

Think about
Interview underpinned by a portfolio
of evidence

Level 2 ST0339 Passenger Transport
Operative – Ticketing Operative v1.1



On the day of this assessment you will carry out:



A 60-minute interview



Remote or face-to-face



In a suitable, controlled environment free from distraction



With an end-point assessor



Key point

You will have already submitted your portfolio of evidence, which is not formally assessed, but will be used to underpin the interview.



Do

- ☐ Review the criteria associated with the interview - this can be found in the EPA Kit and in the table at the end of this document
- ☐ Review relevant legislations, regulations and your organisation's policies and procedures
- ☐ Ensure a quiet room is available and that there are no interruptions
- ☐ Be prepared to answer at least 10 questions and any follow-up questions that your assessor may ask
- ☐ Use evidence from your portfolio to refer to and illustrate your answers



Don't

- ☐ Forget to bring your ID
- ☐ Forget to plan
- ☐ Forget to bring your portfolio to refer to during the professional discussion



Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or training provider will inform you of the results



Resits

- If you do not achieve a pass result on the interview, you can resit the assessment



Use the table below to plan and prepare for the professional discussion.

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Core	
Preparing for work	
(P) Outline the steps you take when preparing your own work area for use during a shift. Explain how your approach to work ensures you meet own organisation's safety and efficiency requirements. (S2, S7)	
(D) Explain how you have incorporated lessons learnt into preparing your own work area and how this enhanced safety or efficiency. (S2, S7)	

Legislative, procedural and operator requirements

(P) Outline the relevant legislation/ procedures and health and safety regulations that apply in the travel environment and the impact that they have on operations. (K1, K2, K4, S1, S11)

(P) Describe how you observe safe and compliant working practices and educate passengers to keep travel environments safe, whilst adhering to regulation and organisational requirements. Provides at least two different risks associated with non-compliance. (K1, K2, K4, S1, S11)

(D) Reflect on the importance of compliance with regulations and the impact this has had in the travel environments you work in. (S1, S11)

Customer diversity and customer requirements

(P) Outline the diverse types of customers who may use transport services. Describe their individual needs, rights and expectations whilst accessing transport services. (K13, K14, K15, K16, K17, K20, S4, S8)

(P) Describe how you identify vulnerable people and respond to promote their safety, outlining the relevant safeguarding principles. (K13, K14, K15, K16, K17, K20, S4, S8)

(P) Describe how you assist vulnerable people with specialised equipment or systems to support their use of travel services. (K13, K14, K15, K16, K17, K20, S4, S8)

(D) Identify the impact of failing to address the diverse needs of customers. (K20)

Identifying possible incidents and responding to incidents / emergencies

(P) Describe how you respond to a sudden event impacting the passenger transport network (either an incident, emergency or disruption). Outline the procedural steps you followed when reporting the incident in line with requirements. (K3, K5, K6, K7, K11, S5, S6)

(P) Explain the checks and actions you are required to undertake to determine your response to issues, such as possible incidents, security breaches and emergencies. (K3, K5, K6, K7, K11, S5, S6)

(P) Outline the approaches you take to manage suspicious/threatening activity. Describe ways to identify wider organisational response to live incidents. (K3, K5, K6, K7, K11, S5, S6)

Assessment criteria

Key points to remember

(D) Reflect on the importance of adhering to requirements when reporting accidents/incidents. (K6, S5)

Working in different conditions and supporting others

(P) Outline approaches to conflict management and state how they utilised these techniques to address inappropriate passenger/public behaviour. (K8, K9, K10, K12, K23, S3, B5)

(P) Describe the different internal and external stakeholders that must work together to provide safe and effective transport services. (K8, K9, K10, K12, K23, S3, B5)

(P) Describe expected customer conduct in a safety-critical environment. Describe different ways in which criminal activity can adversely impact transport services. Outline the reporting procedures to follow when identifying such activity. (K8, K9, K10, K12, K23, S3, B5)

Assessment criteria

(P) Describe a time when you demonstrated resilience when handling a fast-changing situation involving unacceptable customer behaviour. Explain how your actions helped maintain the integrity of the transport service. (K8, K9, K10, K12, K23, S3, B5)

Key points to remember

(D) Explain the balance between passengers' own responsibilities for behaving appropriately, and their own role in managing behaviours. (K8)

Assessment criteria

Key points to remember

Performance standards

(P) Outline different ways in which a delayed travel service can impact customers and other stakeholders. (K18, K19, S9)

(P) Describe how your performance is measured at work, and how your role contributes to organisational success. (K18, K19, S9)

(P) Describe how you handle and resolve complaints in line with their own organisational requirements. (K18, K19, S9)

(D) Suggest different ways to mitigate the impact of delayed travel services on customers. (K18, K19, S9)

Assessment criteria

Key points to remember

(D) Evaluate how the current complaints process could be improved to reduce complaints in own organisation. (K18, K19, S9)

Ticketing Operative Pathway

Promoting sales

(P) Outline the different techniques used when promoting sales for a range of products and services. Describe a time when you successfully used one or more techniques to sell a product or service and explains why it was appropriate. (K26, K30, S16)