

# The Apprenticeship Standard for Express Delivery Driver/Courier Services

**Occupation:** Express Delivery Driver/Courier, **Level:** 2, **Programme duration:** Typical duration for apprentices already holding a driving licence appropriate to the occupation, is 12-18 months. Where a first driving licence\* (e.g. to drive a light van) or an additional driving licence\* (e.g. to drive a lorry) is also required, typical duration is 18-24 months.

**Role:** The dramatic growth of internet shopping and the use of portable ICT devices have transformed the work and skills required of an express delivery driver. Using world class equipment and software to provide express delivery and courier services, timed deliveries and collections to homes and businesses, 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. A driver is an ambassador for the industry, their brand and the goods they carry; providing a high level of customer service and excellent communication throughout the delivery chain from collection to delivery point. Dealing with failed deliveries and returns. 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. All express delivery drivers must understand the legal and regulatory frameworks for goods vehicle operations, complying with local rules and restrictions and they must operate their vehicle to ensure safety of others with a green environmental impact, minimising fuel use, noise and congestion.

	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>Safe procedures for installing electrical and other goods as part of delivery service</p> <p>IT skills to use hardware and software to plan and manage deliveries and collections</p> <p>Number skills required to calculate load weights, dimensions, pricing schedules, assessing the dimensions</p>	<p>Load and unload the vehicle with goods in a safe way that ensures the safety and condition of the goods and 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 appropriate goods</p> <p>Verify delivery/ collection of goods and quality control. The use of diverse 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>Drive vehicles to DVSA standards. Drive safely and fuel efficiently</p>	<p>Acts as a company ambassador</p> <p>Shows pride in work: integrity, aims for excellence, 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>

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	<p>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 as a courier</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>in accordance with road traffic law</p> <p>Operate in-vehicle systems and ancillary equipment to move, collect and deliver goods</p> <p>Complies 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 courier</p>	Acts with integrity and honesty in all financial dealings, astute in work activities and acts credibly
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 trollies and lifting equipment</p> <p>Organisations guidance with regard to safeguarding young people and vulnerable adults. Delivery to under 18s.</p>	<p>Adopt safe working practices</p> <p>Handle goods correctly using lifting and other equipment where appropriate</p> <p>Carry out 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>	Is calm under pressure and focused on solutions not problems
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. Logistics undergraduate programme). They may also become self-employed courier drivers which may lead them to create a business and become employer to others.</p>		
Entry Requirements	<p>Individual employers will set the 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 completion of their end point assessment.</p> <p>The apprenticeship will take a minimum of 12 months to complete. Training will be a mixture of workplace-based training, both on and off-the-job and external training provided for example, by specialist training organisations and local colleges.</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 is due for review after 3 years</p>		

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