

# Level 2 Large Goods Vehicle (LGV) Driver

EPA-Kit

## Delivering the Standard

- Preparation of a vehicle
- Planning of delivery
- Safe and efficient driving and use of equipment
- Use of systems to process goods
- Structure of the industry
- Awareness of own role
- Building relationships
- Distinction Criteria

# The Large Goods Vehicle (LGV) Apprenticeship Standard

The following pages contain the Large Goods Vehicle (LGV) apprenticeship standard and the assessment criteria is in a suggested format that is suitable for delivery.

<b>Preparation of a vehicle</b>	
<b>Knowledge</b>	<b>Skills</b>
Vehicle preparation, including vehicle safety checks/inspections, defect reporting, safety requirements, loading, securing and unloading processes, axel combinations	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
<b>Knowledge and Behaviours</b>	
<b>Criteria covered in the knowledge and behaviours test</b>	
<b>K3:</b>	How to <b>prepare</b> the vehicle for driving
<b>Practical Driving Assessment</b>	
<b>Criteria covered in the practical assessment</b>	
<b>S6:</b>	<b>Prepare</b> the vehicle and load for deliveries
<b>Amplification and Guidance</b>	
<ul style="list-style-type: none"> <li>• <b>Prepare</b> <ul style="list-style-type: none"> <li>○ Vehicle safety checks/inspections, defect reporting, safety requirements, loading, scanning and unloading processes</li> <li>○ Identify vehicle dimensions – height, length, width, weight.</li> <li>○ Checking that the vehicle is suitable for the load being carried (axle combinations)</li> <li>○ Checking paperwork to ensure it relates to the goods being transported</li> <li>○ Checking the stability of the vehicle</li> </ul> </li> </ul>	

## Planning of delivery

Knowledge		Skills
Planning and preparing processes (e.g. planning fastest/most efficient route) including vehicle selection and contingency planning when circumstances change		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
Knowledge and Behaviours		
Criteria covered in the knowledge and behaviours test		
<b>K5:</b>	How to <b>plan</b> for a journey and delivery	
Practical Driving Assessment		
Criteria covered in the practical assessment		
<b>S8:</b>	<b>Plan</b> routes effectively	
Amplification and Guidance		
<ul style="list-style-type: none"> <li>• <b>Plan</b> <ul style="list-style-type: none"> <li>○ Most efficient routes, vehicle selection and contingency planning</li> <li>○ Check for road/vehicle/delivery point restrictions</li> <li>○ Use of navigation equipment</li> <li>○ Welfare issues for live loads</li> </ul> </li> </ul>		

## Safe and efficient driving and use of equipment

Knowledge	Skills
<p>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 safe access and egress from vehicles and trailers to include prevention of falling from height.</p> <p>Safe use of equipment and machinery e.g. manual handling equipment, vehicle and delivery systems, including where to find relevant instructions or guidance.</p> <p>The implications of city restrictions, such as congestion charging, night restrictions for goods vehicles, route restrictions for goods vehicles and vehicle equipment requirements.</p> <p>The implications of driving on roads alongside vulnerable road users, such as cyclists, pedestrians, motor cyclists.</p>	<p>Drive safely and efficiently (SAFED) on public and private roads and manoeuvre the vehicle in restricted spaces;</p> <p>Safely use and position vehicle fitted equipment (e.g. mobile cranes).</p> <p>Proficiently control the vehicle in all traffic situations and weather conditions and show consideration for other drivers.</p> <p>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; pay attention to the safe and effective use of equipment and machinery.</p>
<b>Knowledge and Behaviours</b>	
<b>Criteria covered in the knowledge and behaviours test</b>	
<b>K1:</b>	Safe and controlled driving techniques relating to the LGV
<b>K2:</b>	Safe use of <b>equipment</b> and <b>machinery</b>
<b>K14:</b>	The implications of <b>city restrictions</b>
<b>K15:</b>	How to drive alongside <b>vulnerable road users</b>
<b>Practical Driving Assessment</b>	
<b>Criteria covered in the practical assessment</b>	

<b>S1:</b>	Drive safely and efficiently on public and private roads
<b>S2:</b>	Use and position <b>vehicle fitted</b> equipment
<b>S3:</b>	Control the vehicle in all traffic <b>situations</b>
<b>S4:</b>	Use relevant equipment and machinery safely
<b>Amplification and Guidance</b>	
<ul style="list-style-type: none"> <li>• <b>Equipment and machinery</b> <ul style="list-style-type: none"> <li>○ Manual handling, vehicle systems, PDA (Personal Digital Assistant) / POD (Proof of Delivery) systems, manufacturer’s instructions, training, daily checks of equipment, fault reporting, access and egress (3 points of contact) and encryptors.</li> </ul> </li> <li>• <b>City restrictions</b> <ul style="list-style-type: none"> <li>○ Congestions charging, night, route, weight and unloading/loading, timed entry and red routes.</li> </ul> </li> <li>• <b>Vulnerable</b> <ul style="list-style-type: none"> <li>○ Cyclists, motor cyclists, pedestrians, children, older driver, newer drivers, horse riders, mobility scooters, tractors and prams.</li> </ul> </li> <li>• <b>Vehicle fitted</b> <ul style="list-style-type: none"> <li>○ Mobile cranes, tail lifts, PTO (Power Take Off), chilled units, cruise control, speed limiters and lane assist.</li> </ul> </li> <li>• <b>Situations</b> <ul style="list-style-type: none"> <li>○ Weather i.e. snow, rain, sleet, wind, fog, sunshine and standing water</li> <li>○ Busy / quiet</li> <li>○ Roadworks (width, height, length, weight and speed restrictions)</li> <li>○ Overhanging infrastructure – trees, lamp posts and bins.</li> </ul> </li> </ul>	

## Use of systems to process goods

Knowledge		Skills
<p>Basic IT applications and other relevant technology and systems e.g. tachographs, adaptive braking, hand held scanners, on board telematics etc and how these are reported by use of Key Performance Indicators.</p> <p>Procedures for processing returned and rejected goods.</p> <p>Proposed and actual changes to systems, processes and technology used in the industry.</p>		<p>Use basic IT systems appropriately and in line with organisational requirements; adapt to new technology and accept the need for change</p>
Knowledge and Behaviours		
Criteria covered in the knowledge and behaviours test		
<b>K6:</b>	How to use relevant <b>technology</b>	
<b>K7:</b>	How to use relevant IT <b>applications</b>	
<b>K16:</b>	How to process <b>returned</b> and rejected goods	
<b>K11:</b>	Understand proposed and actual changes to systems, processes and technology	
Practical Driving Assessment		
Criteria covered in the practical assessment		
<b>S9:</b>	Use basic IT systems	
Amplification and Guidance		

- **Technology**
  - Tachographs, hand-held scanners, on-board telematics, on-board, cruise control/speed limiter, auxiliary brakes and vehicle systems
- **Applications**
  - Suitable/specific to the task, must be trained on using (see technology), axle weight indicators, tachograph, hand scanner and hands-free mobile/Bluetooth.
- **Returned**
  - Unwanted / damaged

## Structure of the industry

Knowledge	Skills
<p>Relevant regulation and legislation governing the supply chain industry and in specific relation to the role e.g. working time restrictions, medical &amp; licence requirements.</p> <p>Structure of the industry; the modes of transport and how these affect transport operations such as loading unloading; issues facing the sector; the roles available within the sector in general and in relation to their own career aspirations.</p> <p>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.</p>	<p>Comply with relevant systems and processes, following instructions and organisational policy in a safe and efficient manner to carry out delivery and other relevant activities.</p> <p>Fully comply with appropriate legislation and regulation;</p>

### Knowledge and Behaviours

#### Criteria covered in the knowledge and behaviours test

<b>K8:</b>	Relevant regulation and legislation <b>governing</b> the Supply Chain Industry
<b>K9:</b>	The structure of the industry
<b>K12:</b>	The environmental impact of the industry and how it can be <b>minimised</b>



Practical Driving Assessment	
Criteria covered in the practical assessment	
<b>S5:</b>	Comply with relevant systems and processes ( <b>legislation</b> and regulation)
Amplification and Guidance	
<ul style="list-style-type: none"> <li>• <b>Governing</b> <ul style="list-style-type: none"> <li>○ Rules/laws, working practices that the industry should/must follow, i.e. working time directive, licence requirements, health and safety etc.</li> </ul> </li> <li>• <b>Minimised</b> <ul style="list-style-type: none"> <li>○ Utilising load space within vehicles, reduce wasted journeys, introduction of fuel-efficient vehicles and equipment.</li> <li>○ Maintain the momentum of the vehicle as much as possible.</li> <li>○ Observation, anticipation and planning (OAP)</li> <li>○ Look, assess and decide act. (LADA)</li> </ul> </li> <li>• <b>Legislation</b> <ul style="list-style-type: none"> <li>○ ADR (European Agreement concerning the International Carriage of Dangerous Goods by Road) and Highway code</li> </ul> </li> </ul>	

## Awareness of own role

Knowledge	Skills	Behaviours
<p>How to protect the vehicle and associated loads, including management of unlawful access to vehicle and loads.</p> <p>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.</p>	<p>Protect the driver, vehicle and the load from theft and damage.</p> <p>Maintain the health, safety and security of people at all times.</p>	<p>Consistently demonstrate integrity, credibility, honesty and personal drive; embodies the organisation's values, demonstrates a belief in the services it offers and an interest in the industry.</p> <p>Take responsibility for their own safety and that of others at all times, particularly when driving.</p> <p>Take ownership for own performance and training, and proactively keep up to date with industry developments; makes recommendations for improvement where relevant</p> <p>Demonstrate pride in their own role through a consistently positive, professional approach with customers and members of wider team.</p> <p>Demonstrate a commitment to achieving all personal and organisational objectives e.g. completing work, timekeeping, personal appearance and dress code.</p> <p style="text-align: center;">Demonstrate willingness to accept change.</p> <p>Strive to achieve the best results in all they do; maintain a positive attitude and approach to their work even when priorities and working patterns change.</p> <p>Show willingness to accept changing priorities and adapts well to new work patterns and changing requirements, with a flexible approach to their work.</p>

### Knowledge and Behaviours Test

#### Criteria covered in the knowledge and behaviours test

**K4:** How to **protect** the vehicle and load

<b>K13:</b>	The <b>implications</b> their role may have on their health and actions that can be taken
<b>B3:</b>	Demonstrate integrity, credibility and honesty
<b>B4:</b>	Demonstrate a positive and professional attitude
<b>B5:</b>	Demonstrate willingness to accept change
<b>Practical Driving Assessment</b>	
<b>Criteria covered in the practical assessment</b>	
<b>S7:</b>	<b>Protect</b> the driver, vehicle and load
<b>S10:</b>	<b>Maintain</b> the health, safety and security of people at all times
<b>Amplification and Guidance</b>	
<ul style="list-style-type: none"> <li>• <b>Protect</b> <ul style="list-style-type: none"> <li>○ Manage unlawful access, ensure vehicle is locked on exit (at all times), use appropriate and safe parking areas, conduct security checks, use vehicle security checks and conduct daily checks, manoeuvre vehicle safely in confined spaces, through roadworks, CQM (Close Quarter Manoeuvre), seatbelts correctly used and equipment/personal items stowed away correctly.</li> </ul> </li> <li>• <b>Implications</b> <ul style="list-style-type: none"> <li>○ Maintaining a healthy lifestyle <ul style="list-style-type: none"> <li>▪ Shift work: <ul style="list-style-type: none"> <li>• sleep deprivation/disorders, fatigue, stress, effects on family/home life, poor dietary choices, ergonomic issues – back problems and incorrect seating.</li> <li>• Actions – regular breaks, shift patterns, good dietary choices and importance of rest</li> </ul> </li> </ul> </li> </ul> </li> <li>• <b>Maintain</b> <ul style="list-style-type: none"> <li>○ Wear appropriate PPE, follow rules, regulations and safe working practices, keep vehicle keys and documents secure.</li> </ul> </li> </ul>	

## Building relationships

Knowledge	Behaviours
<p>Importance of delivering excellent customer service to customers and colleagues, including 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.</p> <p>How to communicate effectively with customers and colleagues appropriately in line with situation and organisational style/culture</p>	<p>Establish a good rapport with customers/colleagues; promote the values of the organisation and respond to or report any threats to their organisation's reputation.</p> <p>Show a genuine interest in meeting the needs of others; use own initiative when needed to ensure that customer needs and expectations are met.</p> <p>Work well in a team, showing an ability to work under pressure and to agreed deadlines; support colleagues and contribute to achieving objectives or goals; commit to self-improvement / development.</p> <p>Demonstrate a commitment to achieving all personal and organisational objectives e.g. completing work, timekeeping, personal appearance and dress code.</p> <p>Use appropriate methods to communicate effectively with customers and colleagues in line with organisational standards; identify and meet customer needs through provision of excellent customer service; work closely with suppliers and customers to ensure any problems, damages or anomalies are corrected.</p>

### Knowledge and Behaviours

#### Criteria covered in the knowledge and behaviours test

<b>K10:</b>	The importance of delivering excellent customer service
<b>B1:</b>	Establish a good rapport with customers and colleagues
<b>B2:</b>	Work <b>effectively</b> in a team
<b>B6:</b>	Demonstrate effective communication

### Amplification and Guidance

- **Effectively**
  - Interaction with other team members
  - Actions impacting on the team

- Actions impacting on customers

## Distinction Criteria

### Practical Driving Assessment

#### Distinction Criteria covered in the Practical Driving Assessment

<b>D1:</b>	Make fewer errors and start to demonstrate advanced and courteous driving skills for example enhanced application of the Highway Code and defensive and economic driving skills
<b>D2:</b>	Go <b>above and beyond</b> what is expected of their role, for example, demonstration of particularly fast, efficient and new ways of working and improved ways of working
<b>D3:</b>	Demonstrate <b>originality</b> in the consistent, effective application of technical processes, resources, techniques and materials
<b>D4:</b>	Complete tasks independently to a level that far exceeds the minimum standard with few or no errors
<b>D5:</b>	Select and use appropriate skills and processes, <b>justifying their choices</b>
<b>D6:</b>	Be able to challenge where appropriate and identify solutions rather than just problems or issues

### Amplification and Guidance

- **Above and beyond**

- The ability to deal with less straight-forward situations or problems and implement new ways of working
- E.g.
  - Uses own initiative
  - Adhering to schedules
  - Demonstrates a positive approach: ensuring best results are achieved and ensuring efficient response times
  - Shows wider awareness of the job role and implications of their actions
  - Proactively assisting colleagues

- **Originality**

- The ability to complete tasks using resources available and justify choices using their own initiative

- **Justifying their choices**

- Explaining why they've come to that decision