



Pearson

Introduction to the new Logistics Apprenticeship Standards

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What is the purpose of today?

- 1 Get to know you
- 2 What are the new Apprenticeship Standards
- 3 What is meant by on-programme?
- 4 What is the Assessment Gateway?
- 5 What is End Point Assessment?
- 6 Why work with Pearson

Poll

Who do you represent?

- Private Training Provider []
- FE College []
- Employer []
- Other []

Poll

Have you delivered SASE Apprenticeships?

- Yes we have delivered SASE Apprenticeships []
- No we have never delivered apprenticeships []

Poll

Have you started delivering the new Apprenticeship Standards?

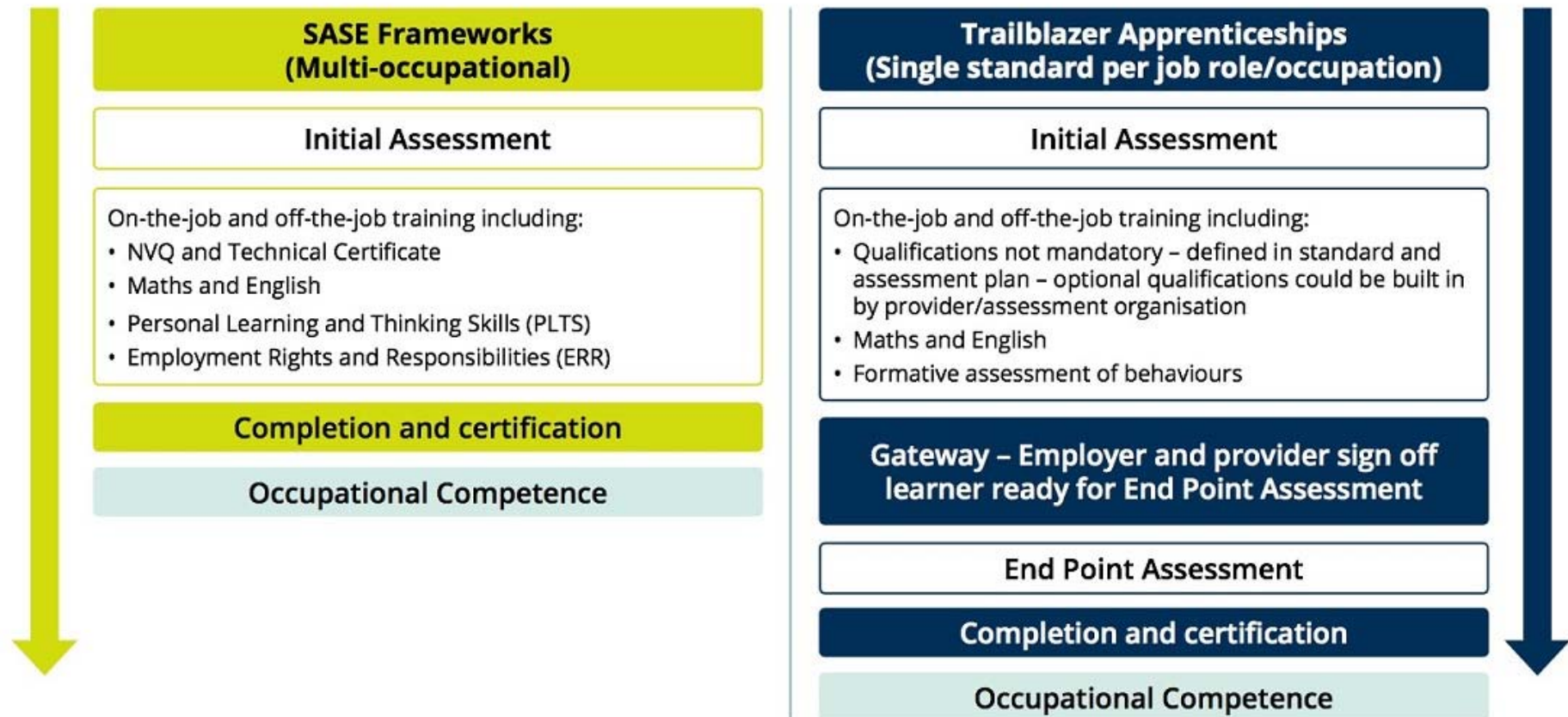
- Yes we started in 2016 []
- Yes we started this year []
- No but will offer the new apprenticeships in June – September 2017 []
- No but will offer the new apprenticeships in October – December 2017 []
- No but we are looking to start in 2018 []
- No but we are exploring them []



**The new Apprenticeship
Standards for Logistics**

Apprenticeship are changing:

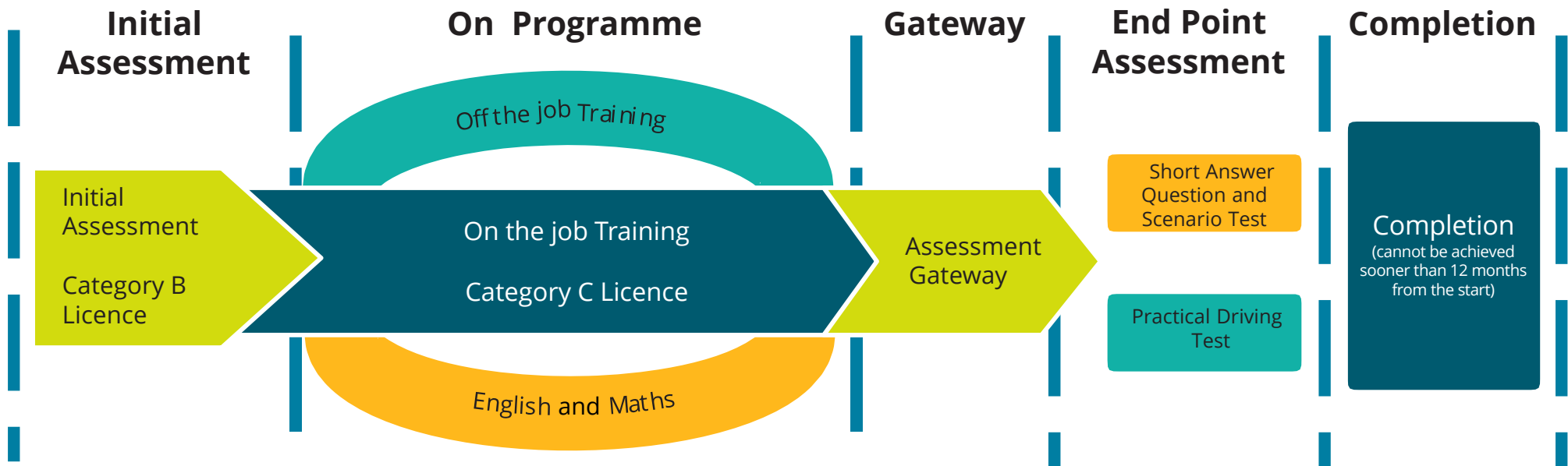
Comparison between SASE Frameworks and New Standards



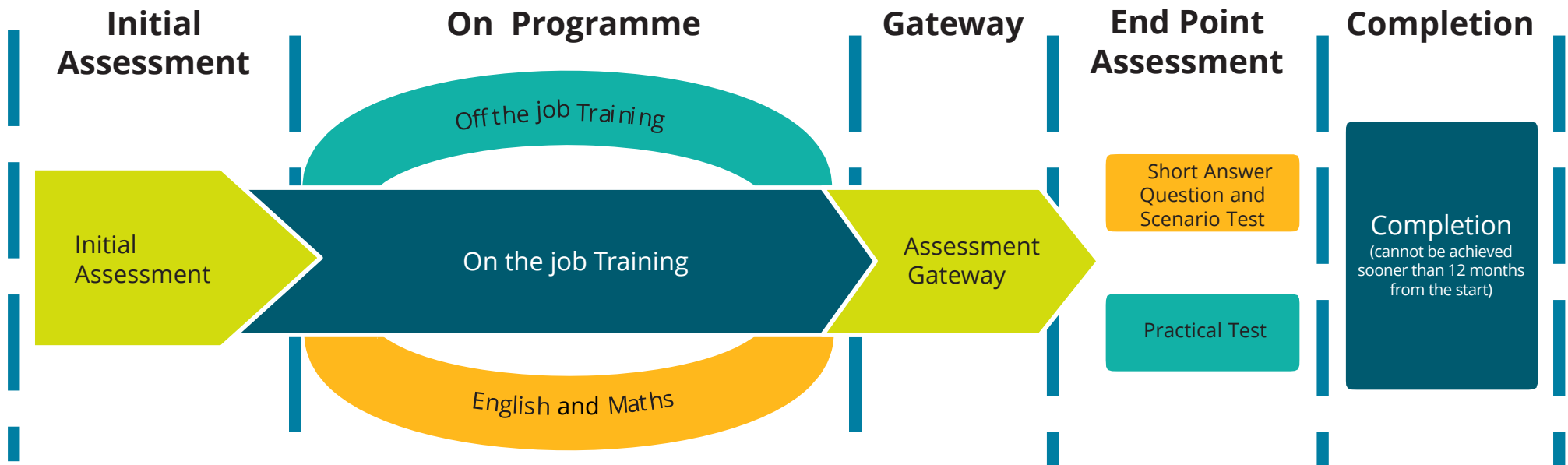
What are the new Apprenticeship Standards for Logistics?

| New Standards | Old Framework equivalent |
|--|--|
| Large Goods Vehicle (LGV) Driver – Level 2 | Intermediate Apprenticeship in Driving Goods Vehicles - Pathway 3 Rigid Vehicle, Pathway 4 Articulated or Draw Bar |
| Warehouse Operative – Level 2 | Intermediate Apprenticeship in Warehousing and Storage |
| Supply Chain Operative (Traffic Office or Removals Operatives) – Level 2 | Intermediate Apprenticeship in Traffic Office, Intermediate Apprenticeship in Commercial Moving, Intermediate Apprenticeship in Logistics Operations |
| Express Delivery Operative – Level 2 | New |

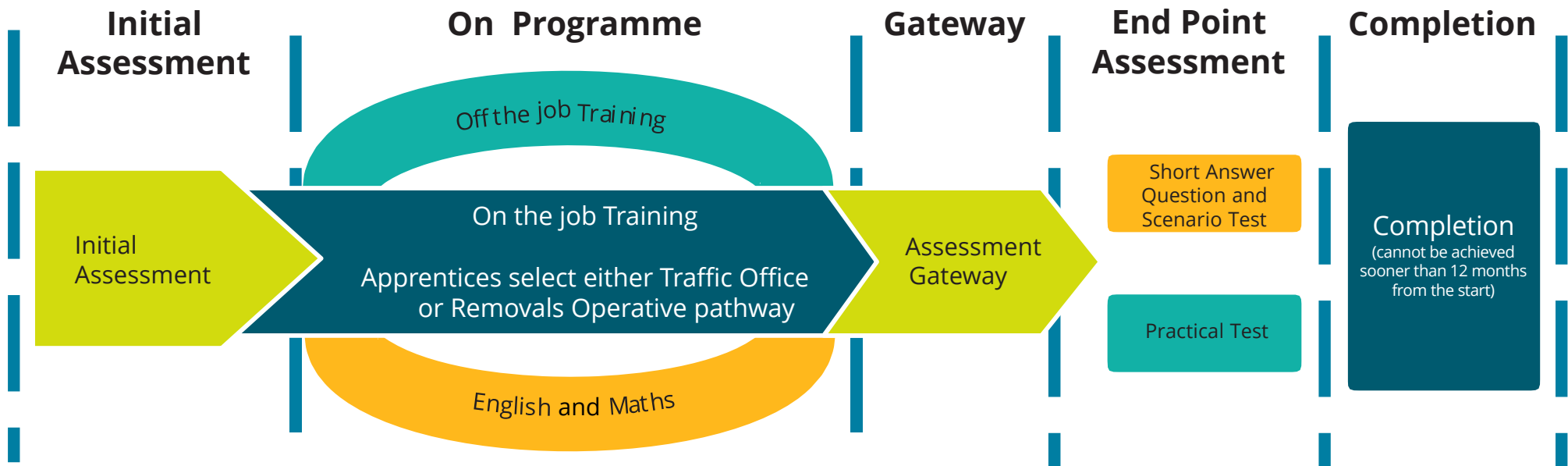
LGV Driver



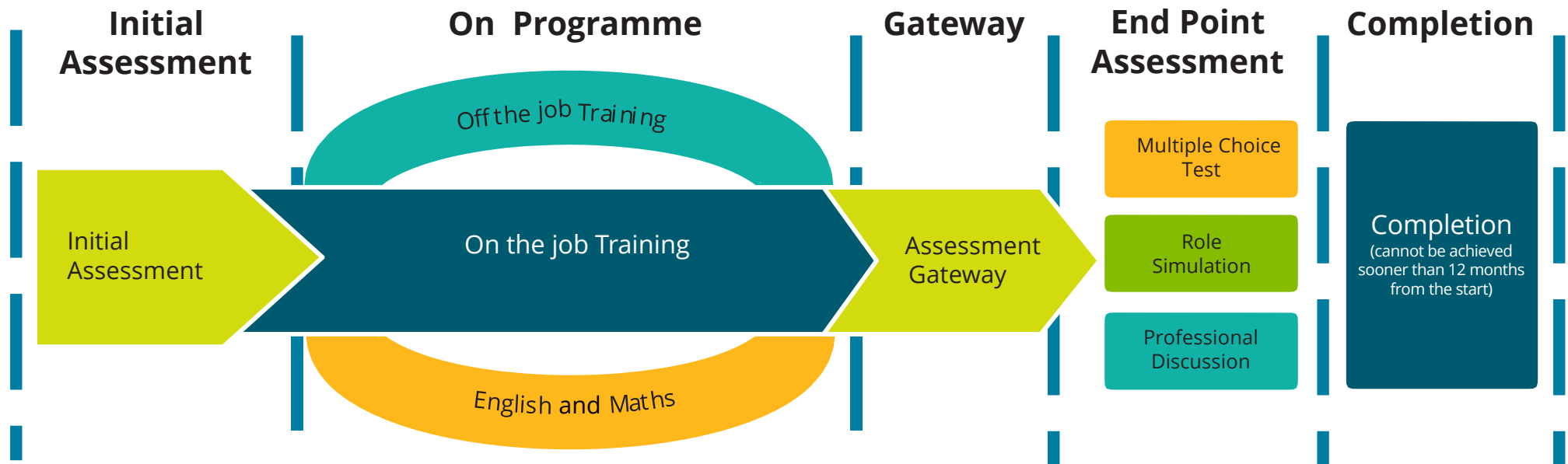
Warehouse Operative



Supply Chain Operator – Traffic Office and Removals Operative



Express Delivery Operative (TBC)





On-Programme

What is meant by on-programme?

- No Mandatory qualifications
- Development of Maths and English skills
- Apprentices will cover behaviours, as well as knowledge and skills
- Minimum of 1 year
- Progression mile stones
- Ofsted responsible for quality assuring on-programme delivery

Qualifications to support on-programme

Qualifications are, in the main, non mandatory within 'logistics' apprenticeship standards (exception being the LGV Driver which requires learners to have achieved their Category C Licence before they take their End Point Assessment)

Why would you want to deliver a qualification?

- Learners will achieve a recognized accredited qualification
- Provides a structure for delivery and guidance

What is currently available?

- Pearson BTEC Level 2 Technical Certificate for Warehouse Operatives has been mapped to the Warehouse Operative Standard
- Mapped existing qualifications to the new standards – identifies where there is coverage

Illustration by Tang Yau Hoong



Funding for Qualifications

- Funding cannot be used for the registration/examination/certification costs.
- Funding can be used for some or all of the delivery where there is clear overlap between this training and the knowledge, skills and behaviours needed for the apprenticeship standard.
- Employers need to cover the costs of registration/examination/certification costs.
- Employers could cover costs of delivery where there is no overlap

Mapping



Mapping of Customer Service Practitioner Apprenticeship Standard against Pearson BTEC Level 2 Diploma in Customer Service (601/3424/0)

| Module | Standard | What do I need to KNOW | Mapping to Pearson BTEC Level 2 Diploma in Customer Service (601/3424/0) | Coverage |
|---|--|---|--|---------------|
| Knowing your customers | 1. Understand who customers are | 1.1 Who are my customers? | | No coverage |
| | | 1.2 Who are the organisations customers? | | No coverage |
| | | 1.3 Describe the different types of customers? | Unit 2: 1.3 Describe the characteristics of challenging customers Unit 2: 1.4 Explain how to identify dissatisfied customers | Partially met |
| 2. Understand the difference between internal and external customers | 2.1 What is an internal customer? | 2.1 What is an internal customer? | Unit 2: 1.1 Explain the distinctions between internal and external customers | Fully met |
| | | 2.2 What is an external customer? | Unit 2: 1.1 Explain the distinctions between internal and external customers | Fully met |
| | | 2.3 Who are the organisations internal customers? | | No coverage |
| | | 2.4 Who are the organisations external customers? | | No coverage |
| | | 2.5 What is the difference between internal and external customers to the organisation? | Unit 2: 1.1 Explain the distinctions between internal and external customers Unit 17: 1.7 Explain the importance of regular communication in the development of both internal and external customer relationships | Fully met |
| 3. Understand the different needs and priorities of your customers and the best way to manage their expectations, recognising and knowing how to adapt style to be highly effective | 3.1 What is the purpose of customer service? | 3.1 What is the purpose of customer service? | Unit 3: 1.1 Explain the purpose and scope of customer service Unit 17: 1.1 Describe the importance of developing relationships with customers | Fully met |
| | | 3.2 What are the different needs of your customers? | Unit 1: 1.1 Explain the relationship between customers' needs and expectations and customer satisfaction Unit 1: 1.3 Explain the importance of treating customers as individuals | Fully met |
| | | 3.3 What are the different priorities of your customers? | Unit 3: 3.1 Explain the difference between customers' wants, needs and their expectations Unit 3: 3.2 Explain how to identify customers' needs and expectations | Partially met |
| | | 3.4 Identify the specific needs that customers may have. | Unit 1: 1.1 Explain the relationship between customers' needs and expectations and customer satisfaction | No coverage |

Poll

Will you deliver a qualification during on-programme?

- Yes []
- Unsure []
- No []

Poll

Are you looking for support to deliver on-programme?

- Yes []
- No []



Assessment Gateway

Assessment Gateway

Purpose

- Employer, apprentice and trainer/assessor involved
- Check that apprentice has achieved the knowledge, skills and behaviours outlined in the standard
- Is apprentice ready for End Point Assessment – opportunity to progress

Checklist

- ✓ Find an Assessment Organisation for EPA
- ✓ Decide what month the apprentice will be doing EPA
- ✓ Contact the Assessment Organisation and book EPA

The background of the slide is a solid blue color with a repeating pattern of dark blue, wavy, irregular lines that resemble a topographic map or a stylized water pattern. In the center of the slide is a large, white, solid circle. Inside this circle, the text "End Point Assessment" is written in a bold, blue, serif font.

End Point Assessment

LGV Driver End Point Assessment

- The two assessment methods will ideally take place over a one day period.
- Learners must achieve 70% for a Pass and 90+% for a Distinction.

Short Answer Question and Scenario Test



50%

Knowledge and Behaviours in
appendix 1 of Assessment Plan
1 hour
At least 2 scenario based short answer
questions

Practical Driving Test



50%

Skills in appendix 1 of Assessment
Plan
Large goods vehicle or virtual reality
technology
1 hour

Warehouse Operative and Supply Chain Operative End Point Assessment

- The two assessment methods will ideally take place over a one day period.
- Learners must achieve 70% for a Pass and 90+% for a Distinction.

Short Answer Question and Scenario Test



50%

Knowledge and Behaviours in
appendix 1 of Assessment Plan
1 hour

At least 2 scenario based short answer
questions

Practical Test



50%

Skills in appendix 1 of Assessment
Plan
1 hour

Express Deliver Operative (TBC)

- Learners must achieve 70% for a Pass and 90+% for a Distinction.

Multiple Choice Test



25%

Fail/Pass/Distinction

Knowledge
Technical Operations
Finance
Safety
Contingency Plans

45 minutes/25 questions

Role Simulation



50%

Fail/Pass

Skills and Behaviours
Technical Operations
Safety
Contingency Plans

45 minutes
8 scenarios

Professional Discussion



25%

Fail/Pass/Distinction

Knowledge and Behaviours
Technical Operations
Finance
Safety
Contingency Plans

30 minutes

What is the Register of Apprentice Assessment Organisations?

The register of apprentice assessment organisations (the register) is a list of organisations that have been assessed as being suitable to conduct independent end-point assessment of apprentices and be in receipt of public funds.

Only these organisations are eligible to conduct independent end-point assessment of apprentices. Although a number of different people and organisations may be involved in an apprentice's end-point assessment, only the independent organisation needs to apply to and be listed on the register.

Employers of apprentices will select an organisation from the register to conduct independent end-point assessment of their apprentices.

End Point Assessment Delivery Models

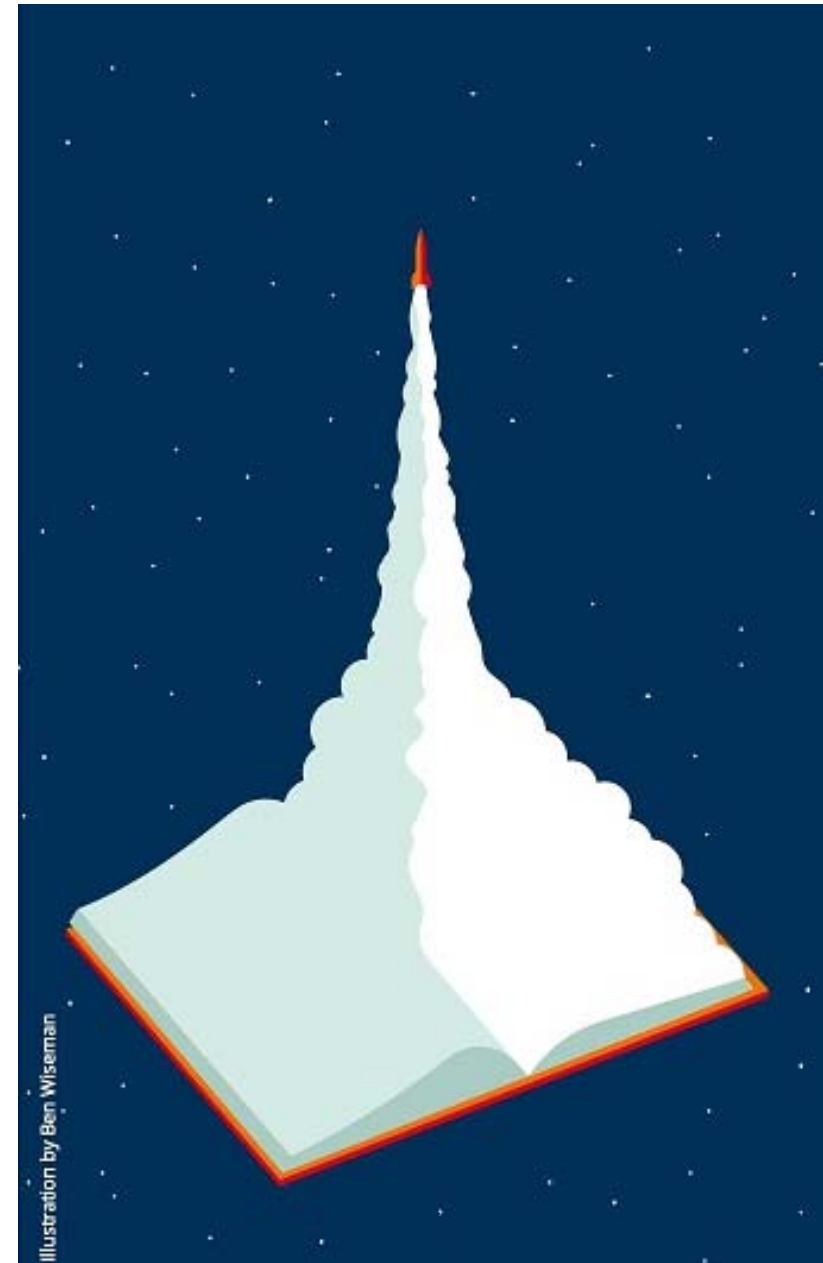
| Model | Description | Considerations |
|----------------------|---|--|
| Direct Delivery | Procurement of “off the shelf” End Point Assessment for a specific Standard. End Point Assessment service covers all independent assessment requirements. | None |
| Partnership Delivery | <p>Sub-contract the physical assessment elements to another organisation to utilise their assessor resources.</p> <p>Pearson would be accountable for the EPA and would provide all other aspects within its role (e.g. Onscreen testing, specification design, resources, standardisation, training etc.)</p> <p>Pearson would verify the quality of the assessments and internal quality assurance within the provider/individual assessors</p> | <p>Assessors must not be linked to any on-programme delivery of the apprentice</p> <p>Assessors must be employed within a separate organisation or separate legal business entity (e.g. a separate organisation with a separate team to deliver assessments)</p> |



**Why work with Pearson
on the new apprenticeship
standards?**

Why work with Pearson on the new apprenticeship standards?

- We've been creating and delivering apprenticeship in over 35 sectors from business administration and construction to health and retail
- We know the new standards inside-out
- We have worked with trailblazers and BIS to develop the new apprenticeship standards and advised them on assessment and grading
- We develop assessment plans that ensure quality, rigour, responsiveness, independence and consistency so we know what is required to deliver the new standards



There's so much more to learn

Find out more at
quals.pearson.com/apprenticeships

Sign up now for policy news at:
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ALWAYS LEARNING