

Courier Training Framework:

Example Scenarios (template)

The following scenarios have been put together as examples to accompany the courier training framework. These give trainees an opportunity to explore the types of situation a courier can face and discuss possible approaches.

Scenario *[insert number]*:

Situation:

Here, describe a difficult courier scenario giving enough detail to enable trainees to understand the circumstances and context of the situation.

What would you do?

To be completed by trainees after discussion.

What is recommended?

Outline the approach that is recommended, or if based on a real scenario outline what happened (and perhaps what should have happened).