

Working with ELS End-Point Assessment

Independent End Point Assessor - Supporting Evidence of Competency

Each apprenticeship standard sets out very clear requirements for occupational competency that we (ELS) must ensure our assessment team meet.

Please provide [detailed information](#) for how you meet the requirements of the **Express Delivery Operative Level 2** Standard (and pathways, where appropriate) you are applying to assess.

Name:	
Date:	
Contact number:	
Do you hold an Assessors qualification? (D32, D33, A1, CAVA) Please list dates achieved (or dates expected if working towards):	
Do you hold an Internal Quality Assurance (IQA) Qualification (D34, V1)	
Do you hold any current and valid DBS checks?	
Date the DBS Check was completed:	

STANDARD:	Occupational competency requirements, as set out in the assessment plan:	How do you meet these occupational competency requirements? <i>Consider including information such as: details of environments you have worked in, currency of your practical competence, dates and timeframes of experience, how you remain current, details of any professional registrations or qualifications you hold, <u>specific to standard and/or pathway</u>.</i> NB. For standards which have multiple pathways, please enter N/A for the pathways you have no experience in. https://www.instituteofapprenticeships.org/media/1776/st0103_express-delivery-operative_l2_assessment-plan-for-publication_may-2018.pdf Please click on the link to look up the latest Apprenticeship Standard.	<i>Internal use only:</i> Score
Express Delivery Operative L2	Have excellent knowledge and understanding of the apprenticeship standard.		
	Do you hold L3 vocational qualifications (e.g. NVQ/QCF or SVQ/SCQF) in driving or warehouse operations?		
	Do you have 'hands on' experience within the last 3 years?		
	How do you keep your CPD for this standard up to date?		

	Key knowledge, Skills and Behaviours as set out in the assessment plan:	How do you meet the standard criteria for the KBSs listed below? <i>An understanding of the apprenticeship standards and the assessment models used, with specific knowledge about the relevant industry area for the role. Explain your “hands on” experience within the following areas. Please include dates and as much detail as possible. As you type into the boxes they will expand.</i>	<u>Internal use only:</u> Score
	<p>Technical Operations</p> <p>Knowledge of:</p> <p>A range of express delivery services offered to domestic and business customers; concept of ‘the last mile’, deliveries of all types of goods, care of perishable items, collections and returns across multiple brands, services, concept of reverse logistics.</p> <p>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.</p> <p>Brand presentation related to delivery transport, uniform and sender especially where multiple brands are carried.</p> <p>Operating policies and instructions relating to click and collect drop points, collections and returns. The principles of customer service and service delivery.</p> <p>Hardware and software used to plan and manage deliveries and collections including hand-held devices to verify</p>		

	<p>and record deliveries and provide real time tracking.</p> <p>Numeracy required to calculate load weights, dimensions, pricing schedules, assessing the dimensions of internet- generated returns.</p> <p>Principles of commercial and common contract law as applied to express delivery businesses. Principles and laws relating to self-employment in express delivery services.</p> <p>The Laws and Regulations applying to traffic, transport operations, and to specific goods e.g. hazardous goods.</p> <p>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.</p> <p>Legal and safe procedures, including the manufacturers’ instructions for installing electrical and other goods when these are part of delivery services.</p> <p>Skilled in: 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.</p>		
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	<p>Plan and track progress against a schedule, using equipment where required e.g. scheduling software, satellite navigation.</p> <p>Interpret delivery/ collection schedules; follow route instructions and company policies and instructions related to collections, deliveries, failed deliveries and returns.</p> <p>Consistently meet customer expectations, respond to customer's needs and identify ways to improve customer service.</p> <p>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.</p> <p>Comply with the law and with contracts to provide express delivery, postal and courier services.</p> <p>Work safely in accordance with employment law and traffic law. Where required, operate vehicles to DVSA standards to ensure safety of others and a green environmental impact, minimising fuel use, noise and congestion.</p> <p>Operate equipment provided to move, collect and deliver goods and when required use any systems and</p>		
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	<p>ancillary equipment in compliance with company instructions.</p> <p>Comply with legal and regulatory requirements relating to express delivery services and where required, with a contract from a client company.</p> <p>Uses diet, exercise and fitness techniques appropriate to job role.</p> <p>Where required to carry out basic installation of goods, use correct manual handling techniques and use correct tools and equipment in compliance with manufacturer's installation instructions.</p>		
	<p>Financial Knowledge of: The business models for express delivery services; employed and self-employed couriers, types of contract and payment processes used by companies.</p> <p>Where costs occur in the business process.</p> <p>Skilled in: Work in a way that minimises business costs while meeting customer requirements.</p>		
	<p>Safety Knowledge of: Health and safety and specific security regulations related to goods</p>		

	<p>carried and how these impact on duties.</p> <p>The principles of safe manual handling and the correct use of trolleys and lifting equipment.</p> <p>The potential environmental and air pollution hazards associated with express delivery, postal and courier services in urban and rural environments.</p> <p>National legislation and own organisations policy with regard to safeguarding young people and vulnerable adults.</p> <p>Skilled in: Comply with rules and regulations relating to the movement and handling of items, handling goods correctly using lifting and other equipment where appropriate.</p> <p>Apply safeguarding policy whenever deliveries involve young persons or vulnerable adults.</p> <p>Maintain the health, safety and security of self, colleagues and customers during deliveries.</p> <p>Carry out appropriate daily equipment or vehicle checks and rectify or report faults.</p>		
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	<p>Contingencies Knowledge of: Principles of initial risk assessment of load prior to commencing duties. Dynamic risk assessment during deliveries</p> <p>Skilled in: Apply dynamic risk assessment principles to plan and respond to changing circumstances e.g. footpath closures, road diversions, incidents and accidents</p>		
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Thank you for your time completing this form

Please return your completed form to ELS by uploading your form at:

<https://www.elsbusinesstraining.co.uk/end-point-assessment/independent-end-point-assessors-and-internal-quality-assurers/>
or email it to epaenquiries@explosivelearningsolutions.com