Occupation Profile

Modern Apprenticeship in Driving Goods Vehicles
SCQF Level 6

Approved by: Driving Goods Vehicles Technical Expert Group

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Purpose:

This occupation profile consists of 9 work situations and 1 National Occupational Standards routinely carried out in Driving Goods Vehicles roles. Collectively these describe all the performance requirements and knowledge and understanding requirements apprentices need to demonstrate competence in the occupation. Each work situation has a unique reference number and is set out as follows:

- Work situation title, goal, brief outline, performance requirements and knowledge and understanding requirements

Contents

Mandatory work situations/ NOS unit

Preparing goods vehicles for driving

Goal of work situation:

To prepare goods vehicles for safe road operations to meet legislative and company requirements.

Brief outline:

This is about ensuring goods vehicles are checked and prepared to safely operate on public roads in line with Driving and Vehicle Standards Agency (DVSA) guidelines and company requirements. This involves both mandatory and company specific checks, how to report faults and identifies key legislative documentation that must be carried by the driver.

Performance requirements

1. Collecting correct keys to enable goods vehicles to be prepared for driving in line with company procedures
2. Checking legal and company documentation for goods vehicles to ensure this is in place in line with current legislation
3. Using required personal protective equipment (PPE) to prepare goods vehicles for driving in line with company procedures
4. Inserting drivers cards to goods vehicles and recording all non-driving activities in line with legislative requirements
5. Securing loose items to ensure cab interiors are secure and safe for road operations
6. Adjusting mirrors, steering and seating positions in line with goods vehicle manufacturers' guidelines
7. Completing daily walk round checks to ensure goods vehicles are safe for operations in line with company procedures and legislative requirements
8. Checking goods vehicle systems, controls and instruments are working and that goods vehicles are roadworthy in line with company procedures and legislative requirements
9. Checking supplied ancillary equipment is in working order in line with company procedures and manufacturers' requirements

Knowledge and understanding requirements

1. Company procedures, legislation and relevant regulatory safety and operating requirements relating to preparing goods vehicles for driving and the importance of complying with these
2. Responsibilities of drivers for the security of goods vehicles including people smuggling
3. Company security procedures for collecting and dropping off of goods vehicle keys and the importance of following these
4. Current Health and Safety work legislation and the importance of adhering to this
5. PPE required for preparing goods vehicles and the importance of following these
6. Importance of carrying out and recording goods vehicle checks before use and how to do these
7. How to correctly check goods vehicle cab interiors, why this is important and any impact of not doing this
8. What checks are required on goods vehicle systems controls and instruments and how to do these
9. Where to find information on operating goods vehicles systems controls and instruments
10. How to carry out goods vehicle checks in line with company procedures and the consequences of not carrying out checks

10. Checking goods vehicles have the required additives, oils, water, fuel, and other additives to ensure safe road operations can be undertaken
11. Carrying out required checks to ensure goods vehicles are safe for operations in line with company procedures and legislative requirements
12. Carrying out corrective actions including drivers basic fault rectifications within own limit of authority in line with company procedures
13. Responding to unexpected situations when preparing goods vehicles for driving in line with company procedures
14. Recording goods vehicle checks in line with company procedures
15. Reporting defects and faults in line with company reporting procedures

11. How to obtain information on previously reported faults and why this is necessary
12. How to carry out goods vehicle trailer checks
13. How to carry out basic goods vehicle drivers fault rectification
14. How to report faults and issues with goods vehicles and trailers
15. How to respond to unexpected situations arising when preparing goods vehicles
16. IT systems relating to goods vehicle preparation, when and how to use these

Work Situation
Driving goods vehicles

Goal of work situation:
To drive goods vehicles on public roads safely, and efficiently to deliver goods

Brief outline:
This is about driving goods vehicles on public roads to deliver goods. This involves using vehicle controls to maximise safety and factors that affect fuel efficiency and the safety of road users. This also involves understanding how to deal with vulnerable road users and unexpected situations including breakdowns and accidents. Please note, preparing the vehicle checks must be carried out in advance of driving goods vehicles.

Performance requirements
1. Completing all training, certification and approvals required to operate good vehicles of relevant class, and to ensure your fitness to drive in line with company procedures and legislative requirements
2. Operating and monitoring goods vehicles systems in line with manufacturers' requirements and company procedures
3. Monitoring driving conditions and adapting to changes to suit prevailing weather conditions whilst driving
4. Monitoring security and stability of loads whilst driving in line with company procedures
5. Checking loads whilst driving to respond to risks and hazards in line with appropriate company guidelines and procedures
6. Identifying and responding to risks and hazards on public roads and surrounding areas in line with Highway Code requirements
7. Positioning goods vehicles and applying lane discipline to maintain safety according to driving conditions, goods vehicle and loads carried

Knowledge and understanding requirements
1. Company procedures and relevant regulatory safety and operating requirements relating to driving goods vehicles and importance of complying with these
2. Importance of complying with legal and company licencing requirements when driving goods vehicles
3. Company procedures and legislative requirements regarding:
   a. Drugs
   b. Alcohol
   c. Prescription medication
   d. Personal or company electronic devices
4. Drivers Hours and Working Time Directive legislation and importance of complying with these
5. Goods vehicle manufacturers' operating information and why this is important
6. Safe and Fuel-Efficient Driving (SAFED) guidelines on driving safely and efficiently and why this is important
7. The effects on environment of operating goods vehicles
8. Observation Anticipation and Planning (OAP) principles and when to apply whilst driving vehicles
9. The Highway Code and importance of complying with this
10. How to adapt driving styles to suit prevailing weather conditions

8. Using correct signals, in good time, to make road users aware of manoeuvres taking place
9. Adhering to speed guidelines and requirements for driving conditions to minimise vehicle fuel consumption, wear and tear on vehicles and braking systems
10. Maintaining load stability and fuel efficiency in line with legal speed requirements
11. Controlling brakes to slow down, and to bring goods vehicles to complete stops in line with driving conditions, distance available, and loaded vehicles
12. Adhering to driver rest breaks when driving goods vehicles in line with drivers hours and Working Time Directive Legislation
13. Controlling speed and position of goods vehicles during overtaking manoeuvres in line with road conditions
14. Taking action to prevent harm to other road users in line with relevant environmental, legal, safety and company procedures
15. Carrying out correct procedures when encountering vulnerable road users in line with Highway Code
16. Manoeuvring goods vehicles safely in restricted spaces following company guidelines and procedures
17. Responding to unexpected situations when driving goods vehicles in line with company procedures and legislative requirements
18. Maintaining the safety and security of goods vehicles when left unattended in line with company procedures

11. Department for Transport Safety of Loads on Vehicles and why this is important
12. How to identify and adapt driving styles to changes in load movements
13. Stopping distances of goods vehicles and how to assess and maintain safe separation distances from other road users
14. How to adjust braking under different road conditions, and effects of severe braking on stability of load and roadworthiness of goods vehicles
15. Importance of checking and correctly securing goods vehicles throughout driving operations
16. How to assess when overtaking should and should not occur, hazards involved in overtaking and factors affecting distance for overtaking
17. Risks associated with SMART motorways
18. How to deal with vulnerable road users including
    a. Pedestrians
    b. Pedal cycles
    c. Horses
    d. Livestock
    e. Mobility scooters
    f. Agricultural vehicles
19. Procedures for manoeuvring goods vehicles in restricted spaces
20. Why it is important to be polite and courteous to other road users
21. How to respond to unexpected situations when driving goods vehicles including:
    a. Vehicle breakdowns
    b. Vehicle accidents
    c. Bridge strikes
    d. Loose loads
    e. Extended delays
    f. Driver illness whilst on duty
22. Effects and dangers of distractions on driving and ways to minimise these including:
    a. Radios and CD players
    b. Satellite Navigation
    c. Passengers
    d. Personal and company electronic devices

Collecting and delivering loads

Goal of work situation:
To collect and deliver required loads safely and efficiently to customers.

Brief outline:
This is about collecting and delivering loads to customers. This involves identifying goods vehicles suitable to carry individual loads and completing relevant checks to ensure safe collection and delivery of loads. This also involves dealing with damaged and non-delivered items using relevant information systems.

Performance requirements

1. Completing all training, certification and approvals required to operate good vehicles of relevant class, and to ensure your fitness to drive in line with company procedures and legislative requirements
2. Obtaining and checking required information regarding loads collected and delivered in line with company procedures and customer requirements
3. Checking goods vehicles are suitable for loads to be carried in line with relevant regulatory safety and operating requirements
4. Obtaining required information regarding potential hazardous loads in line with company procedures and regulatory requirements
5. Identifying additional requirements for monitoring loads during transit in line with manufacturers' and customer requirements
6. Checking accessibility at destinations is suitable for loads and goods vehicles
7. Using available resources to efficiently plan routes for collecting and delivering loads on time and in line with company procedures
8. Adhering to driver rest breaks whilst following route plans in line with current drivers hours legislation
9. Collecting goods in line with customer requirements and relevant regulatory safety and operating requirements
10. Delivering goods in line with customer requirements and relevant regulatory safety and operating requirements

Knowledge and understanding requirements

1. Company procedures and relevant regulatory safety and operating requirements relating to collecting and delivering loads on goods vehicles and importance of complying with these
2. Importance of complying with legal and company licencing requirements when driving goods vehicles
3. Relevant information required for different load types and why this is important
4. Procedures for reporting inaccuracies in details relating to loads
5. How to identify correct goods vehicles and trailers for different loads
6. How to identify load types, dimensions and weights of goods and where to source manufacturers' movement requirements
7. Permits and legislative requirements relating to wide and extra-long loads
8. Procedures for carrying hazardous loads and importance of complying with these
9. Relevant information required when collecting and delivering loads including destinations, routes and customer requirements
10. Procedures for load, destination and schedule issues
11. How to use route planning resources
12. Importance of identifying routes and size restrictions when route planning and how to do this

11. Completing post-delivery documentation in line with company procedures
12. Returning undelivered goods in line with company procedures
13. Responding to unexpected situations when delivering loads in line with company procedures

13. Drivers Hours and Working Time Directive legislation and importance of complying with this
14. Digital tachographs and how to use and record driving hours
15. Company procedures to follow and instructions required for delivering goods
16. How to complete company post-delivery documentation
17. Company procedures for returning undeliverable goods
18. Company procedures and guidance on how to respond to unexpected situations whilst delivering loads including:
    a. Animals
    b. Wrong delivery information
    c. Unexpected route and weight restrictions
    d. Aggressive customers
    e. Delivery refusal

Work Situation

Developing and maintaining working relationships

Goal of work situation:
To build goodwill, trust, and respect and to communicate honestly and openly in line with organisational procedures.

Brief outline:
This is about developing and maintaining working relationships by communicating using appropriate methods, level of detail, and degree of urgency.

Individuals will be involved in maintaining contact with others at appropriate intervals, checking understanding, and listening actively. This also involves sharing knowledge and ensuring the work of the team is of high quality and delivered on time.

Performance requirements

1. Communicating appropriately for audience and purpose
2. Being open and honest in communications to build goodwill
3. Informing others about work activities with an appropriate level of detail in line with organisational procedures
4. Informing others about work activities with an appropriate degree of urgency in line with organisational procedures
5. Offering advice and help to others about work activities, encouraging questions and comments to support and develop relationships
6. Resolving conflicts and differences of opinion in ways which minimise offence, and maintain goodwill, trust and respect
7. Maintaining contact at appropriate intervals for the audience and purpose in line with organisational guidelines and procedures
8. Checking own understanding of communications and any agreed actions for clarity to ensure open and honest communication
9. Encouraging others to communicate to build trust and open communication

Knowledge and understanding requirements

1. A range of communication methods and how to select the most appropriate for the intended audience and purpose
2. The importance of openness and honesty in communications
3. Relevant organisational guidelines and procedures relating to communication
4. What is an appropriate level of detail in communications depending on the audience and purpose
5. What is an appropriate frequency of contact for the audience and purpose
6. The importance of understanding the viewpoints of others
7. How to resolve conflicts and differences of opinion in ways which minimise offence, and maintain goodwill, trust and respect
8. How to check understanding and record agreed actions
9. How to encourage others to communicate
10. How to listen actively and, when and how to respond appropriately
11. How and when to share own knowledge with others
12. The importance of maintaining quality of work and meeting deadlines

10. Listening carefully and actively to others to enable appropriate responses
11. Sharing own knowledge with others to show goodwill
12. Delivering quality work, on time to build trust and goodwill
13. The principles of equality and diversity in the workplace and how to apply them

Work Situation

Maintaining health, safety and security

Goal of work situation:
To maintain health, safety and security in line with legislative and organisation procedures to protect yourself and others from the risk of harm and injury.

Brief outline:
This is about maintaining the health, safety and security of yourself and others who may be affected by your work. This involves following set health and safety procedures and identifying unsafe situations in the workplace and during work activities. This also involves understanding the main risks to health, safety and security in the workplace and the using control measures and safe systems of work put in place. In the event of incidents and emergencies required procedures must be followed.

Security could include land, buildings, equipment and machinery, stock, resources, personnel and information.

Performance requirements
1. Identifying hazards and assessing risks to health, safety and security when carrying out your work
2. Taking required actions in response to identified hazards and risks in line with organisation procedures
3. Applying control measures put in place to eliminate and to reduce risks and adopting safe systems of work
4. Using clothing and PPE suitable to carry out activities
5. Checking PPE regularly and in accordance with manufacturers' instructions
6. Following organisation security procedures to prevent risks to security
7. Preparing, using, maintaining and storing equipment and machinery in accordance with relevant legislation, manufacturers' instructions and organisation requirements
8. Recording and reporting health, safety and security information in accordance with legal and organisation requirements

Knowledge and understanding requirements
1. Health and safety legislation and codes of practice, the legal responsibilities of employers and employees and the importance of following these
2. The difference between "hazard" and "risk", and how to identify hazards and assess risks when carrying out your work
3. The importance of regular risk assessment and what actions to take when risks are identified
4. The particular risks associated with your area of work, which could include personal injury, contracting disease and other physical and mental health problems
5. The effects that work-related accidents and ill health can have on workers and businesses and the importance of minimising these
6. The potential risks to others from your work activities
7. The hierarchy of measures to control risks which can be put in place
8. The importance of good housekeeping in the workplace in maintaining health and safety

9. The importance of following procedures to maintain workplace security
10. Key requirements of the regulations relating to the handling, use and storage of potentially hazardous substances
11. Safe methods of checking, preparing, using, maintaining and storing equipment and machinery
12. Risks of injury associated with lifting and handling and how these can be minimised
13. Suitable clothing and personal protective equipment (PPE) required for work in your industry and the importance of regularly checking and maintaining PPE
14. Risks of working in isolation, in remote locations or potentially dangerous situations and the need for safe systems of work to be followed including communication and emergency procedures
15. Actions to take in the event of incidents and emergencies including accidents and near misses
16. Legislative and organisational requirements for recording and reporting on health, safety and security issues and matters

Work Situation

Developing meta-skills and personal practice

Goal of work situation:
To develop meta-skills and personal practice through self-evaluation, agreeing objectives, reflecting on practice, and actively learning to improve own performance in line with organisational requirements.

Brief outline:
This is about developing meta-skills and personal practice. This involves reflecting on and learning from practice; acting on feedback; agreeing and working towards own objectives for continuous personal and professional development. Individuals will be supported in their development, usually by their line manager.

Performance requirements

1. Identifying meta-skills and role specific skills regularly used in own work to assess strengths and improvement needs for personal and professional development
2. Discussing and agreeing SMART objectives for personal and professional development and to achieve business objectives
3. Discussing and agreeing appropriate development activities to improve own performance and to achieve business objectives
4. Completing development activities within agreed timescales to support and progress own performance
5. Acting on feedback to improve own performance and development
6. Reflecting on performance, meta-skills and specific skills developed in your role to identify and agree future development needs
7. Completing mandatory training in line with organisational requirements
8. Completing documentation required for personal and professional development in line with organisation policy and procedures

Knowledge and understanding requirements

1. The purpose and importance of meta-skills including their definitions and how they relate to own work
2. The importance of personal and professional development within own organisation and role
3. How to use reflective practice to identify gaps in role specific knowledge, skills and meta-skills
4. How to participate effectively in performance reviews
5. How to discuss and agree SMART objectives – Specific, Measurable, Achievable, Realistic, Time-bound
6. The importance of business and personal objectives in own development
7. Sources of up-to-date and appropriate information to support own development
8. The importance of maintaining well-being in own role and where to get support
9. How to use feedback to develop own skills and knowledge
10. Different learning models and styles and how to use these for own development

Apply the use of technology in logistics operations

Overview

This standard is about applying the use of technology in logistics operations. It includes checking that colleagues know how to use technology and identifying possible improvements in the use of technology.

This standard is relevant to all operatives at every level in logistics operations. Operatives could, for example, be working in warehousing and storage, transport, or freight forwarding. The standard could apply to those who look after a number of staff and have line manager responsibility.

Apply the use of technology in logistics operations

Performance criteria

You must be able to:

1. confirm that the use of **technology** in logistics operations is applied according to organisational procedures
2. follow specified maintenance schedules for **technology** used in logistics operations in accordance with manufacturers' instructions and organisational procedures
3. confirm that **colleagues** using the **technology** understand its use and are competent in its operation
4. monitor **colleagues** to confirm that the **technology** is used safely and in accordance with manufacturers' instructions and organisational procedures
5. identify any training needs associated with the use of **technology and** organise relevant training
6. identify ways in which the use of **technology** has improved logistics operations in your organisation, and recommend any further potential improvements
7. devise ways of responding to failures in **technology** in logistics operations
8. research and monitor new and emerging **technology** that could be used to improve efficiency of logistics operations in your organisation
9. identify any **issues** arising from the use of **technology** in logistics operations and take action to respond to them
10. record work carried out in the relevant information and recording system, in accordance with organisational procedures
11. comply with organisational procedures and all relevant **legal, safety and operating requirements** when applying the use of **technology** in logistics operations

Apply the use of technology in logistics operations

Knowledge and understanding

You need to know and understand:

1. the **technology** for logistics operations that is available and in use within your organisation
2. the manufacturers' instructions and organisational procedures for the use and maintenance of **technology** used by your organisation for logistics operations
3. how to research the latest technological advances in logistics operations
4. the implications of changes in **technology** and the costs to the organisation
5. the methods to check that the **technology** is being is being used safely and in accordance with manufacturers' instructions and organisational procedures
6. how to identify and respond to training needs associated with the use of **technology** in your organisation
7. the relevant regulatory bodies for logistics operations and their compliance requirements relating to the use of **technology**
8. how to devise ways of responding to any failures in **technology** in logistics operations
9. the roles, responsibilities, and management systems relevant to logistics operations in your organisation
10. the action to take when issues are identified arising from the use of **technology** in logistics operations
11. the information and recording systems, monitoring systems and communication methods used by your organisation
12. the organisational procedures and all **legal, safety and operating requirements** relating to applying the use of **technology** in logistics operations

Optional work situations

A minimum of 1 optional work situation must be achieved

Work Situation
Loading goods vehicles

Goal of work situation:
To load goods vehicles ready for safe transit by road to meet legislative requirements and company procedures.

Brief outline:
This is about identifying safe loading areas and selecting correct goods vehicles and trailers for loading operations. This involves loading goods vehicles to ensure they can be safely moved on public highways and in line with current legislation. This also involves dealing effectively with unexpected situations when loading goods vehicles.

Performance requirements
1. Obtaining required information regarding loads to be moved in line with legislative requirements and company procedures
2. Checking goods to ensure they match delivery documentation
3. Checking goods to be loaded to confirm they are in good condition and free from defects and damage
4. Carry out risk assessments to identify and eliminate risks before loading goods vehicles in line with company procedures
5. Using required Personal Protective Equipment (PPE) to carry out goods vehicles loading procedures in line with company procedures
6. Calculating gross and axle weights permitted prior to accepting loads to ensure goods vehicles are loaded in line with legal limits
7. Checking goods vehicles and trailers to confirm they are suitable for loads and ready to receive goods in line with legislative requirements and company procedures
8. Checking loading areas are safe and suitable for loading operations in line with company procedures
9. Manoeuvring goods vehicles into suitable and safe positions for loading in line with company procedures

Knowledge and understanding requirements
1. Company procedures and relevant regulatory safety and operating requirements and manufacturers' guidelines relating to loading goods vehicles and the importance of complying with these
2. How to obtain information on loads to be moved
3. How to match goods with relevant delivery documentation and why this is important
4. Importance of checking for damaged and defective goods and impacts of not checking
5. Current Health and Safety work legislation and importance of adhering to this
6. Risk assessment methods and how to carry these out
7. How to check for goods vehicle load restrictions including weight and load dimensions
8. How to calculate the most efficient loading patterns for trailers
9. PPE requirements for loading goods vehicles and importance of following these
10. How to prepare vehicle for different loads
11. How to check loading areas for safety and security before loading operations
12. Correct loading sequences for delivery and why this is important

10. Using appropriate equipment and techniques to load goods vehicles in line with company procedures and manufacturers' requirements
11. Carrying out special loading requirements and sequences, including delivery sequences in line with legislative requirements and company procedures
12. Checking mixed goods are separated to prevent contamination and in line with relevant legislation
13. Distributing load weights evenly in line with legislative requirements and company procedures
14. Securing loads using correct methods in line with load and manufacturers' requirements and company procedures
15. Stowing ancillary equipment safely and in line with company procedures
16. Checking gross and axle weights are within legal limits
17. Responding to unexpected situations when loading goods vehicles in line with company procedures
18. Redistributing goods during deliveries to maintain stability and integrity of loads
19. Keeping loaded goods free from damage in line with company procedures
20. Maintaining effective communications with ground staff when loading goods vehicles in line with company procedures
21. Completing correct documentation after loading operations in line with company procedures

13. How to safely position vehicles for loading operations
14. How to safety and correctly load goods vehicles taking into account load distribution
15. How to prevent cross contamination of loads
16. Types of equipment used to safely secure loads and how to use these
17. How to calculate and check gross axle weights on vehicles and why this is required
18. How to ensure goods remain secure and stable when unloading during deliveries
19. Organisational policies for reporting damaged goods
20. How to maintain effective communications whilst loading goods
21. How to complete company documentation when loading goods vehicles
22. How to deal with unexpected situations including:
    a. Damaged ancillary equipment
    b. Damaged trailer beds
    c. Overloaded vehicles
    d. Loose loads
    e. Loose restraints
    f. Loose ancillary equipment
23. Company IT equipment required when loading goods vehicles and how to use these

Work Situation

Unloading goods vehicles

Goal of work situation:

To unload goods vehicles safely to meet company procedures and legislative requirements.

Brief outline:

This is about identifying safe unloading areas for operations and the correct use of equipment to unload vehicles. This involves the identification of goods to be unloaded and the use of correct equipment to aid the unloading operations. This involves the completion of required paperwork and the redistribution of the trailer load.

Performance requirements

1. Identifying customers addresses for goods delivery in line with company procedures
2. Checking unloading areas to ensure they are fit for purpose in line with customer unloading procedures
3. Manoeuvring goods vehicles into suitable and safe positions for unloading operations in line with company procedures and customer requirements
4. Confirming goods vehicles are prepared for unloading operations in line with company procedures and legislative requirements
5. Confirming goods to be unloaded are clearly identified and in line with company delivery schedules and procedures
6. Identifying and selecting correct equipment to assist in unloading operations in line with company procedures and manufacturers' requirements
7. Using required personal protective equipment (PPE) to carry out goods vehicles unloading procedures in line with company procedures and legislative requirements
8. Monitoring unloading of vehicles to ensure compliance with company procedures and legislative requirements
9. Maintaining balanced weight distributions during unloading operations in line with load

Knowledge and understanding requirements

1. Company procedures and relevant regulatory safety and operating requirements relating to unloading goods vehicles and importance of complying with these
2. Required information on customers addresses including any weight and size restrictions and why this is important
3. Information on customers unloading requirements and why this is important
4. Requirements of unloading areas for different load types and weights
5. How to manoeuvre goods vehicles into safe positions for unloading
6. How to prepare vehicles for unloading operations
7. Equipment required for unloading operations
8. PPE requirements for unloading goods vehicles and importance of following these
9. Manufacturers' guidelines required for unloading goods and where to find this
10. How to safely unload goods from goods vehicles
11. How to maintain weight distribution when unloading goods
12. Importance of maintaining security and stability of loads during and post-delivery

10. Unloading vehicles in a safe and controlled manner using correct equipment following company procedures and manufacturers' guidelines
11. Placing goods in line with customer requirements as required and company procedures
12. Checking goods to ensure they remain secure and stable after unloading and before commencement to further delivery locations
13. Completing post-delivery documentation including damaged and contaminated goods reports in line with company procedures
14. Maintaining effective communications with customers when unloading goods vehicles
15. Responding to unexpected situations when unloading goods vehicles in line with company procedures

13. How to complete post-delivery documentation
14. Importance of maintaining effective communication when unloading goods vehicles
15. Company IT required when conducting unloading operations and how to use these
16. How to respond to unexpected situations arising when unloading goods vehicles including:
    a. Damaged ancillary equipment
    b. Damaged trailer beds
    c. Overloaded vehicles
    d. Loose loads
    e. Loose restraints
    f. Loose ancillary equipment

Work Situation

Coupling and uncoupling goods vehicle trailers

Goal of work situation:
To safely couple and uncouple goods vehicle trailers to meet company procedures and legislative requirements.

Brief outline:
This is about coupling and uncoupling goods vehicle trailers safely. This involves checking compatibility between goods vehicles and trailers before coupling, and safely uncoupling trailers to prevent trailer grounding.

Performance requirements
1. Identifying allocated trailers for coupling and uncoupling in line with company procedures and legislative requirements
2. Manoeuvring goods vehicles to trailers, for coupling in line with relevant manufacturers' guidelines and company procedures
3. Checking goods vehicles and trailers compatibility for coupling in line with Driving and Vehicle Standards Agency (DVSA) guidelines
4. Applying brakes to goods vehicles and trailers before coupling and uncoupling to ensure they are stable and safe
5. Manoeuvring goods vehicles and trailers into position for coupling
6. Connecting trailers and goods vehicles, including sliding fifth wheel couplings in line with manufacturers' operating instructions and company procedures
7. Testing goods vehicles and trailers are safe to drive in line with company procedures
8. Selecting safe and suitable sites for uncoupling trailers from goods vehicles in line with company procedures
9. Deploying trailers legs in line with manufacturers' guidelines before uncoupling to prevent trailer grounding
10. Disconnecting trailers and goods vehicles in line with manufacturers' operating instructions and company procedures

Knowledge and understanding requirements
1. Company procedures and relevant regulatory safety and operating requirements relating to coupling and uncoupling goods vehicles and the importance of complying with these
2. How to identify correct trailers for coupling operations
3. How to confirm goods vehicle alignment to trailer for coupling and uncoupling, and why this must be done
4. How to check trailers and goods vehicles are compatible for coupling and why this is important
5. How to check trailers brakes are engaged before coupling and uncoupling and why this is important
6. Goods vehicle and trailer coupling and uncoupling checks
7. Purpose of different vehicle and trailer connections, their importance and how to identify these
8. How to check goods vehicle and trailer systems are safe to drive and why this is important
9. Relevant manufacturers' and Driving and Vehicle Standards Agency (DVSA) guidelines for coupling and uncoupling
10. How to select suitable sites for carrying out for goods vehicle coupling and uncoupling procedures
11. How to deploy trailer legs whilst goods vehicles and trailers are attached

11. Driving goods vehicles away from trailers to confirm uncoupling has been achieved
12. Responding to unexpected situations when coupling and uncoupling goods vehicle trailers in line with company-procedures

12. How to prepare trailers prior to uncoupling from goods vehicles
13. How to safely connect and disconnect trailer and goods vehicle connections
14. How to safely check coupling and uncoupling has been achieved
15. How to respond to unexpected situations when coupling and uncoupling goods vehicle trailers including:
    a. Damage to 5th wheel connector trailers
    b. Damage to connector plate tractor units
    c. Trailer legs unable to retract and deploy
    d. Damage to vehicle and trailer connections

The relationship between meta-skills and work situations/ NOS unit

Work situation/ NOS	Meta skills alignment											
	Adapting	Collaborating	Communicating	Creativity	Critical thinking	Curiosity	Feeling	Focussing	Initiative	Integrity	Leading	Sense making
Preparing goods vehicles for driving	✓	✓	✓		✓			✓	✓			
Driving goods vehicles	✓	✓	✓	✓	✓		✓	✓	✓	✓		✓
Collecting and delivering loads	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓
Developing and maintaining working relationships	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Maintaining health, safety and security	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓
Developing meta-skills and personal practice	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Apply the use of technology in logistics operations (existing NOS)	✓	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓
Loading vehicles	✓	✓	✓		✓			✓	✓			
Unloading vehicles	✓	✓	✓		✓			✓	✓			
Coupling and uncoupling goods vehicle trailers	✓	✓	✓		✓			✓	✓			

The table above indicates where there are opportunities to develop and evidence meta-skills in each work situation within the occupation profile. Please note, this information is for guidance, and indicates where meta-skills are explicit rather than an exhaustive list. There may be opportunities for individuals to develop and evidence other meta-skills when carrying out their role.

The relationship between National Occupational Standards and work situations/ NOS unit

The table below indicates where there are links between National Occupational Standards and each work situation within the occupation profile

Work situation/ NOS	National Occupational Standards Alignment	
Preparing goods vehicles for driving	• Driving Goods Vehicles suite	• Courier suites
Driving goods vehicles	• Driving Goods Vehicles suite • Courier suites	• Logistics Operations suites
Collecting and delivering loads	• Driving Goods Vehicles suite • Traffic office • Warehousing and Storage suites	• International Trade and Logistics Operations • Logistics Operations suite
Developing and maintaining working relationships	• Performing Manufacturing Operations suite 2	• Warehousing and Storage suites
Maintaining health, safety and security	• Logistics Operations suite • Traffic office	• Warehousing and Storage suites
Developing meta-skills and personal practice	• Driving Goods Vehicles suite	
Apply the use of technology in logistics operations (existing NOS)	• Logistics Operations suite	
Loading goods vehicles	• Driving Goods Vehicles suite	• Courier suites
Unloading goods vehicles	• Driving Goods Vehicles suite	• Courier suites
Coupling and uncoupling goods vehicle trailers	• Driving Goods Vehicles suite	