



# End-point Assessment Specification

## Urban Driver (ST1025) (V1.0)

### Level 2

### V1.0823



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## Introduction and Objective

You can find the assessment plan for this standard on the iFate website by clicking [here](#).

### Introduction

The Urban Driver (Level 2) is designed for individuals whose occupation is to drive Category C1 or C vehicles in a safe and fuel-efficient manner, ensuring that the correct goods are delivered to the right destination and on time. The broad purpose of the occupation is to transport goods by road to an agreed destination, quality and time standard, and in doing so contribute to their organisation's contracts or services.

**Note:** The Urban Driver Standard does not include acquisition of a driving licence for any class of vehicle. Although a practical driving assessment is included in the assessment for this apprenticeship, it is not intended as a licence acquisition driving test. All apprentices must obtain a Category C1 or C driving licence before starting their EPA.

### Role

Urban drivers operate fixed axle vehicles over 3500 kg in weight, often serving multiple customers each day, in congested areas. This is a very different occupation to large goods vehicle (LGV) drivers who typically operate a point-to-point service, driving a much higher mileage, and using larger and heavier articulated lorries.

Urban drivers provide specialist on-site services and technical support for the goods they deliver, requiring high levels of customer service. This work involves moving goods/freight that is often heavy or large volume, meaning that handling sometimes requires the use of machinery or tools. They work across the UK road network, often in complex urban and on-site situations. Much of their working day is spent either driving or on site, in all weathers. A typical shift includes multi-drops at various sites and often working within a small team.

On site services may be provided either indoors or outdoors, depending on the nature of the goods. Representing their organisation's brand to the expected corporate standards, and achieving high levels of customer satisfaction, are important features of this occupation.

### **Apprenticeship Programme Duration**

The apprentice must complete a minimum duration of 12 months training prior to attending their end-point assessment (EPA).

### **The EPA**

The EPA consists of 3 components, which must be completed within three months of EPA gateway (see 'Gateway' later in this document). The three components of the assessment, (multiple choice test, practical assessment, and interview) have been designed to comprise a broad and rigorous assessment that covers all areas of the standard. See 'Methods of Assessment' later in this document for details on each.

## Mandatory qualifications

All apprentices will be required to have achieved Level 1 English and Maths as a condition of gateway.

The apprentice must be in possession of a valid and current Category C1 or C licence.

Either a category C or C1 licence is a statutory requirement and must be passed before completing the apprenticeship.

## Competence

The employer must be content that the apprentice is working at or above the occupational standard.

## Methods of Assessment

The Urban Driver End-point Assessment consists of three components.

| Component            | Duration        |
|----------------------|-----------------|
| Multiple choice test | 45 minutes      |
| Practical assessment | 2 hours (total) |
| Interview            | 45 minutes      |

Performance in the each of the components will determine the apprenticeship grade (fail, pass or distinction).

## Multiple Choice Test

The multiple-choice theory (MCT) test will cover a range of regulatory, vehicle and driving topics, including:

- Different types of goods transported by fixed axle vehicles over 3500 kg in weight.
- Personal protective equipment selection and use.
- The principles of load and weight distribution applicable to fixed axle vehicles over 3500 kg in weight.
- Mechanical and manual handling techniques when using auxiliary equipment.
- The regulations and legislation that impact on professional driving.
- The Highway Code, road laws and road restrictions applicable to category C and C1 licence holders.
- Methods to counteract for road and weather conditions impacting fixed axle vehicles over 3500 kg in weight.
- The features found in urban environments including congestion charging, street furniture, pedestrians, and other road users.
- Accident reporting and incident management.
- A range of dynamic risk assessment methods and associated reporting.
- The different regulations and legislation that apply when working on-site. For example, compliance and health and safety requirements in yards, businesses, and homes.

The MCT will test across all elements of knowledge in the standard; it may therefore involve knowledge that is not directly applicable to the apprentice's current job role.

The apprentice will be required to answer 30 multiple choice questions.

## **Practical Assessment**

The practical assessment examines the apprentice's skills and behaviours relating to:

- Journey planning
- Pre-use inspection
- Practical Driving

During the assessment, apprentices will complete the practical tasks in the logical sequence above as part of a holistic assessment that examines each apprentice's application of their knowledge and skills in a real-world context.

The apprentice will be required to first plan a 30-minute journey to a destination of the assessor's choice.

They will complete a pre-use inspection of the vehicle before driving their planned route.

Once the driving part of the assessment is complete, the assessor will ask the apprentice some verbal questions to end the practical assessment.

## **Interview**

This assessment consists of a structured question and answer session between the assessor and the apprentice. This is an opportunity for the apprentice to demonstrate the KSB's mapped to the highest available grade. A range of topics will be covered during the interview, including:



- Vehicle & load management
- On site services
- Health and safety
- structure of organisation and industry
- Environment & sustainability
- Legislation
- Use of IT
- Ways of working

## Knowledge, Skills and Behaviours

The table below shows which assessment methods are used to test each knowledge, skill and behaviour (KSB).

| Reference | Knowledge to be Assessed   | Method of Assessment |
|-----------|--|----------------------|
| K1        | Urban vehicle preparation and maintenance requirements, within limits of own role.                       | Practical Assessment |
| K2        | Different types of goods transported by fixed axle vehicles over 3500 kg in weight.                      | Multiple-choice test |
| K3        | Personal protective equipment selection and use.   | Multiple-choice test |
| K4        | The principles of load and weight distribution applicable to fixed axle vehicles over 3500 kg in weight. | Multiple-choice test |

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| K5  | Mechanical and manual handling techniques when using auxiliary equipment. For example, using a mechanical grab for waste collection.   | Multiple-choice test |
| K6  | The capability and limitations of fixed axle vehicles over 3500 kg in weight. This includes manoeuvrability, space requirements, access requirements, legal restrictions, and physical constraints | Practical assessment |
| K7  | The regulations and legislation that impact on professional driving. For example, the drivers' hours and working time directive.   | Multiple-choice test |
| K8  | The highway code road laws and road restrictions applicable to category C and C1 licence holders.  | Multiple-choice test |
| K9  | A range of driving techniques applicable to fixed axle vehicles over 3500 kg in weight   | Practical assessment |
| K10 | Methods to counteract for road and weather conditions impacting fixed axle vehicles over 3500 kg in weight.  | Multiple-choice test |
| K11 | The features found in urban environments including congestion charging, street furniture, pedestrians, and other road users.   | Multiple-choice test |
| K12 | Map reading techniques relating to the UK road network and urban environments.   | Practical assessment |
| K13 | Hazard perception techniques when driving, including the different approaches  | Interview            |

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|     | used in urban areas and other UK road environments.   |                      |
| K14 | Accident reporting and incident management.   | Multiple-choice test |
| K15 | Environmental and sustainability factors when driving in urban areas.   | Interview            |
| K16 | Techniques for protecting goods in urban areas, including both when in transit and when the vehicle is unattended.  | Interview            |
| K17 | Uses and limitations of urban vehicle in-cab technology for safety, reporting and compliance. This includes driver aids, telematics, handheld terminals, and on-board weighing systems. | Practical assessment |
| K18 | The importance of brand identity in the urban delivery sector.  | Interview            |
| K19 | The role of customer services standards in urban delivery, including the impact that own service provision can have on both the customer and on the wider organisation.                 | Interview            |
| K20 | Different forms of communication. For example, electronic, written and in-person.   | Interview            |
| K21 | A range of dynamic risk assessment methods and associated reporting.  | Multiple-choice test |
| K22 | The different regulations and legislation that apply when working on-site. For example, compliance and health and   | Multiple-choice test |

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|     | safety requirements in yards, businesses, and homes.   |                      |
| K23 | Techniques for managing own well-being (physical and mental health) in an urban delivery environment.  | Interview            |
| K24 | The different types of organisations that make up the urban delivery supply chain.   | Interview            |
| K25 | The range and applications of own organisations products and on-site services.   | Interview            |
| S1  | Prepare a fixed axle vehicle over 3500 kg in weight for the planned daily workload. This includes the cab, fluid levels, and general inspection. | Practical Assessment |
| S2  | Monitor charge or fuel level of the vehicle to meet the daily requirements of the urban schedule.  | Practical Assessment |
| S3  | Monitor the vehicle for defects.   | Practical Assessment |
| S4  | Co-ordinate own work with others to meet business priorities.  | Interview            |
| S5  | Apply protections, manual handling, and mechanical aids to the situation, when loading or off-loading goods.                                     | Interview            |
| S6  | Prepare, position and secure goods appropriate for the goods type, the vehicle type, and the urban conditions.                                   | Interview            |
| S7  | Manage goods in transit. For example, security, and checking seals for signs of damage and leaks.  | Interview            |

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| S8  | Plan and/or adapt a driving route to meet contractual arrangements. For example, multiple urban deliveries or collections.   | Practical Assessment |
| S9  | Drive fixed axle vehicles over 3500 kg in weight considering all relevant factors. This includes vehicle type, road surface, goods, environmental conditions, vulnerable road users and pedestrians. | Practical Assessment |
| S10 | Use on-board electronic systems in line with operating procedures.   | Practical Assessment |
| S11 | Respond and adapt to urban driving incidents, accidents roadworks and hazards.   | Interview            |
| S12 | Manoeuvre fixed axle vehicles over 3500 kg in weight on site. For example, a customer driveway, building site, or recycling centre.  | Practical Assessment |
| S13 | Perform dynamic risk assessment of a site and take remedial action. For example, adjusting or aborting a delivery or collection due to safety issues.  | Practical Assessment |
| S14 | Manage relationships that enable successful urban delivery, collection, and on-site contracts.   | Interview            |
| S15 | Adapt communication style to meet the needs of the audience.   | Interview            |
| S16 | Utilise available IT systems to manage data relating to the delivery/collection contract.  | Interview            |
| S17 | Complete contractual obligations on site. For example, installing white goods in a   | Interview            |

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|     | home, or removing waste, leaving the site to the expected standard.   |                      |
| S18 | Brief the customer on the technical specifications of the delivery, collection, or installation, answering questions. This could mean, for instance, demonstrating how a product works. | Interview            |
| S19 | Adjust the services provided in response to customer requirements, within the limits of own role.   | Interview            |
| S20 | Comply with relevant legislation and regulation, both when driving and on site  | Interview            |
| B1  | Work flexibly (for example, working alone and in a team as required).   | Interview            |
| B2  | Puts safety first for themselves and others.  | Practical Assessment |
| B3  | Respectful of others.   | Interview            |
| B4  | Takes ownership of own work.  | Practical Assessment |
| B5  | Sources solutions.  | Interview            |
| B6  | Committed to keeping continuous professional development up to date with industry best practice.  | Interview            |
| B7  | Acts in a professional and ethical manner.  | Interview            |

## Gateway

The apprentice must complete a minimum of 12 months' apprenticeship training before they can be considered for gateway. Once they are eligible for gateway, the apprentice will attend a gateway meeting with their

employer and training provider to discuss their progress and readiness for EPA.

If all three parties agree that the apprentice is ready, a Gateway Declaration should be submitted to RTITB, along with evidence of English and Maths achievements.

RTITB will process the declaration and confirm eligibility to progress through gateway within 2-5 working days.

The following gateway requirements must be met before EPA can be conducted:

- The apprentice must have completed 12 months on programme training
- The apprentice must have attained Level 1 English and Maths
- Achieved the following qualifications as mandated in the occupational standard: Category C1 or C licence.

## End-point Assessment Process

Once gateway has been completed, the EPA can be booked. We will work with the employer/training provider to schedule assessment activities to ensure that all tests can be completed in line with the assessment plan's timeframe requirements.

## Supporting Material

In preparation for the end-point assessment the apprentice will be given access to the RTITB EPA Preparation and Assessment Portal, where they will find an overview of the apprenticeship standard, plus practice

materials to help them prepare for their EPA, such as journey planning assignments, interview questions, and mock multiple-choice papers.

## Grading

Apprentices will be graded per assessment and will be required to complete and pass each component in order to pass the EPA.

An independent assessor will grade the practical and interview components. All grading decisions will be based on criteria detailed in the iFate [assessment plan](#).

To **pass** each component, all criteria must be met.

A **distinction** will be awarded for meeting all criteria *and* all distinction criteria. Full guidance on grading descriptors for this standard can be found on page 21 in the assessment plan.

The multiple-choice test will be graded according to the score achieved by the apprentice, with a **pass** achieved at 21/30 and a **distinction** awarded for 27-30 correct answers.

| Assessment Component | Element Assessed | Grading |
|----------------------|------------------|---------|
|----------------------|------------------|---------|



|                      |                               |  |
|----------------------|-------------------------------|--|
| Multiple Choice Test | Knowledge                     | Fail = a mark of 20/30 or less<br>Pass = a mark between 21/30 and 26/30<br>Distinction = a mark of 27/30 or more |
| Practical            | Knowledge, Skills, Behaviours | Fail/Pass/Distinction  |
| Interview            | Knowledge, Skills, Behaviours | Fail/Pass/Distinction  |

To achieve an overall **pass** grade for the EPA, the apprentice must achieve a minimum of a pass in **all** three components.

To achieve an overall grade of **distinction**, the apprentice must achieve a distinction in **all** three components.

The apprentice will be awarded a **fail** if they fail any of the three components.

| Multiple Choice Test | Practical Assessment | Interview   | Overall Grade |
|----------------------|----------------------|-------------|---------------|
| Distinction          | Distinction          | Distinction | Distinction   |
| Distinction          | Pass                 | Pass        | Pass          |
| Pass                 | Pass                 | Pass        | Pass          |
| Pass                 | Pass                 | Fail        | Fail          |