

apprenticeship FRAMEWORK

Mail and Package Distribution (England)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 6 APRIL 2015

Modifications to SASE came into effect on 6th April 2015. These changes **ONLY** relate to the Transferable Skills requirements of a framework and they **ONLY** apply to new Apprenticeship starts on, or after, 6th April 2015. Apprenticeships starts before this date must continue to meet the 2013 SASE requirements for Transferable Skills. For more details of the changes and how they will affect new Apprenticeship starts, please read the following preface page to the framework document.

NB: Please check the "Revising a Framework" section for information on any additional changes that may have been made to this framework.

Latest framework version?

Please use this link to see if this is the latest issued version of this framework:

afo.sscalliance.org/frameworkslibrary/index.cfm?id=FR03569

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CHANGES TO TRANSFERABLE SKILLS REQUIREMENTS FOR APPRENTICESHIP STARTS FROM 6TH APRIL 2015

Modifications to SASE came into effect on 6th April 2015. The changes ONLY relate to the Transferable Skills requirements of a framework and they ONLY apply to new Apprenticeship starts on, or after, 6th April 2015. Apprenticeships started before this date must continue to meet the 2013 SASE requirements for Transferable Skills.

The modifications removed the “5 year rule”, meaning that acceptable qualifications, achieved before September 2012, are now in scope. This includes iGCSEs, A and AS Levels, O Levels and Key Skills. However, there are still minimum grade/level requirements that need to be achieved, depending on the level of Apprenticeship being undertaken. There have also been some changes to the minimum grade/level requirements which, in summary are:

Intermediate Apprenticeship:	GCSE/iGCSE/A and AS Levels - minimum acceptable grade is now E, irrespective of achievement date (for ALL acceptable GCSEs/iGCSEs/A/AS Levels)
	Key Skills - minimum acceptable is Level 1, irrespective of achievement date
	O Levels – minimum acceptable grade is C, irrespective of achievement date
Advanced Apprenticeship:	GCSE/iGCSE - minimum acceptable grade is now C, irrespective of achievement date (for ALL acceptable GCSEs/iGCSEs)
	A/AS Level - minimum acceptable is grade E, irrespective of achievement date
	Key Skills - minimum acceptable is Level 2, irrespective of achievement date
	O Levels - minimum acceptable grade is C, irrespective of achievement date
Higher Apprenticeship:	There remains no mandatory requirement for Transferable Skills qualifications to be achieved.

Please note that some frameworks may have grade/level requirements that are above the SASE minimum requirements. Please check the framework to ascertain where this is the case and/or check directly with the specific Issuing Authority responsible for the framework.

The updated version of SASE, and guidance documents, can be accessed here: <http://afo.sscalliance.org/SASE>

PLEASE NOTE THAT THAT THE NEW REQUIREMENTS FOR TRANSFERABLE SKILLS, AS DETAILED ABOVE, OVERRIDE THE NOTES AND GRADES/LEVELS ASSOCIATED WITH THE TRANSFERABLE SKILLS TABLES, WITHIN THIS DOCUMENT. Until the Transferable Skills tables can be updated, any references to “**achieved before Sept 2012 and within 5 years of starting Apprenticeship**” or “**achieved before September 2012, otherwise at any time prior to starting Apprenticeship**” can now be ignored.

Over the next few months, the Transferable Skills section within AFO will be amended to reflect the SASE modifications and all current frameworks will be updated and reissued to incorporate these changes. In the meantime, if you are in any doubt as to the requirements of any framework then please contact the relevant Issuing Authority.

Mail and Package Distribution (England)

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Framework summary

Mail and Package Distribution

Intermediate Apprenticeship in Mail and Package Distribution

This framework includes information on Personal Learning and Thinking Skills

Pathways for this framework at level 2 include:

Pathway 1: Mail Operative

Competence qualifications available to this pathway:

N/A

Knowledge qualifications available to this pathway:

N/A

Combined qualifications available to this pathway:

B1 - Level 2 Certificate in Mail Services

This pathway also contains information on:

- Employee rights and responsibilities
- Functional skills

Pathway 2: Package Operative

Competence qualifications available to this pathway:

N/A

Knowledge qualifications available to this pathway:

N/A

Combined qualifications available to this pathway:

B1 - Level 2 Certificate in Package Distribution Services

This pathway also contains information on:

- Employee rights and responsibilities
- Functional skills

Framework information

Information on the Issuing Authority for this framework:

Skills for Logistics

The Apprenticeship sector for occupations in freight logistics and Maritime.

Issue number: 12	This framework includes:
Framework ID: FR03569	Level 2
Date this framework is to be reviewed by: 31/12/2013	This framework is for use in: England

Short description

Companies involved in the movement of Mail and Packages help to ensure letters and parcels are collected, sorted and delivered on time, in good condition and securely. Employers need to attract new talent into this industry, especially women and those from underrepresented groups and encourage existing staff to gain Level 2 qualifications. Apprentices work as collection, sorting, delivery officers or drivers and this framework will provide opportunities to move into Level 3 jobs and training in Team Leading and into the wider logistics sector.

Contact information

Proposer of this framework

Royal Mail were involved in the development and introduction of the framework. Increasingly the framework has been used by other employers such as, Fedex, UPS, TNT Express, who use this framework to attract and develop new entrants to their businesses. This led to work with them to develop the package operative pathway to provide a specific apprenticeship for parcels delivery operatives. The Institute of Couriers has also reported an ageing workforce and the need to attract and keep good quality new entrants to this important part of the Logistics sector. The structure this Intermediate Apprenticeship framework provides will enable these and other employers engaged in the movement of Mail and Packages to effectively plan to meet their needs for the future.

Developer of this framework

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Organisation type: Sector Skills Council
Job title: Framework and qualifications developer
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Issuing Authority's contact details

Issued by: Institute of the Motor Industry
Issuer contact name: Cara Taylor
Issuer phone: 01992 519039
Issuer email: skillsforlogistics@theimi.org.uk

Revising a framework

Contact details

Who is making this revision: Lindsey Baldwin
Your organisation: Institute of the Motor Industry
Your email address: skillsforlogistics@theimi.org.uk

Why this framework is being revised

To facilitate the a removal of qualifications - ERR.

To update the Developer and Issuing Authority contact information.

To update Awarding organisation information from Edexcel to Pearson Edexcel.

Summary of changes made to this framework

To facilitate the a removal of qualifications - ERR.

To update the Developer and Issuing Authority contact information.

To update Awarding organisation information from Edexcel to Pearson Edexcel.

Qualifications removed

Level 2

- 600/0018/1 Level 2 Certificate in Mail Services – EDI

ERR

- 600/1045/9 - EDI
- 600/2570/0 - OCR

Qualifications added

N/A

Qualifications that have been extended

N/A

Purpose of this framework

Summary of the purpose of the framework

Defining Apprenticeships

An Apprenticeship is a job with an accompanying skills development programme under an Apprenticeship Agreement designed by employers in the sector. It allows the apprentice to gain technical knowledge and real practical experience, along with functional and personal skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off the job training and the opportunity to practice and embed new skills in a real work context.

This broader mix differentiates the Apprenticeship experience from training delivered to meet narrowly focused job needs. All apprentices commencing their Apprenticeship must have an Apprenticeship Agreement between the employer and the apprentice. This can be used to reinforce the understanding of the requirements of the Apprenticeship. On completion of the Apprenticeship the apprentice must be able to undertake the full range of duties, in the range of circumstances appropriate to the job, confidently and competently to the standard set by the industry.

The framework will provide a structured programme of learning and practical experience both on and off the job for apprentices with an emphasis on safety and security in the workplace. It will also provide an opportunity to undertake a range of job roles depending on the pathway chosen. This could include the collection, processing or delivery of mail or packages.

Mail and Package distribution companies in England have reported a combination of skills gaps and shortages and an ageing workforce and will need approximately 15,000 staff in Mail Service activities over the next 5 years to replace those who leave or retire.

This industry is part of a wider logistics sector which employs around 8% of the workforce in England and provides many opportunities to jobs and training in other parts of logistics such as International Trade and Logistics Operations, Purchasing and Supply Management.

Companies involved in the movement of Mail help to ensure letters, parcels and packages are collected, sorted and delivered on time, securely and in good condition.

There are around 4,500 Mail and Package distribution businesses in the UK with the majority operating in England, employing around 122,000 staff in a range of general and specialist jobs such as collection staff, sorters, delivery officers and drivers.

The predecessor to this Intermediate Apprenticeship has been used by employers since 2005 and currently there are around 300 new Apprentices starting this framework annually. This

Intermediate Apprenticeship builds on the previous Apprenticeship and , at the same time contributes to meeting the skills priorities for England by:

- Providing flexible access to a high quality Level 2 skills programme, as a real alternative to GCSEs and A levels for those who prefer this style of learning and achievement.
- Incorporating Functional Skills in Maths and English, helping to improve the general literacy and numeracy basic skills in England.
- Using technical and competence qualifications, valued by Logistics employers, to help their businesses grow.
- Developing Apprentice's Personal Learning and Thinking Skills, to build their confidence and creativity, improving their social and working lives.
- Developing Apprentice's employability skills, making them more attractive to all employers whichever career they choose.
- Providing a career pathway into jobs and training at technician level and higher, to provide the skills which the economy needs to grow.
- Whilst the use of handheld technology devices (e.g. scanners) is quite widespread within the industry, ICT has not been included in this framework as employers do not feel it is relevant to the job role of those working in the Mail and Package sector.

Aims and objectives of this framework (England)

The aim of this Intermediate Apprenticeship is to provide the Mail and Package distribution Industry with staff who have the knowledge, skills and confidence to help their businesses grow and to provide a career path for Apprentices to higher level jobs and qualifications.

The main objectives of this Intermediate Apprenticeship are to:

1. attract more applicants, including women and applicants from under-represented groups into Level 2 jobs in this industry who can develop the skills employers are looking for;
2. provide flexible routes for those wishing to work in Mail and Package distribution and progress to a range of jobs, training and other qualifications in logistics;
3. provide opportunities for existing staff to gain Level 2 qualifications which recognise their knowledge and experience;
4. to replace staff who leave or retire.

Entry conditions for this framework

Employers seek to attract applicants who have a keen interest in Mail and Package distribution and working in the logistics sector. They must be willing to work as part of a team and be good timekeepers. Employers are also interested in applicants who have basic literacy and numeracy skills on which this Intermediate Apprenticeship will build.

Applicants to this level 2 Intermediate Apprenticeship will be a mix of age and experience. As a guide, applicants may come from a range of routes including:

- work or work experience
- training and/or experience which could include a portfolio showing what they have done
- foundation learning at level 1
- any of the Key Skills or Functional Skills
- Young Apprenticeship
- Vocational or academic qualification(s)

Initial Assessment

The purpose of initial assessment is to identify prior learning and experience to tailor the Apprentice's Individual Learning Plan, not for screening out applicants.

Training providers and employers will identify the apprentice's learning and support needs and reflect these in the individual learning plan, recognising prior qualifications and experience. Where APL is recognised for existing competence or knowledge, the Apprenticeship programme must be tailored to allow the apprentice to undertake new learning, including learning at a higher level and develop new skills.

Level 2

Title for this framework at level 2

Intermediate Apprenticeship in Mail and Package Distribution

Pathways for this framework at level 2

- Pathway 1: Mail Operative
- Pathway 2: Package Operative

Level 2, Pathway 1: Mail Operative

Description of this pathway

Mail Services (Mail Operative) 41 Credits made up as follows:

- Certificate in Mail Services - 26 Credits (Min, 13 credits for Competence and 13 credits for Knowledge)
- Functional Skills Maths - 5 Credits
- Functional Skills English - 5 Credits
- Employee Rights and Responsibilities - 5 Credits

Entry requirements for this pathway in addition to the framework entry requirements

None in addition to the general entry conditions for the framework

Job title(s)	Job role(s)
Mail Centre Operative	To segregate and sort either manually, or by machine, letters and packets for forward distribution throughout the world.
Distribution Operative	To ensure mail is distributed according to the timetable and is delivered to the correct Delivery Office or customer correctly.
Delivery Operative	To sort and deliver the mail to the correct address, to act as an ambassador for the organisation when dealing with customers

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 - Level 2 Certificate in Mail Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	500/8069/6	City & Guilds	26	124-134	N/A
B1b	600/0669/9	Pearson Edexcel	26	124-134	N/A
B1c	600/6848/6	Skillsfirst Awards Ltd	26	124-134	N/A
B1d	601/2270/5	Future (Awards and Qualifications) Ltd	26	124-134	N/A

Relationship between competence and knowledge qualifications

The Certificate in Mail Services at Level 2 is a combined qualification incorporating competence and knowledge, which are separately assessed. Apprentices who have already achieved competence and/or knowledge qualifications before entry into this Apprenticeship must select options which will equip them with new skills and learning.

Providers MUST ensure that Apprentices achieve at least 10 credits for competence and at least 10 credits for knowledge when selecting units to meet the requirements of the SASE. The framework totals 41 credits which includes competence, knowledge, the ERR qualification and the two Functional Skills of English and Maths.

This framework exceeds the minimum of 37 credits set by the SASE.

The minimum number of credits for Competence for this qualification is 13

The minimum number of credits for Knowledge for this qualification is 13

The total Credits for this combined qualification is 26, and is made up as follows:

Mandatory Units

- Contribute to health, safety and security in mail services (2 credits for competence and 3 for knowledge)
- Contribute to working relationships in mail services (3 credits for competence and 2 for knowledge)

knowledge)

Optional Units Group (a minimum of 16 credits from this group)

- Handle Mail (3 credits for competence and 2 for knowledge)
- Contribute to the maintenance of equipment used in mail services (2 credits for competence and 2 for knowledge)
- Plan routes to mail destinations (3 credits for competence and 3 for knowledge)
- Transport mail (3 credits for competence and 3 for knowledge)
- Collect mail (3 credits for competence and 2 for knowledge)
- Process mail instructions (2 credits for competence and 2 for knowledge)
- Separate mail for processing (3 credits for competence and 2 for knowledge)
- Process mail through automated systems (3 credits for competence and 3 for knowledge)
- Sort mail (3 credits for competence and 2 for knowledge)
- Deliver mail (3 credits for competence and 3 for knowledge)

Transferable skills (England)

Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

English	Minimum level or grade	Credit value
Functional Skills qualification in English	1	5
GCSE qualification in English (with enhanced functional content)	E	5
Key Skills qualification in Communication achieved either before September 2013 as part of the Apprenticeship, or...*	1	5
GCSE Qualification in English*	C	N/A
A' Level or AS Level qualification in English Language*	E	N/A
A' Level or AS Level qualification in English Literature*	E	N/A
A' Level or AS Level qualification in English Language and Literature*	E	N/A
GCSE or O' Level qualification in English Language**	A	N/A
A' Level or AS Level qualification in English Language**	A	N/A
A' Level or AS Level qualification in English Literature**	A	N/A
A' Level or AS Level qualification in English Language and Literature**	A	N/A

* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.

Mathematics	Minimum level or grade	Credit value
Functional Skills qualification in Mathematics	1	5
GCSE qualification (with enhanced functional content) in Mathematics	E	5
Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or... *	1	5
GCSE qualification in Mathematics*	C	N/A
A' level or AS Level qualification in Mathematics*	E	N/A
A' Level or AS Level qualification in Pure Mathematics*	E	N/A
A'Level or AS Level qualification in Further Mathematics*	E	N/A
GCSE or O'Level qualification in Mathematics**	A	N/A
A' Level or AS Level qualification in Mathematics**	A	N/A
A' Level or AS Level qualification in Pure Mathematics**	A	N/A
A' Level or AS Level qualification in Further Mathematics**	A	N/A

* achieved before September 2012 and within the 5 years immediately prior to starting an Apprenticeship.

** achieved before September 2012, otherwise at any time prior to starting the Apprenticeship.

Inclusion of Information and Communications Technology (ICT)

Whilst the use of handheld technology devices (e.g. scanners) is quite widespread within the industry, ICT has not been included in this framework as employers do not feel that the content of the ICT Key Skills qualification is relevant to the tasks and job role of those working in the Mail Services environment.

Progression routes into and from this pathway

PROGRESSION INTO THIS LEVEL TWO INTERMEDIATE APPRENTICESHIP

This can be from a wide range of routes including:

- work or work experience
- training (non accredited)
- foundation learning at level 1
- any of the Key Skills or Functional Skills
- Young Apprenticeship
- a vocational or academic qualification(s)

PROGRESSION FROM THIS LEVEL 2 INTERMEDIATE APPRENTICESHIP:

Intermediate Apprenticeships/Advanced Apprenticeships in any of the following:

- Team Leading Intermediate Apprenticeship

Into a job as a Mail sorter, processor or delivery officer or with further development and training e.g. in-house/external development programme (CPD) accredited/non accredited into the following jobs at level 3:

- Distribution Manager
- Transport Manager

After further training and development for those who choose to do so:

- Foundation degree in logistics, transport planning, logistics operations and administration.

Logistics career structure

- This Level 2 Apprenticeship sits in the Logistics Professional Development Stairway at Step 3. For further information visit www.thestairway.org
- For careers information for the logistics sector visit www.deliveringyourfuture.co.uk

Employee rights and responsibilities

DELIVERY AND ASSESSMENT OF ERR

QCF Award numbers

- 600/1361/8 - C&G
- 600/1217/1 - Pearson Edexcel
- 600/1740/5 - ABC
- 600/1745/4 - SQA
- 600/2246/2 - Skillsfirst Awards Ltd
- 600/3313/7 - HABC
- 601/2287/0 - Future (Awards and Qualifications) Ltd
- 600/4981/9 - EAL
- 601/1592/0 - IMIAL
- 600/5724/5 - SFEDI
- 600/4380/5 - FDQ
- 600/4474/3 - NCFE
- 600/6024/4 - CILT (UK)
- 600/6392/0 - ICQ
- 600/8172/7 - LAO
- 600/7827/3 - NOCN

All Apprentices will receive an induction to the workplace and to the Apprenticeship programme. ERR will be covered through a separate QCF award entitled Employee Rights and Responsibilities in the Logistics Industry, which will ensure that the Apprentice knows and understands each of the nine national outcomes for ERR as follows:

1. the range of employer and employee statutory rights and responsibilities under employment law and that employment rights can be affected by other legislation as well. This should cover the Apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and health and safety, together with the duties of employers.
2. procedures and documentation which recognises and protects their relationship with their employer, including health and safety and equality and diversity training as part of the Apprenticeship
3. the range of sources and information and advice available to them on their employment rights and responsibilities, including Access to Work and Additional Learning Support.
4. the role played by their occupation in their organisation and industry.
5. has an informed view of the types of career pathways that are open to them.
6. the types of representative bodies and understands their relevance to their industry and organisation and the main roles and responsibilities.

7. where and how to get information and advice on their industry, occupation, training and career.
8. can describe and work within their organisation's principles and codes of practice.
9. can recognise and form a view on issues of public concern that affect their organisation and industry.

Skills for Logistics has developed an ERR workbook to support the delivery of the ERR award

<http://www.skillsforlogistics.org/home/qualifications/apprenticeships/eng/>

RECOGNITION OF ERR:

When applying for the Intermediate Apprenticeship completion certificate, a certificate of achievement of the ERR Award must be must be retained in the Apprentices portfolio and is subject to audit.

The ACE Apprenticeship Declaration and Authorisation form V3 must be uploaded as part of the certification process. This can be downloaded directly from the ACE website:

<http://acecerts.co.uk>

Level 2, Pathway 2: Package Operative

Description of this pathway

Package Distribution Services (Package Operative) 41 Credits made up as follows

- Certificate in Package Distribution Services - 26 Credits (Min, 13 credits for Competence and 13 credits for Knowledge)
- Functional Skills Maths - 5 Credits
- Functional Skills English - 5 Credits
- Employee Rights and Responsibilities - 5 Credits

Entry requirements for this pathway in addition to the framework entry requirements

None in addition to the general entry conditions for the framework

Job title(s)	Job role(s)
Package Delivery Operative or Courier	To collect and or deliver packages to both business and private customers on time, in the right condition in line with delivery requirements. You may also need to collect either payment and or signature on delivery.
Package Distribution Operative	To ensure packages are accurately sorted, distributed and processed for transporting to the correct Delivery Depot or point for onward delivery to customers.

Qualifications

Competence qualifications available to this pathway

N/A

Knowledge qualifications available to this pathway

N/A

Combined qualifications available to this pathway

B1 - Level 2 Certificate in Package Distribution Services					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
B1a	600/0649/3	City & Guilds	26	124 - 134	N/A
B1b	600/3352/6	Open Awards	26	124 - 134	N/A

Relationship between competence and knowledge qualifications

The Certificate in Package Distribution Services at Level 2 is a combined qualification incorporating competence and knowledge, which are separately assessed. Apprentices who have already achieved competence and/or knowledge qualifications before entry into this Apprenticeship must select options which will equip them with new skills and learning.

Providers MUST ensure that Apprentices achieve at least 10 credits for competence and at least 10 credits for knowledge when selecting units to meet the requirements of the SASE. The framework totals 41 credits which includes competence, knowledge, the ERR qualification and the two Functional Skills of English and Maths.

This framework exceeds the minimum of 37 credits set by the SASE.

The minimum number of credits for Competence for this qualification is 13

The minimum number of credits for Knowledge for this qualification is 13

The total Credits for this combined qualification is 26, and is made up as follows:

Mandatory Units

- Contribute to health, safety and security in Package Distribution (2 credits for competence and 3 for knowledge)
- Contribute to working relationships in Package Distribution (3 credits for competence and 2 for knowledge)

Optional Units Group (a minimum of 16 credits from this group)

- Handle Packages (3 credits for competence and 2 for knowledge)
- Contribute to the maintenance of equipment used in Package Distribution (2 credits for competence and 2 for knowledge)
- Plan routes to Package destinations (3 credits for competence and 3 for knowledge)
- Transport Packages (3 credits for competence and 3 for knowledge)
- Collect Packages (3 credits for competence and 2 for knowledge)
- Process Package instructions (2 credits for competence and 2 for knowledge)
- Separate Packages for processing (3 credits for competence and 2 for knowledge)
- Process Packages through automated systems (3 credits for competence and 3 for knowledge)
- Sort Packages (3 credits for competence and 2 for knowledge)
- Deliver Packages (3 credits for competence and 3 for knowledge)

Transferable skills (England)

Functional Skills / GCSE (with enhanced functional content) and Key Skills (England)

Apprentices must complete or have completed one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications listed below in order to successfully complete their Apprenticeship and this will carry the QCF five credit values. If they do not have these qualifications as part of their evidence an Apprenticeship certificate cannot be awarded.

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Mathematics	Minimum level or grade	Credit value
Functional Skills qualification in Mathematics	1	5
GCSE qualification (with enhanced functional content) in Mathematics	1	5
Key Skills qualification in Application of Number achieved either before September 2013 as part of the Apprenticeship, or... *	1	5
GCSE qualification in Mathematics*	C	N/A
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Whilst the use of handheld technology devices (e.g. scanners) is quite widespread within the industry, ICT has not been included in this framework as employers do not feel the content of the ICT Key Skill qualification is relevant to the tasks and job role of those working in the Package Distribution Services environment.

Progression routes into and from this pathway

PROGRESSION INTO THIS LEVEL TWO INTERMEDIATE APPRENTICESHIP

This can be from a wide range of routes including:

- work or work experience
- training (non accredited)
- foundation learning at level 1
- any of the Key Skills or Functional Skills
- Young Apprenticeship

PROGRESSION FROM THIS LEVEL 2 INTERMEDIATE APPRENTICESHIP:

Intermediate Apprenticeships/Advanced Apprenticeships in any of the following:

- Team Leading Intermediate Apprenticeship

Into a job as a Package Distribution sorter, processor or delivery officer or with further development and training e.g. in-house/external development programme (CPD) accredited/non accredited into the following jobs at level 3:

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- 600/2246/2 - Skillsfirst Awards Ltd
- 600/3313/7 - HABC
- 601/2287/0 - Future (Awards and Qualifications) Ltd
- 600/4981/9 - EAL
- 601/1592/0 - IMIAL
- 600/5724/5 - SFEDI
- 600/4380/5 - FDQ
- 600/4474/3 - NCFE
- 600/6024/4 - CILT (UK)
- 600/6392/0 - ICQ
- 600/8172/7 - LAO
- 600/7827/3 - NOCN

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1. the range of employer and employee statutory rights and responsibilities under employment law and that employment rights can be affected by other legislation as well. This should cover the Apprentice's rights and responsibilities under the Disability Discrimination Act, other relevant equalities legislation and health and safety, together with the duties of employers.
2. procedures and documentation which recognises and protects their relationship with their employer, including health and safety and equality and diversity training as part of the Apprenticeship
3. the range of sources and information and advice available to them on their employment rights and responsibilities, including Access to Work and Additional Learning Support.
4. the role played by their occupation in their organisation and industry.
5. has an informed view of the types of career pathways that are open to them.
6. the types of representative bodies and understands their relevance to their industry and organisation and the main roles and responsibilities.
7. where and how to get information and advice on their industry, occupation, training and career.

8. can describe and work within their organisation's principles and codes of practice.
9. can recognise and form a view on issues of public concern that affect their organisation and industry.

Skills for Logistics has developed an ERR workbook to support the delivery of the ERR award

<http://www.skillsforlogistics.org/home/qualifications/apprenticeships/eng/>

RECOGNITION OF ERR:

When applying for the Intermediate Apprenticeship completion certificate, a certificate of achievement of the ERR Award must be must be retained in the Apprentices portfolio and is subject to audit.

The ACE Apprenticeship Declaration and Authorisation form V3 must be uploaded as part of the certification process. This can be downloaded directly from the ACE website:

<http://acecerts.co.uk>

The remaining sections apply to all levels and pathways within this framework.

How equality and diversity will be met

The Logistics Industry workforce is predominantly white male and despite progress in recent years, females, those from black and minority ethnic groups and people with a learning difficulty or disability are not being attracted to the industry and the ageing workforce means that more people are required to fill a range of Mail and Package distribution service roles.

Logistics is seen as a job for males and this perception is being challenged in a number of ways, such as:

- Delivering Your Future careers website illustrating non stereotypical roles
www.deliveringyourfuture.co.uk
- Made in China a free teaching resource to support Maths and Enterprise in schools using the journey of an MP3 player from China to the UK.
<http://www.madeinchinaresources.co.uk/>

Apprenticeships are seen as a vital route to encourage, and facilitate, a greater diversity of individuals into the industry and action plans are in place to increase the number of apprenticeships by a minimum of 10% each year. Actions to widen participation and increase diversity in the Logistics workforce include:

- flexible entry conditions to attract a wide range of applicants.
- Incorporating guidance on initial assessment to ensure it does not discriminate against applicants to this framework.
- Working with the Logistics lead at the National Apprenticeship Service (NAS) to promote logistics as a priority sector.
- Links with Jobcentre Plus, promoting logistics as a career path.
- Promoting logistics content in the curriculum through the Chartered Institute for Logistics and Transport (CILTUK).
- Developing an entry to employment programme aimed at difficult to reach groups.
- Raising the profile of Logistics at careers events.

Skills for Logistics expects providers and employers will abide by the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and promotion within the sector using the 9 protected characteristics of :

1. Age
2. Disability
3. Gender

4. Gender reassignment
5. Marriage and civil partnership
6. Pregnancy and maternity
7. Race
8. Religion or Belief
9. Sex or sexual orientation

Guidance on how to comply with the Act is available on:

www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/

Skills for Logistics will monitor take up and achievement of all Apprenticeships and take steps to address any barriers to take up and achievement.

On and off the job guided learning (England)

Total GLH for each pathway

Total GLH for this framework

Pathway 1

The total amount of Guided Learning Hours (GLH) for this Level 2 Intermediate Apprenticeship which includes both on and off-the-job guided learning for pathway 1 is 324 GLH over a minimum duration of 12 months for this programme. For Apprentices from 16 - 18, the Apprenticeship must last at least 12 months and for Apprentices 19 and over, the Apprenticeship must be at least 12 months, unless relevant prior learning is recorded. Where this is the case, Apprenticeships will not be less than six months and must include new skills and new learning.

Pathway 2

The total amount of Guided Learning Hours (GLH) for this Level 2 Intermediate Apprenticeship which includes both on and off-the-job guided learning for pathway 2 is 324 GLH over a minimum duration of 12 months for this programme. For Apprentices from 16 - 18, the Apprenticeship must last at least 12 months and for Apprentices 19 and over, the Apprenticeship must be at least 12 months, unless relevant prior learning is recorded. Where this is the case, Apprenticeships will not be less than six months and must include new skills and new learning.

Guided Learning Hours

- Must be planned, reviewed and evaluated jointly between the apprentice and tutor, teacher, mentor or manager;
- Must allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;
- Are delivered through one or more of the following methods: individual and group teaching, e-learning, distance learning, coaching, mentoring; feedback and assessment; collaborative/networked learning with peers; guided study; provide examples from the sector as to how this will be delivered in the "how this requirement will be met" in the off the job and on the job sections;
- Apprenticeship delivery must be planned to make full and effective use of the duration, including the opportunity for apprentices to embed and extend their learning through repeated workplace practice;

- Completed in relation to accredited components of the framework achieved prior to the that apprenticeship training may count towards the GLH requirement for the framework;
- Where an apprentice completes an Apprenticeship part way through the final 12 month period (which is after the first 12 months), an apprentice must receive a proportion of the minimum of 280 GLH which is at least equal to the proportion of the final 12 month period spent on the Apprenticeship.

Minimum off-the-job guided learning hours

Off the job GLH:

Pathway 1

For this Intermediate Apprenticeship an apprentice will need to complete a minimum of 211 GLH off-the-job which exceeds the 30% or 100 GLH per year set by the SASE for this one year programme for pathway 1.

Off the job minimum of GLH per year for pathway 1 is made up as follows:

- 41 GLH per year for the knowledge element of the Level 2 Certificate in Mail Services
- 45 GLH Level 1 Functional Skill in Maths (alternatively apprentices can complete Level 1 Key Skill in Application of Number)
- 45 GLH Level 1 Functional Skill in English
- 40 GLH for ERR and Induction (to reflect the % of time for induction and ERR delivered/completed off the job)
- 40 hours minimum for mentoring (or at least one hour a week for the duration of the programme)

Pathway 2

For this Intermediate Apprenticeship an apprentice will need to complete a minimum of 211 GLH off-the-job which exceeds the 30% or 100 GLH per year set by the SASE for this one year programme for pathway 2.

Off the job minimum of GLH per year for pathway 2 is made up as follows

- 41 GLH per year for the knowledge element of the Level 2 Certificate in Package Distribution Services
- 45 GLH Level 1 Functional Skill in Maths (alternatively apprentices can complete Level 1 Key Skill in Application of Number)
- 45GLH Level 1 Functional Skill in English
- 40 GLH for ERR and Induction (to reflect the % of time for induction and ERR delivered/completed off the job)
- 40 hours minimum for mentoring (or at least one hour a week for the duration of the programme)

How this requirement will be met

Of the job learning requires activity away from the immediate pressures of the workplace in order to develop the knowledge required for the job role. This can include access to a computer during working hours, day release, block release, web based learning and mentoring

Evidence of off the job GLH for this Intermediate apprenticeship for pathway 1 is:

- Level 2 Certificate in Mail Services
- Level 1 Functional skills Certificates for Maths, English or Level 1 Key Skills Certificates for Communication and Application of Number
- Certificate of completion of the ERR Award Listed

Evidence of off the job GLH for this Intermediate apprenticeship for pathway 2 is:

- Level 2 Certificate in Package Distribution Services
- Level 1 Functional skills Certificates for Maths, English or Level 1 Key Skills Certificates for Communication and Application of Number
- Certificate of completion of the ERR Award Listed

Minimum on-the-job guided learning hours

For this Intermediate Apprenticeship on the job GLH totals for Pathway 1 is 113 GLH.

The on the job GLH for pathway 1 is as follows:

- a minimum of 83 GLH on-the-job for the 12 month programme as part of the competence element of the Level 2 Certificate in Mail Services.
- 20 GLH related to the on the job elements of induction and ERR.
- 10 GLH on the job to practice the two Key/Functional Skills and practising and recording PLTS.

For this Intermediate Apprenticeship on the job GLH totals for Pathway 2 is 113 GLH.

The on the job GLH for pathway 2 is as follows:

- a minimum of 83 GLH on-the-job for the 12 month programme as part of the competence element of the Level 2 Certificate in Package Distribution Services.
- 20 GLH related to the on the job elements of induction and ERR.
- 10 GLH on the job to practice the two Key/Functional Skills and practising and recording PLTS.

How this requirement will be met

Delivery and recording of on the job GLH:

Apprentices will take part in a variety of activities on the job in order to demonstrate occupational competence and an understanding of the workplace. This can include embedding knowledge into workplace activities, coaching sessions and performance reviews, mentoring, assessment of competence, the building of portfolios, keeping diaries/logs, peer review discussions. On the job GLH must be recorded and apprentices can do this using a diary or a portfolio.

Evidence for on-the-job GLH for this Intermediate Apprenticeship for pathway 1 is:

- Level 2 Certificate in Mail Services.
- Certificate showing achievement of the ERR Award listed.

Evidence for on-the-job GLH for this Intermediate Apprenticeship for pathway 2 is:

- Level 2 Certificate in Package Distribution Services.
- Certificate showing achievement of the ERR Award listed.

There is no requirement under SASE for achievement of GLH to be evidenced at point of claiming completion certificate. The Universal Declaration and Authorisation Form requires apprentices to tick to acknowledge that they have received the minimum levels of GLH as required by the framework but ACE does not require this to be evidenced.

Personal learning and thinking skills assessment and recognition (England)

Summary of Personal Learning and Thinking Skills

Apprentices must be introduced to PLTS during induction so that they learn to recognise for themselves when and where they are practicing these skills.

Skills for Logistics has mapped all of the PLTS to all units within ALL competence and knowledge units. Skills for Logistics provides a transferable skills evidence record sheet which Apprentices must use to record when, where and how the learning for PLTS have been delivered and demonstrated. This evidence must be kept in the Apprentices portfolio and is subject to audit.

To download the evidence record sheets, visit:

<http://www.skillsforlogistics.org/home/qualifications/apprenticeships/eng/ms>

or email:

apprenticeships@skillsforlogistics.org

Creative thinking

Creative Thinking involves:

- generating ideas and exploring possibilities
- asking questions to extend thinking
- connecting own and others' ideas and experiences in inventive ways
- questioning own and others' assumptions
- trying out alternatives or new solutions and following ideas through
- adapting ideas as circumstances change.

Independent enquiry

Independent Enquiry involves:

- identifying questions to answer and problems to resolve
- planning and carrying out research, appreciating the consequences of decisions

- exploring issues, events or problems from different perspectives
- analysing and evaluating information, judging its relevance and value
- considering the influence of circumstances, beliefs and feelings on decisions and events
- supporting conclusions, using reasoned arguments and evidence.

Reflective learning

Reflective Learning involves:

- assessing yourself and others, identifying opportunities and achievements
- setting goals with success criteria for your personal development and work
- reviewing progress, acting on the outcomes
- inviting feedback and dealing positively with praise, setbacks and criticism
- evaluating experiences and learning to inform your future progress
- communicating your learning in relevant ways for different audiences.

Team working

Team Working involves:

- collaborating with others to work towards common goals
- reaching agreements, managing discussions to achieve results
- adapting behaviour to suit different roles and situations, including leadership roles
- showing fairness and consideration to others
- taking responsibility, showing confidence in yourself and your contribution
- providing constructive support and feedback to others.

Self management

Self Management involves:

- seeking out challenges or new responsibilities and showing flexibility when priorities change
- working towards goals, showing initiative, commitment and perseverance
- organising time and resources, prioritising actions
- anticipating, taking and managing risks
- dealing with competing pressures, including personal and work-related demands
- responding positively to change, seeking advice and support when needed
- managing your emotions and building and maintaining relationships.

Effective participation

Effective Participation involves:

- discussing issues of concern, seeking resolution where needed
- presenting a persuasive case for action
- proposing practical ways forward, breaking these down into manageable steps
- identifying improvements that would benefit others as well yourself
- trying to influence others, negotiating and balancing diverse views to reach workable solutions
- acting as an advocate for views and beliefs that may differ from your own.

Additional employer requirements

There are no additional employer requirements

apprenticeship
FRAMEWORKS ONLINE

For more information visit
www.afo.sscalliance.org