



VTCT



SKILLSFIRST



END-POINT ASSESSMENT GUIDE

**VTCT Level 2 End-point Assessment for
ST0257 – Large Goods Vehicle (LGV) 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 our website at: <http://www.vtct.org.uk>

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VTCT Level 2 End-point Assessment for ST0257 – Large Goods Vehicle (LGV) Driver

Purpose

This End-point Assessment guidebook outlines the format and the requirements of the End-point Assessment for the Large Goods Vehicle (LGV) Driver Apprenticeship Standard.

The broad purpose of the occupation is to drive large goods vehicles, which are vehicles with a Gross Combined Weight of over 7500kg and include Articulated and Draw Bar vehicles, in a safe and fuel-efficient manner, ensuring that the right products are delivered at the right time, location, condition and temperature (if required), with the correct documentation and within the shortest lead times. LGV drivers deliver to a range of settings, such as warehouses, shops and private homes. Their customer base ranges from large global organisations to sole traders, private customers and the military. They may work within one or more sub sectors, including shipping, removals, import/export, freight, hazardous goods, and food. They may be required to work shifts, unsociable hours and will usually work alone.

The Driver Certificate of Professional Competence (Driver CPC) is a legal requirement for those driving LGVs professionally. The LGV driver will receive the Driver CPC card as a part of their (C+E) licence acquisition, the driver must complete 35 hours of periodic training every five years in order to maintain the ability to drive LGVs professionally.

Level 2 Large Goods Vehicle (LGV) Driver Apprenticeship Standard Summary Table

<p>On-programme Stage <i>(typically 13 months)</i></p>	<p>Training to develop the knowledge, skills and behaviours (KSBs) of the occupational standard.</p> <p>The apprentice must complete training towards English and maths qualifications in line with the apprenticeship funding rules.</p>
<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 • 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 LGV standard. The qualifications required are: <ul style="list-style-type: none"> - Category C+E licence
<p>End-point Assessment <i>(which will typically take 3 months)</i></p>	<p>The Assessment Methods will be assessed using the following grades:</p> <p>Assessment Method 1: Practical assessment</p> <ul style="list-style-type: none"> • Fail • Pass • Distinction <p>Assessment Method 2: Multiple-choice test</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

Large Goods Vehicle (LGV) Driver Apprenticeship Standard

Occupational Profile

An employee in this occupation will be responsible for maintaining the integrity of the load and vehicle by applying correct procedures for load restraint, performance and conduct on the road, fuel efficient driving, vehicle defect checks, complying with all traffic legislation, working time and highway code rules whilst delivering first class customer service at all times.

A Large Goods Vehicle (LGV) Driver in their daily work will be expected to:

- Interact with a wide range of people and customers including transport planners, transport managers, freight loaders, yard marshals, goods-in personnel, other drivers and end users
- Strive to meet expectations by providing a quality service that encourages repeat business and customer satisfaction, showing drive and energy even when challenges arise
- Be highly competent in using industry-recognised systems (such as systems for reporting defects) and associated services, for example customer specifics on packaging or labelling, and are able to work under pressure to tight deadlines

The Gateway Stage

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

- Be working at or above the level in the occupational standard
- Have achieved Category C+E licence
- Have achieved English and maths qualifications in line with the apprenticeship funding rules

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 are 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 of 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 below: <https://www.instituteforapprenticeships.org/apprenticeship-standards>.

Assessment Method 1: Practical assessment

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

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

- Vehicle preparation
- Drive safely
- Professionalism
- Use of equipment & IT
- Route planning
- Trailer

Assessment Method 2: 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 K1, K2, K4, K6, K7, K11, K14, K17

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:

- Delivery and customer service
- Structure of organisation and industry
- Environment
- Health and safety
- Vehicle protection
- 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's 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 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's 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 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 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 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.

If the customer cancels the End-point Assessment:

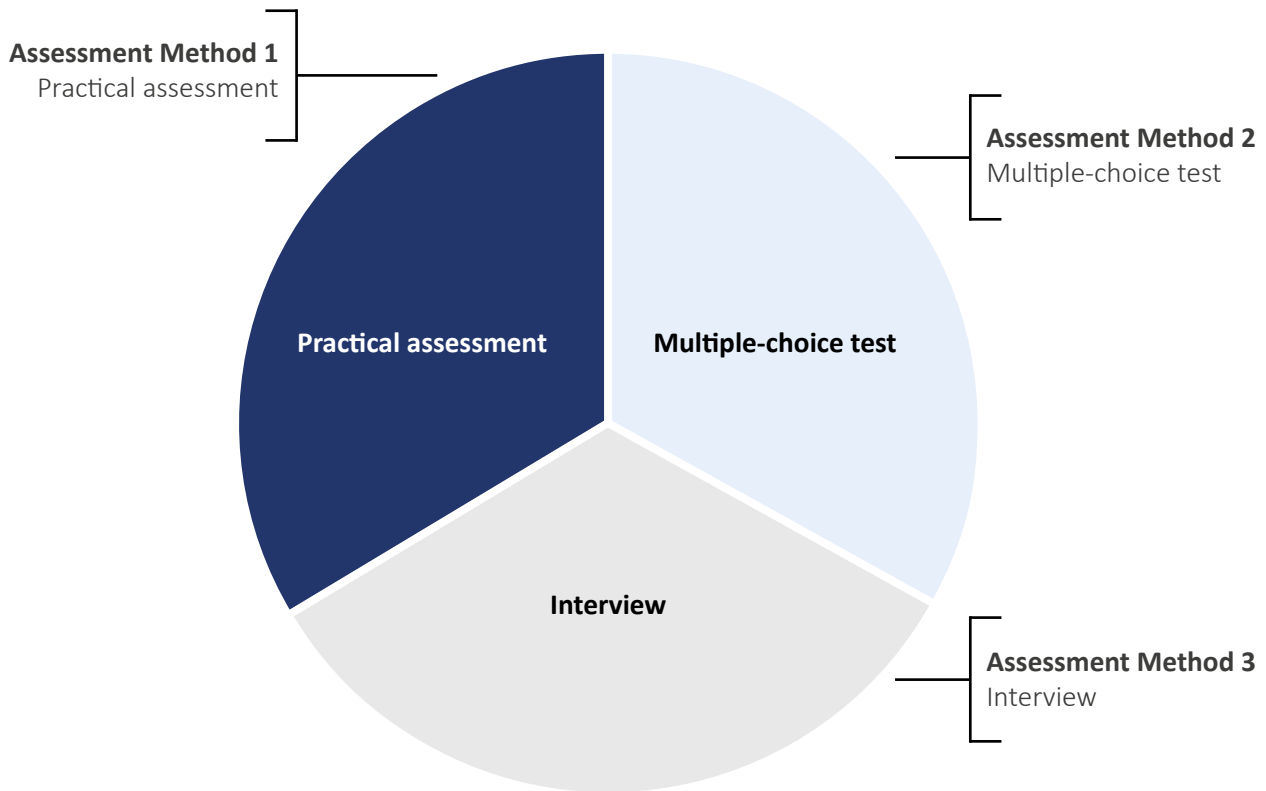
- Prior to the date of the End-point Assessment, the customer must inform VTCT by email (epa@skillsforlogistics.co.uk)
- On the day of the End-point Assessment, the customer must inform VTCT by telephone (02380 684502)

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's 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 Large Goods Vehicle (LGV) Driver End-point Assessment consists of **3 Assessment Methods**:

Assessment Method	Assessed/Invigilated by	Overall Grading
Assessment Method 1 Practical assessment	Independent Assessor	Fail/Pass/Distinction
Assessment Method 2 Multiple-choice test	Independent Assessor/VTCT invigilator/ specialised proctoring software	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 1: 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: practical assessment; multiple-choice test and interview.

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

Assessment Method 1: Practical assessment

The practical assessment will be graded a Fail/Pass/Distinction using the grading criteria on pages 14-20.

Assessment Method 2: Multiple-choice test

The multiple-choice test will be graded a Fail/Pass/Distinction using the grading criteria on pages 22-24.

Assessment Method 3: Interview

The interview will be graded a Fail/Pass/Distinction using the grading criteria on pages 25-29.

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 all 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
Distinction	Pass	Pass	Pass
Pass	Distinction	Distinction	Pass
Pass	Pass	Pass	Pass
Pass	Distinction	Pass	Pass
Pass	Pass	Distinction	Pass
Distinction	Pass	Distinction	Pass
Distinction	Distinction	Pass	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 has confirmed that all the gateway requirements have been met by the apprentice.

If the End-point Assessment period must last for a minimum of 1 week.

Order of Assessment Methods

The Assessment Methods can be delivered in any order.

Within the practical assessment, the 3 components **must** be carried out in the following order, as the route needs to be determined before the practical driving assessment can take place and pre-daily checks **must** be carried out before driving to ensure the vehicle is safe to drive.

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

Delivery and location of the End-point Assessment

Assessment Method 1: Practical assessment

The training provider or employer must ensure that the venue has the necessary equipment and controlled conditions to allow practical assessment with questions to take place.

Component 1 – Practical vehicle journey plan

The practical vehicle journey plan must be conducted in one of the following locations:

- An employer's premises
- A suitable venue selected by VTCT, for example, a supplier's facility, training provider's premises or another employer's premises

Component 2 – Pre-use checks

Pre-use checks must be conducted in one of the following locations:

- The employer's premises
- A suitable venue selected by VTCT, for example, a supplier's facility, training provider's premises or another employer's premises

Component 3 – Practical driving assessment

Practical driving assessments must be conducted in the following locations:

- The assessment of the practical driving skills must take place on the public highway and be in a Large Goods Vehicle requiring a C+E licence (either an articulated LGV or a non-articulated LGV towing a trailer larger than 750Kg)

For the driving assessment the apprentice must have their driving licence, tachograph card and driver CPC card.

Assessment Method 2: Multiple-choice test

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

Assessment Method 3: Interview

The interview can take place in the employer's premises, the training centre or at any suitable venue agreed with VTCT. They can also be carried out in an electronic environment such as video conferencing or other safe digital space platform.

Assessment Method 1: Practical Assessment



Assessment Method 1: Practical assessment

This assessment method has 3 components.

The following activities must be observed during the practical 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:

1. Practical vehicle journey plan with questions
2. Pre-use checks with questions
3. Practical driving assessment with questions

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 thus 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

The 3 components must be carried out in the order as set out above, as the route needs to be determined before the practical driving assessment can take place and pre-use checks must be carried out before driving to ensure the vehicle is safe to drive.

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 activities must be carried out over a total assessment time of **2 hours**. Time taken to allow the apprentice to move to different parts of the practical assessment location or for comfort breaks, does not count towards the assessment duration. Apprentices must be supervised during any breaks in the assessment and must not communicate with anyone else. If unforeseen circumstances occur, VTCTs' exceptional circumstances policy will apply, e.g. traffic congestion or an accident.

The Independent Assessor has the discretion to increase the time of all components by up to 10% to allow the apprentice to complete an activity.

Component 1: Practical vehicle journey plan

On the day of the assessment, VTCT will provide the destination for the practical driving assessment, as this is necessary to produce the practical vehicle journey plan.

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.

The Employer will provide access to the resources that the apprentice uses in their daily role, for example map, satellite navigation system, or electronic devices, to allow the apprentice to carry out this task.

In planning the route, the apprentice must take into account:

1. Most efficient routes
2. Vehicle selection and contingency planning
3. Check for road/vehicle/delivery point restrictions
4. Use of navigation equipment
5. Welfare issues for live loads

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 route, such as road closures, traffic, and weight of load.

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 such as road works or road closures. If an alternative route is proposed, the apprentice is advised of the new route.

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

Component 2: Pre-use checks

The training provider or the employer must ensure that a suitable Cat C+E vehicle is available for the practical driving assessment. The employer determines if the vehicle is sourced by the employer or training provider. Neither the employer or the training provider have any involvement in the development of the End-point Assessment materials.

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 DVSA guidelines.

The following should also be completed:

1. Check paperwork/manifest to ensure that the trailer and load are the correct ones
2. Check the stability of the vehicle and adjust vehicle dimensions – height, length, width, weight
3. Couple up to trailer
4. Complete defect documentation as required and report to the appropriate person
5. Complete a manual entry on tachograph (not required to be completed by MoD employees due to exemption under Defence Safety Authority 03 Regulation 15)

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

- Risks to unsafe coupling of trailers and how they are mitigated
- 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 with questions

The Training Provider or the Employer has the responsibility to ensure that a suitable Cat C+E vehicle is provided for the practical assessment. Suitable means roadworthy, taxed, insured and meets the definition of a LGV C+E, either an articulated LGV or a non-articulated LGV towing a trailer larger than 750Kg.

Apprentices must be assessed against the KSBs assigned to this assessment method – as shown in mapping of KSBs.

Apprentices must be provided with instructions on the tasks they must complete, including the timescales they are working to. Time for this instruction is exclusive of the assessment time.

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.

The approved vehicle journey plan will include a range of road types/conditions, for example:

- Entering and manoeuvring in confined spaces, for example factories, ports, warehouses, or Distribution Centre
- Motorway or dual carriageway driving for long haul operations
- Town driving

The assessment must be conducted by an Independent Assessor, who is expected to observe the candidate driving throughout the assessment, as the passenger. The Independent Assessor must not speak to the apprentice during the practical assessment unless there is a risk to safety.

If unsafe practices are observed during the assessment the Independent Assessor should follow the guidelines issued by VTCT. The assessor has the authority to end the End-point Assessment at any point should the apprentice put either themselves or others at risk.

Before the apprentice can start the practical driving assessment they must demonstrate successful completion of the pre-use checks to assure themselves the vehicle is roadworthy.

The practical driving assessment must last for **45 minutes** to accommodate the approximate 30 minute journey planned, followed by **20 minutes of questioning** and as a minimum include:

- Planned risks and how they will be mitigated
- Health and safety
- Road/weather conditions
- Traffic situations
- Bridges or restrictions
- Fuel efficiency

Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
K3	Vehicle preparation including safe coupling and uncoupling of trailers, vehicle safety checks/inspections, defect reporting, safety requirements, loading, securing and unloading processes, axle combinations
K5	Planning and preparing processes (for example, weather or traffic changes, planning fastest/most efficient route) including vehicle selection and contingency planning when circumstances change
K15	How to drive on roads alongside vulnerable road users, such as cyclists, pedestrians, motor cyclists, taking into account the physical difference of larger articulated vehicles and the space required to manoeuvre safely
K18	How to accommodate different traffic situations and weather conditions

Skills requirements	Skills criteria
S1	Drive safely and efficiently on public and private roads, and manoeuvre the vehicle in restricted spaces; safely use and position vehicle fitted equipment (such as mobile cranes)
S2	Proficiently control the vehicle in a range of traffic situations and weather conditions and show consideration for other drivers, taking into account the size and type of vehicle and trailer
S3	Use relevant equipment and machinery safely and efficiently to ensure the safe handling of customer goods, safely open and restrain trailer and vehicle body doors
S5	Prepare the vehicle and the load for deliveries, including safely using and positioning vehicle fitted equipment; carry out vehicle safety checks and deal with or report any defects or maintenance issues to the appropriate person; complete daily walk round check sheets
S6	Ensure the vehicle is correctly loaded and is safely secured to minimize chances of damage or load shifting
S8	Effectively plan the most economical route to be used, minimising waste and loss; plan, prioritise and adapt accordingly when situations arise out of the normal routine
S17	Use and connect to the correct type of trailer and its operating systems

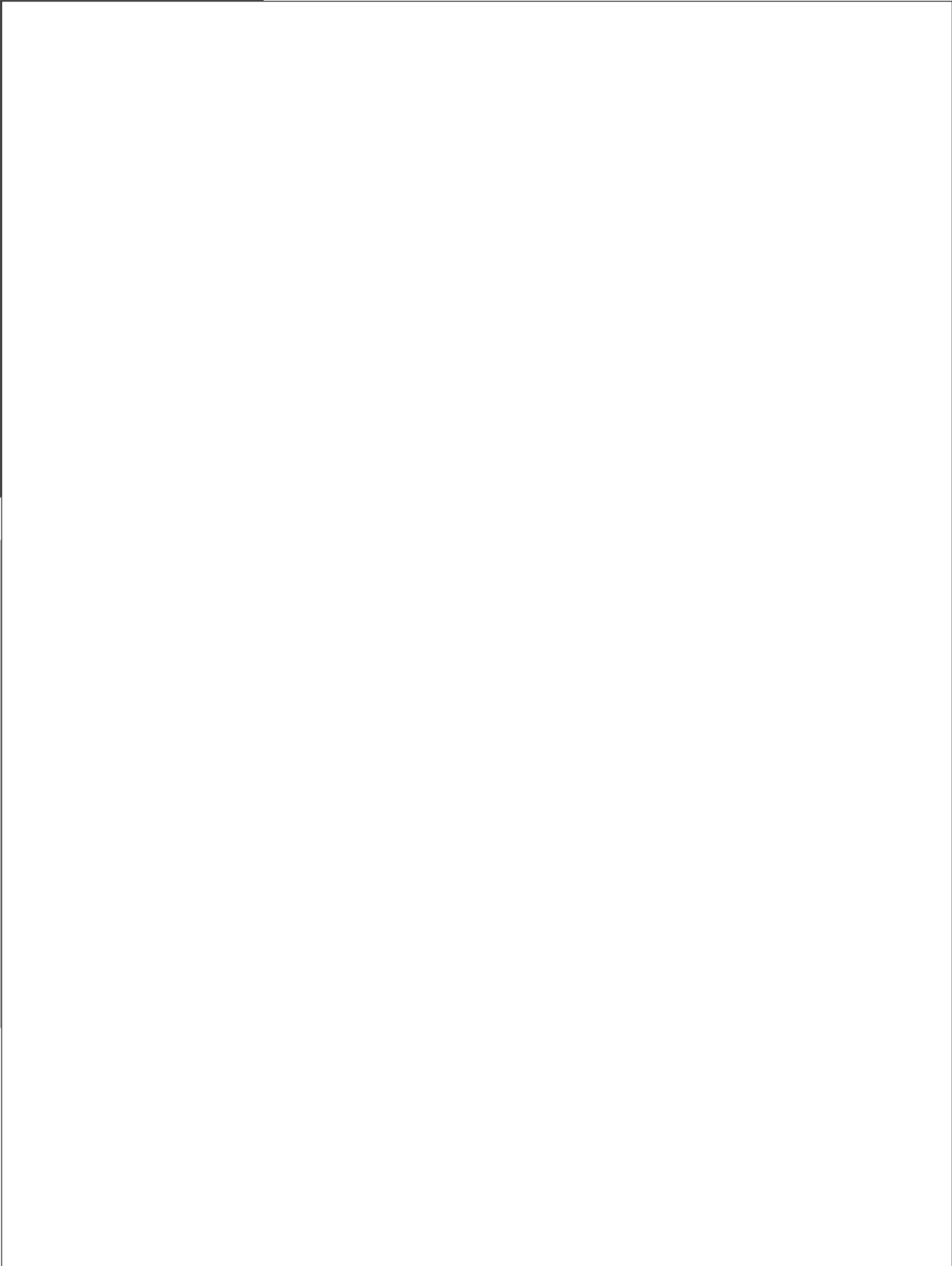
Behaviours requirements	Behaviours criteria
B2	Take responsibility for their own safety and that of others at all times, particularly when driving
B4	Work in a professional manner in relation to timekeeping, personal appearance and dress code
B7	Competent using Information technology
B8	Take responsibility for the safety of the vehicle and load through effective vehicle checks

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 K3, K5, S5, S6, B8	<p>Carries out the safe preparation and safety checks for an LGV vehicle and load in accordance with DVSA and organisation's guidelines and completes the appropriate documentation Plans a safe and efficient route.</p> <p>Makes necessary changes to planned route reacting to traffic or weather situations.</p>	<p>Identifies individual axle weights and adjusts how this affects vehicle handling depending on the load and takes appropriate action to adjust accordingly.</p>
Drive safely K15, K18, S1, S2, B2	<p>Handles the LGV safely on public and private roads not endangering other road users by their actions.</p> <p>Parks the vehicle safely in a restricted space and safely uses and positions vehicle fitted equipment.</p> <p>Takes account of the size and type of the vehicle and trailer, ensuring a safe distance is maintained at all times.</p> <p>Proficiently controls the vehicle in a range of traffic situations and in consideration of the weather conditions, for example, urban/country environment, peak-time, snow, windy conditions.</p>	<p>Explains the consequences of a given scenario (as selected by the assessor) outlining the danger to individuals or the impact on the vehicle.</p>
Professionalism B4	<p>Arrives on time, wearing appropriate company-issued PPE and any company uniform.</p>	
Use of equipment & IT B7	<p>Where fitted, uses digital tachograph and any onboard telematics, GPS, cameras, reversing sensors.</p>	
Route planning S8	<p>Plans the most economical route to the directed location adapting route to avoid known traffic hotspots/hazards, taking into account congestion, low bridges and weight restrictions.</p>	<p>Justifies their chosen route Explains the potential impact of selecting an alternative route (as suggested by the assessor).</p>
Trailer S3, S17	<p>Checks the trailer number against the manifest/paperwork and connects it following company procedures.</p> <p>Safely opens and restrains trailer and vehicle body doors.</p>	<p>Explains the consequences of a given fault (as selected by the Independent Assessor).</p>

Notes



Assessment Method 2: Multiple-choice test



Assessment Method 2: 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.

The rationale for this assessment method is:

- It allows for the efficient testing of knowledge where there is a right or wrong answer
- The multiple-choice test can be administered, invigilated and marked by an independent person appointed by VTCT
- 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 will consist of **30 questions**. These questions will be multiple-choice questions. The multiple-choice questions will have 4 options, of which 1 will be correct. The questions are varied, to avoid the test becoming too predictable, yet allow assessment of the relevant KSBs.

Apprentices must have **45 minutes** to complete the test.

The test is closed which means that the apprentice cannot refer to reference books or materials.

The multiple-choice test must be taken in the presence of an invigilator who is the responsibility of VTCT. The invigilator may be the Independent Assessor, another external person employed by VTCT and/or specialised (proctor) software, if the multiple-choice test is taken online.

Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
K1	The mechanisms of safe, controlled and fuel-efficient driving techniques relating to driving the Large Goods Vehicle (LGV), considering fuel costs and other possible efficiencies, implications of differing vehicle configurations and associated safety issues, including matching the appropriate trailer to the tractor unit
K2	Safe use of equipment and machinery, for example manual handling equipment, vehicle and delivery systems, including where to find relevant instructions or guidance
K4	How to protect the vehicle and associated loads, including management of unlawful access to vehicle and loads
K6	All role-related technology and systems including tachographs, adaptive braking, hand-held scanners, on board telematics
K7	Relevant regulation and legislation relating to the role of a professional LGV driver governing the Transport and Warehousing industry and in specific relation to the role, including the working time directive and medical and licence requirements
K11	Different types of cargo and their carriage requirements
K14	The implications of city restrictions, such as congestion charging, Low Emission Zones (LEZs), night restrictions for goods vehicles, route restrictions for goods vehicles and vehicle equipment requirements
K17	The role of the Driver Vehicle Standards Agency (DVSA) and the Traffic Commissioners in compliance, fair competition and safety

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
K1, K2, K4, K6, K7, K11, K14, K17	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 3: Interview



Assessment Method 3: Interview

This assessment method has 1 component.

An interview consists of an Independent Assessor asking an apprentice a series of questions to assess their competence against the KSBs. 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. It gives the apprentice the opportunity to demonstrate their competency across the KSBs as shown in the mapping.

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

This assessment will take the form of an interview which must be appropriately structured to draw out the best of the apprentice's competence and excellence and cover the KSBs assigned to this assessment method. 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.

Delivery of the Interview

The Independent Assessor will conduct and assess the interview.

The interview must last for **30 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.

The interview should take place in a quiet room, free from distractions and influence. This is a one-to-one assessment method between the apprentice and the Independent Assessor in an appropriate environment.

During the interview, the Independent Assessor must ask a **minimum of 5 open questions** to assess related underpinning knowledge, skills and behaviours. Follow-up questions are allowed to gain clarification.

The interview can take place in any of the following:

- Via a video conferencing platform
- Employer's premises
- A suitable venue selected by VTCT, for example a training provider's premises or another employer's premises

Knowledge, Skills and Behaviours

Knowledge requirements	Knowledge criteria
K8	How to communicate effectively and appropriately with customers and colleagues
K9	Structure of the industry; the modes of transport and how these affect transport operations such as loading and unloading; issues facing the sector; the roles available within the sector in general and in relation to their own career aspirations
K10	Importance of delivering excellent customer service to customers and colleagues, for example identifying customer/colleague needs and responding appropriately in line with situation and organisational style/culture; importance of organisation reputation and how their own performance can contribute to organisational success
K12	Environmental impact of the industry, sector and role and how this can be minimised, including their own responsibilities to use safe and fuel-efficient driving techniques including selecting the correct trailer design to reduce wind resistance
K13	How their role can affect their health; the need to maintain a level of fitness appropriate to their role, awareness of the benefits of a healthy diet, the impact of shift working etc.
K16	Holistic view of the logistics industry and the role of the LGV driver within that, for example multimodal transport procedures or reverse logistics

Skills requirements	Skills criteria
S4	Carry out delivery and other relevant activities in a safe and efficient manner complying with relevant systems and processes, following instructions and organisational policy
S7	Ensure techniques are used to protect the vehicle and load from theft and damage
S9	Use relevant IT systems appropriately and in line with organisational requirements
S10	Fully comply with appropriate legislation and regulation within the transport industry
S11	Work safely adhering to the health, safety guidelines, such as manual handling
S12	Use appropriate methods to communicate effectively with customers and colleagues in line with organisational standards
S13	Work independently using own initiative
S14	Work closely with suppliers and customers to ensure any problems, damages or anomalies are corrected
S15	Work as part of a team, showing an ability to work under pressure and to agreed deadlines
S16	Support colleagues and contribute to achieving objectives or goals

Behaviours requirements	Behaviours criteria
B1	Demonstrates integrity, credibility, honesty and personal drive, and promotes organisational values and brand
B3	Take ownership for their own performance and training committing to self improvement. Keep up to date with industry developments
B5	Interact positively and professionally with customers and wider team. Using their own initiative
B6	Has a flexible approach to their work, for example, driving different vehicles, different shifts or hours

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
<p>Delivery and customer service K8, K10, S4, S12, S14, B5</p>	<p>Explains how they deliver excellent customer service to customers and colleagues, resolving any errors or problems in line with company guidance.</p> <p>Communicates effectively in line with company style and culture, and their own initiative, to maintain the organisation's reputation.</p> <p>Describes how they carry out delivery and other activities in a safe and efficient manner, following instructions, organisational policy and Health and Safety guidelines.</p>	<p>Describes the impact of key performance indicators in relation to delivery, performance and service levels, for example meets timed deliveries.</p> <p>Explains how they have exceeded performance targets without compromising safety and outlines the impact on the business.</p> <p>Explains how they have managed difficult conversations with customers/colleagues, such as when a delivery has had an unanticipated delay.</p>
<p>Structure of organisation and industry K9, K16, B1</p>	<p>Describes how their role contributes to the organisation's commercial position and safety and the wider logistics sector and the roles available to them within the industry Outlines issues facing the sector.</p> <p>Explains how they maintain integrity, credibility and honesty.</p> <p>Explains how they promote their organisational values and brand.</p>	<p>Outlines the impact of negative publicity on the sector and how that may affect their organisation.</p> <p>Explains the impact of reputational damage on the organisation's brand and the impact on the business.</p>
<p>Environment K12</p>	<p>Explains the environmental impact of the industry and what they and industry can do to minimise this impact including fuel efficient driving techniques, trailer and cab design.</p>	<p>Explains how their chosen route respects clean air zones and other regional restrictions.</p>
<p>Health & safety K13, S11</p>	<p>Discusses lifestyle challenges of the role and how they mitigate risks to their health and wellbeing.</p> <p>Explains how they take a safety-first approach to their role.</p>	<p>Explains the health risks and risks to the business in a given scenario (as selected by the Independent Assessor).</p>

Table continued.

KSBs	Pass	Distinction
Vehicle protection S7	Describes how they 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.	Explains the impact on the business in a given 'vehicle protection' scenario (as selected by the Independent Assessor).
Legislation S10	Describes how they comply with relevant regulations and legislation that impact on LGV.	Explains the impact on the business in a given 'legislation or regulations' scenario (as selected by the Independent Assessor).
Use of IT S9	Uses the organisation's IT systems to access and record tasks.	
Ways of working S13, S15, S16, B3, B6	<p>Outlines the difference their contributions have made when working as part of a team.</p> <p>Explains which tasks are an individual responsibility and how they take accountability for that.</p> <p>Explains how they prioritise tasks and how they manage periods of high workload to ensure deadlines are achieved.</p> <p>Outlines the difference they have made when supporting a colleague.</p> <p>Explains how they have improved their performance over time and kept up-to date with industry developments.</p> <p>Explains how they manage change, including how their flexibility makes a difference to the business.</p>	

Re-sits and Re-takes

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take at the employer's discretion. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

A re-sit does not require further learning, whereas a re-take does.

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

An apprentice who fails one or more assessment method and therefore the End-point Assessment in the first instance, will be required to re-sit or re-take.

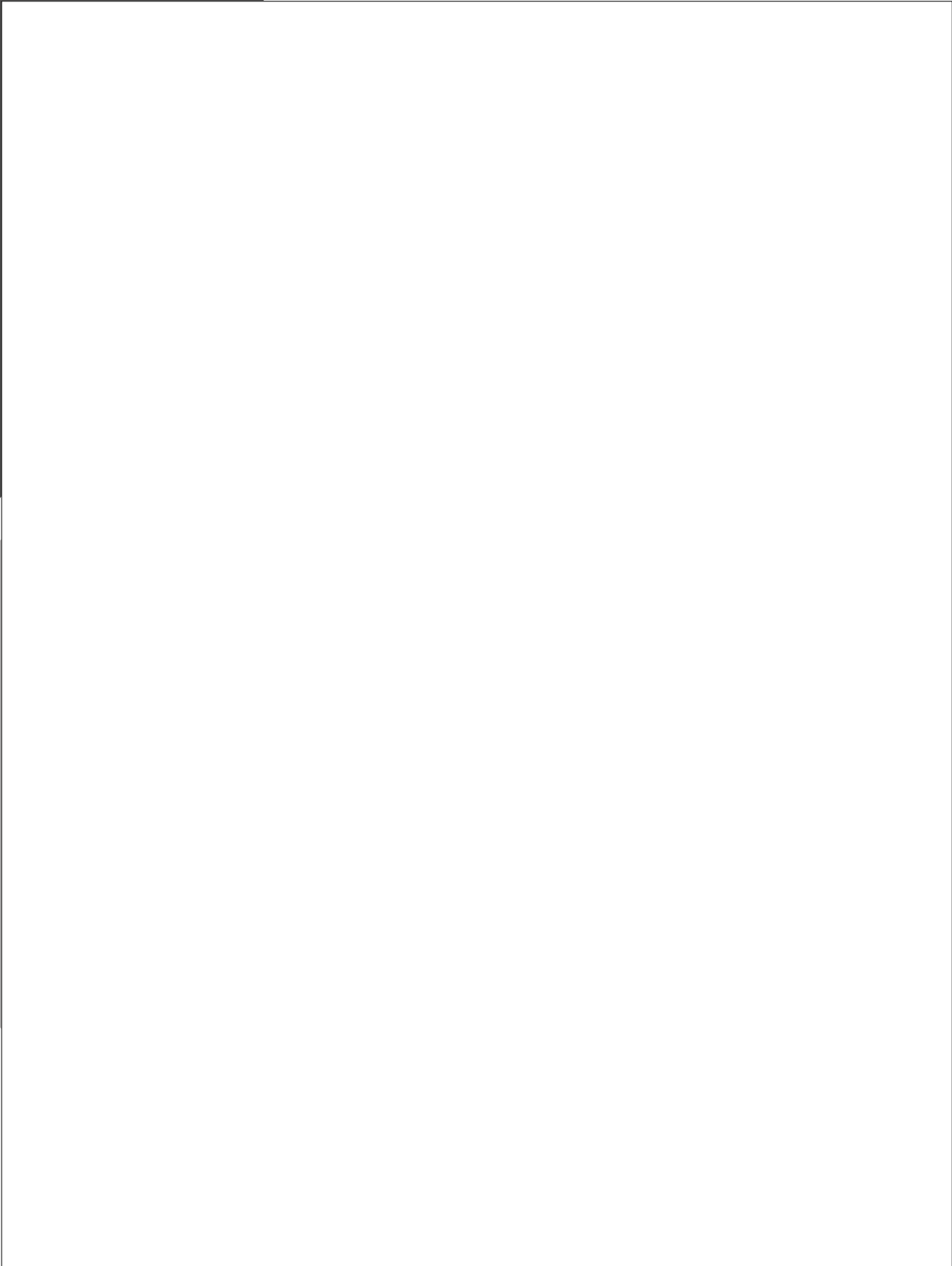
The timescale for a re-sit/re-take is agreed between the employer and VTCT. A re-sit is typically taken within 3 months of the End-point Assessment outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within 3 months of the End-point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

All assessment methods must be taken within a 3 month period, otherwise the entire End-point Assessment will need to be re-sat/re-taken.

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

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum End-point Assessment grade of pass unless VTCT determines there are exceptional circumstances requiring a re-sit or re-take.

Notes





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