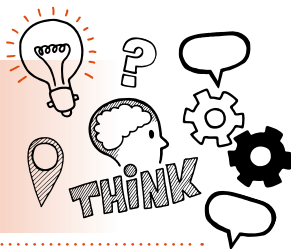


**Think about  
Interview**  
Level 2 ST0257 Large Goods  
Vehicle (LGV) Driver C and E V1.3



**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**



**This is a 1:1 assessment method**



## 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 |
|--|------------------------|
| <b>(P)</b> Communicate effectively in line with company style and culture, and your own initiative, to maintain the organisation's reputation                                    |                        |
| <b>(P)</b> Describe how you carry out delivery and other activities in a safe and efficient manner, following instructions, organisational policy and Health & Safety guidelines |                        |
| <b>(D)</b> Describe the impact of key performance indicators in relation to delivery, performance and service levels. For example, meets timed deliveries                        |                        |
| <b>(D)</b> Explain how you have exceeded performance targets without compromising safety and outline the impact on the business  |                        |
| <b>(D)</b> Explain how you have managed difficult conversations with customers/ colleagues e.g., when a delivery has had an unanticipated delay                                  |                        |

| Assessment criteria  | Key points to remember |
|--|------------------------|
| <b>Structure of organisation and industry</b>  |                        |
| (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>   |                        |
| <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 |                        |
| <b>(D)</b> Explain how your chosen route respects clean air zones and other regional restrictions  |                        |
| <b>Health and safety</b>   |                        |
| <b>(P)</b> Discuss lifestyle challenges of the role and how you mitigate risks to your health and well being   |                        |
| <b>(P)</b> Explain how you take a safety-first approach to your role   |                        |
| <b>(D)</b> Explain the health risks and risks to the business in a given scenario  |                        |

| Assessment criteria   | Key points to remember |
|---|------------------------|
| <b>Vehicle protection</b>   |                        |
| (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   |                        |
| <b>Legislation</b>  |                        |
| (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   |                        |
| <b>Ways of working</b>  |                        |
| (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