

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

Supporting customer journey planning			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
JP1	Promotes the range of tickets, products and services available across the national travel network, matching products to the needs of the customer(s). Explains viable options while remaining impartial. Uses questioning techniques, to establish the route from embarkation to destination (K25, K27, K28, K29, S14, S15)		

Cash handling			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
CH1	Handles any cash in accordance with regulations and balances sales records (K31, K32, S17, S18)		