, record and report sortation/delivery activity
- Customer service
- Routeing and scheduling using manual and ICT systems
- Team Management
- Written and verbal communication with all colleagues

Take up of this Apprenticeship

Assuming the development process runs smoothly, we envisage the resulting apprenticeship being ready to deliver starts from April 2018 with an annual take-up of 2,000 starts across the sector.