



**End-point Assessment Specification**  
**Express Delivery Operative (EDO) (ST0103)**  
**Level 2**  
**Version 4.0923**



**RTITB Limited**

Registered in England & Wales - Registration number 2476398

Registered office: Access House, Halesfield 17, Telford, TF7 4PW

Tel: +44(0)1952 520202 | Email: [epa@rtitb.com](mailto:epa@rtitb.com) | Web: [www.rtitb.com](http://www.rtitb.com)

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## Introduction and Objective

You can find the assessment plan for this standard on the iFate website by clicking [here](#).

### Introduction

The Express Delivery Operative Apprenticeship (Level 2) is designed for any operative whose position involves the delivery of mail, packages or goods to business and/or domestic customers. This EPA can be taken by someone using a powered trolley to help them deliver mail and packages, or those who use bicycles, motorcycles, vans or lorries, etc., to carry the goods they are delivering.

**Note:** The Express Delivery Operative Standard does not include acquisition of a driving licence for any class of vehicle. Where it is appropriate to the job role, employers are able to provide licence acquisition training and testing alongside the apprenticeship, but this does not form part of the assessment requirements set out in this plan and as stated in the standard. Driving licence acquisition is not co-funded by government as part of the apprenticeship.

### Role

Using world class equipment and software to provide timed deliveries and collections to homes and businesses; postal workers, couriers and express delivery drivers have a high level of individual responsibility for their working day and delivery route. They may be on foot using trolleys or

required to use a vehicle such as a pedal cycle, motorbike, van or lorry. They provide a high level of customer service which may include real time tracking of deliveries or the installation of electrical and other goods. They maintain excellent communication throughout the delivery chain from collection to delivery point and dealing correctly with failed deliveries and returns.

### **Apprenticeship Programme Duration**

The apprentice must complete a minimum duration of 12 months training prior to attending their end-point assessment (EPA).

### **The EPA**

The EPA consists of 3 components, which must be completed within three months of EPA gateway (see 'Gateway' later in this document). The three components of the assessment, (multiple-choice test, role simulation, and professional discussion) have been designed to comprise a broad and rigorous assessment that covers all areas of the standard. See 'Methods of Assessment' later in this document for details on each.

## Mandatory qualifications

### Functional Skills

All apprentices will be required to have achieved Level 1 English and Maths as a condition of gateway.

For those with an education, health and care plan or a legacy statement the apprenticeships English and mathematics minimum requirement is Entry Level 3 and British Sign Language qualifications are an alternative to English qualifications for whom this is their primary language.

## Methods of Assessment

The Express Delivery Operative End-point Assessment consists of three components.

Component	Duration
Multiple-choice test	45 minutes
Role simulation	40 minutes
Professional discussion	40 minutes

Performance in the each of the components will determine the apprenticeship grade (fail, pass or distinction).

### Knowledge and Behaviours Multiple Choice Test

The multiple-choice theory (MCT) test will cover knowledge and response to workplace scenarios relevant to the work of the express delivery operative. The test will take 45 minutes and will focus on the following subject areas:

- Technical operations
- Finance
- Safety
- Contingencies.

The MCT will test across all elements of knowledge in the standard; it may therefore involve knowledge or workplace scenarios that are not directly applicable to the apprentice's current job role.

The multiple-choice test comprises a total of 25 questions which assess the apprentice's understanding across the four areas of knowledge set out in the standard.

The assessment will be set and marked by the end-point assessment organisation. It consists of 20 multiple choice questions to test knowledge and 5 questions based on role scenarios.

Each of the 20 knowledge questions must require one option to be chosen.

Five of the 20 multiple choice questions must have 4 response options, five must have 5, five must have 6, and five must have 7 response options.

Each of the five role scenario questions must require the apprentice to choose, from five stated options, the one course of action or solution that is most appropriate to the situation/problem which must be based on a typical express delivery workplace activity.

All apprentices will complete their multiple-choice tests onscreen.

The test must take place away from the day-to-day pressures of work and in a 'controlled' environment, which may be on or off the employers' premises.

The definition of a 'controlled environment' is set out within RTITB Policies and procedures. This must include environmental requirements such as lighting, space, privacy, and the requirements for a proctor.

The MCT will test knowledge across all elements of knowledge in the standard; it may therefore involve knowledge or a workplace scenario that is not directly applicable to the apprentice's current job role.

## Role Simulation Requirements

This test assesses the apprentice's skills and behaviours relating to:

- Technical operations
- Safety
- Contingencies.

During the test, apprentices will carry out their normal duties as part of a simulated exercise. They will be observed and assessed by the independent end-point assessor (IEPA). The assessment will simulate situations typical to express delivery and the duties they entail. These will relate to specific training undertaken during the apprenticeship programme. This will allow the apprentice to demonstrate skills and behaviours appropriate to the job role.

The role simulation will be chosen from one of the following scenarios:

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



## **Professional Discussion**

This assessment consists of a structured discussion between the assessor and the apprentice. The discussion will cover knowledge, skills and behaviours across the following four areas:

- Technical operations
- Finance
- Safety
- Contingencies.

The discussion provides the assessor with an opportunity to ask the apprentice questions in relation to:

- Their understanding of their job role, duties and responsibilities
- Specific aspects of the training they have received
- Personal development, including reflection on the training they have received
- Their behaviours in their job role, including reflection on these
- Any criteria not assessed in the role simulation.

The discussion will use a template developed by RTITB and will involve the apprentice and their independent end-point assessor. It allows the independent end-point assessor to ask the apprentice questions.

The Independent end-point assessor will be leading and assess the professional discussion as per the assessment plan.

Appropriate questions and expected answer content for this discussion would be:

Q. You have arrived at the delivery address with a valuable package and the door is not answered, tell me what you would do and why?

A. Organisation procedures, reporting/notification, customer service.

Q. You are loading your trolley or vehicle with packages. What do you need to look out for and take into account as you load it?

A. Volume/weight, package condition, correctly labelled, delivery sequence.

Q. You've returned to base earlier than normal and you've been asked to do addition deliveries and collect a return package. What information will you need in order to be sure you can carry this out?

A. Route information, who needs to be at home to make the collection – safeguarding, reaction to being asked to do 'extra' (behaviour).

The employer/training provider must provide the apprentice with at least 10 working days' advance notice of the scheduling of the professional discussion, and must inform them of the purpose and format of the discussion

## Knowledge, Skills and Behaviours

The table below shows which assessment methods are used to test each knowledge, skill and behaviour (KSB).

Reference	Knowledge to be Assessed	Method of Assessment
TO1	Range of express delivery services offered to domestic and business customers; concept of 'the last mile', deliveries of all	Multiple Choice Test

	types of goods, care of perishable items, collections and returns across multiple brands, services, concept of reverse logistics.	
T02	Learn and maintain UK geographic and local road network knowledge to plan and check routes. Road map reading, use of satellite navigation and postcodes to locate addresses.	Multiple Choice Test
T03	Brand presentation related to delivery transport, uniform and sender especially where multiple brands are carried.	Multiple Choice Test
T04	Operating policies and instructions relating to click and collect drop points, collections and returns. The principles of customer service and service delivery.	Multiple Choice Test
T05	Hardware and software used to plan and manage deliveries and collections including hand-held devices to verify and record deliveries and provide real time tracking.	Multiple Choice Test
T06	Numeracy required to calculate load weights, dimensions, pricing schedules, assessing the dimensions of internet-generated returns.	Multiple Choice Test
T07	Principles of commercial and common contract law as applied to express delivery businesses. Principles and laws relating to self-employment in express delivery service.	Multiple Choice Test

T08	The Laws and Regulations applying to traffic, transport operations, and to specific goods, e.g., hazardous goods.	Multiple Choice Test
T09	How personal health and lifestyle impacts on ability to work safely and efficiently. The elements of an appropriate, balanced diet and the range of exercises and fitness regimes or techniques that will ensure and maintain fitness for work.	Professional Discussion
T010	Legal and safe procedures, including the manufacturers' instructions for installing electrical and other goods when these are part of delivery services.	Multiple Choice Test
FT1	The business models for express delivery services; employed and self-employed couriers, types of contract and payment processes used by companies.	Multiple Choice Test
FT2	Where costs occur in the business process.	Professional Discussion
SF1	Health and safety and specific regulations related to goods carried and how these impact on duties.	Multiple Choice Test
SF2	The principles of safe manual handling and the correct use of trollies and lifting equipment.	Multiple Choice Test
SF3	The potential environmental and air pollution hazards associated with express delivery, postal and courier services in urban and rural environments.	Multiple Choice Test

SF4	National legislations and own organisations policy with regard to safeguarding young people and vulnerable adults.	Professional Discussion
CT1	Principles of initial risk assessment of load prior to commencing duties. Dynamic risk assessment during deliveries.	Multiple Choice Test
TO11	Deliver goods to customer premises; load and unload goods in a safe way that ensures the safety and condition of the goods and correctly relates to the delivery schedule.	Role Simulation
TO12	Plan and track progress against a schedule, using equipment where required, e.g., scheduling software, satellite navigation.	Role Simulation and Professional Discussion
TO13	Interpret delivery/collection schedules; follow route instructions and company policies and instructions related to collections, deliveries, failed deliveries and returns.	Role Simulation
TO14	Consistently meet customer expectations, respond to customer's needs and identify ways to improve customer service.	Role Simulation and Professional Discussion
TO15	Verify delivery or collection of goods. Use manual and ICT systems to confirm delivery and collection and to authorise or make payments for goods where required.	Role Simulation
TO16	Comply with the law and with contracts to provide express delivery, postal and courier services.	Professional Discussion
TO17	Work safely in accordance with employment law and traffic law. Where required, operate	Professional Discussion

	vehicles to DVSA standards to ensure safety of others and a green environmental impact, minimising fuel use, noise and congestion.	
T018	Operate equipment provided to move, collect and deliver goods and when required use any systems and ancillary equipment in compliance with company instructions.	Role Simulation
T019	Comply with legal and regulatory requirements relating to express delivery services and where required, with a contract from a client company.	Role Simulation
T020	Uses diet, exercise and fitness techniques appropriate to job role.	Professional Discussion
T021	Where required to carry out basic installation of goods, use correct manual handling techniques and use correct tools and equipment in compliance with manufacturers installation instructions.	Role Simulation and Professional Discussion
FT3	Work in a way that minimises business costs while meeting customer requirements.	Role Simulation and Professional Discussion
SF5	Comply with rules and regulations relating to the movement and handling of items, handling goods correctly using lifting and other equipment where appropriate.	Role Simulation
SF6	Apply safeguarding policy whenever deliveries involve young persons or vulnerable adults.	Role Simulation

SF7	Maintain the health, safety and security of self, colleagues and customers during deliveries.	Role Simulation
SF8	Carry out appropriate daily equipment or vehicle checks and rectify or report faults.	Role Simulation
CT2	Apply dynamic risk assessment principles to plan and respond to changing circumstances, e.g., footpath closures, road diversions, incidents and accidents.	Role Simulation and Professional Discussion
TO22	Acts as a company ambassador.	Role Simulation
TO23	Shows pride in work: integrity, aims for excellence, time management.	Role Simulation
TO24	Engages positively with colleagues and clients.	Professional Discussion
TO25	Strives to improve service quality.	Professional Discussion
TO26	Is proactive in working with colleagues to resolve problems which might affect deliveries and collections.	Professional Discussion
TO27	Takes personal responsibility for the environmental impacts of express delivery, postal and courier services and strives to reduce those impacts.	Professional Discussion
TO28	Is mindful of the needs of pedestrians and other road users.	Professional Discussion
TO29	Adopts a healthy lifestyle, eats an appropriate, balanced diet and takes regular exercise to ensure and enhance own health and fitness to work.	Professional Discussion

FT4	Acts with integrity and honesty in all financial dealings, astute in work activities and acts credibly.	Professional Discussion
SF9	Shows concern about the safety of self, customers and the wider public.	Role Simulation
SF10	Follows organisations security policies during deliveries.	Role Simulation
SF11	Follows safeguarding policies during deliveries to young persons or vulnerable adults.	Role Simulation
SF12	When riding or driving vehicles, adopts a defensive driving approach.	Professional Discussion
CT3	Is calm under pressure and focused on solutions not problems.	Role Simulation



## Gateway

The apprentice must complete a minimum of 12 months apprenticeship training before they can be considered for gateway. Once they are eligible for gateway, the apprentice will attend a gateway meeting with their employer and training provider to discuss their progress and readiness for EPA.

If all three parties agree that the apprentice is ready, a Gateway Declaration should be submitted to RTITB, along with evidence of English and maths achievements.

RTITB will process the declaration and confirm eligibility to progress through gateway within 2 working days.

The following gateway requirements must be met before EPA can be conducted:

- The apprentice must have completed 12 months on programme training
- The apprentice must have attained Level 1 English and Maths

## End-point Assessment Process

Once gateway has been completed, the EPA can be booked. We will work with the employer/training provider to schedule assessment activities to ensure that all tests can be completed in line with the assessment plan's timeframe requirements.

## Supporting Material

In preparation for the end-point assessment the apprentice will be given access to the RTITB EPA Preparation and Assessment Portal, where they will find an overview of the apprenticeship standard, plus practice materials to help them prepare for their EPA, such as route planning assignments, discussion questions, and mock multiple-choice papers.

## Grading

Apprentices will be graded per assessment and will be required to complete and pass each component in order to pass the EPA.

An independent assessor will grade the role simulation and professional discussion components. All grading decisions will be based on criteria detailed in the iFate [assessment plan](#).

To **pass** each component, all criteria must be met. A **distinction** will be awarded for meeting all criteria *and* all distinction criteria. Full guidance on grading descriptors for this standard can be found on pages 11-26 in the assessment plan.

The multiple-choice test will be graded according to the score achieved by the apprentice, with a **pass** achieved at 15/25 and a **distinction** awarded for 20-25 correct answers.

Assessment Component	Element Assessed	Grading
Multiple Choice Test	Knowledge	Fail = a mark of 14/25 or less Pass = a mark between 15/25 and 19/25 Distinction = a mark of 20/25 or more
Role Simulation	Skills, Behaviours	Fail/Pass/Distinction
Professional Discussion	Knowledge, Skills, Behaviours	Fail/Pass/Distinction

To achieve an overall **pass** grade for the EPA, the apprentice must achieve a minimum of a pass in **all** three components.

To achieve an overall grade of **distinction**, the apprentice must achieve a distinction in **all** three components.

The apprentice will be awarded a **fail** if they fail any of the three components.

Multiple Choice Test	Role Simulation	Professional discussion	Overall Grade
Distinction	Distinction	Distinction	Distinction
Distinction	Pass	Pass	Pass
Pass	Pass	Pass	Pass
Pass	Pass	Fail	Fail

### Re-sits and re-takes

Apprentices who fail one or more EPA method will be offered the opportunity to take a resit/retake. Resit/re-takes must not be offered to apprentices wishing to move from pass to distinction. A resit does not require further learning whereas a retake does. A re-sit can only be taken within a minimum of 30 working days and a maximum of 90 working days following their first attempt at the EPA.

If an apprentice fails to meet the overall pass grade after a re-sit, their employer and training provider must review the apprentice's EPA performance and decide whether or not they require further learning and training before attempting to re-take. The employer should then notify the EPAO when they feel the apprentice will be ready to attempt the EPA. The maximum grade awarded for a re-sit or re-take will be capped at a pass grade unless the EPAO identifies exceptional circumstances accounting for the original fail.