

Highfield Level 2 End-Point Assessment for ST0257 Large Goods Vehicle (LGV)

Driver C and E Mock Assessment Materials - Interview

The following pages contain documentation that may be used for employer/training providers to carry out 'mock' assessments for the Interview.

The apprentice can only achieve a distinction by covering all pass **and** all of the distinction criteria listed.

Use of Equipment & IT		
Ref	Assessment Criteria (Pass)	Achieved
EI4	Uses the organisation's IT systems to access and record tasks	

Delivery and Customer Service		
Ref	Assessment Criteria (Pass)	Achieved
DCS1	Explains how they deliver excellent customer service to customers and colleagues, resolving any errors or problems in line with company guidance	
DCS2	Communicates effectively in line with company style and culture, and their own initiative, to maintain the organisation's reputation	
DCS3	Describes how they carry out delivery and other activities in a safe and efficient manner, following instructions, organisational policy and Health & Safety guidelines	
Ref	Assessment Criteria (Distinction)	Achieved
DCS4	Describes the impact of key performance indicators in relation to delivery, performance and service levels. For example, meets timed deliveries	

DCS5	Explains how they have exceeded performance targets without compromising safety and outline the impact on the business	
DCS6	Explains how they have managed difficult conversations with customers/colleagues e.g. when a delivery has had an unanticipated delay	

Structure of Organisation and Industry		
Ref	Assessment Criteria (Pass)	Achieved
SO1	Describes how their role contributes to the organisation's commercial position and safety and the wider logistics sector and the roles available to them within the industry	
SO2	Outlines issues facing the sector	
SO3	Explains how they maintain integrity, credibility and honesty	
SO4	Explains how they promote their organisational values and brand	
Ref	Assessment Criteria (Distinction)	Achieved
SO5	Outlines the impact of negative publicity on the sector and how that may affect their organisation	
SO6	Explains the impact of reputational damage on the organisation's brand and the impact on the business	

Environment		
Ref	Assessment Criteria (Pass)	Achieved
E1	Explains the environmental impact of the industry and what they and industry can do to minimise this impact including fuel efficient driving techniques, trailer and cab design	

Ref	Assessment Criteria (Distinction)	Achieved
E2	Explains how their chosen route respects clean air zones and other regional restrictions	

Health and Safety		
Ref	Assessment Criteria (Pass)	Achieved
HS1	Discusses lifestyle challenges of the role and how they mitigate risks to their health and well being	
HS2	Explains how they take a safety-first approach to their role	
Ref	Assessment Criteria (Distinction)	Achieved
HS3	Explains the health risks and risks to the business in a given scenario	

Vehicle Protection		
Ref	Assessment Criteria (Pass)	Achieved
VP2	Describes how they take steps to protect the vehicle and load from theft and damage in line with company security and safety procedures including using any vehicle fitted security equipment	
Ref	Assessment Criteria (Distinction)	Achieved
VP3	Explains the impact on the business in a given 'vehicle protection' scenario	

Legislation		
Ref	Assessment Criteria (Pass)	Achieved
L3	Describes how they comply with relevant regulations and legislation that impact on LGV	
Ref	Assessment Criteria (Distinction)	Achieved
L4	Explains the impact on the business in a given 'legislation or regulations' scenario	

Ways of Working		
Ref	Assessment Criteria (Pass)	Achieved
W1	Outlines the difference their contributions have made when working as part of a team	
W2	Explains which tasks are an individual responsibility and how they take accountability for that	
W3	Explains how they prioritise tasks and how they manage periods of high workload to ensure deadlines are achieved	
W4	Outlines the difference they have made when supporting a colleague	
W5	Explains how they have improved their performance over time and kept up-to-date with industry developments	
W6	Explains how they manage change, including and how their flexibility makes a difference to the business	