

End-point assessment plan for express delivery sortation hub operative apprenticeship standard

Apprenticeship standard number	Apprenticeship standard level	Integrated end-point assessment
ST0753	2	No

Contents

Introduction and overview.....	2
EPA summary table.....	4
Length of EPA period.....	5
Order of end-point assessment methods.....	5
EPA Gateway.....	5
End-point assessment methods.....	6
Reasonable adjustments.....	14
Re-sits and re-takes.....	16
Roles and responsibilities.....	17
Internal Quality Assurance (IQA).....	22
Value for money.....	22
Professional body recognition.....	23
Mapping of knowledge, skills and behaviours (KSBs).....	23
Grading Descriptors.....	26

Introduction and overview

This document sets out the requirements for end-point assessment (EPA) for the Express delivery sortation hub operative apprenticeship standard. It explains how EPA for this apprenticeship must operate.

This document provides the EPA design requirements for end-point assessment organisations (EPAOs) for this apprenticeship standard. It will also be useful for apprentices undertaking this apprenticeship, their employers and training providers.

EPA must be conducted by an EPAO approved to deliver EPA for this apprenticeship standard. Each employer should select an approved EPAO from the Education & Skills Funding Agency's Register of end-point assessment organisations (RoEPAO).

Full-time apprentices will typically spend 12 months on-programme (before the gateway) working towards this occupational standard. All apprentices must spend a minimum of 12 months on-programme. All apprentices must spend a minimum of 20% of on-programme time undertaking off-the-job training.

Before starting EPA, an apprentice must meet the gateway requirements. For this apprenticeship they are:

- the employer must be content that the apprentice is working at or above the occupational standard
- apprentices must have achieved English and mathematics Level 1 and have taken the assessments for Level 2¹

The EPAO must confirm that all required gateway evidence has been provided and accepted as meeting the gateway requirements. The EPAO is responsible for confirming gateway eligibility. Once this has been confirmed, the EPA period starts.

This EPA should then be completed within an EPA period lasting typically for four months.

This EPA consists of three discrete assessment methods.

¹ For those with an education, health and care plan or a legacy statement, the apprenticeship's English and mathematics minimum requirement is Entry Level 3. British Sign Language (BSL) qualifications are an alternative to English qualifications for those who have BSL as their primary language.

It will be possible to achieve the following grades in each end-point assessment method:

Assessment method 1: Multiple choice test

- fail
- pass
- distinction

Assessment method 2: Observation with questions

- fail
- pass

Assessment method 3: Interview

- fail
- pass
- distinction

Performance in the end-point assessment methods will determine the overall apprenticeship standard grade of:

- fail
- pass
- distinction

EPA summary table

On-programme (typically 12 months)	<p>Training to develop the knowledge, skills and behaviours (KSBs) of the occupational standard.</p> <p>Training towards English and mathematics Level 1 and 2, if required.</p>
End-point assessment gateway	<p>The employer must be content that the apprentice is working at or above the level of the occupational standard.</p> <p>Apprentices must have achieved English and mathematics Level 1 and have taken the assessments for Level 2.</p>
End-point assessment (typically 4 months)	<p>Assessment method 1: Multiple Choice Test, graded:</p> <ul style="list-style-type: none"> • fail • pass • distinction <p>Assessment method 2: Observation with questions, graded:</p> <ul style="list-style-type: none"> • fail • pass <p>Assessment method 3: Interview, graded:</p> <ul style="list-style-type: none"> • fail • pass • distinction <p>Overall EPA/apprenticeship graded</p> <ul style="list-style-type: none"> • fail • pass • distinction
Professional recognition	<p>Aligns with recognition by:</p> <ul style="list-style-type: none"> • Institute of Couriers – Associate Membership IOC

Length of EPA period

The EPA will be completed within an EPA period lasting typically for four months, starting when the EPAO has confirmed that all Gateway requirements have been met.

Order of end-point assessment methods

The assessment methods can be delivered in any order.

The result of one assessment method does not need to be known before starting the next.

Gateway

The apprentice should only enter the gateway once the employer is content that the apprentice is working at or above the occupational standard. In making this decision, the employer may take advice from the apprentice's training provider(s), but the decision must ultimately be made solely by the employer.

The EPAO determines when all gateway requirements have been met, and the EPA period will only start once the EPAO has confirmed this.

In addition to the employer's confirmation that the apprentice is working at or above the level of the occupational standard, the apprentice must have completed the following gateway requirements prior to starting EPA:

- achieved English and mathematics Level 1 and taken the tests for Level 2.

End-point assessment methods

The apprentice will be assessed against the KSBs assigned to the assessment methods outlined below, as shown in the mapping section of this EPA plan.

End-point assessment method 1: Multiple choice test

Overview

This assessment method has 1 component.

A test is a controlled assessment which consists of a series of questions in which apprentices are asked to provide a response.

The rationale for this assessment method is:

- it allows for the efficient testing of knowledge and skills where there is a right or wrong answer
- it does not require independent assessor time, reducing cost
- it allows for flexibility in terms of when, where and how it is taken

Delivery

Test format

The test can be:

- computer based
- paper based

It will consist of 25 questions.

These questions will consist of multiple-choice questions. The multiple-choice questions will have four options of which one will be correct. The questions must be varied to avoid the test becoming too predictable yet allow assessment of the relevant KSBs.

Test administration

Apprentices must have 45 minutes to complete the test.

The test is **closed book** which means that the apprentice **cannot** refer to reference books or materials.

The following equipment is permitted during the test:

- pencil
- eraser
- note paper

This assessment method will be carried out as follows:

Apprentices must take the test in a suitably controlled environment that is a quiet space, free of distractions and influence, in the presence of an invigilator. The invigilator may be the independent assessor, or another external person employed by the EPAO. The EPAO is required to have an invigilation policy that will set out how the test is to be carried out. This will include specifying the most appropriate ratio of apprentices to invigilators to best take into account the setting and security required in administering the test. The EPAO is responsible for ensuring the security of testing they administer to ensure the test remains valid and reliable (this includes any arrangements made using online tools). The EPAO is responsible for verifying the validity of the identity of the person taking the test and if it is conducted online, must ensure appropriate measures are in place to prevent misrepresentation, for example, screen share and 360-degree camera function with assessors when the assessments are undertaken remotely.

Tests must be marked by independent assessors or markers employed by the EPAO following a marking guide produced by the EPAO. Alternatively, marking by computer is permissible where questions types allow this.

A correct response will be assigned one mark.

Any incorrect or missing answers must be assigned zero marks.

Assessment location

Apprentices must take the test in a suitably controlled environment that is a quiet space, free from distractions and influence, in the presence of an invigilator.

Question and resource development

Questions must be written by EPAOs, be relevant to the occupation and assess KSBs mapped to this assessment method. It is recommended that this be done in consultation with employers of this occupation.

EPAOs should maintain the security and confidentiality of their questions when consulting employers.

Each EPAO must develop a test specification. They must also develop a question bank of sufficient size to prevent predictability and review it regularly (and at least once a year) to ensure it, and the questions it contain, are fit for purpose.

The test questions must be varied yet assess the relevant KSBs.

EPAOs must ensure that apprentices have a different set of questions in the case of re-sits/re-takes.

EPAOs will produce the following material to support this assessment method:

- a question bank
- a test specification
- sample tests and mark schemes
- live tests and mark schemes
- analysis reports which show areas of weakness for completed tests/exams and an invigilation policy
- assessment recording documentation

End-point assessment method 2: Observation with questions

Overview

This assessment method has 1 component.

An observation with questions involves an independent assessor observing an apprentice undertaking work as part of their normal duties in the workplace and asking questions. This allows for a demonstration of the KSBs through naturally occurring evidence. The observation must be of an apprentice completing their usual work and simulation is not permitted. Apprentices must be observed by the independent assessor completing work under normal working conditions.

The independent assessor will ask questions in relation to KSBs that have not been observed although these should be kept to a minimum.

The rationale for this assessment method is:

- the occupation involves practical activity best assessed through observation; it would be difficult to replicate the working environment in a valid way and employers would doubt the occupational competence of an individual not assessed in this way
- observation makes use of employer resources and equipment, which will be familiar to the apprentice and thus allow them to perform at their best
- this is a practical role, best demonstrated through completing tasks in a real work setting
- tasks completed during the observation should contribute to workplace productivity and are valid
- it is a holistic assessment method

Delivery

The observation with questions must take 90 minutes. The observation must take 75 minutes, followed by 15 minutes allocated for questions.

The observation with questions may be split into discrete sections held on the same working day. This includes comfort breaks as necessary and to allow the apprentice to move from one location to another as required. Where breaks occur, they will not count towards the total assessment time.

EPAOs must manage invigilation of apprentices during breaks to maintain security of the assessment in line with their malpractice policy.

The independent assessor has the discretion to increase the time of the observation with questions by up to 10% to allow the apprentice to complete a task or respond to a question.

The independent assessor may observe only one apprentice at any one time, to ensure quality and rigour.

Apprentices must be provided with information on the format of the observation with questions, including the timescales they will be working to before the start of the observation with questions. The time taken to give this information is exclusive of the assessment time.

The following activities must be observed during the observation:

- Loading or unloading of goods to/from the sortation hub.
- Transfer goods to sortation equipment.
- Operate sortation equipment to process goods
- Follow all safety and security and compliance procedures
- Collaborate with workers in the team in order to complete the sortation tasks.

The observation should be conducted in the following way, to take account of the occupational context:

- The independent assessor will observe how the apprentice undertakes one or more duties in the workplace. This must be supplemented by the independent assessor asking the apprentice questions after the observation.

The independent assessor must be unobtrusive whilst conducting the observation.

Questions must be asked to assess the apprentice's breadth and depth of competence against the grading descriptors.

The independent assessor must ask a minimum of 5 questions.

They may ask follow-up questions where clarification is required

As only naturally occurring work is observed, those KSBs that the apprentice did not have the opportunity to demonstrate can be assessed via questioning, although these should be kept to a minimum.

KSBs observed and responses to questions will be assessed holistically.

The time for questions asked during the observation is 15 minutes.

KSBs observed, and answers to questions, must be recorded by the independent assessor.

The independent assessor will make all grading decisions.

Notice period

EPAOs must make arrangements for the observation with questions with the apprentice's employer.

Apprentices must be given at least 2 weeks' notice of the date and time of the observation with questions.

Assessment location

The observation with questions should take place in:

- the apprentice's workplace

Specific venue requirements that must be in place include: the venue must be a sortation hub that receives, sorts and exports different types of goods typically associated with sortation, including for instance letters and small parcels. It must include a range of manual and automated sortation equipment that provides the apprentice with the opportunity to fully demonstrate the KSB's mapped to this assessment method.

Question and resource development

EPAOs will create and set open questions to assess KSBs mapped to this assessment method. Each EPAO must develop a question bank of sufficient size to prevent predictability and review them regularly (and at least once a year) to ensure the questions they contain are fit for purpose. Independent assessors must use the question bank as a source for questioning and are expected to use their professional judgment to tailor those questions appropriately. Independent assessors are responsible for generating suitable follow-up questions in line with the EPAOs training and standardisation process. The questions relating to underpinning KSBs must be varied yet allow assessment of the relevant KSBs.

EPAOs must ensure that an apprentice has a different set of questions if they re-sit/re-take.

EPAOs will produce the following material to support this assessment method:

- independent assessor training materials
- grading guidance
- a question bank
- assessment recording documentation

End-point assessment method 3: Interview

Overview

This assessment method has one component.

An interview consists of an independent assessor asking an apprentice a series of questions to assess their competence against the KSBs. The independent assessor's role is restricted to asking set questions, and it is not a two-way discussion. The independent assessor leads this process to obtain information from the apprentice to enable structured assessment decision-making to occur.

The rationale for this assessment method is:

- Sortation hub operatives typically work shifts, including unsociable hours. An interview is a practical way of delivering assessment therefore, as it offers flexibility because it can be administered remotely if required.
- it allows for testing of responses where there are a range of potential answers that cannot be tested through the multiple-choice test
- it can be used for synoptic assessment of knowledge, skills, and behaviours that would not reliably occur during an observation.

Delivery

The independent assessors will conduct and assess the interview.

The interview must last for 60 minutes. The independent assessor has the discretion to increase the time of the interview by up to 10% to allow the apprentice to complete their last answer.

The interview will have a minimum of 12 questions. During this method, the independent assessor must combine questions from the EPAO's question bank and those generated by themselves.

The purpose of the questions will be to assess the following topics:

- Sortation Hub landscape
- Best practice
- Operational performance
- Maintenance, emergencies and incidents

The interview will be conducted as follows:

- EPAOs must make arrangements for the interview with the apprentice's employer.
- Apprentices must be given at least 10 days' notice of the date and time of the Interview from the EPAO.
- There will be a minimum of 12 set questions, structured to affirm competency; this is broken down into three questions per theme as follows: Sortation Hub

landscape (3 questions), best practice (3 questions), operational performance (3 questions), maintenance/emergencies/ incidents (3 questions)

- The independent assessor will lead the interview. They will ask the apprentice questions based on the knowledge, skills and behaviours mapped to this assessment method.
- The independent assessor may ask follow-up questions generated by themselves to either probe replies further and/or to seek clarification on rationale.
- Apprentices are expected to understand and use relevant occupational language that would be typical of a competent person in this occupation.

KSBs met and answers to questions, must be recorded by the independent assessor.

The independent assessor will make all grading decisions.

Assessment location

The interview should take place in a quiet room, free from distractions and influence. Video conferencing can also be used to conduct the interview, but the EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided.

The interview can take place in any of the following:

- employer's premises
- a suitable venue selected by the EPAO (for example a training provider's premises)

Question and resource development

A question bank must be developed by EPAOs. The question bank must be of sufficient size to prevent predictability and the EPAO must review it regularly (at least once a year) to ensure that it, and its content, are fit for purpose. The questions relating to the underpinning KSBs, must be varied yet allow assessment of the relevant KSBs. Independent assessors must use the question bank as a source for questions and are expected to use their professional judgment to tailor those questions appropriately. Independent assessors are responsible for asking suitable questions in line with the EPAO's training and standardisation process.

EPAOs must ensure that apprentices have a different set of questions in the case of re-sits/re-takes.

EPAOs will produce the following material to support this assessment method:

- question bank
- structured specification

Reasonable adjustments

The EPAO must have in place clear and fair arrangements for making reasonable adjustments to the assessment methods for the EPA for this apprenticeship standard. This should include how an apprentice qualifies for reasonable adjustment and what reasonable adjustments will be made. The adjustments must maintain the validity, reliability and integrity of the assessment methods outlined in this EPA plan.

Overall EPA grading

All assessment methods are weighted equally in their contribution to the overall EPA grade.

Performance in the EPA will determine the apprenticeship grade of fail, pass, or distinction.

Independent assessors must individually grade each assessment method, according to the requirements set out in this plan.

EPAOs must combine the individual assessment method grades to determine the overall EPA grade.

Apprentices who fail one or more assessment method will be awarded an overall EPA 'fail'.

In order to gain an overall EPA 'pass', apprentices must achieve a pass in all the assessment methods.

In order to achieve an overall EPA 'distinction', apprentices must achieve a pass in AM2 and a distinction in AM1 and AM3.

Grades from individual assessment methods should be combined in the following way to determine the grade of the EPA as a whole:

Assessment method 1 Multiple Choice Test	Assessment method 2 Observation	Assessment method 3 Interview	Overall grading
Any grade	Any grade	fail	Fail
Any grade	fail	Any grade	Fail
Fail	Any grade	Any grade	Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Distinction	Pass	Pass	Pass
Distinction	Pass	Distinction	Distinction

Any grade = fail, pass, or distinction

Re-sits and re-takes

Apprentices who fail one or more assessment method/s will be offered the opportunity to take a re-sit or a re-take at the employer's discretion. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

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

Apprentices should have a supportive action plan to prepare for a re-sit or a re-take.

The timescales for a re-sit/re-take is agreed between the employer and EPAO. A re-sit is typically taken within 2 months of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 3 months of the EPA outcome notification.

All assessment methods must be taken within a 7 month period, otherwise the entire EPA will need to be re-sat/re-taken.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to a higher grade.

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless the EPAO determines there are exceptional circumstances requiring a re-sit or re-take.

Roles and responsibilities

Role	Responsibility
Apprentice	<p>As a minimum, apprentices should:</p> <ul style="list-style-type: none"> • participate in and complete on-programme training to meet the KSBs as outlined in the occupational standard for a minimum of 12 months • undertake 20% off-the-job training as arranged by the employer and training provider • understand the purpose and importance of EPA • undertake the EPA including meeting all gateway requirements
Employer	<p>As a minimum, employers should:</p> <ul style="list-style-type: none"> • select the EPAO and training provider • work with the training provider (where applicable) to support the apprentice in the workplace and to provide the opportunities for the apprentice to develop the KSBs • arrange and support a minimum of 20% off-the-job training to be undertaken by the apprentice • decide when the apprentice is working at or above the occupational standard and so is ready for EPA • ensure that all supporting evidence required at the gateway is submitted in accordance with this EPA plan • remain independent from the delivery of the EPA • confirm arrangements with the EPAO for the EPA (who, when, where) in a timely manner (including providing access to any employer-specific documentation as required, for example company policies) • ensure that the EPA is scheduled with the EPAO for a date and time which allow appropriate opportunity for the KSBs to be met • ensure the apprentice is well prepared for the EPA • ensure the apprentice is given sufficient time away from regular duties to prepare for and complete all post-gateway elements of the EPA, and that any required supervision during this time (as stated within this EPA plan) is in place • where the apprentice is assessed in the workplace, ensure that the apprentice has access to the resources used on a

	<p>daily basis</p> <ul style="list-style-type: none"> • pass the certificate to the apprentice
EPAO	<p>As a minimum, EPAOs should:</p> <ul style="list-style-type: none"> • conform to the requirements of this EPA plan and deliver its requirements in a timely manner • conform to the requirements of the Register of End-Point Assessment Organisations (RoEPAO) • conform to the requirements of the external quality assurance provider (EQAP) for this apprenticeship standard • understand the occupational standard • make all necessary contractual arrangements, including agreeing the price of the EPA • develop and produce assessment materials including specifications and marking materials (for example mark schemes, practice materials, training material) • appoint suitably qualified and competent independent assessors • appoint administrators (and invigilators where required) to administer the EPA as appropriate • provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading • provide adequate information, advice and guidance documentation to enable apprentices, employers and training providers to prepare for the EPA • arrange for the EPA to take place, in consultation with the employer • where the apprentice is not assessed in the workplace, ensure that the apprentice has access to the required resources and liaise with the employer to agree this if necessary • develop and provide appropriate assessment recording documentation to ensure a clear and auditable process is in place for providing assessment decisions and feedback to all relevant stakeholders • have no direct connection with the apprentice, their employer or training provider. In all instances, including when the EPAO is the training provider (i.e. HEI), there must be no conflict of interest • have policies and procedures for internal quality

	<p>assurance (IQA), and maintain records of regular and robust IQA activity and moderation for external quality assurance (EQA) purposes</p> <ul style="list-style-type: none"> • deliver induction training for independent assessors, and for invigilators and/or markers (where used) • undertake standardisation activity on this apprenticeship standard for all independent assessors before they conduct an EPA for the first time, if the EPA is updated and periodically as appropriate (a minimum of annually) • manage invigilation of apprentices in order to maintain security of the assessment in line with the EPAO's malpractice policy • verify the identity of the apprentice being assessed • use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard • provide details of the independent assessor's name and contact details to the employer • have and apply appropriately an EPA appeals process • request certification via the Apprenticeship Service upon successful achievement of the EPA
Independent assessor	<p>As a minimum, independent assessors should:</p> <ul style="list-style-type: none"> • have the competence to assess the apprentice at this level and hold any required qualifications and experience in line with the requirements of the independent assessor as detailed in the IQA section of this EPA plan • understand the occupational standard and the requirements of this EPA • have, maintain and be able to evidence up-to-date knowledge and expertise of the subject matter • deliver the end-point assessment in-line with the EPA plan • comply with the IQA requirements of the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider; in all instances, including when the EPAO is the training provider (i.e. HEI) • attend induction training • attend standardisation events when they begin working for the EPAO, before they conduct an EPA for the first time and a minimum of annually on this apprenticeship standard • assess each assessment method, as determined by the

	<p>EPA plan, and without extending the EPA unnecessarily</p> <ul style="list-style-type: none"> • assess against the KSBs assigned to each assessment method, as shown in the mapping of assessment methods and as determined by the EPAO, and without extending the EPA unnecessarily • make all grading decisions • record and report all assessment outcome decisions, for each apprentice, following instructions and using assessment recording documentation provided by the EPAO, in a timely manner • use language in the development and delivery of the EPA that is appropriate to the level of the occupational standard • mark open (constructed) test answers accurately according to the EPAO's mark scheme and procedures
Training provider	<p>As a minimum, training providers should:</p> <ul style="list-style-type: none"> • work with the employer and support the apprentice during the off-the-job training to provide the opportunities to develop the knowledge, skills and behaviours as listed in the occupational standard • conduct training covering any knowledge, skill or behaviour requirement agreed as part of the Commitment Statement (often known as the Individual Learning Plan). • monitor the apprentice's progress during any training provider led on-programme learning • advise the employer, upon request, on the apprentice's readiness for EPA • remain independent from delivery of the EPA. Where the training provider is the EPA (i.e. a HEI) there must be procedures in place to mitigate against any conflict of interest

Marker	<p>As a minimum, markers should:</p> <ul style="list-style-type: none"> • attend induction training • have no direct connection or conflict of interest with the apprentice, their employer or training provider in all instances including when the EPAO is the training provider (i.e. HEI) • mark multiple-choice test answers accurately according to

	the EPAO's mark scheme and procedures
Invigilator	<p>As a minimum, invigilators should:</p> <ul style="list-style-type: none">• attend induction training as directed by the EPAO• have no direct connection or conflict of interest with the apprentice, their employer or training provider; in all instances, including when the EPAO is the training provider (i.e. HEI)• invigilate and supervise apprentices during tests and in breaks during assessment methods to prevent malpractice in accordance with the EPAO's invigilation procedures

Internal Quality Assurance (IQA)

Internal quality assurance refers to the strategies, policies and procedures that EPAOs must have in place to ensure valid, consistent and reliable end-point assessment decisions. EPAOs for this EPA must adhere to all requirements within the Roles and Responsibilities section and:

- have effective and rigorous quality assurance systems and procedures that ensure fair, reliable and consistent assessment across employers, places, times and independent assessors
- appoint independent assessors who have recent relevant experience of the occupation/sector gained in the last three years or significant experience of the occupation/sector
- operate induction training for independent assessors, markers and invigilators
- provide training for independent assessors in terms of good assessment practice, operating the assessment tools and grading
- where appropriate:
 - provide ongoing training for markers
 - provide ongoing training for invigilators
- undertake standardisation activity on this apprenticeship standard for all independent assessors:
 - before they conduct an EPA for the first time
 - if the EPA is updated
 - periodically as appropriate (a minimum of annually)
- conduct effective moderation of assessment decisions and grades
- conduct appeals where required, according to the EPAO's appeals procedure, reviewing and making final decisions on assessment decisions and grades

Value for money

Affordability of the EPA will be aided by using at least some of the following practices:

- Use of technology – for example video conferencing where applicable
- Location – for example use of employer premises
- Making maximum use of each typical 7.5 hour working day
- Observation of naturally occurring evidence in the workplace

Professional body recognition

An overall pass or distinction grade in this occupational apprenticeship provides for eligibility with the Institute of Couriers – Associate level membership.

Mapping of knowledge, skills and behaviours (KSBs)

Assessment method 1: Multiple Choice Test

Knowledge
K1: Last mile and express delivery services offered to domestic & business customers.
K8: Range of labels and the instructions for use in sortation.
K9: Techniques to match service cost to size, weight and volume.
K16: UK postal regulations and universal service obligation.
K17: Data protection legislation and how this applies to sortation.
K18: Health and safety legislation and how this applies to sortation.
K21: principles Techniques for maintaining the integrity of mail, packages, packets and parcels.

Assessment method 2: Observation with questions

Knowledge
K4: Machinery operating procedures including sortation belts, chutes, York roll containers, drop bags, mail bags, mail cages, and boom loaders.
K5: Manual handling and mechanical handling techniques for different types of goods. Techniques for selecting the safest option applicable to the circumstances.
K7: Terminology and procedures that apply when using dedicated sortation IT equipment and automated sortation systems.
K11: Sortation equipment cycles.
Skills
S1: Unload and load items using the correct equipment. For example this may involve cages, bags or booms.
S2: Matches items for sortation with the correct manual, mechanical, or automated handling technique.
S3: Prepares and operates sortation equipment in line with operating instructions.
S6: Respond to data to support the correct flow of automated sortation.

S9: Monitor and maintain sortation equipment to the required functionality. For example, the minor adjusting of belts and chutes during a typical shift.
S15: Coordinate own work with that of others in the team to provide the required sortation tasks
S17: Work compliantly by following relevant health and safety legislation.
Behaviours
B1: Takes ownership of work.
B2: Puts safety and security first for themselves and others.
B3: Team-focused and works effectively with colleagues and others.

Assessment method 3: Interview

Knowledge
K2: range of different job roles across express delivery, from supplier through to sortation hub and final mile services.
K3: importance of the sortation hub in completing a successful express delivery service.
K6: Procedures for collections and returns.
K10: Cleaning and maintenance protocols.
K12: Fault finding principles.
K14: Contingency plans.
K13: Reporting and escalation procedures.
K15: 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.
K19: Methods of communication.
K20: principles of working with others in shift patterns.
K22: Own organisations equality and diversity requirements.
Skills
S4: Responds to deliveries, collections and returns in accordance with own organisation procedures and any relevant contractual arrangements.
S5: Adapts own method of communication to the circumstances, using correct sortation

terminology.
S7: Assess and update labelling where required to support smooth transition through sortation to delivery.
S8: Match item cost to delivery service and respond to irregularities. (For example, identifying a large envelope with a regular stamp).
S10: Identify and remedy basic faults in sortation equipment.
S11: Create reports on sortation performance, within limits of own role.
S12: Identify problems beyond own responsibility and escalate to the relevant person.
S13: Follow the contingency procedures that relate to incidents and emergencies. For example, damaged parcels or breakages.
S14: Identify and handle dangerous goods correctly in accordance with legislative requirements.
S16: Store and share data only when it is permitted to do so, in line with data protection legislation.
S18: Maintain the integrity and security of items in line with procedures.
S19: Support others by following own organisations equality and diversity requirements.
Behaviours
B4: Committed to keeping up to date with industry best practice.
B5: Sources solutions and seeks to continuously improve and develop.
B6: Calm under pressure.
B7: Acts with integrity, following own organisations required standards.

Grading Descriptors

End-point assessment method 1: Multiple Choice Test

KSBs	Fail	Pass	Distinction
K1, K8, K9, K16, K17, K18, K21	0-14 marks	15-19 marks	20-25

End-point assessment method 2: Observation with questions

KSBs	Fail	Pass
K4, K5, K7, K11, S1, S2, S3, S6, S9, S15, S17, B1, B2, B3,	Does not meet the pass criteria	<p>Receiving and matching items for sortation.</p> <p>B1, S1, K4, K5</p> <p>Selects the correct equipment to perform both manual and mechanical loading or unloading of items in accordance with operating procedures.</p> <p>Operating sortation equipment</p> <p>K7, K11, S2, S3</p> <p>Selects, prepares and operates the correct equipment/technique to match the items for sortation in line with procedures.</p> <p>S6, S9</p> <p>Monitors sortation of items, both by monitoring and responding to equipment performance, and by adjusting the flow of sortation in light of available IT/machine data.</p> <p>Monitors automated sorting equipment using data outputs to support any adjustments to the sortation process.</p> <p>Team work and compliance</p> <p>S15 B3</p> <p>Demonstrates team focus when performing sortation, by coordinating own responsibilities with those of others.</p> <p>S17, B2</p> <p>Complies with own organisations safety and security requirements and</p>

	health and safety legislation
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End-point assessment method 3: Interview

KSBs	Fail	Pass	Distinction
K2, K3, K6, K10, K12, K13, K14, K15, K19, K20, K22 S4, S5, S7, S8, S10, S11, S12, S13, S14, S16, S18, S19 B4, B5, B6, B7,	Does not meet the pass criteria	<p>Sortation Hub landscape</p> <p>K2, K3, K20</p> <p>Lists at least four different job roles that are involved in a successful express delivery service from the point of collection to delivery.</p> <p>Explain why both the role of the sortation hub, and working shift patterns, are important.</p> <p>K19 S5</p> <p>Explains how they adapt methods of communication to situation and audience using correct sortation terminology where appropriate.</p> <p>Best practice</p> <p>K22 S19 B7</p> <p>Outlines the organisation's equality and diversity requirements and gives an example of how they have acted with integrity to apply the requirements to support others.</p> <p>B4</p> <p>Explains how they keep up with industry best practice.</p> <p>S16</p> <p>Outlines the steps they follow that ensures they store data correctly and</p>	<p>K2,</p> <p>Explains why all job roles in the express delivery service contribute equally to the success of the operation.</p> <p>K19 S5</p> <p>Describes a time when the communication methods they first considered were later discounted and justifies their reasons.</p> <p>K22, S19, B4, B7</p> <p>Justify the upholding of equality and diversity requirements in the workplace.</p>

	<p>only share data when permitted to do so.</p> <p>Operational performance</p> <p>K6, S4</p> <p>Outlines the main steps they follow that ensures that both their own organisational procedures and any contractual arrangements are followed when handling the goods they are responsible for (including both deliveries, collections and returns situations).</p> <p>K15 S14</p> <p>Describes the techniques used to apply ADR legislation within their own area of responsibility in the identification and handling of dangerous goods.</p> <p>S7 S8 B5</p> <p>Describes an incident where either labelling <i>or</i> item cost was incorrect and how their solution contributed to their continuous improvement and development.</p> <p>S11</p> <p>Outlines the steps they follow when creating a report on sortation performance.</p> <p>S18</p> <p>Describes the procedures which apply to maintain the integrity and security of items being dealt with by their organisation.</p>	<p>K6, S4</p> <p>Justifies the need to follow organisational procedures and contractual arrangements when handling deliveries, collections and returns.</p> <p>K15, S14</p> <p>Assesses the impact of ADR legislation on sortation hub working practices</p> <p>S7 S8 B5</p> <p>Explains how their solution to costing <i>or</i> labelling errors could (help or be adopted by) others.</p>
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