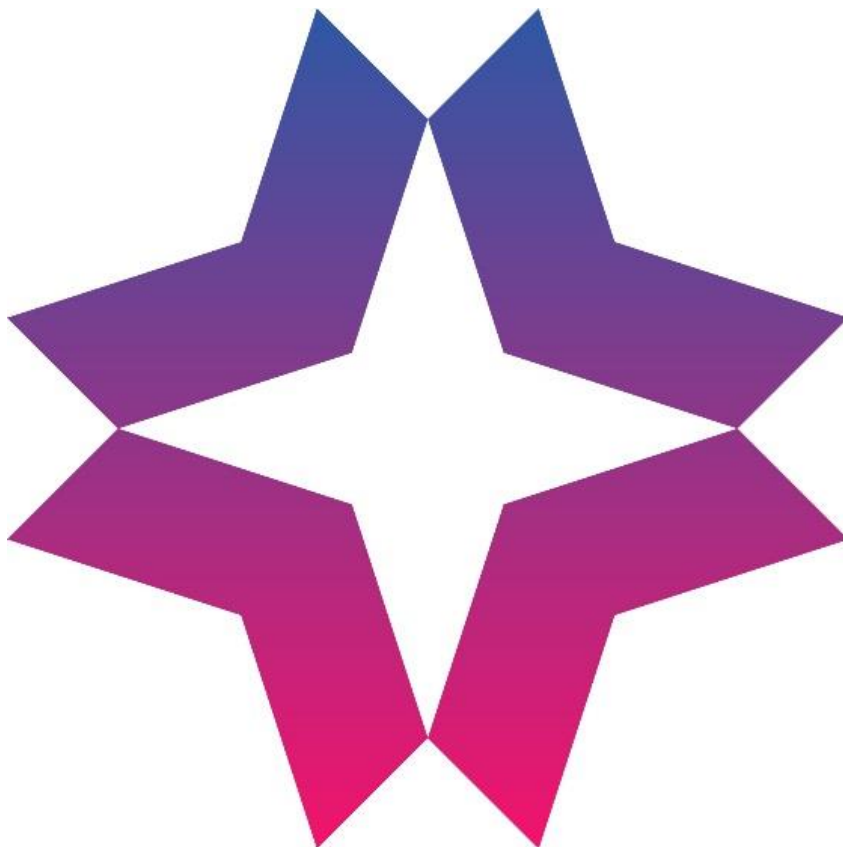


# SPECIFICATION

**IAO LEVEL 1 AWARD IN INTRODUCTION TO EXPRESS  
LOGISTICS**

**QUALIFICATION NUMBER: 610/1407/2**



## Change Control Sheet

Innovate Awarding will continuously review all support material to ensure its accuracy. All amendments will be recorded on the below change control table.

<b>Version Number</b>	<b>Date Revised</b>	<b>Description of Revision</b>	<b>Page Affected</b>

Innovate Awarding is an Ofqual regulated awarding organisation with an innovative and dynamic approach. We develop off-the-shelf, customised and fully bespoke qualifications across a growing number of sectors – all on the Regulated Qualifications Framework (RQF).

Our portfolio is always growing and we currently have qualifications in the following sectors:

**Active Leisure**

**Business and Management**

**Childcare**

**Employability**

**Retail**

**Health and Social Care**

**Hospitality and Catering**

**IT**

**Logistics**

**Education and Training**

We currently offer over 100 qualifications and we're continuously developing and diversifying our portfolio. Please visit our website regularly to keep up-to-date [www.innovateawarding.org](http://www.innovateawarding.org).

This document will be updated if there are any changes, so it is important to make sure you are working from the most up-to-date version, which is available to download from our website.

This specification also provides details on administration, quality assurance policies and the requirements as well as responsibilities that are associated with the delivery of vocational qualifications.

If you have any questions regarding qualifications in general, aspects of specific qualifications or our quality assurance policies and procedures, visit our website where a lot more information is available.

If you cannot find what you are looking for on our website, please call or email our customer support team:

Telephone: 0117 314 2800

Email: [contactus@innovateawarding.org](mailto:contactus@innovateawarding.org)

---

*“We work with a wide variety of organisations such as employers, training providers, FE colleges and Sector Skills Councils and develop off-the-shelf, customised and bespoke qualifications.”*

---

## Qualification summary

<b>Qualification Number</b>	610/1407/2
<b>Operational start date</b>	1 <sup>st</sup> January 2023
<b>Qualification review date</b>	31 <sup>st</sup> December 2026
<b>Guided Learning Hours (GLH)</b>	50
<b>Total Qualification Time (TQT)</b>	118 hours
<b>RQF level</b>	1
<b>Qualification credit value</b>	12 credits
<b>Aims and objectives of the qualification</b>	<p>The aim of this qualification is to provide learners with knowledge of key aspects of the express logistics sector. The qualification has been designed to support transition into employment for those seeking work in the express logistics sector.</p> <p>It is anticipated that learners will compile a portfolio of evidence whilst undertaking the qualification, and show their portfolio to prospective employers as part of the interview process.</p>
<b>Assessment requirements</b>	<p>This qualification is assessed through Portfolio of Evidence.</p> <p>This qualification is internally assessed and internally quality assured by Centre staff and externally quality assured by Innovate Awarding External Quality Advisors (EQAs).</p>
<b>Entry guidance</b>	<p>There are no formal entry requirements for this qualification. This qualification is suitable for learners aged 16 and over.</p>
<b>Progression opportunities</b>	<p>Learners who achieve this qualification could progress into an apprenticeship or employment in an express logistics role.</p> <p>On completion of this course, learners may progress to:</p> <ul style="list-style-type: none"><li>• Express Delivery Operative Apprenticeship</li><li>• Express Delivery Sortation Hub Operative Apprenticeship</li></ul>
<b>Funding</b>	<p>For details on eligibility for government funding please refer to the following website:</p> <p><a href="https://www.qualifications.education.gov.uk/">https://www.qualifications.education.gov.uk/</a></p>

## **Innovate Awarding**

When you work with Innovate Awarding, you're working with an awarding organisation that sets itself apart – a dynamic company with a collaborative approach to doing business. We're consultative and innovative...everything that our customers say they want an awarding organisation to be.

We're easy to work with, committed and passionate about exceeding our customers' expectations. We're not tied down by bureaucracy and red tape and can think outside the box and respond quickly to our customers' needs.

We have a Performance Pledge that details guaranteed response times. Copies of these can be found on our website [www.innovateawarding.org](http://www.innovateawarding.org).

### **Feedback**

Your feedback is very important to us. We're always open to suggestions when it comes to enhancing and improving our services, products and systems. Email us at [contactus@innovateawarding.org](mailto:contactus@innovateawarding.org) or call us on 0117 314 2800.

### **Complaints**

If we do get things wrong, we'll make every effort to resolve your issues quickly and efficiently. If you'd like to raise a formal complaint then we recommend you read our Complaints Procedure which can be found on our website.

### **Fees**

Our fees structure is transparent and straightforward. Our fees are published on our website in a clear format with no hidden charges. Unlike other awarding organisations, we do not charge an annual centre fee. Visit our website to compare our fees.

### **Enquiries and appeals**

We recognise that sometimes decisions are made that a centre (or learner) may wish to appeal. We have an Enquiries and Appeals Policy and Process on our website that sets out guidelines on grounds for appeal and the process.

### **Data Protection**

Innovate Awarding takes the protection of data seriously; we have a data protection statement outlining how we and our centres, comply with the current legislation on data protection. This statement can be found on our website.

## **Equality and Diversity**

Innovate Awarding is committed to giving everyone who wants to gain one of our qualifications an equal opportunity of achieving it in line with current UK legislation (Equality Act 2010) and EU directives.

Centres are required, as conditions of approval, to use an equality and diversity policy that works together with ours and that they maintain an effective complaint and appeals process. We expect centres to tell learners how to find and use their own equality and diversity and appeals processes. For information, please visit our website.

## **Reasonable Adjustment and Special Consideration**

All learners must be treated fairly and equally and be given every opportunity to achieve our/the qualifications. A copy of our policy on Reasonable Adjustments and Special Considerations, and application form, can be found on our website.

## **Malpractice and Maladministration**

Innovate Awarding has a responsibility to do everything it can to prevent any malpractice or maladministration from occurring, and where it has already occurred, ensuring action is taken proportionate to the gravity and scope of the occurrence.

A copy of our policy and procedure on Malpractice and Maladministration is available on our website.

## **Recognition of Prior Learning (RPL)**

RPL recognises how the contribution of a learner's previous experience could contribute to a qualification or unit. Innovate Awarding have produced guidance on RPL and this can be found within our Information and Guidance for Centres on our website.

**Please note the above is not a comprehensive guide to running qualifications. Once approved centres must adhere to the Centre Agreement and Information and Guidance for Centres.**

## **The Regulated Qualifications Framework (RQF)**

### **What is the RQF?**

The Regulated Qualifications Framework (RQF) is an Ofqual regulated system of cataloguing qualifications. Qualifications on the RQF can be found by their size or level. Qualifications at a given level can differ depending on their content and purpose.

All of Innovate Awarding's qualifications are on the RQF.

### **Qualification Level**

The level reflects the challenge or difficulty of the qualification. There are eight levels of qualification from 1 to 8, supported by three "Entry" levels.

### **Qualification Size**

The size of a qualification reflects the estimated total amount of time it would take the average learner to study and be assessed. The size of a qualification is expressed in terms of Total Qualification Time (TQT). The time spent being taught or supervised, rather than studying alone, is the Guided Learning Hours (GLH).

Qualifications can sit at different levels but require similar amounts of study and assessment. Similarly, qualifications at the same level can take different amounts of time to complete.

## Assessment Principles

1. Learners must be registered with Innovate Awarding before formal assessment commences.
2. Assessors must be able to evidence and justify the assessment decisions that they have made.
3. Assessment of knowledge-based learning outcomes:
  - may take place in or outside of a real work environment
  - must be made by an occupationally experienced and knowledgeable assessor
  - must be robust, reliable, valid and current; any assessment evidence using pre-set automated tests, including e-assessment portfolios, must meet these requirements and can only contribute to overall decisions made by the assessor
4. It is the responsibility of Innovate Awarding to ensure that all those involved in assessment can demonstrate their continuing professional development, up to date skills, knowledge and understanding of practice at or above the level of the unit.
5. Regardless of the form of recording used for assessment evidence, the guiding principle must be that evidence gathered for assessment must comply with policy and legal requirements in relation to confidentiality and data protection.
6. Assessors must ensure they are satisfied the evidence presented is traceable, auditable and authenticated and meets assessment principles.

## Staff requirements for delivery and assessment

All staff involved in the delivery of this qualification should:

- Have relevant industry experience in the express logistics sector
- Demonstrate active involvement in continued professional development

It is recommended (but not mandatory) that staff involved in delivery hold or be working towards a teaching qualification. Examples of these may include:

- Level 3 Award, Level 4 Certificate or Level 5 Diploma in Education and Training
- Level 3 Award in Preparing to Teach in the Lifelong Learning Sector (PTTLS)
- Level 4 Certificate in Teaching in the Lifelong Learning Sector (PTTLS)
- Level 5 Diploma in Teaching in the Lifelong Learning Sector (PTTLS)
- Relevant predecessor NQF tutor qualifications

Assessors must have experience of assessing at the same level or above of the qualification.

Assessors must have occupational knowledge of the express logistics sector.

It is recommended (but not mandatory) that assessors should hold or be working towards any of the following:

- Level 3 Award in Assessing Vocationally Related Achievement
- Level 3 Award in Assessing Competence in the Work Environment
- Level 3 Certificate in Assessing Vocational Achievement
- A1 (previously D32, D33) or
- Relevant predecessor NQF assessor qualifications



## Qualification structure

To achieve this qualification, learners must gain 12 credits from the mandatory units.

The minimum guided learning hours for this qualification is 50 guided learning hours.

## Mandatory units

Unit	Unit title	Level	Credit value	GLH
A/650/3940	Roles and responsibilities within express logistics	1	2	8
D/650/3941	Express delivery services and the last mile	1	2	11
F/650/3942	Business models and employment status within express delivery services	1	3	12
H/650/3943	Introduction to quality service in express logistics	1	2	7
J/650/3944	Introduction to geography in express logistics	1	1	3
K/650/3945	Introduction to numeracy in express logistics	1	2	9

## Unit structures

All units are listed below.

<b>Unit Title:</b>	<b>Roles and responsibilities within express logistics</b>
<b>Unit Reference Number:</b>	<b>A/650/3940</b>
<b>Level:</b>	<b>1</b>
<b>Credit Value:</b>	<b>2</b>
<b>Guided Learning Hours:</b>	<b>8</b>
<b>Learning Outcomes The learner will:</b>	<b>Assessment Criteria The learner can:</b>
1. Know the different roles and responsibilities in express logistics	1.1 Identify the express delivery 'on the road' roles 1.2 Identify the express delivery 'in the depot' roles 1.3 Outline the main responsibilities of an express delivery driver 1.4 Outline the main responsibilities of an express delivery sortation operative
2. Understand how to represent the organisation and remain calm	2.1 Describe how to behave as an ambassador for the organisation 2.2 Describe how to work in a calm manner
<b>Additional information about this unit</b>	
Unit aim	In this unit, learners will learn about the different job roles available in the express logistics sector, the responsibilities of workers and how to be an ambassador for the organisation.
Assessment requirements	This unit is assessed through portfolio of evidence.
Details of the relationship of the unit to relevant national occupational standards	This unit provides introductory knowledge towards STO753 Express Delivery Sortation Hub Operative K2: The range of different job roles across express delivery, from supplier through to sortation hub and final mile services; B6 Calm under pressure.  This unit provides introductory knowledge towards STO103 Express Delivery Operative TO22 Acts as a company ambassador; CT3 Is calm under pressure.

<b>Unit Title:</b>	<b>Express delivery services and the last mile</b>
<b>Unit Reference Number:</b>	<b>D/650/3941</b>
<b>Level:</b>	<b>1</b>
<b>Credit Value:</b>	<b>2</b>
<b>GLH:</b>	<b>11</b>
<b>Learning Outcomes The learner will:</b>	<b>Assessment Criteria The learner can:</b>
1. Understand express delivery services	1.1 Describe the history of express delivery services 1.2 Identify the range of goods delivered in express logistics 1.3 Outline the express delivery supply chain 1.4 Explain the difference between Business to Business (B2B) and Business to Customers (B2C) express deliveries 1.5 Identify the range of speed services and delivery distances
2. Understand the concept and importance of the last mile in express delivery	2.1 Explain what is meant by the 'last mile' 2.2 Describe the role of the express delivery operative in last mile delivery
3. Understand how express delivery goods are delivered, collected and returned	3.1 Describe how organisations deal with collections and returns across multiple brands 3.2 State what is meant by 'reverse logistics' 3.3 Explain the importance of secure delivery 3.4 Describe how to deal with oversized parcels
<b>Additional information about this unit</b>	
Unit aim	In this unit, learners will develop their understanding of the express logistics industry, its history, the services provided, the supply chain and key industry terms such as "last mile" and "reverse logistics".
Assessment requirements	This unit is assessed through portfolio of evidence.

<p>Details of the relationship of the unit to relevant national occupational standards</p>	<p>This unit provides introductory knowledge towards STO753 Express Delivery Sortation Hub Operative K2 K2: The different types of express delivery services offered to domestic and business customers.</p> <p>This unit provides introductory knowledge towards STO103 Express Delivery Operative TO1 Range of express delivery services offered to domestic and business customers; concept of “the last mile”, deliveries of all types of goods, collections and returns across multiple brands, services, concept of reverse logistics.</p>
--	--

<b>Unit Title:</b>	<b>Business models and employment status within express logistics</b>
<b>Unit Reference Number:</b>	<b>F/650/3942</b>
<b>Level:</b>	<b>1</b>
<b>Credit Value:</b>	<b>3</b>
<b>Guided Learning Hours:</b>	<b>12</b>
<b>Learning Outcomes The learner will:</b>	<b>Assessment Criteria The learner can:</b>
1. Know the different business models in express logistics	1.1 Outline the different business models within express delivery services
2. Understand the different types of employment contracts and employment status in express logistics	2.1 Outline the different types of employment contracts available 2.2 Describe the features, benefits and limitations of employed status 2.3 Describe the features, benefits and limitations of self-employed status 2.4 State the responsibilities of a self-employed express operative with their own vehicle
3. Know the payment process for express logistics workers	3.1 Outline the payment process for employed workers 3.2 Outline the payment process for self-employed workers
<b>Additional information about this unit</b>	
Unit aim	In this unit, learners will be taught the different business models used within the express logistics industry. They will also learn about contracts and payment processes for employed and self-employed workers.
Assessment requirements	This unit is assessed through portfolio of evidence.
Details of the relationship of the unit to relevant national occupational standards	This unit provides introductory knowledge towards STO103 Express Delivery Operative FT1 The business models for express delivery services; employed and self-employed couriers, types of contract and payment processes used by companies.

<b>Unit Title:</b>	<b>Introduction to quality service in express logistics</b>
<b>Unit Reference Number:</b>	<b>H/650/3943</b>
<b>Level:</b>	<b>1</b>
<b>Credit Value:</b>	<b>2</b>
<b>Guided Learning Hours</b>	<b>7</b>
<b>Learning Outcomes The learner will:</b>	<b>Assessment Criteria The learner can:</b>
1. Understand the importance of customer service and mission statements in express logistics	1.1 Outline the importance of providing excellent customer service 1.2 Identify express logistics customers' needs and expectations 1.3 Describe the term 'mission statement' with examples 1.4 Describe the relationship between mission statements and operative conduct
2. Understand the qualities, attitudes and behaviours required of express logistics workers	2.1 Identify positive qualities, attitudes and behaviours required at work 2.2 Describe the importance of positive qualities, attitudes and behaviours at work 2.3 Describe how to communicate effectively with colleagues and customers
<b>Additional information about this unit</b>	
Unit aim	In this unit, learners will be taught about mission statements, customer service and the qualities, attitudes and behaviours expected of workers in express logistics.
Assessment requirements	This unit is assessed through portfolio of evidence.
Details of the relationship of the unit to relevant national occupational standards	This unit provides introductory knowledge towards ST0753 Express Delivery Sortation Hub Operative K3: The importance of the sortation hub in completing a successful express delivery service; K19: A range of communication techniques; B3: Team-focused and works effectively with colleagues and others.

	<p>This unit provides introductory knowledge towards STO103 Express Delivery Operative TO4 The principles of customer service; TO22 Acts as a company ambassador; TO23 Shows pride in work: integrity, aims for excellence, time management.</p>
--	--

<b>Unit Title:</b>	<b>Introduction to geography in express logistics</b>
<b>Unit Reference Number:</b>	<b>J/650/3944</b>
<b>Level:</b>	<b>1</b>
<b>Credit Value:</b>	<b>1</b>
<b>Guided Learning Hours</b>	<b>3</b>
<b>Learning Outcomes The learner will:</b>	<b>Assessment Criteria The learner can:</b>
1. Understand geographical features, local road networks and their impact on punctuality	1.1 Explain how to locate the correct address 1.2 Outline the postcode errors that an express logistics operative may experience 1.3 Outline how to use geographical features to locate an address 1.4 Identify geographical features of London 1.5 Explain how to plan a local delivery route 1.6 Describe the challenges of the customer promise of punctual delivery
<b>Additional information about this unit</b>	
Unit aim	In this unit, learners will be taught about geographical features and their significance in locating addresses. It is expected that in delivering this unit, tutors will set exercises for learners in planning routes local to them.
Assessment requirements	This unit is assessed through portfolio of evidence.
Details of the relationship of the unit to relevant national occupational standards	This unit provides introductory knowledge towards STO103 Express Delivery Operative TO2 Learn and maintain UK geographic and local road network knowledge to plan and check routes. Road map reading, use of satellite navigation and postcodes to locate addresses.



<b>Title:</b>	<b>Introduction to numeracy in express logistics</b>
<b>Unit Reference Number:</b>	<b>K/650/3945</b>
<b>Level:</b>	<b>1</b>
<b>Credit Value:</b>	<b>2</b>
<b>Guided Learning Hours</b>	<b>9</b>
<b>Learning Outcomes The learner will:</b>	<b>Assessment Criteria The learner can:</b>
1. Understand numeracy in the role of an express logistics operative	1.1 Describe the importance of numeracy skills in the role 1.2 Define how a parcel's girth is calculated
2. Understand returns and failed deliveries	2.1 Explain how to deal with a return 2.2 Describe the challenges of failed deliveries and returned goods
3. Understand schedule variations	3.1 Identify factors affecting schedule variations 3.2 Explain how to assess a collection or return 3.3 Explain delivery options within a pricing schedule
<b>Additional information about this unit</b>	
Unit aim	In this unit learners will be taught the importance of numeracy skills. Learners will also be taught about schedule variations and how to deal with failed deliveries and returns.
Assessment requirements	This unit is assessed through portfolio of evidence.
Details of the relationship of the unit to relevant national occupational standards	This unit provides introductory knowledge towards STO753 Express Delivery Sortation Hub Operative S4: Responds to deliveries, collections and returns in accordance with own organisation procedures and any relevant contractual arrangements; S7: Assess and update labelling where required to support smooth transition through sortation to delivery; S8: Match item cost to delivery service and respond to irregularities. STO103 Express Delivery Operative TO6: Numeracy required to calculate load weights,

---

	dimensions, pricing schedules, assessing the dimensions of internet-generated returns.
--	--