

## Supply Chain Specialist Large Goods Vehicle (LGV) Driver Level 2 Apprenticeship Standard

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 eg customer specifics on packaging or labelling, and will be able to work under pressure to tight deadlines.

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

### Core knowledge – the LGV Driver will have a good understanding of:

1. 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
2. safe use of equipment and machinery eg manual handling equipment, vehicle and delivery systems, including where to find relevant instructions or guidance
3. vehicle preparation, including vehicle safety checks/inspections, defect reporting, safety requirements, loading, securing and unloading processes, axle combinations
4. how to protect the vehicle and associated loads, including management of unlawful access to vehicle and loads
5. planning and preparing processes (eg planning fastest/most efficient route) including vehicle selection and contingency planning when circumstances change
6. 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 by use of Key Performance Indicators
7. relevant regulation and legislation governing the supply chain industry and in specific relation to the role eg. working time restrictions, medical & licence requirements
8. how to communicate effectively with customers and colleagues appropriately in line with situation and organisational style/culture
9. 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
10. 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
11. proposed and actual changes to systems, processes and technology used in the industry
12. 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
13. 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
14. the implications of city restrictions, such as congestion charging, night restrictions for goods vehicles, route restrictions for goods vehicles and vehicle equipment requirements
15. the implications of driving on roads alongside vulnerable road users, such as cyclists, pedestrians, motor cyclists

## 16. procedures for processing returned and rejected goods

### Core skills - the LGV Driver will be able to demonstrate the ability to:

1. drive safely and efficiently (SAFED) on public and private roads, and manoeuvre the vehicle in restricted spaces; safely use and position vehicle fitted equipment (eg mobile cranes)
2. proficiently control the vehicle in all traffic situations and weather conditions and show consideration for other drivers
3. 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
4. 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
5. 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
6. protect the driver, vehicle and the load from theft and damage
7. 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
8. use basic IT systems appropriately and in line with organisational requirements; adapt to new technology and accept the need for change,
9. fully comply with appropriate legislation and regulation; maintain the health, safety and security of people at all times
10. 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
11. 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
12. 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

### Core behaviours

1. 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
2. Take responsibility for their own safety and that of others at all times, particularly when driving
3. Take ownership for own performance and training, and proactively keep up to date with industry developments; makes recommendations for improvement where relevant
4. 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
5. Demonstrate a commitment to achieving all personal and organisational objectives eg completing work, timekeeping, personal appearance and dress code
6. Show a genuine interest in meeting the needs of others; use own initiative when needed to ensure that customer needs and expectations are met
7. Demonstrate pride in their own role through a consistently positive, professional approach with customers and members of wider team
8. Show willingness to accept changing priorities and adapts well to new work patterns and changing requirements, with a flexible approach to their work

**Entry requirements:** Apprentices must hold a valid UK driving licence (at least Cat B ie 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. 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.

**Qualifications:** Supply Chain Specialist Large Goods Vehicle Drivers are legally required to obtain their Category C licence during the apprenticeship in order to drive large goods vehicles.

**Duration & Review:** The apprenticeship will take a minimum of 12 months to complete and will be reviewed after 3 years.