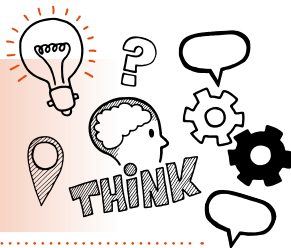


**Think about  
Interview**  
Level 2 ST0257 Large Goods  
Vehicle (LGV) Driver C and E V1.2



**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
<b>Use of equipment &amp; IT</b>	
(P) Use the organisation's IT systems to access and record tasks	
<b>Delivery and customer service</b>	
(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
<b>Environment</b>	
<p><b>(P)</b> 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</p>	
<p><b>(D)</b> Explain how your chosen route respects clean air zones and other regional restrictions</p>	
<b>Health and safety</b>	
<p><b>(P)</b> Discuss lifestyle challenges of the role and how you mitigate risks to your health and well being</p>	
<p><b>(P)</b> Explain how you take a safety-first approach to your role</p>	
<p><b>(D)</b> Explain the health risks and risks to the business in a given scenario</p>	

## 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