

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

C and E Mock Assessment Materials - Interview

| Use of Equipment & IT | | | |
|-----------------------|--|----------|--------------|
| Ref | Assessment Criteria (Pass) | Achieved | Not achieved |
| EI4 | Uses the organisation's IT systems to access and record tasks (S9) | | |

| Delivery and Customer Service | | | |
|-------------------------------|---|----------|--------------|
| Ref | Assessment Criteria (Pass) | Achieved | Not achieved |
| DCS1 | Explains how they deliver excellent customer service to customers and colleagues, resolving any errors or problems in line with company guidance (K8, K10, S4, S12, S14, B5) | | |
| DCS2 | Communicates effectively in line with company style and culture, and their own initiative, to maintain the organisation's reputation (K8, K10, S4, S12, S14, B5) | | |
| DCS3 | Describes how they carry out delivery and other activities in a safe and efficient manner, following instructions, organisational policy and Health & Safety guidelines (K8, K10, S4, S12, S14, B5) | | |
| Ref | Assessment Criteria (Distinction) | Achieved | Not achieved |
| DCS4 | Describes the impact of key performance indicators in relation to delivery, performance and service levels. For example, meets timed deliveries (K8, K10, S4, S12, S14, B5) | | |
| DCS5 | Explains how they have exceeded performance targets without compromising safety and outline the impact on the business (K8, K10, S4, S12, S14, B5) | | |
| DCS6 | Explains how they have managed difficult conversations with customers/colleagues e.g. when a delivery has had an unanticipated delay (K8, K10, S4, S12, S14, B5) | | |

| Structure of Organisation and Industry | | | |
|--|--|----------|--------------|
| Ref | Assessment Criteria (Pass) | Achieved | Not 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 (K9, K16, B1) | | |
| SO2 | Outlines issues facing the sector (K9, K16, B1) | | |
| SO3 | Explains how they maintain integrity, credibility and honesty (K9, K16, B1) | | |
| SO4 | Explains how they promote their organisational values and brand (K9, K16, B1) | | |
| Ref | Assessment Criteria (Distinction) | Achieved | Not achieved |
| SO5 | Outlines the impact of negative publicity on the sector and how that may affect their organization (K9, K16, B1) | | |
| SO6 | Explains the impact of reputational damage on the organisation's brand and the impact on the business (K9, K16, B1) | | |

| Environment | | | |
|-------------|---|----------|--------------|
| Ref | Assessment Criteria (Pass) | Achieved | Not 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 (K12) | | |

| Ref | Assessment Criteria (Distinction) | Achieved | Not achieved |
|-----|--|----------|--------------|
| E2 | Explains how their chosen route respects clean air zones and other regional restrictions (K12) | | |

| Health and Safety | | | |
|-------------------|--|----------|--------------|
| Ref | Assessment Criteria (Pass) | Achieved | Not achieved |
| HS1 | Discusses lifestyle challenges of the role and how they mitigate risks to their health and well being (K13, S11) | | |
| HS2 | Explains how they take a safety-first approach to their role (K13, S11) | | |
| Ref | Assessment Criteria (Distinction) | Achieved | Not achieved |
| HS3 | Explains the health risks and risks to the business in a given scenario (K13, S11) | | |

| Vehicle Protection | | | |
|--------------------|--|----------|--------------|
| Ref | Assessment Criteria (Pass) | Achieved | Not 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 (S7) | | |
| Ref | Assessment Criteria (Distinction) | Achieved | Not achieved |
| VP3 | Explains the impact on the business in a given 'vehicle protection' scenario (S7) | | |

| Legislation | | | |
|-------------|--|----------|--------------|
| Ref | Assessment Criteria (Pass) | Achieved | Not achieved |
| L3 | Describes how they comply with relevant regulations and legislation that impact on LGV (S10) | | |
| Ref | Assessment Criteria (Distinction) | Achieved | Not achieved |
| L4 | Explains the impact on the business in a given 'legislation or regulations' scenario (S10) | | |

| Ways of Working | | | |
|-----------------|--|----------|--------------|
| Ref | Assessment Criteria (Pass) | Achieved | Not achieved |
| W1 | Outlines the difference their contributions have made when working as part of a team (S13, S15, S16, B3, B6) | | |
| W2 | Explains which tasks are an individual responsibility and how they take accountability for that (S13, S15, S16, B3, B6) | | |
| W3 | Explains how they prioritise tasks and how they manage periods of high workload to ensure deadlines are achieved (S13, S15, S16, B3, B6) | | |
| W4 | Outlines the difference they have made when supporting a colleague (S13, S15, S16, B3, B6) | | |
| W5 | Explains how they have improved their performance over time and kept up-to-date with industry developments (S13, S15, S16, B3, B6) | | |
| W6 | Explains how they manage change, including and how their flexibility makes a difference to the business (S13, S15, S16, B3, B6) | | |