

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

## Mock Assessment Materials

### Observation with Questions

#### Core

| Utilisation of tools (travel equipment/systems) |                                                                                                                                                                                                                                                                                                                    |        |                      |
|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------|----------------------|
| Ref                                             | Assessment Criteria (Pass)                                                                                                                                                                                                                                                                                         | Passed | Attempted not passed |
| 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)                                                                                                                                                      | Passed | Attempted not passed |
| 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)                                                                             | Passed | Attempted not passed |
| DP1                            | Responds to passenger related queries, by providing accurate directions, support or advice. (K21, S10) |        |                      |

### Pathway

| Monitoring safety in a live transportation environment |                                                                                                    |        |                      |
|--------------------------------------------------------|----------------------------------------------------------------------------------------------------|--------|----------------------|
| Ref                                                    | Assessment Criteria (Pass)                                                                         | Passed | Attempted not passed |
| 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)                                                                                                                                  | Passed | Attempted not passed |
| 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) |        |                      |