

Level 2 Large Goods Vehicle (LGV) Driver

EPA-Kit

Assessing the Knowledge & Behaviours Test

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Assessing the Knowledge & Behaviours Test

The following areas (Knowledge & Behaviours) of the Large Goods Vehicle (LGV) Driver Apprenticeship standard will be assessed by a 1-hour test consisting of Short Answer and Scenario-Based Questions (SAQ's). The number of questions may vary per paper but will always carry a total of 30 marks; with the **pass** mark being 70% (at least 21 out of 30) and a **distinction** mark being 90% (at least 27 out of 30).

The topics covered within the Knowledge & Behaviours Test are listed below:

- 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

In each paper, questions will cover each of the areas above, however not every aspect of every area will be covered in every test.

Before the assessment

The employer/training provider should:

- Brief the apprentice on the areas that will be assessed by the Knowledge & Behaviours Test.
- In readiness for End-Point Assessment, set the apprentice a mock Knowledge & Behaviours Test. A mock test can be found at the end of this EPA-kit. The mock test is available as a paper-based test and also on the mock e-assessment system.

Knowledge & Behaviours Test Criteria

Preparation of a vehicle	
Vehicle preparation, including vehicle safety checks/inspections, defect reporting, safety requirements, loading, securing and unloading processes, axel combinations	K3: How to prepare the vehicle for driving

Planning of delivery	
Planning and preparing processes (e.g. planning fastest/most efficient route) including vehicle selection and contingency planning when circumstances change	K5: How to plan for a journey and delivery

Safe and efficient driving and use of equipment	
<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>K1: Safe and controlled driving techniques relating to the LGV</p> <p>K2: Safe use of equipment and machinery</p> <p>K14: The implications of city restrictions</p> <p>K15: How to drive alongside vulnerable road users</p>

Use of systems to process goods

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.

Procedures for processing returned and rejected goods.

Proposed and actual changes to systems, processes and technology used in the industry.

- K6:** How to use relevant **technology**
- K7:** How to use relevant IT **applications**
- K16:** How to process **returned** and rejected goods
- K11:** Understand proposed and actual changes to systems, processes and technology

Structure of the industry

Relevant regulation and legislation governing the supply chain industry and in specific relation to the role e.g. working time restrictions, medical & licence requirements.

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.

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.

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

Awareness of own role

How to protect the vehicle and associated loads, including management of unlawful access to vehicle and loads.

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.

- K4:** How to **protect** the vehicle and its load
- K13:** The implications their role may have on their health and actions that can be taken

Awareness of own role

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.

Take responsibility for their own safety and that of others at all times, particularly when driving.

Take ownership for own performance and training, and proactively keep up to date with industry developments; makes recommendations for improvement where relevant

Demonstrate pride in their own role through a consistently positive, professional approach with customers and members of wider team.

Demonstrate a commitment to achieving all personal and organisational objectives e.g. completing work, timekeeping, personal appearance and dress code.

Demonstrate willingness to accept change.

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.

Show willingness to accept changing priorities and adapts well to new work patterns and changing requirements, with a flexible approach to their work.

B3: Demonstrate integrity, credibility and honesty

B4: Demonstrate a positive and professional attitude

B5: Demonstrate willingness to accept change

Building relationships

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.

How to communicate effectively with customers and colleagues appropriately in line with situation and organisational style/culture.

K10: The importance of delivering excellent customer service

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.

Show a genuine interest in meeting the needs of others; use own initiative when needed to ensure that customer needs and expectations are met.

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.

Demonstrate a commitment to achieving all personal and organisational objectives e.g. completing work, timekeeping, personal appearance and dress code.

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.

B1: Establish a good rapport with customers and colleagues

B2: Work **effectively** in a team

B6: Demonstrate effective communication