



# LGV DRIVER

## Level 2

**The Apprenticeship standard for Large Goods Vehicle (LGV) Driver was designed by employer representatives of the supply chain and logistics industry and is suitable for Apprentices employed in a wide variety of organisations. This Apprenticeship provides the foundation knowledge, skills and experience for the role of LGV Driver within occupational areas in the supply chain and logistics industry.**

LGV Drivers are responsible for ensuring that the right products are delivered at the right time. They

are skilled and careful drivers and always maintain the integrity of their load and vehicle. LGV Drivers will deliver to a range of settings, such as warehouses, shops and private homes, and their customer base will range from large global organisations to sole traders and private customers.

They may be required to work in shifts and will usually work alone. They operate in many different localities such as inner city, towns, and rural locations. They may work within one or more subsectors, including: shipping, removals, import/export, freight, hazardous goods, and food.

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## **CORE KNOWLEDGE - THE LGV DRIVER WILL HAVE A GOOD UNDERSTANDING OF:**

- Safe, controlled and fuel efficient driving techniques relating to driving the 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
- Safe use of equipment and machinery e.g. manual handling equipment, vehicle and delivery systems, including where to find relevant instructions or guidance
- Vehicle preparation, including vehicle safety checks/inspections, defect reporting, safety requirements, loading, securing and unloading processes, axle combinations
- How to protect the vehicle and associated loads, including management of unlawful access to vehicle and loads
- Planning and preparing processes (eg planning fastest/most efficient route) including vehicle selection and contingency planning when circumstances change
- Basic IT applications and other relevant technology and systems eg tachographs, adaptive braking, hand held scanners, on board telematics etc and how these are reported

## **CORE SKILLS - THE LGV DRIVER WILL BE ABLE TO DEMONSTRATE THE ABILITY TO:**

- Drive Safely And Efficiently (SAFED) on public and private roads, and manoeuvre the vehicle in restricted spaces; safely use and position vehicle fitted equipment (e.g. mobile cranes)
- Proficiently control the vehicle in all traffic situations and weather conditions and show consideration for other drivers
- 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
- 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
- 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
- Protect the driver, vehicle and the load from theft and damage
- 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

- Use basic IT systems appropriately and in line with organisational requirements; adapt to new technology and accept the need for change,
- Fully comply with appropriate legislation and regulation; maintain the health, safety and security of people at all times
- 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
- 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
- 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

## **LGV DRIVERS DEMONSTRATE THE FOLLOWING BEHAVIOURS:**

- 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
- 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
- Demonstrate a commitment to achieving all personal and organisational objectives eg completing work, timekeeping, personal appearance and dress code
- Show a genuine interest in meeting the needs of others; use own initiative when needed to ensure that customer needs and expectations are met
- Demonstrate pride in their own role through a consistently positive, professional approach with customers and members of wider team
- Show willingness to accept changing priorities and adapts well to new work patterns and changing requirements, with a flexible approach to their work

## DURATION

Typical duration is 15 months for new entrants.

## ENTRY REQUIREMENTS

Employers will set their own criteria, but typically an entrant to this apprenticeship will already have achieved a minimum of Level 2 in English and Maths.

## ENGLISH AND MATHS

During each session with their Tutor Apprentices without level 2 English and Maths will work towards achieving this. Level 2 English and Maths is required prior to taking the End-Point Assessment for this Apprenticeship.

## FUNCTIONAL SKILLS (FS)

These will be completed taking in to account prior attainment and in conjunction with the initial assessments and diagnostics achieved through SkillsBuilder. Tutors will identify suitable opportunities to embed Functional Skills (FS) throughout the duration of the programme. Additional support should be arranged where a need or requirement is identified.

## GATEWAY

Prior to undertaking the End-Point Assessment:

- the Apprentice must have completed training ensuring they can consistently demonstrate competence against all elements of the Apprenticeship standard
- Apprentices without English and Maths at level 2 must achieve this level
- an appropriate workplace project for the End-Point Assessment must be agreed for the Apprentice, based on their current job role
- Apprentices must have examples of work that they can use for reference in the professional dialogue and interview covering the knowledge, skills and behaviours being assessed by this assessment method
- The employer will judge whether the Apprentice is ready for the End-Point Assessment; they may wish to take advice from the training provider

## END-POINT ASSESSMENT

To achieve final certification, the Apprentice must have an appropriate place, with internet access, to undertake the End-Point Assessment (EPA).

The EPA consists of three distinct components:

- a written knowledge test answered through a combination of multiple choice questions and extended answer questions
- a workplace project and presentation
- a professional dialogue and interview, which is undertaken after all other End-Point Assessment components have been successfully completed

A minimum of a 'pass' in each component is required.

A pass in the EPA will demonstrate that the Apprentice can apply the knowledge, skills and behaviours required by the standard. Apprentices achieving a distinction will be demonstrating performance above the requirements of the standard.

## MILESTONE MEETINGS

Qube will ensure quarterly milestone meetings are held with the employer and Apprentice to check progress against the standard and for everyone to give feedback.

The milestone meetings could take the form of an interview or professional conversation to help develop the apprentice's communication and employability skills.

## GRADE BOUNDARIES

Assessment	Pass	Distinction
Knowledge Assessment	70%	90%
Practical Assessment	70%	90%

## EXPECTATIONS

### Student

- Preparation and planning
- Mandatory attendance for sessions
- Completion of tasks in agreed timeframe
- 20% off-the-job
- Functional Skills (where needed)
- Taking responsibility for own development
- Communicate support needs
- Coordinate development checks
- Create a learning record

### Manager

- Facilitate time for learning
- Monthly 1-2-1 reviews with students to discuss progress, provide feedback and guide development
- Create and provide opportunities for student to participate in relevant work place tasks
- Keep an open communication lines with the student and employer
- Provide learning opportunities
- 20% off-the-job

### Tutor

- Teaching
- Monitor progress
- Coach
- Feedback
- Online support
- Marking and assessment
- Preparation for final assessment
- Communicate with student and employer

## 20% OFF-THE-JOB TRAINING

Each Apprenticeship Standard requires the Apprentice to undertake a minimum of 20% of learning off-the-job.

This can include training that is delivered at the normal place of work, within normal working hours, but must not be delivered as part of normal working duties.

There are numerous activities which count towards this training, for example, listening to Podcasts, self-study, completing assignments and observing senior colleagues.

## APPRENTICESHIP SESSIONS



**Introduction to programme:** Meet the team and explain your learning journey. Eligibility checks and initial assessments will be undertaken. You will be introduced to learning methods of the programme. *Delivery Mode: Pre-work, Online learning, Review*



**Industry and Role:** Structure of the industry; the roles available within the sector in general and in relation to own career aspirations. Subjects covered will include, fitness to drive, health checks, maintaining a healthy life style, environmental concerns, working hours regulations and regulatory requirements. *Delivery Mode: Pre-work, Online learning, Review*



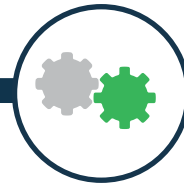
**Communication:** Communicate effectively with customers and colleagues appropriately in line with situation and organisational style/culture. Subjects include, barriers to communication, dealing with customers, methods of communication, retaining customer loyalty and managing expectations. *Delivery Mode: Pre-work, Online learning, Review*



**Compliance:** Group, employer and individual responsibilities regarding relevant legislation, regulatory bodies and company policies and procedures. Traffic restrictions, schedules, international travel (where applicable) and use of internal and external systems. *Delivery Mode: Pre-work, Online learning, Review*



**Safety:** Safe and considerate driving, eco driving, safe loads, manual handling, manoeuvre vehicles in restricted spaces, vehicle/load characteristics, hazards and risk, DVSA, carbon footprint, hazard hotspots, Operating Licences. *Delivery Mode: Pre-work, Online learning, Review*



**Systems:** Planning and preparing processes including fastest/most efficient route, vehicle selection and contingency planning when circumstances change. Subjects also covered include, Tachographs, telematics and regulatory requirements, CPC driving hours, medicals and regulatory requirements. *Delivery Mode: Pre-work, Online learning, Review*



**Vehicle Preparation:** Vehicle & load safety, vehicle maintenance, spill kits, cold weather preparation, insurance and emergency contact details. UK Boarder Agency, driver responsibilities safeguarding vehicle from illegal trespass, penalties and fines. *Delivery Mode: Pre-work, Online learning, Review*



**Responsibilities:** Security of vehicle, load and self, use of relevant equipment, safe & effective handling of goods, prioritising workload and adapting driving to conditions. *Delivery Mode: Pre-work, Online learning, Review*



**Control:** Manoeuvre and control of vehicle in different conditions, environments and personal safety during driving operations. *Delivery Mode: Pre-work, Online learning, Review*



**Consolidation and Review:** Review of on-programme element of apprenticeship and establish readiness for Gateway review. Final preparations made so that the gateway can be triggered. *Delivery Mode: Pre-work, Review*



**Commitment:** Adapting to challenging workloads and changing priorities, meeting deadlines. Supporting colleagues, managing feedback, appraisals, ongoing development and CPC activity. *Delivery Mode: Pre-work, Online learning, Review*



**Gateway Review:** Review of learning and development of knowledge, skills and behaviours within the standards and preparation for End-Point Assessment. *Delivery Mode: Pre-work, Online learning, Gateway Review, review*



**End-Point Assessment:** Completed by End-Point Assessment Organisation (EPAO) selected by Employer. Please see EPAO Assessment Plan Guidance and EPA Assessment Plan for detailed guidance on assessment activities. *Delivery Mode: Knowledge test, Project & Presentation, Profession discussion and interview*