

Programme Descriptor: Award in Basic Courier Service

MQF Level: 1 | **Total ECTS:** 2 | **Delivery Mode:** 100% Online | **Language:** English

Target Audience: Ages 19–65, especially those new to the courier and delivery industry.

Programme Overview

This course introduces learners to the courier and delivery services industry, focusing on real-world practical skills such as customer communication, safe delivery procedures, handling payments, and using navigation tools. The programme is ideal for individuals looking to start work in roles such as food delivery riders or general couriers.

Learning Mode & Duration

- Fully online via MoodleCloud: www.advancedlearningonline.moodle.com
- Flexible, self-paced learning
- Approximate duration: **15 days (part-time)**
- **Total Learning Hours:** 50 (including video lectures, activities, quizzes, and assessments)

Modules and Content

The programme consists of **two modules**, each worth 1 ECTS:

1. Working Effectively as a Courier

- Road safety and traffic rules
- Professional behaviour and communication
- Customer service and cultural awareness

2. Courier Operations and Responsibilities

- Order handling and payment procedures
- Equipment use and hygiene practices
- Navigating digital tools and courier apps

Learning Outcomes

You will learn to:

- Apply professional conduct in courier tasks
- Communicate clearly with customers and support staff
- Follow safe and hygienic delivery procedures
- Use navigation and mobile apps to manage deliveries
- Handle cash and contactless payments responsibly

Assessment

- Ongoing quizzes and scenario-based tasks (40%)
- End-of-module online assessments (60%)
- **Pass mark:** 60% per module
- One reassessment attempt allowed per module if needed

Entry Requirements

- A valid driving or riding licence
- Basic English literacy and digital skills
- No prior qualifications required

Career Pathways

This Award prepares you for roles such as:

- **Courier / Delivery Rider**
- **Food Delivery Agent**

It also supports future progression into more advanced vocational training in transport or logistics.

Core Reading List



Transport Malta. (n.d.). Highway code. Transport Malta.

Supplementary Reading List

Welcome Centre Malta. (2024, January 5). Understanding Maltese work culture.

<https://www.welcome-center-malta.com/post/malta-work-culture>