

Think about
Observation with questions
Level 2 ST0339 Passenger Transport
Operative – Ticketing Operative v1.1



On the day of this assessment you will carry out:



A 50-minute observation followed by 25 minutes of questions



Face-to-face



In your natural working environment



With an end-point assessor



Key point

Your end-point assessor will have reviewed any relevant organisational policies and procedures prior to your observation.



Do

- ☐ Review the criteria associated with the observation with questions – this can be found in the EPA Kit and in the table at the end of this document
- ☐ Be prepared to be observed carrying out naturally occurring activities in your workplace
- ☐ Review relevant legislations, regulations and your organisations policies and procedures
- ☐ Ensure a quiet room is available and that there are no interruptions
- ☐ Be prepared to answer at least 5 questions and any follow-up questions that your assessor may ask after the observation



Don't

- ☐ Forget to bring your ID
- ☐ Forget to plan
- ☐ Forget to maximise every opportunity to demonstrate competency in your role



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 observation with questions, you can resit the assessment



Use the table below to plan and prepare for the observation with questions.

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Core	
Utilisation of tools (travel equipment/systems)	
(P) Take 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)	

Assessment criteria

Key points to remember

Communication methods

(P) Support the customer by adapting your communication style to the circumstances and check the customer has understood, whilst maintaining professionalism. (K22, S12, B4, B6)

Directing passenger techniques

(P) Respond to passenger related queries, by providing accurate directions, support or advice. (K21, S10)

Ticketing Operative Pathway**Supporting customer journey planning**

(P) Promote the range of tickets, products and services available across the national travel network, matching products to the needs of the customer(s). Explain viable options while remaining impartial. Use questioning techniques, to establish the route from embarkation to destination. (K25, K27, K28, K29, S14, S15)

Cash handling

(P) Handle any cash in accordance with regulations and balances sales records. (K31, K32, S17, S18)