

Sortation Hub Proposal February 2018

Page 1: Proposal to develop a new apprenticeship standard

Q1. Please confirm that you have read the “How to” guide for Trailblazers on gov.uk (see link here), that you are content that this proposal meets all the criteria for final approval set out within it and that you have discussed the proposal with a relevant Route Relationship Manager within the Institute (Please specify who).

I have read the 'how to' guide for Trailblazers on gov.uk? Confirmed

Name of my Relationship Manager Soryah Brown

Q2. Name of proposed trailblazer group

Express Delivery

Q3. Are you an existing Trailblazer Group already with approval to develop other standard(s)? If yes or partly, please provide full details.

Yes. The Express Delivery Group was formed in 2015. It is chaired by Justin Moore, CitySprint (UK largest same-day courier company) with Carl Lomas, and Chair of the Institute of Couriers (IOC) acting as secretary. The IOC represents 70% of sector employers. The group was formed in phase two of the Trailblazers as ‘Courier’, later re-branded ‘Express Delivery’. We have two standards approved by IFA:

- **ST0103 Express Delivery Operative L2.**
- **ST0471 Express Delivery Manager L6.**

The EPA Plan for ST0103 is approved subject to amendments, the ST0471 EPA Plan is in final edit for submission.

The Express group is strongly employer-based with active meetings and workshops that are often integrated into existing logistics events to maximise broad engagement. The formation of the Group reflected the evolution of Express Delivery as a new and significant sub-sector of Transport and Logistics. It is now the second largest logistics industry employing nearly 20 per cent of the logistics workforce with an estimated annual turnover of £18 billion.

The sortation part of the express delivery sector has substantial worker numbers in employment: current estimates put that number at 298,000. The UK mail and courier market consists of two main industries: the UK national postal service, which includes the universal delivery service by Royal Mail and other private postal and courier providers, all of whom operate sortation hubs as part of their business. Royal Mail is the largest employer within the industry with a total of 202,000 employees,

Q3. Are you an existing Trailblazer Group already with approval to develop other standard(s)? If yes or partly, please provide full details.

and is responsible for the collection, processing and delivery of 15.9 billion items a year to the UK's 29 million addresses.

Employer group reports demand of 8,000 apprentices per year.

As we set out in our response to Q16, with commitments from Royal Mail and other companies to use Apprenticeships as a key route into this occupation, we anticipate annual demand for at least 8,000 apprentices each year.

Nick Langdon, boss of Royal Mail Parcels, commented 'Express is exploding'. His belief is supported by an estimated 27% of retail value in 2017 being purchased online for home delivery (IMRG).

Express employer group reports new concepts.

New concepts in this emerging field of the supply chain include 'Sunday delivery', 'order by midnight for next day' goods, and 'same day food' nationally (Tesco Q4 2017).

The rapid and continued growth of sortation hub activity in the UK is a response to consumer demand created by express and these and other new concepts. (2016 Q4 three one-million foot sortation hubs were launched, focused on belt sortation systems: these were for UK Mail, in Coventry; Hermes, in Rugby; and DPD in Warrington) with more following in 2017 and planned for 2018. Sortation hubs are not merely an evolution of the traditional warehouse: they are designed and set up as dedicated sites and are sustainable utilising the latest technological innovations in sortation design.

The Express employer group has clarified the need for a cohort of operatives and professionals with the requisite skills to sort goods to precise and demanding delivery specifications. Fulfilment of these internet-generated orders has led to a new physical infrastructure of sortation hubs using specialist equipment from multi lane belt sorters and automated chutes, to sophisticated ICT systems and monitoring of sortation progress on substantial volumes of mail and packages.

There is a need for a standard to recognise the job role of the sortation operative working in a sortation hub, where existing operatives total almost 300,000 in the UK

Q3. Are you an existing Trailblazer Group already with approval to develop other standard(s)? If yes or partly, please provide full details.



Picture: A typical sortation hub.

Q4. Name of proposed apprenticeship standard(s).

Express Delivery Sortation Hub Operative

Q5. Is this a proposed core and options standard? If yes, please give the titles for each of the options.

No

Q6. How many standards are you proposing to develop? Please be aware that commitment from at least 10 employer members for each proposed standard is required.

One

Q7. Will there be a requirement for additional new standards to be developed in the future? If so, please provide brief details of what these will be.

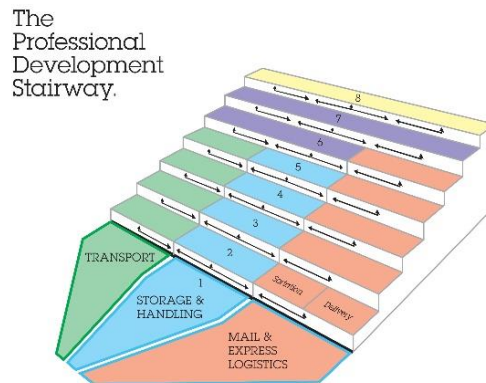
There will be a requirement for additional standards at L3 and L4.

Express delivery mentor (Level 3)

Express delivery supervisor/first line manager (Level 4)

Q7. Will there be a requirement for additional new standards to be developed in the future? If so, please provide brief details of what these will be.

The Express Delivery group is working with the Supply Chain employer group to develop a sector map to aid apprenticeship development. As a contribution to that work we have mapped the Transport and logistics sector into three streams: Transport, Storage & Handling and Mail and Express Logistics. This is presented as a 'professional development stairway' as shown below.



The Mail & Express Logistics sector splits into two occupation streams at Level 2; delivery operatives and sortation workers. These two occupations account for the majority of workers at Level 2 in the sector and are defined as follows:

- 'Sortation' is the role carried out wholly within a sortation hub and is focused on the package or goods in transit.
- 'Delivery' is the role which completes the final mile delivery, operating on the road or footpath focused on delivering an effective service to the recipient (customer) of the goods.

Whilst some progression between sortation and delivery operatives takes place the focus of each role between the package in sortation and the end customer delivery is very different. Additionally sortation is exclusively an indoor role, whilst delivery is outdoor.

Q8. Have you submitted a proposal for an apprenticeship standard in this role(s) before? If yes, please give details below including comments from the (pre April 2017) DfE approvals panel or the Institute.

The Sortation Hub Operative proposal was submitted in November 2017 and the formal feedback from the Transport and Logistics Route Panel and the Board was received on 14th December 2017. This stated;

Q8. Have you submitted a proposal for an apprenticeship standard in this role(s) before? If yes, please give details below including comments from the (pre April 2017) DfE approvals panel or the Institute.

- The proposal does not demonstrate that a Sortation Hub Operative would require a minimum 12 months of training. It is also unclear what the required 20% off the job training would involve. Any future resubmission will need to evidence this.
- In your proposal submission you refer to the apprentice gaining 'diagnostic skills' which would be transferable to other roles but these skills have not been referred to in the skills overview. Including these skills may help to strengthen the proposal. You may also want to consider whether the knowledge section needs to refer to legislative knowledge e.g. data protection, handling of dangerous goods etc.
- The Panel considered that if the current proposal cannot be sufficiently strengthened to demonstrate breadth and depth, you should consider combining it with another standard, such as Supply Chain Warehouse Operative Level 2, developed by the Logistics and Supply Chain Trailblazer, possibly as part of a core and options standard. Not only would this provide the required stretch and breadth but also make the apprenticeship more attractive to those wishing to enter the industry.

In this proposal we have therefore expanded the information at Q11 and Q14 to address the first bullet point and at Q12 and Q13 to address the second bullet point. By providing this information we consider that proposal now demonstrates that the option indicated in the third bullet is not appropriate.

In September 2017, IFA relationship manager Soryah Brown toured the Royal Mail Birmingham sortation hub for a first-hand view of the job role to help her better understand both the role requirements and the distinctions between it and warehousing and storage operations. While we cannot show photographs from that visit due to operational security, we have included a number of photographs of sortation hub activities in this revised proposal as these support the narrative text.

Q9. Please insert details about each proposed standard below.

	Name of occupation	Proposed level of the standard	Proposed as a degree apprenticeship?	Intended to replace/partly replace an existing apprenticeship Framework? [if so please give details]	Do you expect any age restrictions to apply to this standard?	Estimated annual take-up across entire relevant sector(s) (This is separate to the number of apprentices that each individual employer group member will take on)	When do you estimate this apprenticeship would be ready to deliver starts?
1	Express Delivery Sortation Hub Operative	2	No	No	No	8,000	September 2018
2	-	-	-	-	-	-	-
3	-	-	-	-	-	-	-
4	-	-	-	-	-	-	-
5	-	-	-	-	-	-	-
6	-	-	-	-	-	-	-
7	-	-	-	-	-	-	-
8	-	-	-	-	-	-	-
9	-	-	-	-	-	-	-
10	-	-	-	-	-	-	-

Q10. <https://www.gov.uk/government/publications/apprenticeship-standards-in-development> Please provide any relevant information below regarding potential overlap with other Trailblazer standards published or in development. It is important that you review your proposal against all other apprenticeships published and in development to confirm there is no significant overlap, in overall occupation or in the content of potential skills/knowledge/behaviours. Where there is potential of any overlap, we ask that you contact the existing Trailblazer(s) before submitting a new proposal to discuss whether the existing standards would cover your needs (or email apprenticeship.trailblazers@education.gov.uk). Please then provide below full details of any possible overlap identified, interaction with relevant Trailblazers, and any relevant further detail explaining why this occupational role is sufficiently unique to still justify separate apprenticeship standard. The existing list of standards in development, is here [The list of existing published standards and Trailblazer contact details, is here](#)

The Express employer group has reviewed this proposed standard against other Standards, met with other employer groups from supply chain, road transport, warehouse and storage and believes sortation operative to be sufficiently unique to justify a separate apprenticeship standard and does not overlap with other Standards or Standards in development. As we stated in Q7, we are working with the Supply Chain employer group and IFA to create a shared map of the sector within which express delivery activity will be distinct from warehousing and storage activities.

The only apprenticeship standard which covers potentially similar duties is ST0259 Supply Chain Warehouse Operator (Level 2) which focuses on warehouse storage, pallets, fork trucks and packaging. In contrast, sortation involves no storage of goods. There are no pallets and there are no racks and stacks of goods. A sortation hub loads parcels and packets via booms and cages to conveyor belts and chutes to sort and direct on fastest possible post code routes to their re-distribution by delivery operatives. The employer group noted that this clear distinction had been reflected in the former Mail Services and Parcel Services NVQs and later QCF qualifications which sat alongside the Warehousing & Storage NVQ and formed the core qualifications in Apprenticeship frameworks at that time.

As shown below, a sortation hub building is full of conveyer belts, hoppers, and chutes, starting with roller cages and often finishing with bags of parcels and packets set to postcodes. A sortation hub process goods by destination in large numbers and very quickly: sortation equipment runs on technology and therefore demands a unique skill set.

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Pictures: Warehousing (top picture) with palletised goods stored and then moved by fork trucks is a very different environment to an automated sortation hub (lower picture)



Picture: A typical warehouse



Picture: A typical sortation hub

Q11. Please provide a full description below of what the occupational role involved (or roles in the case of a proposed core and options standard). The information you provide here is crucial to our assessment of whether the occupational role is suitable for an apprenticeship, so please be as comprehensive as possible, and always refer to the criteria and guidance set out in the “How to” guide for Trailblazers. In particular, the information should include: Main duties and responsibilities - please set out clearly what someone in this occupation will actually be doing; the range of environments/sectors/industries in which someone in this occupation could work; a summary of key competencies/skills etc. required for full occupational competence; how the occupational role typically fits within the wider work hierarchy; who would they be working with, and what is the usual relationship between the roles.

Where does Sortation sit in the express delivery chain?

In their daily work, a sortation hub operative is the central part of the chain of occupations that starts with the collection of unsorted mail, packages and parcels from a sender. Collection takes place via mailboxes or e-retail supply chain companies. After sortation delivery is made to address locations by express delivery operatives (delivery operative is captured in the standard ST0103).

The below Sender, Collection, Sortation, Delivery graphic represents where sortation fits in the express chain.



The Express Delivery Chain:

Sender – Collection – Sortation – Delivery ‘SCSD’

Some 90,000 of the 298,000 Royal Mail staff are sortation hub operatives while the number of sortation operatives employed in the rest of the sector is estimated to be 80,000 – 120,000. While turnover levels are relatively low at around 8-10% per annum, the size of the workforce means that annual demand for new sortation hub operatives is at least 17,000 per annum. As we set out in our response to Q16, with commitments from Royal Mail and other companies to use Apprenticeships as a key route into this occupation, we anticipate annual demand for at least 8,000 apprentices each year.

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Picture: A Sortation hub operative at work



Sortation Hub Operative: Main duties and responsibilities.

- Use roller cages, mail bags, and loading booms to move mail, parcels and packets.
- Operate conveyor belts, chutes, and sortation equipment to sort mail, parcels and packets.
- Operate automated sorting systems, including high & low volume sorting speed systems
- Comply with sortation procedures, e.g. goods correctly located and routed.
- Identify labelling for parcels and packets.
- Identify volume and weight of parcels using sortation equipment
- Set up sortation equipment before and after operation cycles.
- Basic maintenance of sortation equipment to agreed procedures
- Clean sortation equipment to achieve longevity and sustainability.
- Report problems or issues relating to compliance or health and safety to supervisor for sortation equipment.
- Use ICT devices as part of belt sortation and sequencing processes
- Load and unload goods safely and efficiently, using bags, cages and trays to sortation belts.
- Read and respond to machine data for sortation equipment.
- Identify and avoid damage to packages and the goods within,

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- Know and follow organisation’s procedures to ensure own and others health and safety.
- Work to strict security and integrity for mail, parcels, and packets.

The sortation hub occupational role in pictures.

The pictures below illustrate how sortation is distinct from warehousing operations. You will note that there are no storage, racking, pallets or fork trucks. A sortation shed has no more in common with a warehouse than its outer size and shape. In contrast, inside it is a high tech fast moving world of conveyor belts and chutes supplied with book loaders and trolley cages all focused on a postcode endpoint.



Parcels and packets are collected from a sender. The sortation journey begins when parcels arrive at the sortation hub, typically in roller cages.

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Parcels and packets travel through multi-layer sortation belt systems



Sortation operatives log and monitor mail hoppers set to postcode geography.



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Hoppers for post codes have highly evolved electronic systems to aid route delivery.



Chute loading towards bagged mail



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As indicated above, a sortation hub has no storage, no pallets, no racks and no fork trucks. This is a rapid moving environment where items usually only spend a few hours of their over journey.

The occupational role involves working with technology and unique sortation equipment.

Sortation operatives sort high volumes of mail, packages and parcels that are processed and delivered by the sector. The work of a sortation hub is increasingly linked to the fulfilment of internet-generated orders. This has led to a new physical infrastructure of sortation hubs using specialist equipment including advanced sortation belts and chute systems. Such equipment runs in cycles, blockages and jams must be dealt with, minor mechanical failures fixed and reported, and cleaning and service cycles completed for each rotation. Sophisticated ICT systems required to oversee sortation progress must be monitored and outputs dealt with. Definitive labelling is required for volume and weight in a variety of services from first class to next day, multi-day, and hour specific streams of parcels and packets. Shift operations are outside conventional working times, affecting lifestyle: consequently health and safety is important and must be fully understood.

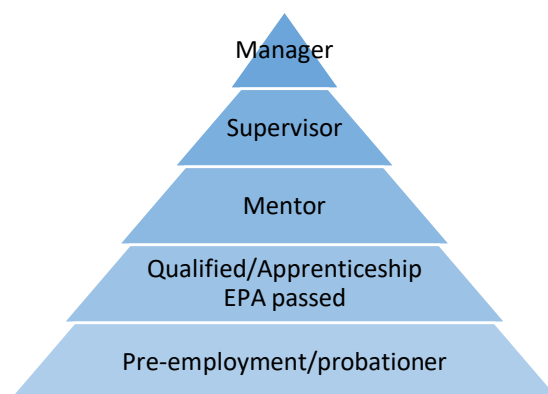
Sortation hubs are operated by or on behalf of mail, package and parcel delivery companies. Some specialise only in letter mail, others in parcels and packets, but many sort a range of types and sizes of items. A feature of a sortation hub is the volume of items sorted and speed at which sortation takes place. Equipment is complex and fast moving and any delay to the movement of items through the sortation process can

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have significant operational and financial implications. Sortation hub operatives therefore have to be attentive and accurate at all times, including clearing jams and blockages on the belts and fixing minor mechanical errors as they occur.

Labelling must be understood and identified. Parcels and packets must be weighed and matched to service levels for cost and pricing. Machine speeds are continually monitored and hub operatives are responsible for taking action if they fall below the speed required to complete the sortation in the time available. As sortation hubs process a wide range of mail, packages and parcels including stamped or franked mail, packets and parcels as diverse as newspaper media and food, further knowledge of identification of hazardous, volatile, fragile or perishable items is key in this fast moving flow of items.

An employee in this occupation will be part of a team of workers operating the sortation process equipment. There is a clear hierarchy from probationer to competent qualified sortation operative taking, on average, 12 months. Mentors, supervisors and managers all sit in a clearly defined hierarchy in the sortation hub.



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Sortation operatives work in cycles of two/three hours

On average letters, packages and parcels are in a sortation centre for only 2 hours. They are rapidly and skilfully processed by sortation operatives working conveyor belts and chutes in hubs that may be a million square feet.

On average a sortation operative spends at least 12 months moving through a probationary period before taking on a full role. Each worker will have a specific duty on any one shift, but each will be capable of operating any of the equipment in their sortation hub, working with minimal direct supervision once they have completed their probationary period.

Q12. Please provide an overview of the knowledge, skills and behaviours required for these roles.

Having agreed the duties to be covered by the Apprenticeship, the employer group through group discussion supplemented by a large number of one to one interviews have provided this overview of the required knowledge, skills and behaviours for the occupation of Sortation Hub Operative.

Overview of Sortation Hub Operative Knowledge, Skills and Behaviours KSBs

Knowledge

- Range of express delivery services offered to domestic & business customers, concept of last mile / final mile deliveries of all types of goods, care of perishable items, collections and returns across multiple brands in sortation.
- Automation systems in sortation, belts, chutes, ‘York Roll Container’, drop bags, mail bags, mail cages and boom loaders.
- Terminology used in the sector for automation systems-e.g. high and low volume sorting speeds.
- Function, names and operation of sortation machines used in sortation such as; PSM, IMPM, CFC, OPC

Q12. Please provide an overview of the knowledge, skills and behaviours required for these roles.

- Operating instructions and principles of sortation equipment
- Range of labels and instructions used in sortation
- Cost and service of express products, weighing and rates for such services.
- Sortation equipment procedures for weight of parcels and packets.
Sortation equipment cycles and basic maintenance protocols including cleaning
- Principles of fault finding in sortation equipment
- Principles of fault reporting for sortation equipment
- Principles of ICT equipment in sortation
- Safety in Manual and Mechanical handling, Safe systems of work
- Principles of Manual and Mechanical handling for sortation belts and chutes
- Contingency plans
- Nature of goods/dangerous goods, ADR regulations
- Principles of working with others, communication with colleagues
- Principles of working in shift patterns
- Health & Safety for personal lifestyle and impacts on ability to work safely and efficiently in a calm manner under time peruses.
- Health & Safety specific to sortation equipment in job role.
- Data protection legislation
- Mail, packages & parcels integrity principles

Skills

- Loading and sorting from cage, bag or boom to and from belts and chutes.
- Manual sorting – techniques
Use of mechanical handling equipment
- Operating sorting machines, belts and chutes - list of machines where skilled operation required
- Identify correct labelling – service chosen, routine and non-routine
Diagnostic skills related to sortation and chute equipment
- Basic fault finding in sortation equipment, jams, blockages or machine failures.
- Basic maintenance to sortation equipment
- Clean sortation equipment in operation cycles.
- Clearing blockages and jams to sortation equipment
- Handling of packages to avoid damage
- Dealing with damaged goods, parcels or packets.
- Using ICT devices in and with sortation equipment
- Reading and interpretation of machine data
- Verbal and written communications with colleagues
- Work inside shift patterns
- Comply with health & safety regulations relating to sortation
- Apply safeguarding when working with others who are young or vulnerable
- Work with integrity mindful of security in sortation.

Q12. Please provide an overview of the knowledge, skills and behaviours required for these roles.

Behaviours

- Shows pride in work and understanding of the sortation sector.
- Aims for excellence,
- Engages positively with colleagues
- Strives to improve sortation service quality
- Is proactive in working with colleagues to resolve problems which might affect sortation
- Takes personal responsibility for the environmental impacts of express delivery, postal and courier services and strives to reduce those impacts
- Adopts a healthy lifestyle to work in shift patterns.
- Shows concern about the safety of self and colleagues.
- Follows organisation's security policies
Acts with integrity and honesty in dealing with goods, packets and parcels.
- Is calm under pressure and focused on solutions not problems.

Q13. How will the apprenticeship allow the individual to develop transferable skills to perform the role in a business of any size or relevant sector?

The apprenticeship will contain knowledge and skills that can be transferred within the express delivery sector and indeed to other businesses or sectors.

Diagnostic knowledge and skills

As we described in Q11, a postcode-driven sortation process is used in all sortation hubs, so knowledge of the principles of operation and the function of the various types of equipment is transferable across the sector along with broader knowledge of the sector and how the sortation hub role integrates in the rest of the business. The operational and diagnostics skills learned on the specific equipment used during their apprenticeship will enable the apprentices to be proficient on any equipment they use in any role within that hub or organisation or in subsequent employment in the sortation hubs of other organisations in the express delivery sector.

The diagnostic skills relate to the various parts of the mechanised sorting system used in sortation hubs. This comprises a series of devices which read and sort mail by type and destination and are linked by rollers and belts. There are a number of equipment suppliers and newer equipment differs from older machines, but there are general principles that apply to all sortation equipment that are not specific to particular brands of sortation roller, or scanning device. Apprentices will be taught the principles of the operation, fault finding, fault diagnosis and basic repair of this

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equipment as well as the specific operation of the sortation machines used by their employer.

Transferable Skills

The fast moving equipment in a sortation hub and the movement of letters, packages, parcels and larger goods present risks to personal health and safety and that of colleagues. The apprentice will be training in workplace health and safety and in safe techniques for moving goods both manually and with powered equipment. Sortation Hubs depend fundamentally on team working between operatives at different parts of the sortation process. The Apprentice will learn the principles, techniques and behaviours relating to:

- working with others, team working,
- communication with colleagues and managers
- working in a fast-moving environment,
- the environmental impact of express delivery systems

Q14. Will the occupation require rigorous and substantial training of at least 12 months prior to the end-point assessment to achieve full competence, with off-the-job training accounting for at least 20% of the apprenticeship? Please provide detail of what this will include.

Duration of the apprenticeship

Having discussed the job role and the KSBs that will be set out in the standard, the employer group concluded that the apprenticeship will require at least 12 months training prior to the EPA gateway. This view was reached in the light of the following considerations:

- A review of current employment practice showed that the training and probationary period for this role is established as being at least 12 months before employees are considered fully competent.
- Quotes from employers describing their probationary periods
- Short case study of the elements of the training and probationary period for this job role in a major sortation hub as set out below.

The twelve month journey to competent sortation hub operative

A fully competent sortation hub operative has come through a probationary period which takes at least twelve months. This enables them to be able to work in any part

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of the sortation process to the required standards of speed and accuracy. The main element of the training are:

Manual handling, loading and unloading

The start of the sortation role probationary period involves manually loading and unloading mail from vehicles to conveyor belts which must be done in a safe and efficient and secure manner. Trolley cages, mail bags and tote box equipment is often involved.

Label and service level match

The majority of sortation hubs use postcodes to identify origin and destination of mail, packages and parcels, so a key part of the sortation process is the verification of postcodes, making postcode knowledge an important attribute for sortation hub operatives. Further labelling detail is important to judge service request, value and weight, further hazard and fragility labelling must be identified.

Operating sortation equipment, belts and chutes

Sortation hubs have belt and chute equipment which handles, checks and sorts incoming mail, packages and parcels into the correct loads and sequences for delivery. When the sortation system is running operatives work with colleagues to ensure that mail, packages and parcels flow correctly through the system and need to signpost problems as they arise. With increasing competency operatives need to be able to tend, operate, and deal with minor problems on each of the various pieces of equipment used in their sortation hub cycle. Dealing with blockages and parcel damage, cleaning cycles of the belts and chutes. Because smaller hubs often have a mixture of automatic and manual sortation systems and as a back-up in the event of failure of automated systems, operatives must be able to manually sort mail, packages and parcels quickly and accurately to complete their probationary period.

Nature and duration of off the job training

The employer group then considered the way knowledge and skills will be gained through teaching and training in and away from the direct workplace and concluded that the training that would need to take place 'off-the-job' would be at least 20% of the on-programme part of the apprenticeship. We envisage that off-the-job training will take place in employer premises away from the direct work station as well as in company training centres room training or through attendance at a college or a private training provider premises. As employees, the apprentices will attend company briefings, team meetings and pre-shift briefings which will contribute to their off the job learning programme. With some variation to reflect the specific organisation in which they work, we have identified off-the-job training and the duration of each off-the-job training subject needed to bring a new recruit to occupational competence as a sortation hub operative.

Q14. Will the occupation require rigorous and substantial training of at least 12 months prior to the end-point assessment to achieve full competence, with off-the-job training accounting for at least 20% of the apprenticeship? Please provide detail of what this will include.

Off-the-job Training Subject	Indicative Duration (days)
Manual handling, loading and unloading	
Legislation covering the occupation including; Provision and Use of Work Equipment Regulations, The Lifting Operations Lifting Equipment Regulations, Workplace Health and Safety legislation	5
Principles of Manual and Mechanical handling	3
Principles of Safety in Manual and Mechanical handling,	3
Safe systems of work	2
Principles of safe working at height	2
Instruction in manual and mechanical handling	3
Label and service level match	
Range of labels and bar codes used in sortation	2
Nature of goods, fragile goods, heavy goods, bulky goods	1
Dangerous goods, ADR regulations	2
Data protection legislation as it applies to sortation	1
Organisations Security Policies	1
Operating sortation equipment, belts and chutes	
Principles of sortation equipment operation	5
Principles of fault finding in sortation equipment	3
Principles of fault reporting for sortation equipment	2
Principles of manual sorting of mail and packages	3
Principles of machine sorting of mail and packages	3
Diagnostic duties related to sortation equipment	4
Instruction in basic machine fault repair	4
Working as part of a team, rights and responsibilities	4
Total days off-the-job training	53

Q15. What will the duration of the apprenticeship be?

Minimum 12 months

Q16. Please provide details below of all the employers who make up the proposed Trailblazer Group and who are committed to be actively involved in the development of the standard [please note you must have at least 10 employers on the group and all of them should provide projected starts for the standard]. The group should include both large and small to medium sized employers.

	Organisation Name	Lead Representative	Sector	Job Title	Projected annual starts for each standard (listed individually)	Number of employees in the organisation
Chair	CitySprint	Justin Moore	Express Delivery	Marketing Director	500	4,000
2	GLS	Gareth Jones	Express Delivery	Talent Development Manager	500	12,000
3	Royal Mail	Tracy Fairhurst	Express Delivery	Talent Development Manager	1500	200,000
4	APC	Jonathan Smith	Express Delivery	CEO	100	6000
5	Whistl	Tiemen Van Bruggen	Express Delivery	Operations Director	200	4000
6	TNT	Jon Stockton	Express Delivery	Special Services Director	900	8000
7	Hermes	Wendy Davis	Express Delivery	Head of Resourcing	2000	12000

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8	DPD	David Poole	Express Delivery	HR Director	500	15000
9	FEDEX	Emma Sutherland	Express Delivery	HR Services Manager	900	6000
10	DX	David Harding	Express Delivery	Head of Learning and Development	500	5000

Q17. Please provide details below of any other employers or supporting organisations (e.g. training providers, professional bodies) who are supporting your proposal, but who are not part of the main Trailblazer development group.

The Institute of Couriers provides secretariat support and technical advice to the Employer group. The sortation EOI is widely reported on the IOC web to a broad spectrum of Express operators. The Express group holds regular operator meetings, most recent at the LSA Heathrow logistics summit 2018 Jan 30th).

The group is represented at the meetings of the Association of Employment and Learning Providers (AELP) Transport & Logistics forum. This enables discussion and interaction with training providers and EPA organisations. During 2017, the Express group showcased its work at the major sector trade shows including the Microlise conference, Intralogistex at Coventry Arena and Multimodal at the NEC.

The work of the Express group in developing this EOI has been supported by advice and guidance from end point assessment organisations including Pearson, C&G and Babcock.

Q18. Please provide details below of any professional body recognition of this standard. This should include information on what this will be.

None

Q19. We are committed to ensuring that the standard we design provides sufficiently transferable skills to enable a successful apprentice to perform this role in an employer of any size and in any relevant sector. We are collectively representative of our sector(s) and are willing to work with other employers who come forward with an interest in this occupation and with colleagues from other sectors where our standards are closely related. We will develop the apprenticeship standard and assessment plan in line with the latest edition of the Institute's "How to" Guide for Trailblazers, will aim to complete this process within a year and are committed to working with relevant sector organisations to promote the use of the resulting standard once it is ready for delivery.

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Q20. Name and details of proposed Trailblazer Chair (we will not pass this information on to third parties without your permission). The Trailblazer must be an employer.

Name of the chair of the proposed trailblazer group	Justin Moore
Name of the chair's organisation	CitySprint
Chair's email address (we will not pass this information to third parties without your permission)	jmoore@citysprint.co.uk
Chair's Telephone number	07921 940 763

Q21. I am happy for my organisation to be publicly named as the lead employer and the companies listed above are happy to be named as working together to deliver this is the standard is approved for development

Name of lead organisation CitySprint

Q22. Name and email address of contact we can use publicly on the gov.uk website (and Institute website when ready) as a contact point for any enquiries relating to the Trailblazer. (By filling out this box you consent to the publication of these details. If you wish to opt out please leave this box blank)

Name of public contact Carl Lomas MBE

Email address hollinsclough@mailasail.com

Q25. In future, Technical Education will be arranged around the common framework of 15 technical education routes identified in the Sainsbury Review. These encompass all employment-based and college-based activity. The aim of these new routes is to facilitate the progress of young people from compulsory schooling into skilled employment and the highest levels of technical competence. A technical route could be followed either through an apprenticeship or in a college where the training would be supported by a substantial work placement, with both programmes being based on employer-designed occupational standards. In light of this, we have introduced a new criterion requiring any standard approved for development to align with one of the 15 technical routes. Details of the 15 routes can be found on page 22 of the Government Skills Plan here. Please detail which of the 15 Sainsbury Technical Education Routes your standard(s) aligns to. Also, if an occupational map is available for this route, there will be a link to it on the “How to” Guide for Trailblazers webpage. Please refer to this and specify which occupation detailed in the route map your proposed standard covers.

	Proposed Standard (s)
Agriculture, Environmental and Animal Care	-
Business and Administrative	-
Catering and Hospitality	-
Childcare and Education	-
Construction	-
Creative and Design	-
Digital	-
Engineering and Manufacturing	-
Hair and Beauty	-
Health and Science	-
Legal, Finance and Accounting	-

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Protective Services	-
Sales, Marketing and Procurement	-
Social Care	-
Transport and Logistics	Express Delivery Sortation Hub Operative