



Urban Driver
Level 2

Seetec
OUTSOURCE



Urban Driver

Programme overview

Level: 2

Duration: Approximately 12 months
(+3 months for end-point assessment)

Who is the programme suited to?

This programme would suit employees who need to gain a CAT C (Class 2) driving licence in order to operate fixed axle vehicles over 3,500 kg in weight. They will typically transport goods by road to an agreed destination, often serving multiple customers each day in congested areas. This is a different occupation to large goods vehicle (LGV) drivers, who usually drive a much higher mileage and use heavier, articulated lorries.

The programme develops the knowledge, skills and behaviours needed to deliver a high standard of customer service while providing safe, accurate and timely deliveries, collections and associated services, such as technical advice on goods and product installation. There is a strong focus on representing their organisation's brand to the expected corporate standards and achieving high levels of customer satisfaction.

TYPICAL JOB ROLES

- HGV class 2 driver
- Class 2 delivery driver
- Customer delivery driver
- Urban driver
- Concrete mixer driver



Key learning outcomes

Knowledge

- Urban vehicle preparation and maintenance requirements
- The principles of load and weight distribution
- Mechanical and manual handling techniques when using auxiliary equipment
- The capability and limitations of fixed axle vehicles over 3,500 kg in weight
- Regulations and legislation that impact on professional driving
- Applicable Highway Code road laws and restrictions
- Driving techniques applicable to fixed axle vehicles over 3,500kg in weight
- Features found in urban environments
- Map reading techniques
- Hazard perception techniques
- Environmental and sustainability factors

Skills

- Preparing the vehicle for planned daily workload
- Monitoring the vehicle for defects
- Coordinating own work with others to meet business priorities
- Preparing, positioning and securing goods appropriately
- Planning and/or adapting a driving route to meet contractual requirements
- Responding and adapting to urban driving incidents, accidents, roadworks and hazards
- Manoeuvring the vehicle on site
- Managing relationships that enable successful urban delivery, collection and on-site contracts
- Completing contractual obligations on site
- Adjusting the services provided in response to customer requirements
- Utilising relevant IT systems

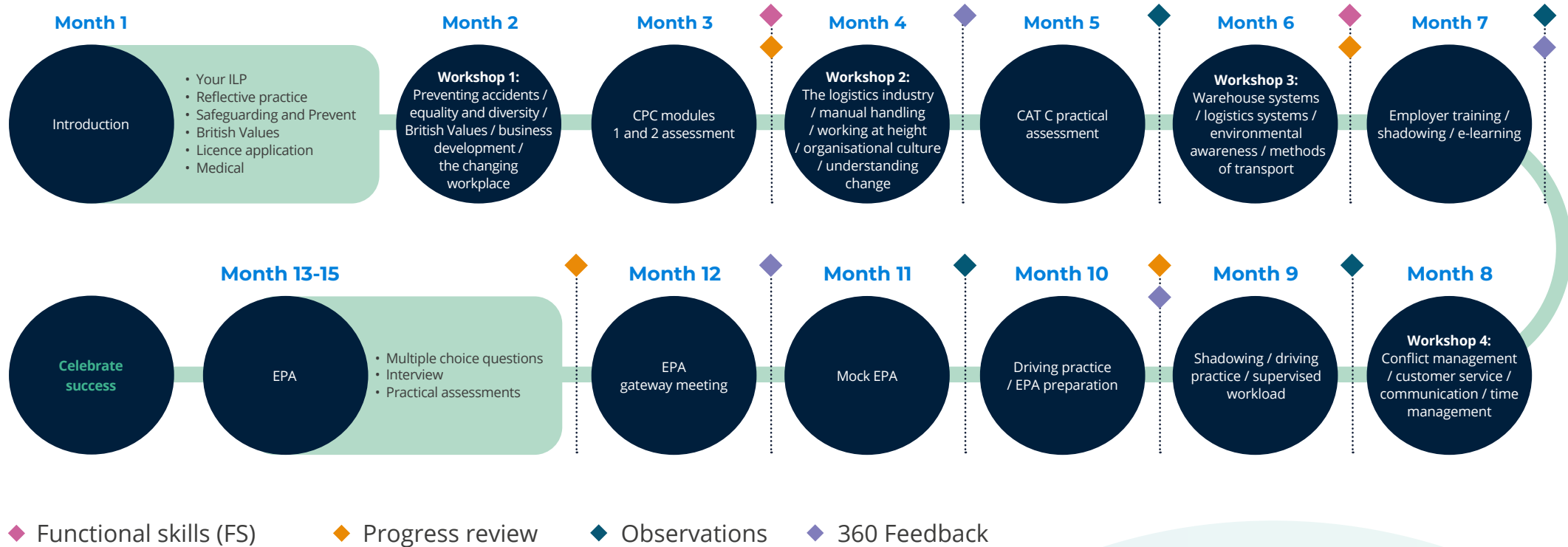
Behaviours

- Works flexibly, alone or in a team as required
- Puts safety first, for themselves and others
- Respectful of others
- Takes ownership of own work
- Sources solutions
- Committed to continuous professional development
- Acts in a professional and ethical manner

The programme includes provision for learners to gain their Driver Certificate of Professional Competence (CPC) in the first three months. This enables them to take their CAT C practical assessment in month 5.

Learner journey

This is an example learner journey and the timeline for completion may vary. The apprenticeship development coach (ADC) and the employer will agree when the learner is ready to be submitted to gateway for end point assessment (EPA).





Programme delivery

Apprentices follow a personalised learning plan tailored to their organisation and role. Supported by an experienced development coach, they undertake a range of 'blended learning' activities that can usually be completed in the workplace.

Blended learning activities could include:

- Facilitated workshops
- E-learning
- 1-2-1 coaching
- Self-directed learning
- Collaborative learning
- Research
- Industry visits
- Work shadowing
- Mentoring
- Assignments

All apprentices need to demonstrate that they have achieved a level 1 and are working towards a level 2 in English and maths before they can proceed to end-point assessment.

Learners who have not yet achieved a level 2 (or equivalent) in English and maths will be supported by their development coach and a functional skills tutor to ensure they meet the minimum requirements for certification.

Why Seetec Outsource?

Part of the employee-owned Seetec group, we're one of the UK's leading providers of employment and training. We have more than 35 years' experience helping businesses and individuals to unlock potential through high-quality apprenticeships, skills training and work-based learning programmes across a range of sectors and occupations.

Our approach is consultative and we aim to be partners in our clients' success. We work closely with employers to gain an understanding of organisational objectives and workforce learning and development needs, helping them to select the right training solutions for their business. We then design and deliver programmes tailored to the needs of the organisation and the learners we support, with a focus on ensuring programme outcomes can be evidenced through improved practice in the workplace.

We also bring an energy and positive attitude that stems from our employee-owned status. Every Seetec colleague is encouraged to innovate, strive for excellence and take responsibility for their overall contribution to the business. These are values that we instil throughout our work.

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