

# Highfield Level 2 End-Point Assessment for Urban Driver

## Mock Assessment Materials - Interview

The following pages contain documentation that may be used for employer/training providers to carry out 'mock' assessments for the Interview.

The apprentice can only achieve a distinction by covering all pass **and** all of the distinction criteria listed.

Vehicle & Load Management		
Ref	Assessment Criteria (Pass)	Achieved
VL1	Explains the process they follow that ensures protection to both themselves, the vehicle, and its contents when in transit and when parked	
VL2	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	
VL3	Outlines how preparing, positioning, or securing goods must factor in a given scenario selected by the independent assessor	
VL4	Describes how they protect the vehicle and its goods	
Ref	Assessment Criteria (Distinction)	Achieved
VL5	Explains the impact on the business in a given 'vehicle protection' scenario (as selected by the independent assessor)	

<b>On-site Services</b>		
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Achieved</b>
OS1	Describes how they brief the customer on the technical specification of the delivery, collection or installation and the impact that has on the customer	
OS2	Describes how they provide on-site services, meeting customer requirements and how they deal with additional customer requirements.	
OS3	Describes how they are professional and respectful with customers and colleagues	
OS4	Describes the impact this has on the brand	
<b>Ref</b>	<b>Assessment Criteria (Distinction)</b>	<b>Achieved</b>
OS5	Explains the impact of reputational damage on the organisation's brand and the impact on the business	

<b>Health &amp; Safety</b>		
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Achieved</b>
HS1	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	
HS2	Describes how they mitigate risks to their physical and mental health and wellbeing	

<b>Structure of Organisation and Industry</b>		
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Achieved</b>
SOI1	Outlines the different organisations in the urban delivery supply chain in which they operate	
<b>Ref</b>	<b>Assessment Criteria (Distinction)</b>	<b>Achieved</b>
SOI2	Explains the potential impact on the wider supply chain if an organisation does not perform their role adequately	

<b>Environment &amp; Sustainability</b>		
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Achieved</b>
ES1	Describe the factors that impact on the environment and sustainability when driving in urban areas	

<b>Legislation</b>		
<b>Ref</b>	<b>Assessment Criteria (Pass)</b>	<b>Achieved</b>
L1	Describes the steps they follow that ensures they work compliantly with both legislation and regulation	
L2	Outlines the relevant legislation or regulation for a given scenario as selected by the independent assessor	
<b>Ref</b>	<b>Assessment Criteria (Distinction)</b>	<b>Achieved</b>
L3	Explains the impact of legislation or regulation to the business for a given scenario as selected by the independent assessor	

Use of Equipment & IT		
Ref	Assessment Criteria (Pass)	Achieved
E12	Describes how they use IT systems to correctly manage delivery or collection data	

Ways of Working		
Ref	Assessment Criteria (Pass)	Achieved
W1	Describes how their flexible approach to work and managing relationships contributes to a coordinated team effort that ensures business priorities are met	
W2	Describes how they provide information clearly and concisely	
W3	Describes how they adapt their communication to meet the needs of the audience	
W4	Describes how their own commitment to continuous professional development helps this	
Ref	Assessment Criteria (Distinction)	Achieved
W5	Explains how they manage difficult conversations with customers or colleagues, e.g., when a delivery has had an unanticipated delay	