

URBAN DRIVER

This training programme, which includes a free Category C licence with Driver CPC, is designed for those working in the logistics and warehousing sector. Individuals may operate across various business areas reliant on the delivery and collection of goods by road. Typically covering a specific region, their work is often time-critical. Urban drivers may work in-house or as part of the supply chain, in businesses ranging from small, independent companies to large organisations.

Is this training programme for your business?

This programme is ideal for new and talented employees who want to learn and progress, or for your existing employees who are looking to retrain or upskill. It is ideal for those looking to develop their skills within the industry.

The programme in brief

- Level 2
- Duration - 10 months
- Blended approach to delivery which could include webinars, face-to-face, Skype, telephone and online learning
- Development of the learner's knowledge, skills and behaviour relevant to the job role
- Learners aged 16–18 must achieve maths and English at Level 1 or 2, depending on the standard, unless exempt
- Adults can complete Functional Skills alongside their apprenticeship, as individually agreed on a case-by-case basis
- End-Point Assessment



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The learner journey

1. 10 months on-programme – This is when the individual will learn the skills, knowledge and behaviours which will support them for their End-Point Assessment. The learner could partake in a combination of activities, such as classroom-based sessions, mentoring, shadowing, bespoke resources and off-site visits in order to support their learning and development.

From 1 August 2025, apprentices must complete at least 187 hours of off-the-job (OTJ) training over a minimum of 8 months, with some standards requiring more for those without prior learning. Learn more about [OTJ training hours](#).

2. Gateway – After the 10 months teaching and learning, you, your training provider and the learner will review the learners journey and decide whether it is the right time for the on-programme assessment.

3. End-Point Assessment – This is when your learner will need to demonstrate they have learnt the required knowledge, skills and behaviours, through an on demand knowledge test, a professional discussion, practical observation and business project.

How your employees will learn

Support is available to help your employees get the most from their training programme. Therefore we will provide them with the support and guidance they need through a mixture of face-to-face and online learning. Learners will have a dedicated Vocational Skills Coach who is there to guide them through their training programme. As well as their Vocational Skills Coach, learners have unlimited access to learning and support materials online. All of this will help the learners to meet the standards set, resulting in them becoming competent and fully qualified.

The learners End-Point Assessment will be facilitated through an approved Assessment Organisation registered on the Register of Apprentice Assessment Organisations.

Take a look at our full [Apprenticeship Offer](#)

What your employees will learn

Knowledge:

Preparation and maintenance; goods that can be transported; personal protective equipment selection and use; load and weight distribution; mechanical and manual handling techniques; capability and limitations of vehicles; regulations and legislation; highway code restrictions applicable; driving techniques; impact of road and weather conditions; map reading and hazard perception techniques; accident reporting and incident management; environmental and sustainability factors; protecting goods; uses and limitations of in-cab technology; importance of brand identity; customer services standards; forms of communication; risk assessment methods and reporting; techniques for managing own wellbeing; organisation that make up the supply chain; range of organisations products and services.

Skills:

Preparing vehicle for the planned daily workload; monitor charge or fuel level and defects of vehicle; co-ordinate own work with others; apply manual handling techniques; manage goods in transit; plan and adapt driving route; drive and manoeuvre vehicle; use on-board electronic systems; respond and adapt to situations that arise; risk assess site and take appropriate action; manage relationships that enable successful delivery, collection and on-site contracts; adapt communication style, utilise IT systems to manage data; complete contractual obligations on site; brief customer on technical specifications and requirements; comply with relevant legislation and regulation.

Behaviours:

Work flexibly (for example, working alone and in a team as required); puts safety first for themselves and others; respectful of others; takes ownership of own work; sources solutions; committed to keeping continuous professional development up to date with industry best practice; acts in a professional and ethical manner.

For more information visit: [Skills England](#)