



Draft Preview

DRAFT APPRENTICESHIP ASSESSMENT PLAN FOR THE EXPRESS DELIVERY OPERATIVE APPRENTICESHIP

ST0103/V2

APPRENTICESHIP REFERENCE NUMBER	LEVEL OF THIS APPRENTICESHIP	INTEGRATION
ST0103	2	None

Assessment Plan

Assessment details

Introduction

This apprenticeship assessment plan (AAP) sets out the requirements for the assessment of the level 2 express delivery operative apprenticeship. It should be read in conjunction with the Requirements for Apprenticeship Assessment. Where there is conflict between this AAP and the Requirements for Apprenticeship Assessment, this AAP takes precedence. Assessment organisations must also comply with the relevant regulatory framework for apprenticeship assessment.

It is important that the assessment of apprentices is proportionate, valid, and provides reliable evidence of an apprentice's attainment of the relevant knowledge and skills. As such, assessment organisations must design assessments to ensure:

- employers have confidence that the apprentice has reached the expected performance standard
- apprentices are sufficiently secure in their knowledge and skills, so that they could demonstrate their competence in different contexts, for example, a different workplace

Assessment Outcomes

The assessment outcomes group and summarise the knowledge and skills that must be demonstrated in assessments.

Table 1: Assessment outcomes

Table 1 sets out the assessment outcomes and the mapped knowledge and skill statements. All assessment outcomes must be assessed. Knowledge and skills statements listed in the mandatory statements column must be assessed in every version of the assessment that is made available.

Knowledge and skills statements that offer opportunities to develop functional English and maths are identified with an asterisk.

Assessment Outcome	Mapped statements	Mandatory statements
AO1: Delivery and collection operations The apprentice delivers and collects goods in accordance with organisational procedures, service commitments, delivery schedules and contractual requirements. They use operational systems to verify activities, monitor progress and ensure goods are transferred safely to the correct recipient	K1, K2, K3, K6, K7, K8*, K11*, K12*, K24* S1*, S2*, S3*, S6, S10*, S13	K3, K7, K8, K11, K12, K24 S1, S2, S10
AO2: Route planning and journey management The apprentice plans, monitors and adapts delivery and collection routes using geographical knowledge, maps, postcodes and navigation tools. They locate destinations accurately, manage journey progress and respond effectively to changing operational circumstances.	K18, K19*, K20* S17*, S18*	K20 S17
AO3: Goods handling and equipment operations The apprentice handles, moves, loads and unloads goods safely using appropriate equipment and procedures. They apply manual handling principles, interpret packaging requirements, complete equipment checks and maintain the condition of goods throughout transportation.	K13, K14*, K15*, K16 S11*, S12*, S15, S16*, S20	K14 S11, S15, S16
AO4: Customer and commercial service delivery The apprentice delivers customer-focused service in line with organisational standards and customer expectations. They respond to customer needs, support operational efficiency and identify opportunities to improve service quality and delivery performance.	K4, K5, K9*, K10* S7*, S8*, S9*	K10 S7

AO5: Safety, security and regulatory compliance	K21*, K22*, K25*, K26*	K22 S19, S21, S22
The apprentice applies legal, regulatory and organisational requirements to maintain safe, secure and compliant delivery operations. They manage risks, protect people, goods and information, and comply with relevant safety and security requirements.	S4, S5, S14, S19*, S21, S22*, S23*	
AO6: Professional, inclusive and sustainable working practices	K17, K23*, K27*, K28,	K27
The apprentice contributes to an inclusive, professional and sustainable workplace. They promote equality, diversity and inclusion, minimise environmental impact, maintain their wellbeing and engage in continuous professional development.	S24*, S25*	

Assessment requirements

Assessment organisations must set apprenticeship assessments. Assessment organisations should consider how technology and digital tools can support innovation and efficiency.

Assessment organisations must design apprenticeship assessments to include a **professional discussion**.

Any additional assessment, or assessments, must be selected from the following list of methods, to ensure the assessment outcomes are met in full. Methods may be used more than once.:

- **interview**
- **question and answer**
- **written assessment**
- **observation**
- **simulation**
- **portfolio**

Assessment organisations must have due regard to any relevant frameworks, standards, guidance or other documents that may be published by industry regulators, professional bodies, and other representative groups.

Apprentices may be assessed at any appropriate point during their apprenticeship programme.

Assessments may be designed to allow a centre or training provider to mark assessments. The assessment organisation is responsible for ensuring all assessments are sufficiently

reliable and valid, and for the accuracy of any centre or training provider marking.

Performance descriptors

Performance descriptors describe the level of performance required to achieve a pass or distinction grade.

Table 2: performance descriptors

Table 2 sets out the performance descriptor categories and descriptors for pass and distinction. Assessment organisations must design assessments that align with these descriptions.

Performance Category	Pass	Distinction
Applied Knowledge	Applies knowledge, facts, procedures and ideas of express delivery operations , appropriately in a significant range of varied work activities and contexts, some of which are complex or non-routine.	Applies knowledge, facts, procedures and ideas of express delivery operations , with consistently high accuracy, insights or efficiency in a significant range of varied work activities and contexts, some of which are complex or non-routine.
Applied Skills	Selects and applies express delivery practical skills consistently in a significant range of varied work activities and contexts, some of which are complex or non-routine. Solves straight-forward, well-defined express delivery problems, to an acceptable standard.	Integrates express delivery practical skills with precision in a significant range of varied work activities and contexts, some of which are complex or non-routine. Solves straight-forward, well-defined express delivery problems, that add value.
Regulatory and Procedural Awareness	Gathers and interprets express delivery legislation, regulation and guidance relevant to the role, with minimal noncritical errors, although depth of insight or adaptability may be limited.	Applies interpretation of express delivery legislation, regulations and guidance relevant to the role, with minimal noncritical errors and with reasonable depth of insight or adaptability.
Communication and Collaboration	Communicates and collaborates effectively within a team or group setting, delivering reliable customer service.	Communicates with clarity and sensitivity, within a team or group setting, delivering a courteous customer service.

Information Use and Decision Making	Gathers and interprets express delivery information relevant to the role, informing decisions and actions that are fit for purpose in the work context.	Applies interpretation of express delivery information and feedback relevant to the role, shaping actions that add value.
Responsibility and Autonomy	Takes responsibility for completing express delivery tasks and procedures. Exercises autonomy and judgement subject to overall direction or guidance. May collaborate with others perhaps through a work group or team.	Exercises informed judgement and self-direction when taking responsibility for completing tasks and procedures anticipating the needs of the task or team.

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