

**Think about
Interview**
Level 2 ST0257 Large Goods
Vehicle (LGV) Driver C and E V1.3



On the day of assessment, you will carry out:



A 30-minute interview



Remote or face-to-face in a suitable environment



Under exam conditions



With an end-point assessor



Do

- Review the criteria associated with the interview – this can be found in the EPA kit
- Review relevant legislation, regulations, external and internal professional codes of conduct and your organisation's policies and procedures
- Make sure you have a quiet room available where you will not be disturbed
- Be prepared to answer open questions
- Be prepared to reflect on your on-programme experiences and learning



Don't

- Forget to plan
- Forget to use examples from your work to validate your responses
- Forget to bring your ID



Next steps

- Results can take up to 7 working days to be confirmed
- Your manager/training provider will inform you of the results



Resits

- If you do not achieve a pass result on the interview you can resit the assessment



Use the table below to plan and prepare for the interview

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Use of equipment & IT (P) Use the organisation's IT systems to access and record tasks	
Delivery and customer service (P) Explain how you deliver excellent customer service to customers and colleagues, resolving any errors or problems in line with company guidance	

Assessment criteria

Key points to remember

(P) Communicate effectively in line with company style and culture, and your own initiative, to maintain the organisation's reputation

(P) Describe how you carry out delivery and other activities in a safe and efficient manner, following instructions, organisational policy and Health & Safety guidelines

(D) Describe the impact of key performance indicators in relation to delivery, performance and service levels. For example, meets timed deliveries

(D) Explain how you have exceeded performance targets without compromising safety and outline the impact on the business

(D) Explain how you have managed difficult conversations with customers/ colleagues e.g., when a delivery has had an unanticipated delay

Structure of organisation and industry

(P) Describe how your role contributes to the organisation's commercial position and safety and the wider logistics sector and the roles available to them within the industry

(P) Outline issues facing the sector

(P) Explain how you maintain integrity, credibility and honesty

(P) Explain how you promote your organisational values and brand

(D) Outline the impact of negative publicity on the sector and how that may affect your organisation

(D) Explain the impact of reputational damage on the organisation's brand and the impact on the business

Assessment criteria	Key points to remember
Environment	
(P) Explain the environmental impact of the industry and what you and industry can do to minimise this impact including fuel efficient driving techniques, trailer and cab design	
(D) Explain how your chosen route respects clean air zones and other regional restrictions	
Health and safety	
(P) Discuss lifestyle challenges of the role and how you mitigate risks to your health and well being	
(P) Explain how you take a safety-first approach to your role	
(D) Explain the health risks and risks to the business in a given scenario	

Assessment criteria**Key points to remember****Vehicle protection**

(P) Describe how you 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

(D) Explain the impact on the business in a given 'vehicle protection' scenario

Legislation

(P) Describe how you comply with relevant regulations and legislation that impact on LGV

(D) Explain the impact on the business in a given 'legislation or regulations' scenario

Ways of working

(P) Outline the difference your contributions have made when working as part of a team

Assessment criteria

Key points to remember

(P) Explain which tasks are an individual responsibility and how you take accountability for that

(P) Explain how you prioritise tasks and how you manage periods of high workload to ensure deadlines are achieved

(P) Outline the difference you have made when supporting a colleague

(P) Explain how you have improved your performance over time and kept up-to-date with industry developments

(P) Explain how you manage change, including and how your flexibility makes a difference to the business