

ST0753 Express Delivery Sortation Hub Operative Training Plan Version 1.6

LEARNING MODULE TITLE	KNOWLEDGE SKILLS BEHAVIOURS	ASSESSMENT METHOD	CONTENT OF TRAINING
1. The Express Delivery Landscape	K1: Concept of the last mile and the different types of express delivery business models.	MCT	<p><i>What is this thing we call express, last mile, final mile? Express delivery services range from mail, parcel, food and meal. They include; next day, same day, oversize to letter, national and international services.</i></p> <p><i>Express delivery business models respond to the unique demands of mail, parcel, food and meals delivery. Business models; trunked and line haul national networks compared to regional rural and urban density models.</i></p> <p><i>References:</i></p> <ol style="list-style-type: none"> <i>1. IOC triangle diamonds diagram.</i> <i>2. IOC History of the courier industry</i>
	K2: The range of different job roles across express delivery, from supplier through to sortation hub and final mile services.	I	<p><i>Range of different job roles includes on the road and in the depot. Sorting parcels, sortation, customer services, dealing with trace and tracking of goods, management, and customer service teams. Supporting roles include, administration, payroll, HR.</i></p> <p><i>Roles on the road are outdoors, working in all weathers in many different types of vehicles, trollies, cycles, cargo bikes, motor bikes, vans.</i></p> <p><i>Range of jobs vary by delivery density, by geographic location on the networks, Depot, station and hub roles, super hubs to city depot sortation, both rural and urban.</i></p> <p><i>Line management between shifts, depot and region and the shifts within the roles. Those supporting from sub contract to franchise and in house, flexible working practice and worker status roles model in express.</i></p>
	B1: Takes ownership of work.	0	<p><i>The behaviour of working practice and taking responsibility to achieve first time every time for the brand. Delivering the customer promise on final mile, last mile.</i></p> <p><i>Never throw a package, never damage a package, take ownership of goods integrity and trust.</i></p>
2. Postal Regulations	K16: Postal regulations and universal	MCT	

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	service obligation.		
3. The Sortation Hub	K3: The importance of the sortation hub in completing a successful express delivery service.	I	
	B4: Committed to keeping up to date with industry best practice.	I	
4. Parcel volume, weight and service	K9: Techniques to match service cost to size weight and volume.	MCT	
	S8: Match item cost to delivery service and respond to irregularities.	I	
5. Parcel Arrival	K5: Manual handling and mechanical handling. Techniques for different types of goods. The principles for selecting the safest option applicable to the circumstances.	O	
	S2: Matches items for sortation with the correct manual, mechanical, or automated handling technique.	O	
6. Identifying Goods	K8: The range of labels and the instructions for use in sortation.	MCT	
	K15: The European agreement concerning the International carriage of dangerous goods (ADR). Techniques to apply this legislation within own area of responsibility when working with dangerous goods.	I	
	S7: Assess and update labelling where required to support smooth transition through sortation to delivery.	I	
	S14: Identify and handle dangerous goods correctly in accordance with legislative requirements.	I	
7. Load to belt	K4: Machinery operating procedures including sortation belts, chutes,	O	

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	York roll containers, drop bags, mail bags, mail cages, and boom loaders.		
	S1: Unload and load items using the correct equipment. For example this may involve cages, bags or booms.	O	
8. Sort and Priority	K7: The terminology and procedures that apply when using dedicated sortation IT equipment and automated sortation systems	O	
	K6: Procedures for collections and returns priority in sortation.	I	
	S3: Prepares and operates sortation equipment in line with operating instructions.	O	
	S4: Responds to deliveries, collections and returns priority in accordance with own organisations procedures and any relevant contractual arrangements.	I	
9. Maintenance	K10: Cleaning and maintenance protocols.	I	
	K11: Sortation equipment cycles.	O	
	S9: Monitor and maintain sortation equipment to the required functionality.	O	
	S6: Manage IT equipment & machine data to support the correct flow of automated sortation.	O	
10. Faults and reporting	K12: Fault finding principles.	I	
	K13: Reporting and escalation procedures.	I	
	S10: Identify and remedy basic faults in sortation equipment.	I	

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	S11: Create reports on sortation performance, within limits of own role.	I	
	S12: Identify problems beyond own responsibility and escalate to the relevant person.	I	
	B5: Sources solutions and seeks to continuously improve and develop.	I	
11. Contingency plans	K14: Contingency plans.		
	S13: Follow the contingency procedures that relate to incidents and emergencies.	I	
	B6: Calm under pressure.	I	
12. Health and Safety	K18: Health and safety legislation and how this applies to sortation.	MCT	
	S17: Work compliantly by following relevant health and safety legislation.	O	
	S5: Adapts own method of communication to the circumstances, using correct sortation terminology.	I	
	B2: Puts safety and security first for themselves and others.	O	
13. Working in Teams	K20: The principles of working with others in shift patterns.	I	
	K22: Own organisations equality and diversity requirements.	I	
	K19: A range of communication techniques.	I	
	S15: Coordinate own work with that of others in the team to provide the	O	

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	required sortation tasks during a shift.		
	S19: Support others by following own organisations equality and diversity requirements.	I	
	B3: Team-focused and works effectively with colleagues and others.	O	
14. Security and Data protection	K21: The principles for maintaining the integrity of mail, packages, packets and parcels.	MCT	
	K17: Data protection legislation and how this applies to sortation.	MCT	
	S18: Maintain the integrity and security of items in line with procedures.	I	
	S16: Store and share data only when it is permitted to do so, in line with data protection legislation.	I	
	B7: Acts with integrity, following own organisations required standards.	I	