

# The Apprenticeship Standard for Express Delivery Driver/Courier Services

**Occupation:** Express Delivery Driver/Courier Services, **Level:** 2, **Programme duration:** The apprenticeship will take a minimum of 12 months to complete\*.

**Role:** The dramatic growth of internet shopping and the use of portable ICT devices have transformed the occupations involved in express delivery services. Using world class equipment and software to provide timed deliveries and collections to homes and businesses, couriers and express delivery drivers have a high level of individual responsibility for their working day, delivery route and their vehicle. Their vehicle may be a bike, motorbike, van or lorry. They are an ambassador for the industry, their brand and the goods they carry. They provide a high level of customer service which may include installation of electrical and other goods and dealing with failed deliveries and returns. They maintain excellent communication throughout the delivery chain from collection to delivery point. All Apprentices are therefore required to gain, maintain and consistently apply all of the knowledge and skills set out in this Standard, irrespective of their current or initial job role and duties.

	Knowledge and Understanding (Know it)	Skills (Show it)	Behaviours (Live it)
Technical Operations	<p>Range of express delivery and courier services; deliveries of all types of goods, importance of food and/or clothing, collections and returns across multiple brands, services offered to domestic and business customers</p> <p>Learn and update UK geographic and detailed local road network knowledge to plan and check routes, road map reading, use of satellite navigation</p> <p>Brand presentation related to vehicle, 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>Legal and safe procedures, including the manufacturers' instructions for installing electrical and other goods as part of delivery services</p> <p>IT skills to use hardware and software to plan and manage deliveries and collections including hand held devices to verify and record deliveries</p> <p>Number skills 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</p>	<p>Load and unload the vehicle with goods in a safe way that ensures the safety and condition of the goods and correctly relates to the delivery schedule</p> <p>Schedule and use equipment to plan and track progress against a schedule e.g. scheduling software, satellite navigation</p> <p>Interpret delivery/ collection schedules; follow route instructions and company policies and instructions related to collections, deliveries and returns</p> <p>Consistently meet customer expectations, respond to customer's needs and identify ways to improve customer service</p> <p>Deliver goods into customer premises including basic installation of goods using correct manual handling techniques, use of correct tools and equipment and compliance with manufacturers' installation instructions</p> <p>Verify delivery and collection of goods and ensure the quality of goods. The use of both manual and ICT systems to confirm delivery and collection and to authorise or make payments for goods</p> <p>Comply with the law and with contracts to provide express delivery and courier services</p> <p>Work safely in accordance with road traffic law, operating vehicles to DVSA standards to ensure safety of others and a green</p>	<p>Acts as a company ambassador</p> <p>Shows pride in work: integrity, aims for excellence, effective time management</p> <p>Engages positively with colleagues and clients</p> <p>Strives to improve service quality</p> <p>Is proactive in working with colleagues to resolve problems which might affect deliveries and collections</p> <p>Takes personal responsibility for the environmental impacts of road transport and strives to reduce those impacts</p> <p>Is mindful of the needs of other road users and pedestrians</p> <p>Adopts a healthy lifestyle</p>

	<p>relating to self-employment as an express delivery driver</p> <p>The Laws and Regulations applying to road traffic, transport operations, health and safety and specific goods carried e.g. food safety, hazardous goods</p> <p>How personal health and lifestyle impacts on ability to drive and work safely and efficiently</p>	<p>environmental impact, minimising fuel use, noise and congestion.</p> <p>Operate any in-vehicle systems and ancillary equipment to move, collect and deliver goods</p> <p>Comply with a contract from a client company and with legal and regulatory requirements</p>	
Financial	<p>The business models for express delivery services; employed and self-employed couriers, types of contract and payment processes used by companies</p> <p>The financial benefits of safe and fuel efficient driving. The business cost of accidents and incidents</p>	<p>Recognise where costs occur in the business process, operate to minimise cost at all times</p> <p>Accountancy and entrepreneurial skills needed to work as a self-employed express delivery driver</p>	<p>Acts with integrity and honesty in all financial dealings, astute in work activities and acts credibly</p>
Safety	<p>Health and safety and specific regulations related to goods 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>Organisations' guidance with regard to safeguarding young people and vulnerable adults</p>	<p>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>Maintain the health, safety and security of self, colleagues and customers</p> <p>Carry out appropriate daily vehicle checks and rectify or report faults</p>	<p>Shows concern about the safety of self, customers and the wider public</p> <p>Rides/drives defensively and follows safeguarding policies during deliveries</p>
Contingencies	<p>Principles of initial risk assessment of vehicle and load prior to commencing duties and dynamic risk assessment during driving</p>	<p>Apply dynamic risk assessment principles at all times to plan and respond to changing circumstances e.g. road traffic accident</p>	<p>Is calm under pressure and focused on solutions not problems</p>
Progression	<p>On completion of this Standard, express delivery drivers may progress to senior driving duties which may include team leading, training or mentoring other drivers ('Masterdriver' role) or to management roles through further apprenticeships or Higher Education (e.g. a Logistics undergraduate programme). They may also become self-employed courier drivers which may lead them to create a business and employ others.</p>		
Entry Requirements	<p>Individual employers will set any selection criteria for their Apprenticeships.</p>		
Training/Qualifications	<p>Apprentices without Level 1 English and Maths will need to achieve this level and take the test for Level 2 English and Maths prior to taking the end point assessment.</p>		
Recognition	<p>This Apprenticeship is supported by the Institute of Couriers (IOC) and Apprentices will automatically be eligible for Associate Membership of this industry professional body as the programme will provide sufficient knowledge and sector experience to satisfy the requirements for IOC entry.</p>		
Review	<p>The Standard will be reviewed after 3 years</p>		