

Highfield Level 2 End-Point Assessment for ST0339 Passenger Transport Operative – Ticketing Operative

Mock Assessment Materials

Interview Underpinned by Portfolio

Preparing for work			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
PW1	Outlines the steps they take when preparing their own work area for use during a shift. Explains how their approach to work ensures they meet own organisations safety and efficiency requirements (S2, S7)		
Ref	Assessment Criteria (Distinction)	Criteria Met	Criteria Not Met
PW2	<i>Explains how they have incorporated lessons learnt into preparing their own work area and how this enhanced safety or efficiency (S2, S7)</i>		

Legislative, procedural and operator requirements			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
LP1	Outlines the relevant legislation/ procedures and health and safety regulations that apply in the travel environment and the impact that they have on operations (K1, K2, K4, S1, S11)		

LP2	Describes how they observe safe and compliant working practices and educate passengers to keep travel environments safe, whilst adhering to regulation and organisational requirements. Provides at least two different risks associated with noncompliance (K1, K2, K4, S1, S11)		
Ref	Assessment Criteria (Distinction)	Criteria Met	Criteria Not Met
LP3	<i>Reflects on the importance of compliance with regulations and the impact this has had in the travel environments they work in (S1, S11)</i>		

Customer diversity and customer requirements			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
DR1	Outlines the diverse types of customers who may use transport services. Describes their individual needs, rights and expectations whilst accessing transport services (K13, K14, K15, K16, K17, K20, S4, S8)		
DR2	Describes how they identify vulnerable people and respond to promote their safety, outlining the relevant safeguarding principles (K13, K14, K15, K16, K17, K20, S4, S8)		
DR3	Describes how they assist vulnerable people with specialised equipment or systems to support their use of travel services (K13, K14, K15, K16, K17, K20, S4, S8)		
Ref	Assessment Criteria (Distinction)	Criteria Met	Criteria Not Met
DR4	<i>Identifies the impact of failing to address the diverse needs of customers (K20)</i>		

Identifying possible incidents and responding to incidents/emergencies

Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
IE1	Describes how they respond to a sudden event impacting the passenger transport network (either an incident, emergency or disruption). Outlines the procedural steps they followed when reporting the incident in line with requirements (K3, K5, K6, K7, K11, S5, S6)		
IE2	Explains the checks and actions they are required to undertake to determine their response to issues, such as possible incidents, security breaches and emergencies (K3, K5, K6, K7, K11, S5, S6)		
IE3	Outlines the approaches they take to manage suspicious/threatening activity. Describes ways to identify wider organisational response to live incidents (K3, K5, K6, K7, K11, S5, S6)		
Ref	Assessment Criteria (Distinction)	Criteria Met	Criteria Not Met
IE4	<i>Reflects on the importance of adhering to requirements when reporting accidents/incidents (K6, S5)</i>		

Working in differing conditions and supporting others

Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
DC1	Outlines approaches to conflict management and states how they utilised these techniques to address inappropriate passenger/public behaviour (K8, K9, K10, K12, K23, S3, B5)		
DC2	Describes the different internal and external stakeholders that must work together to provide safe and effective transport services (K8, K9, K10, K12, K23, S3, B5)		

DC3	Describes expected customer conduct in a safety critical environment. Describes different ways in which criminal activity can adversely impact transport services. Outlines the reporting procedures to follow when identifying such activity (K8, K9, K10, K12, K23, S3, B5)		
DC4	Describes a time when they demonstrated resilience when handling a fast-changing situation involving unacceptable customer behaviour. Explains how their actions helped maintain the integrity of the transport service (K8, K9, K10, K12, K23, S3, B5)		
Ref	Assessment Criteria (Distinction)	Criteria Met	Criteria Not Met
DC5	<i>Explains the balance between passengers own responsibilities for behaving appropriately, and their own role in managing behaviours (K8)</i>		

Performance standards			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
PS1	Outlines different ways in which a delayed travel service can impact customers and other stakeholders (K18, K19, S9)		
PS2	Describes how their performance is measured at work, and how their role contributes to organisational success (K18, K19, S9)		
PS3	Describes how they handle and resolve complaints in line with their own organisational requirements (K18, K19, S9)		
Ref	Assessment Criteria (Distinction)	Criteria Met	Criteria Not Met
PS4	<i>Suggests different ways to mitigate the impact of delayed travel services on customers (K18, K19, S9)</i>		
PS5	<i>Evaluates how the current complaints process could be improved to reduce complaints in own organisation (K18, K19, S9)</i>		

Promoting sales			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
PM1	Outlines the different techniques used when promoting sales for a range of products and services. Describes a time when they successfully used one or more techniques to sell a product or service and explains why it was appropriate (K26, K30, S16)		