

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



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**



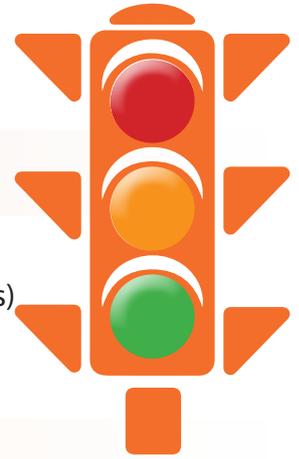
End-point assessment methods – **an observation with questions and an interview underpinned by a portfolio**

## 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

- 75-minute duration. The observation must take 50 minutes, followed by 25 minutes allocated for questions
- The assessor will ask a minimum of 5 questions

##### Interview underpinned by portfolio

- Supported by portfolio of evidence gathered throughout on-programme training
- 60-minute duration
- The assessor will ask a minimum of 10 questions

### 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:

01302 363277

 [info@highfieldassessment.com](mailto:info@highfieldassessment.com)

 [www.highfieldassessment.com](http://www.highfieldassessment.com)