



# Express Delivery Sortation Hub Operative

## Welcome to the Express Delivery Sortation Hub Operative programme.

The Level 2 programme is designed for those supporting the rapid distribution of goods in sortation hubs (receiving, assessing and sorting goods by destination). It is suitable for both those new to the role and those looking to take the next step in their career.

The programme focuses on developing the Learner's knowledge of express delivery models, legislation and processes relating to the handling of goods and industry best practice. The programme covers areas such as compliance and data protection, personal effectiveness and contingency plans.

Once completed, Learners will have gained a nationally recognised Express Delivery Sortation Hub Operative Apprenticeship Standard and be eligible to join the Institute of Couriers as an Associate Member. Depending on their job role, Learner's may want to consider progression onto the Level 3, Supply Chain Practitioner, Improvement Technician or Team Leader/ Supervisor programme.

## ABOUT INTEC BUSINESS COLLEGES

We are a national training provider, who have worked with organisations across the UK helping them to upskill their workforce through vocational qualifications since 1982. Our mission is to enable our Learners to develop, progress and achieve.

**LEVEL  
LEVEL 2**

**DURATION  
12 MONTHS (+ 4 months for EPA)**

**END POINT ASSESSMENT ORGANISATION  
HIGHFIELD ASSESSMENTS**



## THE PROGRAMME \*

The Learner will receive a 2-3 hour monthly visit from a dedicated Intec Tutor who will deliver the Standard either remotely or in the Learner's place of work. We use a blended learning approach and all sessions will be supported by our online delivery platform, Smart Assessor, where Learners can upload their work and Tutors and Managers can monitor their progress between visits.

As part of an Apprenticeship, Learners are required to spend 6 hours a week (based on 30-hour contract) engaged in off the job training. This can be achieved in a variety of ways.

PROGRAMME COVERAGE	
Meet organisational targets for express delivery	Process goods
Comply with health and safety	Read and respond to data
Calibrate sortation equipment	Maintain, clean and unblock sortation equipment
Identify damaged goods	Operate and monitor IT systems
Determine the nature of goods	Identify and report mechanical failures
Unload and load goods	Escalate sortation problems beyond own control
Determine the volume and weight of goods	Create reports on sortation performance
Examine goods and identify the destination labelling	Operate manual and semi-automated sortation machinery

\*Further details of the programmes contents can be found on the factsheet or scheme of work.

### MANDATORY ENTRY REQUIREMENTS

- Organisations set their own but the Learner must be able to meet the requirements of the programme through their job.
- Achieve level 1 English and maths or equivalent, and have attempted the level 2 prior to sitting End Point Assessment.
- Have been a resident in the UK for 3 years or more, or a national of an EU Settlement Scheme.

### END POINT ASSESSMENT

Once learning is complete, the Employer, Learner and Intec will agree if the Learner has gained the necessary knowledge, skills and behaviours to be put forward to the Assessment Gateway. This will then trigger the End Point Assessment. The assessment is graded with the Learner achieving a pass, distinction or fail.

#### 33.3% WEIGHTING MULTIPLE CHOICE TEST

A 45 minute test, consisting of 25 multiple choice questions.

#### 33.3% WEIGHTING OBSERVATION WITH Q&A

A 75 minute observation in the Learner's place of work, followed by a 15 minute Q&A.

#### 33.3% WEIGHTING INTERVIEW

A 60 minute interview with a minimum of 12 questions, conducted by an independent assessor.

*Enabling you to develop, progress and achieve.*