

---

# External Assessment Material – Exemplar Paper

---

## **ST0257 - Large Goods Vehicle LGV Driver Cat Marking Guide**

<b>Q1 (a) State the maximum speed limit on a dual carriageway for an LGV.</b>		
<b>K1</b>	<b>Answer</b>	<b>Total marks</b>
	<p><b>1 mark awarded for stating</b> the maximum speed limit on a dual carriageway for an LGV.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• 60 mph</li> </ul> <p><b>(maximum 1 marks)</b></p>	<b>1 mark</b>

Q2 (a) Outline the meaning of the term 'defensive driving'.		
K1	Answer	Total marks
	<p><b>1 mark awarded for outlining</b> the meaning of the term 'defensive driving'.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Using driving techniques to consciously reduce the dangers associated with driving.</li> <li>• Using driving techniques to reduce the likelihood of a collision or incident.</li> <li>• Predicting hazards on the road to help avoid accidents.</li> </ul> <p><b>(maximum 1 mark)</b></p>	<b>1 mark</b>
<b>Additional guidance</b>		
<b>Do not award marks for</b>	Keeps people safe	

<b>Q3 (a) Identify two risks associated with harsh braking.</b>		
<b>K1</b>	<b>Answer</b>	<b>Total marks</b>
	<p><b>1-2 marks awarded for identifying up to two risks associated with harsh braking.</b></p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• May cause the load to shift.</li> <li>• Increases wear and tear of the brakes.</li> <li>• Causes the brakes to overheat.</li> <li>• Reduces the lifespan of the braking system.</li> <li>• Triggers the anti-lock braking system unnecessarily.</li> <li>• Increases vehicle maintenance costs.</li> <li>• Increased fuel consumption.</li> </ul> <p><b>(maximum 2 marks)</b></p>	<b>2 marks</b>
<b>Additional guidance</b>	One mark awarded for each risk identified, up to a maximum of two marks.	
<b>Do not award marks for</b>		

Q4 (a) State the process that should be undertaken before working with a new piece of equipment for use on your vehicle.		
K2	Answer	Total marks
	<p><b>1 mark awarded for stating</b> the process that should be undertaken before working with a new piece of equipment.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>Familiarisation training.</li> </ul> <p><b>(maximum 1 mark)</b></p>	<b>1 mark</b>
<b>Additional guidance</b>		
<b>Do not award marks for</b>	Health and safety. Wearing the correct PPE.	

<b>Q5 (a) State one importance of correctly adjusting the mirrors.</b>		
<b>K3</b>	<b>Answer</b>	<b>Total marks</b>
	<p><b>1 mark awarded for stating</b> one importance of correctly adjusting the mirrors.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• To reduce driver fatigue.</li> <li>• To reduce blind spot areas.</li> <li>• To reduce the risk of collisions.</li> <li>• To be able to make correct observations.</li> <li>• To be aware of all that is happening around you.</li> <li>• Be proactive rather than re active.</li> </ul> <p><b>(maximum 1 mark)</b></p>	<b>1 mark</b>
<b>Additional guidance</b>		
<b>Do not award marks for</b>	'So I can see'	

<b>Q6 (a) Outline one security procedure when parking the vehicle during the delivery process.</b>		
<b>K4</b>	<b>Answer</b>	<b>Total marks</b>
	<p><b>1 mark awarded for outlining one security procedure when parking.</b></p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Park in a well-lit area.</li> <li>• Secure the vehicle by keeping doors/window locked.</li> <li>• Park in line of sight.</li> <li>• Keep valuables out of sight.</li> <li>• Reverse park up to another vehicle or a solid object to prevent theft/stowaways.</li> <li>• Isolate any tail lift.</li> <li>• Make sure any seal is intact.</li> <li>• Check curtains are intact and secure.</li> </ul> <p><b>(maximum 1 marks)</b></p>	<b>1 mark</b>

<b>Q7 (a) State two checks that should be made prior to delivering a large item to an unknown customer.</b>		
<b>K5</b>	<b>Answer</b>	<b>Total marks</b>
	<p><b>1-2 marks awarded for stating up to two checks that should be made prior to delivering a large item.</b></p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Check for vehicular access that:               <ul style="list-style-type: none"> <li>○ considers the size of the vehicle</li> <li>○ considers the weight of the vehicle</li> <li>○ considers the height of the vehicle</li> </ul> </li> <li>• Distance from the vehicle to the customer drop off point.</li> <li>• Check the address is correct.</li> <li>• PPE requirements.</li> <li>• Consider health and safety before unloading.</li> <li>• How the load is going to be unloaded.</li> </ul> <p><b>(maximum 2 marks)</b></p>	<b>2 marks</b>
<b>Additional guidance</b>	One mark awarded for each check stated, up to a maximum of two marks.	
<b>Do not award marks for</b>	Have a look around and see if its ok.	

Q8 (a) Outline two purposes of using 'Smart Digi Tech'.		
K6	Answer	Total marks
<p><b>1-2 marks awarded</b> for <b>outlining up to two</b> purposes of using 'Smart Digi Tech'.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Helps to plan routes.</li> <li>• Helps to manage vehicles.</li> <li>• Vehicle checks.</li> <li>• Checks deliveries.</li> </ul> <p><b>(maximum 2 marks)</b></p>		<b>2 marks</b>
<b>Additional guidance</b>	<p>Accept other reasons as long as relevant.</p> <p>One mark awarded for each purpose outlined, up to a maximum of two marks.</p>	
<b>Do not award marks for</b>	<p>Put in the machine, push the buttons and set off.</p>	

Q9 (a) State how many settings there are for mandatory modes on a digital tachograph.		
K7	Answer	Total marks
	<p><b>1 mark awarded for stating</b> how many settings there are for mandatory modes on a digital tachograph.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• 4.</li> </ul> <p><b>(maximum 1 mark)</b></p>	<p><b>1 mark</b></p>

Q10 (a) State <b>two</b> organisations responsible for ensuring haulage companies are operating within the law and can if required enforce penalties on the operator.		
K8	Answer	Total marks
	<p><b>1-2 marks awarded for stating up to two</b> different organisations.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Office of the Traffic Commissioner</li> <li>• DVSA</li> </ul> <p><b>(maximum 2 marks)</b></p>	<b>2 marks</b>
<b>Additional guidance</b>	One mark awarded for each organisation stated, up to a maximum of two marks.	
<b>Do not award marks for</b>	DVLA Police courts	

<b>Q11 (a) State two trade unions that may be joined that are relevant to the Transport industry.</b>		
<b>K9</b>	<b>Answer</b>	<b>Total marks</b>
	<p><b>1-2 marks awarded for stating up to two unions relevant to the haulage industry.</b></p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• UNITE The Union, Union of Shop, Distributive and Allied Workers (USDAW).</li> <li>• United Road Transport Union (URTU).</li> </ul> <p><b>(maximum 2 marks)</b></p>	<b>2 marks</b>
<b>Additional guidance</b>	One mark awarded for each union stated, up to a maximum of two marks.	
<b>Do not award marks for</b>		

<b>Q12 (a) Outline one reason why is customer feedback important.</b>		
<b>K10</b>	<b>Answer</b>	<b>Total marks</b>
	<p><b>1 mark awarded for outlining one reason why is customer feedback important.</b></p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Allows the business to measure levels of customer satisfaction.</li> <li>• Helps to improve services to create the best customer experience.</li> <li>• Customers feel valued/heard.</li> <li>• Helps increase customer retention as satisfied customers stay loyal.</li> <li>• Increases business driver morale.</li> <li>• Shows what is going right/wrong</li> </ul> <p><b>(maximum 1 mark)</b></p>	<b>1 mark</b>

<b>Q13 (a) Outline two benefits to the environment of using electric vehicles.</b>		
<b>K11</b>	<b>Answer</b>	<b>Total marks</b>
	<p><b>1-2 marks awarded for outlining up to two</b> benefits to the environment of using electric vehicles.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• They emit less carbon dioxide and other harmful gases/emissions</li> <li>• Reduction in air pollution</li> <li>• Reduction in noise pollution.</li> </ul> <p><b>(maximum 2 marks)</b></p>	<b>2 marks</b>
<b>Additional guidance</b>	One mark awarded for each benefit outlined, up to a maximum of two marks.	
<b>Do not award marks for</b>	Reduces wear and tear/servicing/reduced fuel costs (ad blue).	

Q14 (a) State one reason why 'cruise control' should be used as much as possible.		
K12	Answer	Total marks
	<p><b>1 mark awarded for stating one</b> reason why 'cruise control' should be used as much as possible.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• To reduce harmful emissions.</li> <li>• Follow SAFED principles.</li> <li>• Keeps constant speed enabling less fuel use.</li> </ul> <p><b>(maximum 1 mark)</b></p>	<p><b>1 mark</b></p>

<b>Q15 (a) State two procedures for exiting the cab on a busy road.</b>		
<b>K13</b>	<b>Answer</b>	<b>Total marks</b>
	<p><b>1-2 marks awarded for stating up to two procedures for exiting the cab on a busy road.</b></p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Check that the road is clear from traffic, including cyclists.</li> <li>• Open the door fully, turn around and exit backwards.</li> <li>• Using 3 points of contact.</li> <li>• Close the door.</li> <li>• Use mirrors before taking any actions.</li> <li>• Get out passenger door after checking safe to do so.</li> <li>• Use the Dutch reach method.</li> </ul> <p><b>(maximum 2 marks)</b></p>	<b>2 marks</b>
<b>Additional guidance</b>	One mark awarded for each procedure stated, up to a maximum of two marks.	
<b>Do not award marks for</b>		

Q16 (a) State what a 'Red Route' is.		
K14	Answer	Total marks
<p><b>1 mark awarded for stating</b> what a 'Red Route' is.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Red lines are used on some roads instead of yellow lines.</li> <li>• 'Red Routes' are used to reduce delays by keeping traffic moving.</li> <li>• Prohibiting vehicles from stopping.</li> <li>• Deliveries can take place on single red lines between stipulated times.</li> </ul> <p><b>(maximum 1 mark)</b></p>		<b>1 mark</b>
<b>Additional guidance</b>		
<b>Do not award marks for</b>	No parking or unloading.	

Q17 (a) State one action to be taken when observing a large puddle next to a pathway ahead.		
K15	Answer	Total marks
	<p><b>1 mark awarded for stating one</b> action to be taken when observing a large puddle next to a pathway.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Slow down.</li> <li>• Avoid the puddle.</li> <li>• Stop if required.</li> <li>• Use MSM routine to take avoidance actions.</li> <li>• Use hazards to warn other road users.</li> </ul> <p><b>(maximum 1 mark)</b></p>	<b>1 mark</b>
<b>Additional guidance</b>		
<b>Do not award marks for</b>	It's an offence (due care and attention)	

<b>Q18 (a) State two pieces of evidence a driver must collect to process rejected goods.</b>		
<b>K16</b>	<b>Answer</b>	<b>Total marks</b>
	<p><b>1-2 marks awarded for stating up to two pieces of evidence to be collected to process rejected goods.</b></p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Customer signature.</li> <li>• Photo of damage etc if applicable.</li> <li>• Short statement from the driver or customer.</li> </ul> <p><b>(maximum 2 marks)</b></p>	<b>2 marks</b>
<b>Additional guidance</b>	One mark awarded for each piece of evidence stated, up to a maximum of two marks.	
<b>Do not award marks for</b>	Call the office for advice.	

<p>A driver is preparing their vehicle for the road when they discover the latch on the rear cargo doors has become unsecure. It is minor and may go unnoticed.</p>		
<p><b>Q19 (a) Outline</b> the actions that the driver should take in this situation.</p>		
Behaviour	Indicative Content/Answer	Total marks
<p>Your response should include how you:            B3 - demonstrate integrity, credibility, and honesty.            B4 - demonstrate a positive and professional attitude.            B6 - demonstrate effective communication.</p>		
<p>Award <b>one</b> mark for each outline, up to a maximum of <b>three</b> marks.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Complete the required pre-usage check sheet to demonstrate the completion of the checks prior to leaving the site. <b>(1 mark) (B3, B4)</b></li> <li>• Take photographic evidence of the damage so it is time and date stamped. Regardless of it being minor it still needs to be reported. <b>(1 mark) (B3, B4, B6)</b></li> <li>• Complete internal defect log and report the damage following company reporting procedures as this will remove the responsibility for the damage from the driver. <b>(1 mark) (B3, B4, B6)</b></li> <li>• Call the office/inform the transport manager of the damage identified. <b>(1 mark) (B3, B4, B6)</b></li> <li>• Seek clarification and guidance on how to proceed and if the vehicle is still fit to be used and legally safe. <b>(1 mark) (B3, B4)</b></li> <li>• If loaded check the load for any issues, theft, stowaways, illicit items. <b>(1 mark) (B3, B4)</b></li> <li>• If the door cannot be secured, then the vehicle must be defected and Transport department notified and vehicle rectified before going out as the driver is responsible. <b>(1 mark) (B3, B4, B6)</b></li> </ul> <p><b>(maximum 3 marks)</b></p>		<p><b>3 marks</b></p>

The driver proceeds to the warehouse to collect their load; however, they notice that the customer's warehouse have overloaded the vehicle.		
<b>Q19 (b) Outline</b> the actions the driver should take in this situation.		
Behaviour	Indicative Content/Answer	Total marks
<p>Your response should include how you:</p> <p>B1 - establish a good rapport with customers.            B2 - work effectively in a team.            B3 - demonstrate integrity, credibility and honesty.            B4 - demonstrate a positive and professional attitude.            B6 - demonstrate effective communication.</p>		
<p>Award <b>one</b> mark for each outline, up to a <b>maximum</b> of <b>five</b> marks.</p> <p><b>Areas the candidate may discuss:</b></p> <ul style="list-style-type: none"> <li>• Communicate with the warehouse supervisor/manager and politely and explain that there appears to be a difference between the goods loaded and that stated on the load schedule. <b>(1 mark) (B2, B4, B6)</b></li> <li>• Communicate with the warehouse supervisor/manager and double check the details of the load being collected and highlight the discrepancies between the paperwork received and the goods loaded. <b>(1 mark) (B3, B4, B6)</b></li> <li>• Inform the customer/supplier that there appears to be a discrepancy with the number of items being collected. <b>(1 mark) (B1, B2, B3, B6)</b></li> <li>• Discuss with the customer/supplier to establish why the additional items are not on the schedule, request them to be removed from the load. <b>(1 mark) (B1, B3, B6)</b></li> </ul>		<p><b>5 marks</b></p>

- Do not move the vehicle, ensure the information is logged prior to leaving the site and speak to the transport office requesting to either have the goods removed. **(1 mark) (B1, B2, B4, B6)**
- Try to resolve the issue promptly. **(1 mark) (B1, B3, B4)**
- Communicate with all staff/customers/departments involved clearly and professionally **(1 mark) (B4, B6)**.

**(maximum 5 marks)**

<p><b>Additional guidance</b></p>		
<p><b>Do not award marks for</b></p>	<p>Refuse the load and drive off.</p>	

Following the completion of a delivery, a dispatcher contacts the driver to inform them that the incorrect delivery route has been assigned to them. The final onboard load is correct however the incorrect site for the company has been inputted. The new delivery route is an additional estimated 30-mile round trip. The driver has just taken their mandatory rest period of 45 minutes, and it is the first day of a consecutive two-week working shift pattern. The vehicle has sufficient fuel to complete the altered delivery route.

**Q19 (c) Outline** the actions the driver should take in this situation.

Behaviour	Indicative Content/Answer	Total marks
Your response should include how you: B2 - worked effectively in a team. B4 - demonstrated a positive and professional attitude. B5 - demonstrated a willingness to accept change. B6 - demonstrated effective communication.		
Award <b>one</b> mark for each outline, up to a <b>maximum</b> of <b>four</b> marks.  <b>Areas the candidate may discuss:</b> <ul style="list-style-type: none"> <li>• Accept that the decision regarding the destination of the final load delivery has been made, despite taking the time to prepare the previous route. <b>(1 mark) (B4, B5)</b></li> <li>• Acknowledge that the final destination has changed, and make sure that any route planning is completed quickly to ensure that jobs could be completed timely. <b>(1 mark) (B2, B4, B5, B6)</b></li> <li>• Privately/politely discuss with the transport manager about the time wasted completing route planning. <b>(1 mark) (B4, B6)</b></li> <li>• Discuss with the transport manager requesting clarification as to why the destination previously assigned has been changed, taking time to listen to the reasoning provided but also sharing opinions on how this could impact on drivers and the business. <b>(1 mark) (B2, B4, B5, B6)</b></li> <li>• Communicate with the manager/supervisor to check what jobs have now been assigned to ensure that work can be completed in a timely manner. <b>(1 mark) (B2, B4, B5, B6)</b></li> </ul>		<b>4 marks</b>

- Discuss with the transport manager requesting clarification as to why the destination previously assigned has been changed, taking time to listen to the reasoning provided but also sharing own opinions on how this could impact on drivers and the business. **(1 mark) (B2, B4, B6)**
- Communicate with the manager/supervisor to check what jobs have now been assigned to ensure that work can be completed in a timely manner. **(1 mark) (B2, B4, B5, B6)**
- Complete delivery to newly assigned destination. **(1 mark) (B4, B5)**

**(maximum 4 marks)**

<b>Additional guidance</b>	The indicative content of the mark scheme is not exhaustive, markers should use professional judgement to award other worthy responses. This may include contextualised examples relating to driving any large goods vehicles.	
<b>Additional Guidance for Markers</b>	The indicative content of the mark scheme is not exhaustive, markers should use professional judgement to award other worthy responses. This may include contextualised examples relating to the supply chain operator role.	

Document amendment history page

Version	Document Owner	Issue Date	Changes	Role
v1.0	Head of Assessment Delivery	16.10.2023	First published	Head of Assessment Delivery
v2.0	Head of Assessment Delivery	01.11.2023	Title amended	Assessment Administrator
v3.0	Head of Assessment Delivery	31.01.2025	Updated branding	Assessment Administrator

Document Review

Role	Review Status
Development Expert	Reviewed
Technical Expert	Reviewed

Document Owner

Document Owner	Document shared with
Head of Assessment Delivery	

Document Sign-off

Role	Sign-off Date
Head of Assessment Delivery	16.10.2023
Head of Assessment Delivery	31.01.2025