

Highfield Level 2 End-Point Assessment for ST0339 Passenger Transport Operative - Onboard or Station 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 the passenger services in accordance with operator requirements			
Ref	Assessment Criteria (Pass)	Criteria Met	Criteria Not Met
OS1	Monitors the passenger travel service environment, identifying both actual and potential issues, taking action to maintain the integrity of the travel service in line with organisational requirements (K33, S19)		