

## Highfield Level 2 End-Point Assessment for ST1025 Urban Driver

### Mock Assessment Materials - Interview

Vehicle & Load Management			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
VL1	Explains the process they follow that ensures protection to both themselves, the vehicle, and its contents when in transit and when parked (K16, S5, S6, S7, B5)		
VL2	Identifies how they match the right manual or mechanical aids to a given situation as selected by the independent assessor, when loading and unloading a vehicle. Explains the techniques they apply to safe manual handling (K16, S5, S6, S7, B5)		
VL3	Outlines how preparing, positioning, or securing goods must factor in a given scenario selected by the independent assessor (K16, S5, S6, S7, B5)		
VL4	Describes how they protect the vehicle and its goods (K16, S5, S6, S7, B5)		
Ref	Assessment Criteria (Distinction)	Achieved	Not achieved
VL5	<i>Explains the impact on the business in a given 'vehicle protection' scenario (as selected by the independent assessor) (K16, S5, S6, S7, B5)</i>		

On-site Services			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
OS1	Describes how they brief the customer on the technical specification of the delivery, collection or installation and the impact that has on the customer (K18, K19, K25, S17, S18, S19, B3, B7)		

OS2	Describes how they provide on-site services, meeting customer requirements and how they deal with additional customer requirements (K18, K19, K25, S17, S18, S19, B3, B7)		
OS3	Describes how they are professional and respectful with customers and colleagues (K18, K19, K25, S17, S18, S19, B3, B7)		
OS4	Describes the impact this has on the brand (K18, K19, K25, S17, S18, S19, B3, B7)		
<b>Ref</b>	<b>Assessment Criteria (Distinction)</b>	<b>Achieved</b>	<b>Not achieved</b>
OS5	<i>Explains the impact of reputational damage on the organisation's brand and the impact on the business (K18, K19, K25, S17, S18, S19, B3, B7)</i>		

Health & Safety			
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Achieved</b>	<b>Not achieved</b>
HS1	Describes how they consider potential hazards when driving in urban and non-urban areas. Describes how they adjust their driving when faced with unforeseen circumstances, as selected by the independent assessor (K13, K23, S11)		
HS2	Describes how they mitigate risks to their physical and mental health and wellbeing (K13, K23, S11)		

Structure of Organisation and Industry			
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Achieved</b>	<b>Not achieved</b>
SO11	Outlines the different organisations in the urban delivery supply chain in which they operate (K24)		
<b>Ref</b>	<b>Assessment Criteria (Distinction)</b>	<b>Achieved</b>	<b>Not achieved</b>
SO12	<i>Explains the potential impact on the wider supply chain if an organisation does not perform their role adequately (K24)</i>		

Environment & Sustainability			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
ES1	Describe the factors that impact on the environment and sustainability when driving in urban areas (K15)		

Legislation			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
L1	Describes the steps they follow that ensures they work compliantly with both legislation and regulation (S20)		
L2	Outlines the relevant legislation or regulation for a given scenario as selected by the independent assessor (S20)		
Ref	Assessment Criteria (Distinction)	Achieved	Not achieved
L3	<i>Explains the impact of legislation or regulation to the business for a given scenario as selected by the independent assessor (S20)</i>		

Use of Equipment & IT			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
EI2	Describes how they use IT systems to correctly manage delivery or collection data (S16)		

Ways of Working			
Ref	Assessment Criteria (Pass)	Achieved	Not achieved
W1	Describes how their flexible approach to work and managing relationships contributes to a coordinated team effort that ensures business priorities are met (K20, S4, S14, S15, B1, B6)		
W2	Describes how they provide information clearly and concisely (K20, S4, S14, S15, B1, B6)		
W3	Describes how they adapt their communication to meet the needs of the audience (K20, S4, S14, S15, B1, B6)		
W4	Describes how their own commitment to continuous professional development helps this (K20, S4, S14, S15, B1, B6)		
Ref	Assessment Criteria (Distinction)	Achieved	Not achieved
W5	<i>Explains how they manage difficult conversations with customers or colleagues, e.g., when a delivery has had an unanticipated delay (K20, S4, S14, S15, B1, B6)</i>		