

Highfield **Level 2** End-Point Assessment for **ST0339** **Passenger Transport** **Operative v1.1**



Government funding band – **£6,000**



Gateway requirements –

- **Level 1 English and maths** (optional for 19+, please see funding rules)
- **Workplace policies provided by the employer**
- **Portfolio of evidence**



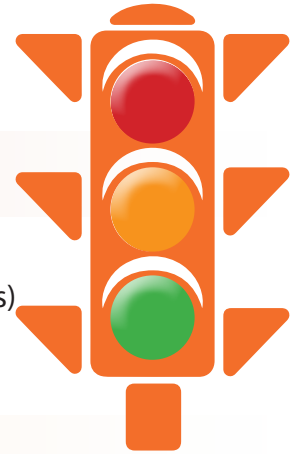
End-point assessment methods – **an observation with questions and an interview underpinned by a portfolio**

Working as a passenger transport operative

Passenger transport operatives work in the wide variety of settings that enable customers to travel on the public transport network. They work at stations or onboard trains, trams, buses and coaches.

The broad purpose of the occupation is to help customers travel to their destinations. Passenger transport operatives do this by helping customers travel safely, on time and in comfort from the beginning to the end of their chosen journey. Passenger transport operatives work within safety-critical environments. They provide high-quality services to customers, ensuring that safety, customer care and commercial standards are met. They assist other staff and identify customer needs, particularly during a disruption in service.

Your apprentice's journey



Ready for training

- Initial assessment
- English and maths training (optional for 19+, please see funding rules)
- On-programme training to meet the requirements of the standard
- Gateway readiness self-assessment

Set for assessment

End-point assessment methods:

Observation with questions

- Covers the core activities: utilisation of tools (travel equipment/systems), communication methods and directing passenger techniques
- Covers additional optional pathway activities for either ticketing operative, onboard operative or dispatch operative
- 50-minute observation
- 25-minute question and answer session

Interview underpinned by portfolio

- Covers the 6 core topics and one of the three optional pathway topics
- Supported by portfolio of evidence gathered throughout on-programme training
- 60-minute duration

Go further

On completion of the apprenticeship, apprentices may wish to progress into other roles in the transport sector.

Available support

On-programme support

- Delivery resources
- Tutor support resource
- Innovative and multi-device e-learning courses

End-point assessment support

- Gateway and mock assessments
- Bespoke end-point assessment solutions
- Progression tracking system
- Staff training, standardisation and support



Need to know more: