

LARGE GOODS VEHICLE (LGV) DRIVER APPRENTICESHIP STANDARD

Standard Code ST0257
Course Level 2
Work Based
Funding Level £5000
Duration 15mths including EPA

Course Description

LGV Drivers drive in a safe and fuel-efficient manner, ensuring that the right products are delivered at the right time, location and temperature (if required), with the correct documentation and within the shortest lead times. They are responsible for maintaining the integrity of load and vehicle by applying correct procedures for restraint, road, health and safety; they may work within one or more subsectors, including: shipping, removals, import/export, freight, hazardous goods, and food. 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. LGV Drivers communicate with a wide range of people and customers, and strive to meet expectations by providing a quality service that encourages repeat business, showing drive and energy even when challenges arise. Individuals in this role are highly competent in using industry-recognised systems (such as systems for reporting defects) and associated services: - customer specifics on packaging or labelling, and will be able to work under pressure to tight deadlines.

The Standards outline the essential core knowledge, skills and behaviours that all LGV Drivers are required to demonstrate, regardless of their occupational area.

This qualification has been developed in line with the latest DVSA Driving Goods Vehicles - LGV Driver standards to support candidates undertaking a C1, C1E, C, CE, Driving apprenticeship.

- Category C1 vehicles between 3,500 and 7,500kg MAM (with a trailer up to 750kg).
- Category C1E vehicles with a trailer over 750kg. MAM combined not to exceed 12,000kg.
- Category C You can drive vehicles over 3,500kg (with a trailer up to 750kg MAM).

- Category CE - You can drive category C vehicles with a trailer over 750kg.
- Develop a range of essential skills applied and refined in a real working environment.
- Building capabilities to motivate teams and influence with confidence.
- Gaining key Knowledge, Skills and Behaviours in Logistics to underpin and support growth and performance.

Off the Job Training

A key requirement of an Apprenticeship is Off-the-job training. This must make up at least 20% of the apprentice's contracted hours, over the total duration of the apprentice's planned training period. Off-the-job training must be directly relevant to the apprenticeship standard and must take place within the apprentice's normal working hours.

The new learning must be documented and reflected on through the Learner Journal on their e-portfolio.

Entry Requirements

The Apprentice will need to be in a relevant role and show a willingness to undertake the knowledge, skills and behaviours required. Apprentices without Level 1 English and maths will need to achieve this level and take the test for Level 2 English and maths prior to taking the end-point assessment. They will also need to be prepared to attend a block study period for Maths and English if this is required.

Apprentices may be required to attend an interview and undertake relevant skills assessments.

Apprentices must hold a valid UK driving licence (at least Cat B - Car Licence) in order to access the apprenticeship and must be 18 years old by the time they are ready to gain their provisional vocational licence. All students must obtain an LGV/HGV Medical and provisional entitlement.

Once they have been accepted on to the programme all apprentices will be required to attend a Lincoln College Induction. Apprentices will require access to a tablet/computer to access their e-portfolio.

Knowledge, Skills and Behaviours

KNOWLEDGE

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 (e.g. planning fastest/most efficient route) including vehicle selection and contingency planning when circumstances change.
- 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

- Relevant regulation and legislation governing the supply chain industry and in specific relation to the role e.g. working time restrictions, medical & licence requirements.
- How to communicate effectively with customers and colleagues appropriately in line with situation and organisational style/culture.
- 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.
- 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 organisational reputation and how their own performance can contribute to organisational success.
- Proposed and actual changes to systems, processes and technology used in the industry.
- 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.
- 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.
- The implications of city restrictions, such as congestion charging, night restrictions for goods vehicles, route restrictions for goods vehicles and vehicle equipment requirements.

- The implications of driving on roads alongside vulnerable road users, such as cyclists, pedestrians, motor cyclists.
- Procedures for processing returned and rejected goods.

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.

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 e.g. 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.

Assessment

Assessment is done through a combination of practical tasks, written assignments, oral discussions and online tests throughout the programme. To ensure that we can support you to meet these, we will complete an in-depth initial skills analysis to ensure that we can tailor our delivery to meet these unique requirements. We will then use the most relevant delivery methods to support your learners which include:

- One to one coaching from a dedicated, professional assessor/instructor allocated to the learner for the duration of the programme.
- Work based assignments and projects to be completed in an e-portfolio.
- Knowledge – Skills & Behaviours.
- E-Learning via Driving Theory 4 All & the DVSA.
- DVSA Tests Hazard Perception, Multiple Choice Theory, Case studies.
- DVSA Tests Practical Safety demonstration, Knowledge, Skills, Behaviours.
- DVSA Tests Practical Driving, Knowledge, Skills Behaviours.
- Job shadowing and mentoring.
- Review of progress every 4 – 10 weeks.
- Employer led in house training for the Passenger Transport/logistics environment.
- Independent learning and research as directed by the assessor/instructor.

End Point Assessment

There will be an End Point Assessment (EPA) as the final stage of an Apprenticeship. The Apprentice must demonstrate their learning to an independent end point assessor and the overall grade available is distinction, pass or fail.

Gateway process:

The apprentice attends a formal meeting to complete gateway readiness (approx. 1hr). Structured Competency Based Interview - The core knowledge requirements within the Standard will be tested using a structured series of questions to assess the apprentice's knowledge.

End Point Assessment: English and Maths components successfully completed by the apprentice. Completion of Category C Licence. Employer confidence all knowledge skills and behaviours have been developed.

Assessment methods:

KBT Knowledge and Behaviours Test

- Multiple choice and short answer questions (1hr) (The multiple-choice knowledge test will be available online or paper-based).
- PDA Practical Driving Assessment (1hr).
- A series of different scenarios and situations will be used, with a series of questions requiring responses which will demonstrate the apprentice's knowledge.

Portfolio of evidence:

- A completed portfolio will clearly demonstrate knowledge and understanding of real work environments and the behaviours needed.
- It will also comprise a collection of online evidence which may include: DVSA Certificates Modules 1a, 1b, 2, 3 & 4 Written statements Observations Professional discussion Performance reviews Feedback from line manager, direct reports, colleagues, customers and stakeholders (captured through discussion) Peer feedback – 180/360 degree assessment type approach.

Professional Discussion: relating to continuing professional development

The apprentice will provide evidence of any additional learning/CPD undertaken during the apprenticeship, which will include:

- Activity undertaken during the level 2 Driving Goods Vehicles Standards.
- Details of any formal or informal learning undertaken.
- Details of any professional discussions undertaken or support provided through professional bodies.

Progression

On completion, the apprentices may choose to acquire additional upskill in licence category C+E, to support their professional career development and progression.

Fees

As an Apprentice, you will pay no course fees. However, your employer may have to pay towards your training as well as providing you with a wage. All Apprentices must receive a minimum wage of £4.30 per hour within their first year of training from their employer, although they can, and often do, pay more. In the second and subsequent years of an Apprenticeship programme, the national minimum wage for your age would apply.

If you are an employer and want to find out more information regarding employer contributions and any further costs related to the Apprenticeship programme, please contact our dedicated Apprenticeship team at employers@lincolncollege.ac.uk

Business Benefits

Employers have designed the Apprenticeship Standards to meet the needs of the sector and industry. Ensuring they include:

- Relevant Knowledge, skills and behaviours ensure that the Standard is relevant to the occupation.
- Widening participation Apprenticeship standards provide opportunities to employees that may not previously have been available.
- Development tools A cost effective way to train your employees to undertake specific roles in your business.
- Return on Investment On average, an apprentice who has completed their course will increase business productivity by £214 per week (CEBR, 2015).