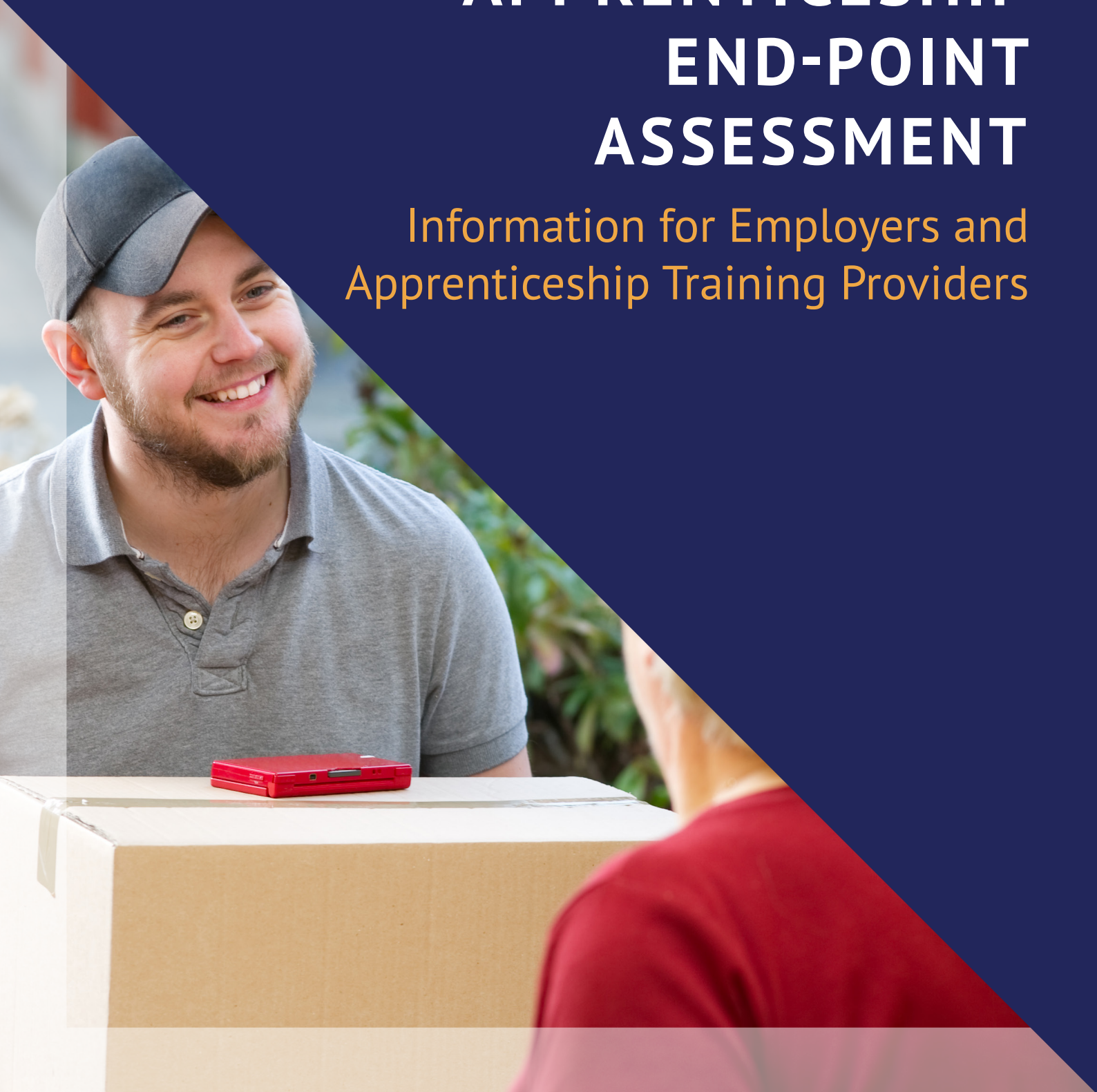


# APPRENTICESHIP END-POINT ASSESSMENT

Information for Employers and  
Apprenticeship Training Providers



Express Delivery Operative (ST0103) Level 2



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## RTITB AND END-POINT ASSESSMENT FOR THE LOGISTICS INDUSTRY

### **We are logistics industry specialists.**

We only work in the logistics sector. The team who developed and who deliver our End-Point Assessment (EPA) services are the same team who deliver the rest of our range of assessments and accreditation services for transport drivers and warehouse workers. It's likely we already work with your training and development team and we have a good understanding of what services we can provide based on your job roles.

### **Our Assessors are from the sector.**

All of our EPA Assessors are existing RTITB team members and are experienced in assessing drivers, warehouse operatives and machinery operatives in a range of operational contexts.

### **We are assessment specialists.**

We don't deliver apprenticeship training, so our focus is solely on developing fair, consistent and above all, efficient assessments for you and your apprentices.

**We are on the Education and Skills Funding Agency (ESFA) Register of EPA Organisations** to deliver End-Point Assessment for Express Delivery Operative (ST0103) Level 2.



# END-POINT ASSESSMENT (EPA)

Each standard has a specific End-Point Assessment (EPA) Plan. An EPA Plan first sets out the specific assessment Gateway requirements for that standard, which must be met before an apprentice can take an EPA.

To pass the Gateway, the Employer and Training Organisation must agree that the apprentice has completed at least 12 months of on-programme training, gained the required knowledge, skills and behaviours and reached the required standard in English and Maths. A decision can be reached by the use of tests of knowledge, skills or behaviours, but these do not form part of the EPA. **RTITB have no role in the Gateway process but before we can conduct an EPA we must have confirmation that the apprentice has passed the Gateway.**



An EPA Plan sets out the format and content of the End-Point Assessment for that apprenticeship standard. The Plan therefore provides the Apprentice with an outline of the knowledge, skills and behaviours required by the apprenticeship standard.



The End-Point Assessment must be carried out by an EPA Organisation (EPAO) who are approved by the Education and Skills Funding Agency (ESFA), and are on the Register of EPA Organisations. The EPAO must be independent of the Employer and the Training Provider, and must have played no part in the on-programme training.

**RTITB deal only with the EPA and RTITB End-Point Assessors carry out EPAs strictly in accordance with the EPA Plan.**

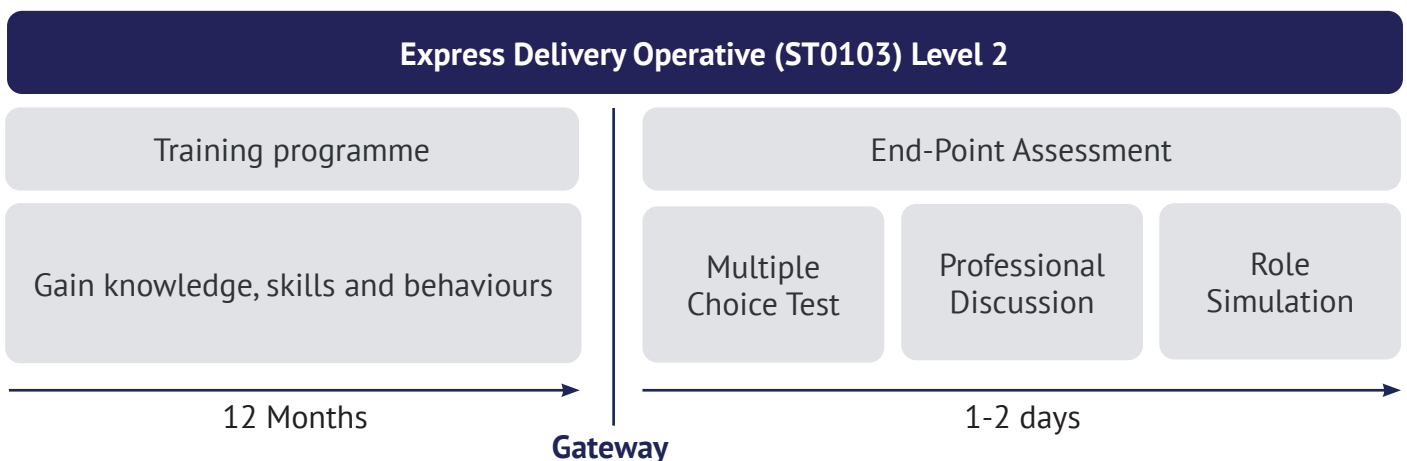


# END-POINT ASSESSMENT REQUIREMENTS FOR THE EXPRESS DELIVERY OPERATIVE (ST0103) LEVEL 2 APPRENTICESHIP

The Express Delivery Operative (ST0103) Level 2 Apprenticeship is designed for any operative involved in the delivery of mail, or packages or goods to business and/or domestic customers. Therefore the EPA can be taken by someone using a powered trolley to help them deliver mail and packages as well as those using a bicycle or motorcycle or van or a lorry to carry the goods they are delivering. The minimum duration of the training programme is 12 months.

The Express Delivery Operative (ST0103) Level 2 Apprenticeship Standard does not include acquisition of a Driving Licence for any class of vehicle. Where a driving licence is required for the job role, Employers may have provided licence acquisition training and testing, but as this is not part of the Apprenticeship Standard, it is not part of the apprenticeship gateway or assessment process.

The Express Delivery Operative (ST0103) Level 2 End-Point Assessment has three components: a multiple choice test, a role simulation and a professional discussion, which together provide a robust process to ensure a consistent outcome. Performance in the EPA will determine the apprenticeship grade of pass or distinction.



## Readiness for EPA

The apprentice must meet the following requirements in order to be ready to progress onto Gateway:

- Level 1 English and Maths
- Attempted Level 2 English and Maths
- The employer and training provider must be confident that the apprentice has demonstrated the knowledge, skills and behaviours listed in the apprenticeship standard
- The apprentice must be confident that they have the required skills, knowledge and behaviours to achieve End-point Assessment.

## Gateway Meeting and Declaration

A Gateway meeting must take place on or after the scheduled programme end date (a minimum of 1 year and 1 day from programme commencement). The meeting should be attended by the apprentice, employer and training provider. The purpose of the meeting is to discuss the apprentice's progress and determine whether they have achieved all Gateway prerequisites, as outlined in the previous section, 'Readiness for EPA'.

If all parties are in agreement that all prerequisites have been met, the Gateway Declaration form must be completed, signed and emailed to [epa@rtitb.com](mailto:epa@rtitb.com), accompanied by evidence of Level 1 functional skills.

Once RTITB confirm receipt of the Declaration, the employer/training provider can move ahead with booking knowledge test, role simulation, and professional discussion assessments for the apprentice.

The EPA must be completed within **12 weeks** of EPA Gateway.

### EPA Guide for Apprentices

RTITB have produced a guide to this EPA for apprentices. Apprentices can access this guide in their EPA Portal on the RTITB learning management system.





# PREMISES AND EQUIPMENT REQUIREMENTS

The following sections outline premises and equipment requirements for each stage of the EPA. It is the responsibility of the Employer or Training Provider to ensure the requirements are met.

## Multiple Choice Knowledge Test

- A suitable risk-assessed room that is free from distractions, and which is reserved exclusively for the use of apprentices taking the test.
- The room must be adequately lit and equipped with enough desks and chairs to accommodate the number of apprentices.
- Apprentices must have access to an Internet-connected device (phone, tablet or PC/laptop) capable of accessing the RTITB eFront learning platform (we recommend current versions of Chrome, Safari, Firefox Internet browsers).
- An RTITB-authorized proctor.
- RTITB proctoring posters.

## Role Simulation

Depending on the nature of the role simulation selected for the assessment, premises and equipment requirements will change. The following core items should be provided in line with the requirements of the simulation selected.

- A suitable vehicle/equipment to conduct the assessment – the vehicle/equipment should be adequately inspected, legally compliant, and risk-assessed prior to the assessment.
- Access to suitable route planning equipment, for example a PC running route planning software, a mobile/handheld device, maps, etc.
- Necessary items to be used during the simulation by the apprentice – e.g., parcels and packages, goods to be delivered, etc.
- A work colleague to assist with the roleplay
- An office or room, which is available for uninterrupted use, where a review of the Assessment Plan, a briefing, and apprentice feedback can take place before and after the assessment. The room should be equipped with sufficient desks and chairs for those in attendance.

## Professional Discussion

- A suitable room that is adequately lit, free from distractions, comfortable, and which is exclusively for the use of the assessor and the apprentice.
- Chairs for the assessor and the apprentice.

**Note: A contact responsible for advising the RTITB Assessor of fire evacuation and other relevant emergency procedures, and incident reporting procedures must be available for the duration of the Assessor's visit.**



# HOW TO BOOK AN RTITB EPA

Step

1

## Choose RTITB as your EPAO

**The process starts when an Employer makes the decision to use RTITB to deliver EPAs for their apprentices.**

**Employers will complete the EPAO Employer Confirmation Form, which tells RTITB:**

- Which apprenticeship standard – in this case ST0103 Express Delivery Operative, the Employer wants us to assess their apprentices against
- Who is the Lead Training Provider or Employer Training Provider
- The initial number of apprentices
- The estimated dates for End-point Assessment

**RTITB will then send the Employer/Training Provider the “RTITB Services Agreement – End-Point Assessments” for signature.** This general agreement to use RTITB as your EPAO enables RTITB to start planning and allocating resources, so that when apprentices are ready for EPA (see Step 3 below), we can offer End-point Assessment where and when it is needed.

Step

2

## Apprentice Registration

**Apprentice registration with RTITB must be completed at least 90 days before Gateway.**

Apprentice registration provides the apprentice with access to the RTITB apprentice portal.

Step

3

## Confirm that Gateway Requirements have been met and Arrange Online Multiple-choice Assessments for your Apprentice(s)

**The Training Provider must confirm that the apprentice has met Gateway requirements by completing the Gateway Declaration and submitting evidence of Level 1 Functional Skills. They must also inform RTITB of the date on which they would like the multiple-choice assessment to be conducted.**

If Reasonable Adjustments are required, a request must be made at this point by submitting a Reasonable Adjustments form. All Reasonable Adjustment requests will be handled in line with our Reasonable Adjustments policy, which can be found at: [www.rtitb.com/epa-forms](http://www.rtitb.com/epa-forms)

RTITB will review the Gateway Declaration and verify that the apprentice is eligible to take their EPA.

Results for the knowledge/multiple-choice assessment can take 15 working days to clear marking and moderation. We recommend that the in-person elements of the EPA (i.e., professional discussion and role simulations) are not booked until a result for this part of the assessment has been formalised.



Step

4

## Booking In-Person EPA Elements

**Request your preferred dates for the in-person elements of the EPA using our online booking system.**

Booking will not proceed until RTITB is satisfied that all the Gateway requirements have been met.

**Note that on the day of the EPA, the Gateway evidence you have specified on the Gateway Declaration must be available for review by the RTITB Assessor as they may wish to confirm that the information is correct.**

Step

5

## Confirming Delivery of EPA

**The EPA team will email you to confirm or arrange alternative dates for the in-person elements within 2 working days of the booking request. They will also clarify and confirm any Reasonable Adjustment requirements.**

If booking amendments are required, please request them within 2 working days of receiving the booking confirmation email. If changes are not requested within 2 working days, an administration fee of £25+VAT may apply.

RTITB will assign one of our Assessors (subject to them passing a 'conflict of interest' check) to the EPA (they may need to contact the Training Provider and/or Employer to agree further details where applicable). The first point of contact for the RTITB End-Point Assessor will be the person named on the EPA Requirements Confirmation.



# THE ASSESSMENT

The Express Delivery Operative (ST0103) Level 2 End-Point Assessment has three components: a multiple choice test, a role simulation and a professional discussion. The multiple choice test is completed online. The role simulation and professional discussion will take place at the date and time agreed.

## 1. Multiple Choice Test

**The multiple choice test takes 45 minutes, and covers knowledge of Technical Operations, Finance, Safety, and Contingencies.**

The test covers all the elements of knowledge in the standard, so it may involve knowledge or a workplace scenario that is not directly applicable to the apprentices' current job role, but should have been part of their apprenticeship training.

The multiple choice test has 25 questions, 20 general multiple choice questions to test knowledge and 5 scenario-based multiple choice questions. The five scenario questions require the apprentice to choose, from 5 answer choices, the one course of action or solution that is most appropriate to the situation/problem.

### **How the multiple choice test will take place**

The tests will be delivered using RTITB's online assessment system. The test can be conducted at a location that meets the requirements set out on page 7, and which is accessible and convenient to the apprentice. Mock multiple choice tests can be accessed by apprentices on the RTITB learning management system.



## 2. Role Simulation

**The role simulation takes 40 minutes (with a tolerance of 10%). This assessment tests the skills and behaviours relating to Technical Operations, Safety, and Contingencies as set out in the Express Delivery Operative (ST0103) Level 2 Standard.**

The apprentice will be asked to carry out the duty specified in the role simulation while being observed and assessed by the RTITB Assessor. Each role simulation is based on a typical operational duty in express delivery. This assessment is an opportunity for the apprentice to demonstrate skills and behaviours relevant to the job role. The role simulation will be identified and selected from a number of set scenarios.

**When selecting the role simulation, the EPAO and the employer must ensure that all skills elements which will be assessed in the simulation are appropriate to the individual apprentice.**

**The simulations available for selection are:**

- 1. Route planning for an urgent delivery** – based on a given urgent, rush customer requirement, use postcodes and maps or software to plan a collection/ delivery route, identifying route restrictions and timings to achieve best delivery time. Apply safeguarding policies during deliveries. Complete documentation (ICT or paper-based), unloading or loading goods. Follow correct organisation procedures for proof of delivery and inform customer and own organisation of such urgent delivery time.
- 2. Preparation and delivery A (deliveries using a bag, trolley or cycle)** – pre-duty checks including checking a mail delivery bag, trolley or cycle , prepare letters and packages for delivery, deal with incorrectly labelled items, make deliveries, respond to a dog attack. Apply safeguarding policies during deliveries. Complete documentation (ICT or paper-based), unloading or loading goods. Follow correct organisation procedures to document delivery failure and inform customer and own organisation. Select correct action for re-delivery or collection by customer.
- 3. Deliveries involving installation** – pre-duty checks, deliver and install white goods or electronic equipment into a commercial or domestic environment. Complete documentation (ICT or paper-based). Apply safeguarding policies during deliveries. Follow correct organisation procedures to document delivery failure and inform customer and own organisation. Select correct action for re-delivery or collection by customer.
- 4. Collection of consignments on an express route** – confirm service offer to client, check documentation (ICT or paper-based), check packaging and labelling, re-package a badly packaged item. Follow correct organisation procedures to document collection failure and inform customer and own organisation. Apply safeguarding policies during deliveries. Select correct action for re-collection.

**5. Preparation and delivery B (deliveries of non-perishable goods using a van or lorry)** – pre-duty vehicle checks, loading parcels or other non-perishable goods into the delivery vehicle and interacting with a business or domestic customer. Apply safeguarding policies during deliveries. Respond to a dog attack. Complete documentation (ICT or paper-based), unloading or loading goods. Follow correct organisation procedures to document delivery failure and inform customer and own organisation. Select correct action for re-delivery or collection by customer.

**6. Preparation and delivery C (deliveries of perishable goods using a van or lorry)** – pre-duty vehicle checks, loading foodstuffs or other perishable goods into the delivery vehicle, maintain condition of goods and interacting with a business or domestic customer, completing documentation (ICT or paper-based), unloading or loading goods. Follow correct organisation procedures to document delivery failure and inform customer and own organisation. Select correct action for re-delivery or collection by customer.

**7. Preparation and delivery D (delivery of heavy or large goods using a van or lorry)** – pre-duty vehicle checks, loading heavy (more than 5kg) or large (more than 1 cubic foot), non-uniform goods onto the delivery vehicle and interacting with a business or domestic customer, completing documentation (ICT or paper-based), unloading or loading goods. Follow correct organisation procedures to document delivery failure and inform customer and own organisation. Select correct action for re-delivery or collection by customer.

### **Conduct of the Role Simulation**

The simulation should take place at a location that meets the requirements set out on page 7, and which is accessible and convenient to the apprentice. The RTITB Assessor will give the apprentice a 5-minute briefing on the task and then allow them 40 minutes to complete the simulated task.

The task will involve both practical and administrative duties, such as loading a vehicle and completing delivery paperwork. The RTITB Assessor will observe as the apprentice undertakes the simulation in order to make an unbiased assessment, based on standardised marking criteria, on whether the apprentice is competent to carry out the practical and administrative aspects of their job role.

The Assessor might ask questions to collect any evidence they have not been able to gather over the course of the assessment, so that no apprentice is disadvantaged by the parameters of their job role.

Role simulation preparatory materials can be accessed via the apprentice portal on the RTITB learning management system.

### 3. Professional Discussion

The professional discussion lasts 40 minutes (with a tolerance of 10%), and explores **knowledge, skills and behaviours** across all four areas of the Standard: Technical Operations, Finance, Safety, and Contingencies. The discussion will follow a template developed by RTITB, and will involve the apprentice and their Assessor. During the discussion, the Assessor will ask the apprentice questions in relation to:

- Their understanding of their job role, duties and responsibilities
- Specific parts of the training they have received
- Personal development and reflection on the training they have received
- Discuss and reflect on their behaviours in their job role

The test covers all the elements of knowledge in the standard, so it may involve knowledge or a workplace scenario that is not directly applicable to the apprentices' current job role, but should have been part of their apprenticeship training.

#### **Conduct of the professional discussion**

The EPAO must ensure that the apprentice has been informed by the Employer or Training Provider about the purpose and format of the professional discussion. As a minimum, the apprentice must be informed at least 10 working days prior to the discussion.

The discussion with the RTITB Assessor will be held either face-to-face or remotely using appropriate technology such as Microsoft Teams. The Assessor will liaise with the Employer or Training Provider to make sure that it takes place in a quiet room and that any remote technology is working. The End-point Assessor will carry out an unbiased assessment, based on standardised marking criteria.

Professional discussion preparatory materials can be accessed via the apprentice portal on the RTITB learning management system.

#### **If there is a problem on EPA day**

The RTITB Assessor will refer to the EPA Contingency Plan. If a situation that is not covered by the plan arises, the Assessor will contact the EPA Manager.



## Results and Certification

**When all components of the EPA have been completed by the apprentice, the RTITB Assessor will submit their completed assessment documentation for internal quality assurance.**

The result will be confirmed and released within 20 working days, at which point RTITB will issue the Summary of EPA Results to the apprentice's employer.

RTITB will inform ESFA of the final grades for each apprentice following the ESFA's certification process. The ESFA carries out validation checks on the certificate requests submitted by EPAOs to ensure the information from the EPAO and the Training Provider meets their requirements.

**Following successful validation, the ESFA will send the certificate to the apprentice's Employer by recorded delivery.**

The ESFA state that following successful completion of validation checks the certificate will be issued between 15 and 17 working days.

### **Arrangements for Resits and Retakes**

If an apprentice fails an element of the EPA, RTITB will provide feedback to the Employer and the apprentice. This will include the reasons for a fail result and indication of areas of improvement and will help the Employer and Training Provider decide if the apprentice should attempt a Resit or needs additional training prior to a Retake. Resits and Retakes are booked by contacting the EPA Team.

- A Resit is taken by the apprentice without further training.
- A Retake is attempted after the apprentice has received further training.

If an apprentice has failed one element of the EPA but was successful in others, only the failed element can be re-attempted. Results for each of the other elements of the EPA will not be affected by the result of the resit/retake. An apprentice can only resit/retake elements which are graded as Fail. An apprentice cannot resit/retake all or part of the EPA for the sole purpose of achieving a higher grade.





## FEES AND INVOICING

The current fees for RTITB EPA can be found on the RTITB website or by enquiry to the RTITB EPA Team. EPA fees differ between apprenticeship standards; this reflects the specific EPA requirements of each standard.

RTITB do not charge a registration or booking fee for EPA. For details of the invoicing process, please see RTITB's EPA invoicing policy, available in the EPA section of the RTITB website.

### Cancellation Fees

A booked EPA may need to be cancelled. If cancellation is required, the following steps will be followed to determine if a cancellation fee is applicable.

RTITB will take all possible steps to avoid cancelling EPAs, in order to protect the interests of apprentices; however, sometimes it may unfortunately be necessary. If an EPA is cancelled by RTITB, the EPA will be rescheduled without charge.

In the event that an EPA needs to be cancelled by the Employer/Training Provider, the following conditions apply:

If cancelling with more than 5 working days' notice, an email must be sent to [epa@rtitb.com](mailto:epa@rtitb.com). In this case, no charge will apply.

If cancelling with less than 5 working days' notice, the EPA team must be called on 01952 520202 (or on 07706 350211 outside of office hours). Please note that the full EPA charge will still apply.

### Resit and Retake fees

Where the apprentice is graded a fail in **all** EPA components, the fees for resits and retakes are the same, as the EPA tests are the same irrespective of whether they are for a resit or a retake. Apprentices have already been confirmed as having passed Gateway, so no confirmation process or additional fee relating to Gateway applies. Where the apprentice is graded a fail in an **individual** component, please refer to your RTITB EPA agreement for resit/retake costs.



# COMPLAINTS

We have a procedure to deal with complaints to make sure they are resolved fairly.

A complaint may relate to:

- The quality and standard of our service
- The quality of resources for end-point assessment
- Attitude, or behaviour of an RTITB team member or assessor
- Failure to follow our policies and processes

The following are not complaints:

- A request under the Freedom of Information Act
- A request under the Data Protection Act
- A request for explanation of a policy or process
- An issue which is being, or has been, considered by a court or tribunal
- A question or concern about an EPA grading decision. We would deal with this through our enquiries and appeals policy

We will treat complaints about Reasonable Adjustments/Special Considerations in the same way as any other complaint.

Your complaint must be sent by email or post within 10 days of the event that causes your concern.

- Email: [QA@rtitb.com](mailto:QA@rtitb.com) using the subject line: In Commercial Confidence
- Address: In Commercial Confidence, QA team, RTITB, Access House, Halesfield 17, Telford, TF7 4PW

Your complaint must include:

- Your name and your contact details
- Your permission, if another person is complaining on your behalf
- Details about the complaint
- Date of the event that you are complaining about
- Name of the person who the complaint is about

We will let you know that we have received your complaint and who will be handling it within 2 working days.

We will complete all investigations in no more than 10 working days. But if your complaint is complex, this might not be possible. Our Quality Assurance manager will let you know if there is a delay, and we will let you know why.

If your complaint is about a member of the RTITB team, that person will not be involved in the investigation.





## COMPLAINTS

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Your complaint will be logged in our system, along with the details and the outcome.

There will be two possible outcomes:

- The complaint is dismissed. Full details and reasons for the decision will be given, along with details about your right to appeal
- The complaint is upheld or partly upheld. Full details and reasons for the decision will be given. We will also give details of what we will do to stop similar issues happening in the future.

The Quality Assurance manager is responsible for ensuring that this policy is followed. The Quality Assurance manager must also ensure that this policy is effective.

**The Quality Assurance manager must ensure that this policy is reviewed no later than March 2023.**



## ENQUIRIES

**RTITB does not charge any fee for enquiries or appeals.**

If you wish to enquire about the grade or result of an End-point Assessment, an enquiry can be made in the following way.

### **Step 1:**

The appeal must be submitted in writing within 15 working days of the EPA.

Enquiries can be emailed to **EPA@rtitb.com**, please include subject header: Enquiry about Result.

Alternatively, enquiries can be sent through the post to:

EPA Team, RTITB, Access House, Halesfield 17, Telford, TF7 4PW

Once received, the Operations Director will review the marking process and moderation conducted for the assessment in question within 15 working days of receipt of the enquiry. The Operations Director will communicate in writing/email the findings of the enquiry.

We will answer all enquiries accurately and fully but will not disclose information which would lead to a breach of confidentiality or legal duty.

### **Step 2:**

If you remain dissatisfied at the outcome of the review, you may escalate the matter to an appeal within 15 working days.



## APPEALS

If you wish to lodge an appeal, it can be made in the following manner:

### Step 1:

The appeal must be submitted in writing within 15 working days of the preceding enquiry's outcome.

Appeals can be emailed to [QA@rtitb.com](mailto:QA@rtitb.com), please include subject header: Appeal - In Commercial Confidence.

Alternatively, appeals can be sent through the post to:

In Commercial Confidence, QA Team, RTITB, Access House, Halesfield 17, Telford, TF7 4PW

The appeal should include the grounds/rationale for the appeal, copies of all relevant correspondence, and any supporting information. The Quality Assurance Manager will, within 15 working days of receiving an appeal, chair a review of the appeal submission with:

- An RTITB manager who is a qualified Lead Auditor, and who does not work in the RTITB EPA business unit
- An independent consultant with industry and EPA knowledge.

All parties involved in the appeal review will be required to pass a conflict-of-interest check.

The appeal review group will vote by the majority whether to uphold or decline the appeal.

If it is found that RTITB did not apply procedures consistently or that procedures were not followed properly and fairly, we will, within one month, offer re-assessment free of charge, to be conducted at the applicant's convenience.



## CONTACT US

**Telephone:** +44(0)1952 520202

**Email:** [epa@rtitb.com](mailto:epa@rtitb.com)

**Website:** [www.rtitb.com](http://www.rtitb.com)

