

# Think about Interview Level 2 ST1025 Urban Driver v1.1



On the day of this assessment you will carry out:



A 45-minute interview



Remote or face-to-face



In a suitable environment under exam conditions



With an end-point assessor



## Key point

You must prepare for the interview by considering how you will meet the required criteria.



## Do

- ☐ Review the criteria associated with the interview – this can be found in the EPA kit
- ☐ Ensure a quiet room is available and that there are no interruptions or distractions
- ☐ Be prepared to answer a minimum of 8 questions that demonstrate your competence and focus on the required areas
- ☐ Reflect on your on-programme experience and learning



## Don't

- ☐ Forget to plan
- ☐ Forget to bring your notes to refer to during the interview
- ☐ 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
<b>Vehicle &amp; Load Management</b>	
(P) Explain the process you follow that ensures protection to both yourself, the vehicle, and its contents when in transit and when parked	
(P) Identify how you match the right manual or mechanical aids to a given situation as selected by the independent assessor, when loading and unloading a vehicle. Explain the techniques you apply to safe manual handling	

<p>(P) Outline how preparing, positioning, or securing goods must factor in a given scenario selected by the independent assessor</p>	
<p>(P) Describe how you protect the vehicle and its goods</p>	
<p>(D) Explain the impact on the business in a given 'vehicle protection' scenario (as selected by the independent assessor)</p>	
<b>On-site Services</b>	
<p>(P) Describe how you brief the customer on the technical specification of the delivery, collection or installation and the impact that has on the customer</p>	
<p>(P) Describe how you provide on-site services, meeting customer requirements and how you deal with additional customer requirement</p>	

(P) Describe how you are professional and respectful with customers and colleagues

(P) Describe the impact this has on the brand

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

## Health & Safety

(P) Describe how you consider potential hazards when driving in urban and non-urban areas. Describe how you adjust your driving when faced with unforeseen circumstances, as selected by the independent assessor

(P) Describe how you mitigate risks to your physical and mental health and wellbeing

## Structure of Organisation and Industry

(P) Outline the different organisations in the urban delivery supply chain in which you operate

(D) Explain the potential impact on the wider supply chain if an organisation does not perform their role adequately

## Environmental & Sustainability

(P) Describe the factors that impact on the environment and sustainability when driving in urban areas

## Legislation

(P) Describe the steps you follow that ensure you work compliantly with both legislation and regulation

(P) Outline the relevant legislation or regulation for a given scenario as selected by the independent assessor

(D) Explain the impact of legislation or regulation to the business for a given scenario as selected by the independent assessor

## Use of Equipment & IT

(P) Describe how you use IT systems to correctly manage delivery or collection data

## Ways of Working

(P) Describe how your flexible approach to work and managing relationships contributes to a coordinated team effort that ensures business priorities are met

<p>(P) Describe how you provide information clearly and concisely</p>	
<p>(P) Describe how you adapt your communication to meet the needs of the audience</p>	
<p>(P) Describe how your own commitment to continuous professional development helps this</p>	
<p>(D) Explain how you manage difficult conversations with customers or colleagues, e.g., when a delivery has had an unanticipated delay</p>	