

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

## Mock Assessment Materials

### Observation with Questions

Utilisation of tools (travel equipment/systems)			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
UT1	Takes responsibility for own actions by checking applicable travel related systems and equipment are working correctly in line with operational requirements. Adapts use of systems and equipment to meet customer needs. Monitors the working environment to ensure it is safe and secure (K24, S13, B1, B2, B3)		

Communication methods			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
CM1	Supports the customer by adapting their communication style to the circumstances and checks the customer has understood, whilst maintaining professionalism (K22, S12, B4, B6)		

Directing passenger techniques			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
DP1	Responds to passenger related queries, by providing accurate directions, support or advice (K21, S10)		

Monitoring safety in a live transportation environment			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
LT1	Acts upon environmental factors that could risk safety to those using the transport service (K37)		

Receiving and dispatching transport services into the station			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
RD1	Receives and dispatches transport services (e.g., train, tram, bus, coach) in line with organisational procedures and within limits of own role (K36, S22)		