



END-POINT ASSESSMENT GUIDE

VTCT Skills Level 2 End-point Assessment for

ST0125 – Urban Driver

Please note, the contents of this booklet are subject to change at any time due to regulatory requirements. Therefore, it is imperative for the user of this document to verify they are in fact using the most up to date version. This can be done by checking it matches the version published on **epaPRO**, VTCT Skills online End-point Assessment booking platform.

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VTCT Skills Level 2 End-point Assessment for ST0125 – Urban Driver

Purpose

This End-point Assessment guidebook outlines the format and the requirements of the End-point Assessment for the Urban Driver Apprenticeship Standard.

The broad purpose of the occupation is to transport goods by road to an agreed destination, quality and time standard, and in doing so contribute to their organisation's contracts or services. Urban drivers operate fixed axle vehicles over 3500 kg in weight, often serving multiple customers each day, in congested areas.

Urban drivers provide specialist on-site services and technical support for the goods they deliver, requiring high levels of customer service. This work involves moving goods/freight that are often heavy or large volume, meaning that handling sometimes requires the use of machinery or tools. They work across the UK road network, often in complex urban and on-site situations. Much of their working day is spent either driving or on site, in all weathers. A typical shift includes multi-drops at various sites and often working within a small team.

Level 2 Urban Driver

Apprenticeship Standard Summary Table

<p>On-programme Stage <i>(typically 12 months)</i></p>	<ul style="list-style-type: none"> • Training to develop the knowledge, skills and behaviours (KSBs) of the occupational standard • The apprentice must complete training towards English and maths qualifications in line with the apprenticeship funding rules • Training towards the following qualification(s) listed in the occupational standard: <ul style="list-style-type: none"> - Category C drivers' licence - Category C1 drivers' licence
<p>End-point Assessment Gateway Stage</p>	<ul style="list-style-type: none"> • The employer must be content that the apprentice is working at or above the occupational standard for their option. • The apprentice must have achieved English and maths qualifications in line with the apprenticeship funding rules. • Apprentices must have achieved all qualifications mandated in the Urban Driver standard. The qualifications required are: <ul style="list-style-type: none"> - Category C drivers' licence or - Category C1 drivers' licence
<p>End-point Assessment <i>(which will typically take 3 months)</i></p>	<p>Assessment Method 1: Multiple-choice test</p> <p>This Assessment Method will be assessed using the following grades:</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Assessment Method 2: Practical assessment</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Assessment Method 3: Interview</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Performance in these assessment methods will determine the overall apprenticeship standard grade of:</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction
<p>Re-sits and re-takes</p>	<ul style="list-style-type: none"> • Re-take and re-sit grade cap: pass • Re-sit timeframe: typically, 2 months • Re-take timeframe: typically, 3 months

Urban Driver

Apprenticeship Standard

Occupational Profile

This occupation is found in almost every industry across both private and public sectors. Urban drivers work in a variety of business areas that depend on the delivery and collection of goods by road. They typically work to a specified part of the country and their work pattern is normally time critical. Urban drivers often work in-house or as part of the supply chain, ranging from small, independently owned companies to large organisations. Sites include for example retail, removals, construction, pallet, laundry, recycling, agriculture, and manufacturing.

On-site services may be provided either indoors or outdoors, depending on the nature of the goods. Representing their organisation's brand to the expected corporate standards and achieving high levels of customer satisfaction are important features of this occupation.

An Urban Driver in their daily work will be expected to:

- Interact with their organisation's customers most of the time. This includes liaising ahead of arrival as well as meeting face to face
- Work alone, or they may work with teammate(s) aboard the vehicle (depending on the size of the organisation) They interact to ensure tasks are completed between them
- Interact with other professionals who help with the movement of goods, like warehouse and yard operatives
- Interact with other road users and pedestrians
- Discuss delivery or collection issues with people on site
- Liaise on progress with their line manager or support staff back at base
- Take responsibility for ensuring excellent customer service whilst providing safe, accurate and timely deliveries, collections and associated services such as technical advice on goods and product installation.

The Gateway Stage

To meet the minimum requirements set out in the apprenticeship standard an apprentice needs to:

- Display occupational competency
- Have achieved or be exempt from Functional Skills English and Maths Level 1 and have worked towards Functional Skills English and Maths Level 2
- Have completed one of the following qualifications:
 - Category C Drivers' licence
 - Category C1 Drivers' licence

Only apprentices who complete the gateway successfully can start the End-point Assessment.

The employer, in conjunction with the training provider, will formally sign-off that the apprentice has met the minimum requirements in regard to the knowledge, skills and behaviours outlined in the standard. The apprentice must also confirm that they feel ready to move onto their End-point Assessment. Both the employer and training provider have a shared responsibility to decide whether the apprentice has demonstrated the knowledge, skills and behaviours required to be competent in their job role.

It is important to refer back to the assessment plan when approaching gateway in order to check that the apprentice is able to demonstrate all the required knowledge, skills and behaviours and can do so in a live End-point Assessment.

A copy of the standard should be available during the gateway meeting to ensure all parties have a clear overview of what is required. This is located in the link: <https://www.instituteforapprenticeships.org/apprenticeship-standards>

Assessment Method 1: Multiple-choice test

There are no specific requirements at the Gateway Stage to upload evidence for the multiple-choice test.

The following will be covered as part of the multiple-choice test:

- Knowledge statements K2, K3, K4, K5, K7, K8, K10, K11, K14, K21, K22

Assessment Method 2: Practical assessment

The apprentice's licence summary must be uploaded at the Gateway Stage for the practical assessment.

The following will be covered as part of the practical assessment:

- Vehicle preparation
- Route planning
- Drive safely and professionally
- Use of equipment and IT
- Risk assessment

Assessment Method 3: Interview

There are no specific requirements at the Gateway Stage to upload evidence for the interview.

The following will be covered as part of the interview:

- Vehicle and load management
- On site services
- Health and safety
- Structure of organisation and industry
- Environment and sustainability
- Legislation
- Use of IT
- Ways of working

Scheduling

Registering an Apprentice for End-point Assessment

You can register your apprentices for End-point Assessment via VTCT Skills epaPRO booking platform. Apprentices can be registered at any time during their apprenticeship at no additional upfront cost.

You will require the apprentice's:

- Unique Learner Number (ULN)
- Name
- Date of birth

Further information on registering your apprentices will be supplied once VTCT Skills has received your signed EPAO agreement.

Scheduling an Apprentice for End-point Assessment

Providers must confirm that the apprentice has completed all the mandated components of the standard via the apprentice checklist on VTCT Skills epaPRO:

- End-point Assessment bookings must be made a minimum of 20 working days in advance of the desired assessment date(s) or within the standard requirement
- You will need to indicate preferred dates of assessment on epaPRO
- The End-point Assessment team will seek to match an Independent Assessor to your request
- The End-point Assessment team will formally confirm the booking via epaPRO

Reasonable Adjustments

It is the responsibility of the training provider to apply for reasonable adjustments/access arrangements on behalf of the apprentice prior to the End-point Assessment taking place. For more information on reasonable adjustments, please refer to the VTCT Skills Reasonable Adjustments and Special Considerations Policy or email epa@skillsforlogistics.co.uk for more information.

Remote Assessments

Remote assessments will ordinarily be conducted via a video conferencing platform. The apprentice will receive an automated email containing a link to their video conferencing platform within 72 hours of the assessment being booked. The apprentice will need this link to enter the video conferencing platform and complete their assessment. This is typically for professional discussion only.

Face-to-face End-point Assessments

Face-to-face assessments will take place within the apprentice's normal workplace setting on the date and time agreed during the booking process.

Planning End-point Assessment dates

Prior to the End-point Assessment taking place, you will receive automated emails with:

- Confirmed start time and expected duration of the assessments
- Access to all relevant systems and resources

ID requirements

VTCT Skills will verify the identity of the apprentice before they undertake the assessment. All employers are therefore required to ensure that each apprentice has photographic identification with them on the day of assessment.

VTCT Skills will accept the following as proof of identity:

- A valid passport
- A signed UK photo card driving licence
- Employee ID card or travel card

The Independent Assessor will certify that they have seen valid identification before proceeding with an End-point Assessment and confirm the correct spelling of the apprentice's name in readiness for certification.

Cancellation

Under some circumstances, it may be necessary to cancel an End-point Assessment. Should this happen, you must contact the End-point Assessment team immediately. Please note that if a cancellation occurs within 10 working days of the assessment taking place, there will be a cancellation charge applied in line with our Cancellation Policy.

If the customer cancels the End-point Assessment:

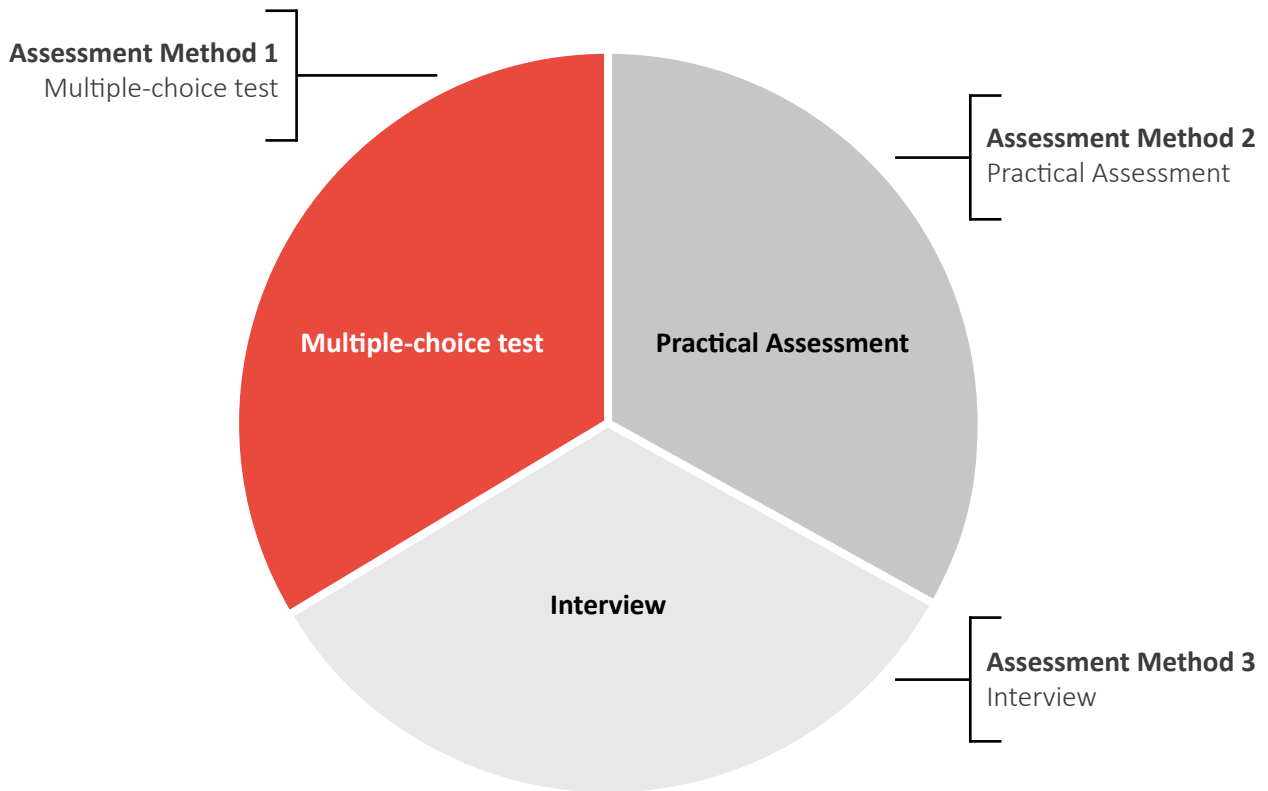
- Prior to the date of the End-point Assessment, the customer must inform VTCT Skills by email (epa@skillsforlogistics.co.uk)
- On the day of the End-point Assessment, the customer must inform VTCT Skills by telephone (02380 684502)

Cancellation of an End-point Assessment within 10 working days prior to the assessment taking place will incur the **full cost** of the End-point Assessment. For further details, the cancellation policy is available on VTCT Skills epaPRO booking platform or on our website.

Should the apprentice wish to re-sit later, a new booking should be made via epaPRO.

Overview of the End-point Assessment Period

The contribution of each Assessment Method and corresponding elements to the overall End-point Assessment grade is shown in the pie chart below:



Once the apprentice has submitted their evidence at the End-point Assessment Gateway Stage, they will then enter the End-point Assessment period.

The Urban Driver End-point Assessment consists of **3 Assessment Methods**:

Assessment Method	Assessed/Invigilated by	Overall Grading
Assessment Method 1 Multiple-choice test	Independent Assessor/Invigilator/ specialised proctoring software	Fail/Pass/Distinction
Assessment Method 2 Practical Assessment	Independent Assessor	Fail/Pass/Distinction
Assessment Method 3 Interview	Independent Assessor	Fail/Pass/Distinction

Please note: A maximum of one apprentice can be assessed at any one time by the Independent Assessor during Assessment Method 2: Practical assessment, and Assessment Method 3: Interview.

How the End-point Assessment is graded

The overall grade for the End-point Assessment will be based on the grades achieved in the 3 Assessment Methods: multiple-choice, practical assessment test and interview.

All End-point Assessment methods must be passed for the End-point Assessment to be achieved overall.

Assessment Method 1: Multiple-choice test

The multiple-choice test with questions will be graded a Fail/Pass/Distinction using the grading criteria on pages 13-15.

Assessment Method 2: Practical Assessment

The practical assessment will be graded a Fail/Pass/Distinction using the grading criteria on pages 16-22.

Assessment Method 3: Interview

The interview will be graded a Fail/Pass/Distinction using the grading criteria on pages 23-27.

Overall Grading

Performance in the End-point Assessment determines the overall apprenticeship grade of:

- Fail
- Pass
- Distinction

The grades from each individual assessment method are combined to determine the overall grade. If the apprentice fails one or more assessment methods, they will be awarded an overall fail.

To achieve an overall pass, the apprentice should achieve at least a pass in all the assessment methods. To achieve an overall distinction, the apprentice must achieve a distinction in both assessment methods.

Grades from the individual Assessment Methods will be combined in the following way to determine the overall grade of the End-point Assessment:

Practical assessment	Multiple-choice test	Interview	Overall grading
Fail	Any grade	Any grade	Fail
Any grade	Fail	Any grade	Fail
Any grade	Any grade	Fail	Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Pass
Pass	Distinction	Pass	Pass
Distinction	Distinction	Pass	Pass
Distinction	Pass	Pass	Pass
Distinction	Pass	Distinction	Pass
Pass	Distinction	Distinction	Pass
Distinction	Distinction	Distinction	Distinction

Length of End-point Assessment period

The End-point Assessment will be completed within a period lasting typically **3 months**, beginning when VTCT Skills has confirmed that all the gateway requirements have been met by the apprentice.

If an End-point Assessment method is not achieved, the failed assessment method should be re-sat or retaken within the End-point Assessment period, and in accordance with the requirements outlined in the Urban Driver Assessment Plan.

Order of Assessment Methods

The assessment methods for the End-point Assessment can be completed in any order. The result of one assessment method does not need to be known before starting the next.

Delivery and location of the End-point Assessment

Assessment Method 1: Multiple-choice test

The multiple-choice test should take place in a controlled environment that is a quiet room, free from distractions and influence. The invigilator may be the Independent Assessor, another external person employed by VTCT Skills and/or specialised (proctor) software, if the multiple-choice test is taken online.

Assessment Method 2: Practical assessment

The practical assessment assessment method can take place in the employer's premises, the training centre or at any suitable venue agreed with VTCT Skills. For the driving assessment the apprentice must have their driving licence, tachograph card and CPC card.

Assessment Method 3: Interview

The interview can take place in any of the following:

- Employers' premises
- A suitable venue selected by VTCT Skills (for example outreach locations or a training provider's premises)

The interview should take place in a quiet room, free from distractions and influence. They can also be carried out in an electronic environment such as video conferencing or other safe digital space platform.

Assessment Method 1: Multiple-choice test



Assessment Method 1: Multiple-choice test

This assessment method has 1 component.

A test is a controlled assessment which consists of a series of questions in which apprentices are asked to provide a response.

This End-point Assessment method is being used because it allows for the efficient testing of knowledge where there is a right or wrong answer:

- It does not require Independent Assessor
- The multiple-choice test can be administered, invigilated and marked by an independent person appointed by VTCT Skills
- It allows for flexibility in terms of when, where and how it is taken
- It allows larger volumes of apprentices to be assessed at one time

Delivery of the Multiple-choice test

The multiple-choice test can be computer or paper based.

It consists of 30 multiple-choice questions. The multiple-choice questions have 4 options, including 1 correct answer. Apprentices will have **45 minutes** to complete the test.

The multiple-choice test is closed book which means that the apprentice cannot refer to reference books or materials whilst taking the test.

The multiple-choice test must be taken in the presence of an invigilator who is the responsibility of VTCT Skills. Specialised (proctor) software can be used if the test can be taken on-line, to ensure the security of the test.

If taken online, the invigilator on the day of the test will give the apprentice(s) the login details to the test. Login will be immediately prior to the commencement of the test.

Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
K2	Different types of goods transported by fixed axle vehicles over 3500 kg in weight
K3	Personal protective equipment selection and use
K4	The principles of load and weight distribution applicable to fixed axle vehicles over 3500 kg in weight
K5	Mechanical and manual handling techniques when using auxiliary equipment. For example, using a mechanical grab for waste collection
K7	The regulations and legislation that impact on professional driving. For example, the drivers' hours and working time directive
K8	The highway code road laws and road restrictions applicable to category C and C1 licence holders
K10	Methods to counteract for road and weather conditions impacting fixed axle vehicles over 3500 kg in weight
K11	The features found in urban environments including congestion charging, street furniture, pedestrians, and other road users
K14	Accident reporting and incident management
K21	A range of dynamic risk assessment methods and associated reporting
K22	The different regulations and legislation that apply when working on-site. For example, compliance and health and safety requirements in yards, businesses, and homes

Grading of the Multiple-choice test

The following grade boundaries apply to the multiple-choice test:

Grade	Minimum mark	Maximum mark
Distinction	27	30
Pass	21	26
Fail	0	20

Grading Criteria

Grade	Fail	Pass	Distinction
K2, K3, K4, K5, K7, K8, K10, K11, K14, K21, K22	Does not meet the pass criteria (apprentice has answered 20 or fewer questions correctly).	Apprentice has answered 21 to 26 questions correctly.	Apprentice has answered 27 to 30 questions correctly.

Assessment Method 2: Practical Assessment



Assessment Method 2: Practical assessment

This assessment method includes 3 components:

1. Practical vehicle journey plan
2. Practical pre-use checks
3. Practical driving assessment

The 3 components allow the apprentice to demonstrate all the KSBs mapped to this assessment method. The combination of the components makes the method more robust and gives the apprentice an opportunity to provide depth.

The rationale for this assessment method is:

- This is a practical role, best demonstrated through completing tasks in a real work setting
- Practical assessment makes use of employer resources and equipment, which will be familiar to the apprentice and will allow them to perform at their best
- Tasks completed during the practical assessment should contribute to workplace productivity and are valid
- It is a holistic assessment method

Delivery of the Practical assessment

Apprentices must be observed by an Independent Assessor completing the practical assessment in which they will demonstrate the KSBs assigned to this assessment method. The Independent Assessor may conduct and observe only one apprentice at a time during this assessment method.

The practical assessment must take **2 hours** in total.

Before the practical assessment commences, the employer or training provider will provide a category C or category C1 vehicle, that is road legal and a minimum of 35000 KG that the apprentice is familiar with. The vehicle is **not required** to carry a load for the assessment.

The Independent Assessor can increase the time of the practical assessment by up to 10%. This time is to allow the apprentice to complete a task or respond to a question if necessary. The practical assessment cannot be split, other than for comfort breaks or to allow apprentices to move from one location to another. Where breaks occur, they will not count towards the total End-point Assessment time.

The Independent Assessor should observe the following 3 components during the practical assessment. These activities provide the apprentice with the opportunity to demonstrate the KSBs as shown in the mapping:

Component 1: Practical vehicle journey plan

On the day of the assessment, VTCT Skills must provide the destination for the practical driving assessment, as this is necessary for the apprentice to decide a vehicle journey plan (the route to follow). Due to the wide variance in urban delivery schedules, the practical assessment will be point-to-point – i.e., not multi-drop.

Before the practical assessment commences, the employer or training provider will provide a category C or category C1 vehicle, that is road legal and a minimum of 35000 KG, that the apprentice is familiar with. The employer determines if the vehicle is sourced by the employer or training provider. The vehicle is not required to carry a load for the assessment.

In addition, the employer or training provider will provide access to the resources that the apprentice uses in their daily role, for example in-cab systems, map, satellite navigation system, or electronic devices, to allow the apprentice to carry out this task. Neither the employer nor the training provider has any involvement in the development of the End-point Assessment materials.

The apprentice will be given **10 minutes** to plan an approximate 30-minute journey using a route from their start location to the destination they have been allocated by VTCT Skills.

The destination will be on site, meaning accessible and suitable premises typically found in the sector in which the apprentice normally works. It must involve an element of being off-road. This could mean, for example, a builder's yard or a depot.

The assessment will require the apprentice to plan the route and they must take in to account:

- Most efficient routes
- Vehicle type and limitations
- Road features
- Use of navigation equipment

The Independent Assessor has the discretion to increase the time of the practical assessment by up to 10% to allow the apprentice to complete this component.

The Independent Assessor will review the route ahead of the practical driving assessment to confirm it is suitable and will then have **5 minutes to ask a minimum of 2 questions** about the apprentice's choice of route, considering any road closures, traffic, and vehicle type and limitations to justify how they plan to meet contractual arrangements.

The Independent Assessor must obtain feedback on the route from the manager at the employer site or alternative venue who can propose a different route only if they are aware of any difficulties with the proposed route for example, an obstacle unknown to the apprentice, road works, road closures. If an alternative route is proposed for these difficulties, the apprentice is advised of the new route, and this will not impact their grade.

The manager at the employer site or alternative venue cannot ask questions or correct any errors.

Component 2: Practical pre-use checks

Component 2 will consist of pre-journey vehicle checks safety requirements in line with the DVSA guidelines for vehicle roadworthiness, which will take **30 minutes**.

The apprentice must walk around the vehicle they will be driving that day for the practical assessment and complete checks in-line with Driver and Vehicle Standards Agency (DVSA) guidelines.

The following should also be completed:

1. Checking the fuel or charge level of the vehicle
2. Checking the condition of the cab
3. Identifying any defects

The pre-use checks must last for **30 minutes**, followed by **10 minutes** of questioning and as a minimum include:

- Safety requirements
- Planning and preparation processes

If the apprentice fails the pre-use checks then they will not be allowed to proceed to the practical driving assessment. This will result in a fail of the entire practical assessment.

Component 3: Practical driving assessment

Apprentices must be provided with instructions on the driving route they planned in component 1, including the timescales they are working to. Time for this instruction is exclusive of the assessment time.

Component 3 will involve the apprentice driving the category C or category C1 vehicle to the destination allocated to the apprentice by VTCT Skills with the Independent Assessor alongside in the cab (**30 minutes**). They will then visually risk assess the destination and park the vehicle (**10 minutes**). Questions are asked at the end (**25 minutes**).

The following activities must be observed during the practical driving assessment. A practical assessment without these tasks would seriously hamper the opportunity for the apprentice to demonstrate occupational competence in the KSBs assigned to this assessment method:

- Drive a category C1 or category C vehicle via a combination of A and B roads (as defined by Driver and Vehicle Licensing Agency (DVLA))
- Ensure elements of the journey are driven through an urban area, meaning a town or city
- Usage of in-cab electronic devices during the journey
- Perform a visual risk assessment of the destination site
- Manoeuvre the vehicle onto the site and park up.

VTCT Skills must ensure the approved vehicle journey plan, from component 1, includes a range of road types. These activities provide the apprentice with the opportunity to demonstrate the KSBs as shown in the mapping.

A minimum of **5 questions** will be asked after the practical to assess the following themes:

- Drive safely and professionally
- Use of equipment and IT
- Risk assessment

Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
K1	Urban vehicle preparation and maintenance requirements, within limits of own role
K6	The capability and limitations of fixed axle vehicles over 3500 kg in weight. This includes manoeuvrability, space requirements, access requirements, legal restrictions, and physical constraints
K9	A range of driving techniques applicable to fixed axle vehicles over 3500 kg in weight
K12	Map reading techniques relating to the UK road network and urban environments
K17	Uses and limitations of urban vehicle in-cab technology for safety, reporting and compliance. This includes driver aids, telematics, handheld terminals, and on-board weighing systems

Skills requirements	Skills criteria
S1	Prepare a fixed axle vehicle over 3500 kg in weight for the planned daily workload. This includes the cab, fluid levels, and general inspection
S2	Monitor charge or fuel level of the vehicle to meet the daily requirements of the urban schedule
S3	Monitor the vehicle for defects
S8	Plan and/or adapt a driving route to meet contractual arrangements. For example, multiple urban deliveries or collections
S9	Drive fixed axle vehicles over 3500 kg in weight considering all relevant factors. This includes vehicle type, road surface, goods, environmental conditions, vulnerable road users and pedestrians
S10	Use on-board electronic systems in line with operating procedures
S12	Manoeuvre fixed axle vehicles over 3500 kg in weight on site. For example, a customer driveway, building site, or recycling centre
S13	Perform dynamic risk assessment of a site and take remedial action. For example, adjusting or aborting a delivery or collection due to safety issues

Behaviours requirements	Behaviours criteria
B2	Puts safety first for themselves and others
B4	Takes ownership of own work

Grading of the Practical Assessment

This assessment method requires the apprentice to provide evidence that they have met all the knowledge, skills and behaviours outlined within the grade descriptors for the allocated grade. For example, the apprentice must evidence that all the Pass criteria have been demonstrated to achieve a Pass grade. To achieve a Distinction grade, the Pass criteria must be achieved as well as all the Distinction criteria.

KSBs	Pass	Distinction
Vehicle preparation K1, S1, S2, S3, B4	<p>Prepares a fixed axle vehicle over 3500 KG for use, by performing general inspection around the vehicle, checking the cab set up, and fluid levels.</p> <p>Identifies defects that could impact on the planned journey, in accordance with DVSA and employer guidelines. Escalates any concerns in-line with organisational procedures.</p> <p>Takes responsibility, by ensuring the vehicle has enough fuel and/or electric charge to meet planned journey requirements. Completes vehicle preparation tasks independently and within limits of authority.</p>	
Route planning K12, S8	<p>Plans an economical route for the journey that is likely to meet the timescale requirements as per the contract (or equivalent agreement).</p> <p>Factors in any known events impacting the road network, including roadworks and congestion.</p>	Justify their decision on either timescale or economic grounds.
Drive safely & professionally K6, K9, S9, S12	<p>Safely handles a fixed axle vehicle over 3500kg, when driving both on public roads and driving on-site, for example, a builder's yard or a depot.</p> <p>Takes account of the vehicle's physical capability and limitations and adjusts their driving and parking to complete the job safely.</p> <p>Considers and responds to potential risks posed by other both pedestrians and vulnerable road users (for example cyclists), adjusting their driving to suit.</p> <p>Considers the environments they drive in, including driving conditions and weather conditions and adjusts their driving to complete the job safely.</p> <p>Adheres to parking restrictions in the local area.</p>	Explains the consequences of a given scenario, as selected by the Independent Assessor, outlining the danger to individuals or the impact on the vehicle.
Use of equipment & IT K17, S10	Uses the available in-cab electronic systems, following both the operating procedures for that equipment, and the highway code requirements for safe driving.	
Risk assessment S13, B2	<p>Completes a dynamic risk assessment of a site by considering all factors that present possible risk to the safety of any person or the vehicle and the on-site environment.</p> <p>Takes any remedial action required, by responding in a way that reduces risk. (such as adjusting delivery, aborting, reporting or escalating).</p>	Explains how they considered all factors to make a risk judgement.

Assessment Method 3: Interview



Assessment Method 3: Interview

The Independent Assessor's role is restricted to asking set questions, and it is not a two-way discussion. The Independent Assessor leads this process to obtain information from the apprentice to enable structured assessment decision making to occur.

The rationale for this assessment method is:

- It allows the apprentice to be assessed against KSBs that would take too long to observe or do not lend themselves to practical assessment
- It allows for testing of responses where there are numerous potential answers that could not be tested through the multiple-choice test
- The conversation is led by the Independent Assessor and the apprentice must respond

Delivery of the Interview

The Independent Assessor will conduct and assess the interview.

The interview must last for **45 minutes**. The Independent Assessor has the discretion to increase the time of the interview by up to 10% to allow the apprentice to complete their last answer.

For the interview, the Independent Assessor must ask at least 8 questions across the themes. Follow-up questions are allowed. It will involve questions that will focus on topics that may be difficult to see as part of a practical assessment because they may not naturally occur or require the apprentice to demonstrate their understanding of the sector.

The purpose of the Independent Assessor's questions will be to clarify the apprentice's understanding and the themes that must be all covered are:

- Vehicle and load management
- On-site services
- Health and safety
- Structure of organisation and industry
- Environment & sustainability
- Legislation
- Use of IT
- Ways of working

Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
K13	Hazard perception techniques when driving, including the different approaches used in urban areas and other UK road environments
K15	Environmental and sustainability factors when driving in urban areas
K16	Techniques for protecting goods in urban areas, including both when in transit and when the vehicle is unattended
K18	The importance of brand identity in the urban delivery sector
K19	The role of customer services standards in urban delivery, including the impact that own service provision can have on both the customer and on the wider organisation
K20	Different forms of communication. For example, electronic, written and in person
K23	Techniques for managing own well-being (physical and mental health) in an urban delivery environment
K24	The different types of organisations that make up the urban delivery supply chain
K25	The range and applications of own organisations products and on-site services

Skills requirements	Skills criteria
S4	Co-ordinate own work with others to meet business priorities
S5	Apply protections, manual handling, and mechanical aids to the situation, when loading or off-loading goods
S6	Prepare, position and secure goods appropriate for the goods type, the vehicle type, and the urban conditions
S7	Manage goods in transit. For example, security, and checking seals for signs of damage and leaks
S11	Respond and adapt to urban driving incidents, accidents roadworks and hazards
S14	Manage relationships that enable successful urban delivery, collection, and on-site contracts
S15	Adapt communication style to meet the needs of the audience
S16	Utilise available IT systems to manage data relating to the delivery/collection contract
S17	Complete contractual obligations on site. For example, installing white goods in a home, or removing waste, leaving the site to the expected standard
S18	Brief the customer on the technical specifications of the delivery, collection, or installation, answering questions. This could mean, for instance, demonstrating how a product works
S19	Adjust the services provided in response to customer requirements, within the limits of own role
S20	Comply with relevant legislation and regulation, both when driving and on site

Behaviours requirements	Behaviours criteria
B1	Work flexibly (for example, working alone and in a team as required)
B3	Respectful of others
B5	Sources solutions
B6	Committed to keeping continuous professional development up to date with industry best practice
B7	Acts in a professional and ethical manner

Grading of the Interview

This assessment method requires the apprentice to provide evidence that they have met all the knowledge, skills and behaviours outlined within the grade descriptors for the allocated grade, for example, the apprentice must evidence all the Pass criteria to achieve a Pass grade. To achieve a Distinction grade, the Pass criteria must be achieved as well as all the Distinction criteria.

KSBs	Pass	Distinction
Vehicle & load management K16, S5, S6, S7, B5	<p>Explains the process they follow that ensures protection to both themselves, the vehicle, and its contents when in transit and when parked.</p> <p>Identifies how they match the right manual or mechanical aids to a given situation as selected by the Independent Assessor, when loading and unloading a vehicle. Explains the techniques they apply to safe manual handling.</p> <p>Outlines how preparing, positioning, or securing goods must factor in a given scenario selected by the Independent Assessor.</p> <p>Describes how they protect the vehicle and its goods.</p>	<p>Explains the impact on the business in a given 'vehicle protection' scenario (as selected by the Independent Assessor).</p>
On site services K18, K19, K25, S17, S18, S19, B3, B7	<p>Describes how they brief the customer on the technical specification of the delivery, collection or installation and the impact that has on the customer.</p> <p>Describes how they provide on-site services, meeting customer requirements and how they deal with additional customer requirements.</p> <p>Describes how they are professional and respectful with customers and colleagues.</p> <p>Describes the impact this has on the brand.</p>	<p>Explains the impact of reputational damage on the organisation's brand and the impact on the business.</p>
Health & safety K13, K23, S11	<p>Describes how they consider potential hazards when driving in urban and non-urban areas. Describes how they adjust their driving when faced with unforeseen circumstances, as selected by the Independent Assessor. Describes how they mitigate risks to their physical and mental health and wellbeing.</p>	
Structure of organisation and industry K24	<p>Outlines the different organisations in the urban delivery supply chain in which they operate.</p>	<p>Explains the potential impact on the wider supply chain if an organisation does not perform its role adequately.</p>

Table continued.

KSBs	Pass	Distinction
Environment & sustainability K15	Describe the factors that impact on the environment and sustainability when driving in urban areas.	
Legislation S20	Describes the steps they follow that ensures they work compliantly with both legislation and regulation. Outlines the relevant legislation or regulation for a given scenario as selected by the Independent Assessor.	Explains the impact of legislation or regulation to the business for a given scenario as selected by the Independent Assessor.
Use of IT S16	Describes how they use IT systems to manage delivery or collection data correctly.	
Ways of working K20, S4, S14, S15, B1, B6	Describes how their flexible approach to work and managing relationships contributes to a coordinated team effort that ensures business priorities are met. Describes how they provide information clearly and concisely. Describes how they adapt their communication to meet the needs of the audience. Describes how their own commitment to continuous professional development helps this.	Explains how they manage difficult conversations with customers or colleagues, such as when a delivery has had an unanticipated delay.

Re-sits and Re-takes

Apprentices who fail one or more End-point Assessment method(s) can take a re-sit or a re-take at the employer's discretion. The apprentice's employer needs to agree that a re-sit or re-take is appropriate. A re-sit does not need further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for a re-sit or a re-take.

The employer and VTCT Skills agree the timescale for a re-sit or re-take. A re-sit is typically taken within 2 months of the End-point Assessment outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 3 months of the End-point Assessment outcome notification.

Failed End-point Assessment methods must be re-sat or re-taken within a 6-month period from the End-point Assessment outcome notification, otherwise the entire End-point Assessment will need to be re-sat or re-taken in full.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to a higher grade.

An apprentice will get a maximum End-point Assessment grade of pass for a re-sit or re-take, unless VTCT Skills determines there are exceptional circumstances.

Document history

Version	Details of amendments	Date
1	First Published	
2	Clarification of gateway requirements and location of assessments and amendments to copy in practical assessment section	16/08/2024
3	Rebranded	20/11/2024



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