



EXPRESS DELIVERY OPERATIVE APPRENTICESHIP

The **Express Delivery Operative Apprenticeship Standard** develops the skills required to provide timed deliveries and collections to homes and businesses. Staff learn how to use world class equipment and software to manage their working day and delivery routes efficiently, and improve productivity and performance. It is a Level 2 standard typically linked to job roles like **Courier Driver, Express Delivery Operative** and similar.

What skills do staff develop?

Staff develop professional competence in many areas by completing the Express Delivery Operative Apprenticeship Standard. These include:

- delivery service
- delivery concepts
- care of perishable items
- collections and returns
- reverse logistics
- geographic knowledge
- using maps and navigational tools
- brand presentation
- customer service
- using hardware and software
- numeracy
- contract law
- transport law
- health and safety procedures
- business modelling.

Also, staff can improve their maths and English skills if they have not already achieved level 2 standards.

Duration

Typically, 12- 15months

Regular attendance at training sessions. Use of bespoke virtual learning environment and face to face meetings arranged with nominated management coach.

Structure of Apprenticeship

Phase 1 Initial assessment

The **initial assessment** is a pre-course review to plan the candidate's training programme. Specifically, it provides the scope to develop a tailored programme which allows the candidate to acquire and practice the particular skills they need for the job role.

Phase 2 Training

Here, the apprentice undertakes a programme of on and off-the-job training which develops the skills of a competent delivery operative. Training fits round around working routines. MT+ trainers are on hand to offer ongoing support.

Phase 3 Gateway

The **Gateway** is a review stage towards the end of the apprenticeship when apprentice, employer and MT+ trainer get together to see if any additional training or skills practice is needed.

Phase 4 End Point Assessment

The apprentice is assessed by an independent organisation to see if they have reached the required standards.

Progression options after an apprenticeship

After completion, the staff member can effectively carry out express delivery roles. As an option, they can continue to improve their skills on the [LGV Apprenticeship Standard](#), and then the [Transport Manager/Supervisor Apprenticeship Standard](#) if appropriate. This could eventually lead to management positions such as Operational Management, and Senior Express Delivery Management.

Minimum 95% funding covered by Government in many cases 100% talk to us re-funding at contact below

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