

ST0339 Passenger Transport Operative Apprenticeship Assessment

Model A

Assessment methods

- Observation with question and answer (Q&A)
- Portfolio with Q&A

Model B

Assessment methods

- Observation with question and answer (Q&A)
- Interview

Observation with Q&A

Assessment organisations must design apprenticeship assessments to include an observation.

The observation followed by Q&A will last for 90 minutes. The observation will last for 60 minutes, with the Q&A session lasting for 30 minutes.

This can be conducted and assessed by the Training Provider.

Rationale

- Mandatory assessment stated in the assessment plan.
- Duration ensures sufficient time to generate valid, reliable and representative evidence of performance, while maintaining a proportionate and manageable assessment approach.
- Ensure that assessment decisions are based on sufficient, valid and reliable evidence by enabling criteria that is demonstrated through behaviours and interactions being observed in practice

- Q&A can explore understanding by asking apprentices to connect knowledge from different topics, justify decisions and apply learning to broader occupational contexts.

The following will be assessed in the Observation with Q&A:

Core

AO1: Safety and Regulatory Compliance

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K3: The routine checks required to ensure a safe and secure working environment.	Regulatory and Procedural Awareness	Pass: Applies passenger transport legislation, regulations, and organisational procedures relevant to the role with minimal noncritical errors, although depth of insight or adaptability may be limited.
K4: Principles for ensuring health and safety in a regulated travel environment.	Regulatory and Procedural Awareness	Pass: Applies passenger transport legislation, regulations, and organisational procedures relevant to the role with minimal noncritical errors, although depth of insight or adaptability may be limited.
S1: Maintain safe and compliant working practices and travel environments, in accordance with regulation and organisational requirements.	Regulatory and Procedural Awareness	Pass: Applies passenger transport legislation, regulations, and organisational procedures relevant to the role with minimal noncritical errors, although depth of insight or adaptability may be limited.
S2: Prepare own work area to support safe and efficient delivery of transport services.	Applied Skills	Pass: Selects and uses cognitive and practical passenger transport skills to carry out mostly routine operations with consistency and purpose across familiar situations.
S6*: Identify potential incidents, breaches of security and emergency situations, and take appropriate action to ensure safety.	Responsibility and Autonomy	<i>Distinction: Exercises informed judgement and self-direction in passenger transport operations, often anticipating operation needs.</i>

AO2: Passenger Management, Welfare, and Safeguarding

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K9*: Techniques for managing inappropriate passenger/public behaviour.	Applied Knowledge	Pass: Applies passenger transport knowledge, facts, procedures and ideas appropriately to complete well-defined operational tasks and solve straightforward problems across routine and some varied work activities.
K13: Identifying the signs of passenger/public vulnerability.	Information Use and Decision Making	Pass: Gathers and interprets relevant information from passenger transport operations to inform decisions and actions that are fit for purpose in the work context.
K15: Techniques for engaging potentially vulnerable passengers/public.	Information Use and Decision Making	Pass: Gathers and interprets relevant information from passenger transport operations to inform decisions and actions that are fit for purpose in the work context.
S11*: Educate passengers to keep safe within the travel environment.	Communication and Collaboration	Pass: Communicates and collaborates effectively within passenger transport operations, showing reliable service delivery in familiar situations.
<i>S3: Recognise and manage inappropriate passenger/public activity to maintain the integrity of the transport service.</i>	Applied Skills	<i>Distinction: Integrates cognitive and practical passenger transport skills to execute mostly routine operations with precision, even when faced with subtle complexities or shifting requirements.</i>
S4*: Identify passenger/public behaviour that indicates vulnerability and respond to help keep them safe.	Communication and Collaboration	<i>Distinction: Consistently communicates with clarity and sensitivity, showing strong awareness of others and responding resourcefully across a range of service delivery scenarios.</i>

<p>S8: Assist vulnerable passengers who require help, using specialised equipment or systems where necessary.</p>	<p><i>Applied Skills</i></p>	<p><i>Distinction: Integrates cognitive and practical passenger transport skills to execute mostly routine operations with precision, even when faced with subtle complexities or shifting requirements.</i></p>
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AO3: Passenger Communication, Information Delivery, and Customer Interaction

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K21*: Techniques for directing passengers, for example through underground and overground networks.	Communication and Collaboration	Pass: Communicates and collaborates effectively within passenger transport operations, showing reliable service delivery in familiar situations.
S7: Prepare for your next shift in accordance with operational requirements and own organisations procedures.	Responsibility and Autonomy	Pass: Takes responsibility for completing passenger transport operations within limits of own authority, demonstrating autonomy within familiar situations and mostly routine work activities.
S9*: Respond to enquiries and complaints in line with expected own organisation requirements.	Communication and Collaboration	Pass: Communicates and collaborates effectively within passenger transport operations, showing reliable service delivery in familiar situations.
S13: Utilise available equipment and systems in accordance with operational requirements.	Applied Skills	Pass: Selects and uses cognitive and practical passenger transport skills to carry out mostly routine operations with consistency and purpose across familiar situations.
<i>K22*: Techniques for communicating information using various methods appropriate to the audience.</i>	<i>Communication and Collaboration</i>	<i>Distinction: Consistently communicates with clarity and sensitivity, showing strong awareness of others and responding resourcefully across a range of service delivery scenarios.</i>
S10*: Diagnose passenger related issues to provide accurate advice and support.	<i>Information Use and Decision Making</i>	<i>Distinction: Gathers and interprets relevant information and feedback to shape actions that are purposeful and show clear added value in terms of efficiency or outcomes.</i>
<i>S12*: Select from a range of communication methods to tailor messages to the audience.</i>	<i>Communication and Collaboration</i>	<i>Distinction: Consistently communicates with clarity and sensitivity, showing strong awareness of others and responding resourcefully across a range of service delivery scenarios.</i>

Option 1: Ticketing

AO4: Ticketing and Travel Solutions

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K26: The range of products and services available for sales or promotion.	Applied Knowledge	Pass: Applies passenger transport knowledge, facts, procedures and ideas appropriately to complete well-defined operational tasks and solve straightforward problems across routine and some varied work activities.
S15*: Promote the benefits of products and services to eligible passengers.	Communication and Collaboration	Pass: Communicates and collaborates effectively within passenger transport operations, showing reliable service delivery in familiar situations.
S16*: Determine and sell appropriate products and services to passengers.	Applied Skills	Pass: Selects and uses cognitive and practical passenger transport skills to carry out mostly routine operations with consistency and purpose across familiar situations.
S18*: Account for the balance of payments during your shift.	Responsibility and Autonomy	Pass: Takes responsibility for completing passenger transport operations within limits of own authority, demonstrating autonomy within familiar situations and mostly routine work activities.
S14: Recommend an impartial travel solution balancing the passengers circumstances with potential routes, network operations, and available tickets.	Information Use and Decision Making	<i>Distinction: Gathers and interprets relevant information and feedback to shape actions that are purposeful and show clear added value in terms of efficiency or outcomes.</i>

Option 2: Onboard or Station

AO5: Onboard and Station Passenger Service Operations

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
S20*: Carry out ticket checks within limits of responsibility & when practical to do so.	Responsibility and Autonomy	Pass: Takes responsibility for completing passenger transport operations within limits of own authority, demonstrating autonomy within familiar situations and mostly routine work activities.
<i>S19: Identify and respond to passenger service requirements, for example degraded operations</i>	<i>Information Use and Decision Making</i>	<i>Distinction: Gathers and interprets relevant information and feedback to shape actions that are purposeful and show clear added value in terms of efficiency or outcomes.</i>

Option 3: Dispatch

AO6: Dispatch and Turnaround Operation

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K36: The procedures for the safe arrival and dispatch of transport in line with own organisations requirements.	Regulatory and Procedural Awareness	Pass: Applies passenger transport legislation, regulations, and organisational procedures relevant to the role with minimal noncritical errors, although depth of insight or adaptability may be limited.
K39: The procedures for transport service turnaround.	Regulatory and Procedural Awareness	Pass: Applies passenger transport legislation, regulations, and organisational procedures relevant to the role with minimal noncritical errors, although depth of insight or adaptability may be limited.
S21: Ready the service for turnaround in line with procedures.	Applied Skills	Pass: Selects and uses cognitive and practical passenger transport skills to carry out mostly routine operations with consistency and purpose across familiar situations
S22: Receive and dispatch services in line with procedures and prevailing circumstances.	Applied Skills	Pass: Selects and uses cognitive and practical passenger transport skills to carry out mostly routine operations with consistency and purpose across familiar situations
<i>S23: Stop a vehicle to reduce the risk to those potentially affected by an emergency situation.</i>	<i>Responsibility and Autonomy</i>	<i>Distinction: Exercises informed judgement and self-direction in passenger transport operations, often anticipating operation needs.</i>

NOTE: Knowledge and skills statements in **bold** are mandatory and must be assessed in every version of the assessment that is made available. Knowledge and skills statements in *italics* will be graded against the relevant distinction grading descriptor.

Model A - Portfolio with Q&A

Highfield will assess the portfolio with Q&A.

The Q&A session will last up to 30 minutes.

Rationale

- Listed as an optional assessment method available for this standard. Others include additional observation and interview.
- This method has been chosen as it provides opportunities for the learner to best showcase themselves through the evidence they collate.
- A portfolio with Q&A can be designed to explore synoptic understanding by asking apprentices to justify decisions and link together multiple strands of knowledge and skills from across the standard.
- Enables apprentices to demonstrate how different strands of knowledge and skills interconnect in response to structured questioning.

Model B - Interview

Highfield will assess the interview.

The interview will last up to 60 minutes.

Rationale

- Listed as an optional assessment method available for this standard. Others include additional observation, question and answer and portfolio.
- This method has been chosen as it provides opportunities to answer questions and evidence understanding beyond prepared content.
- An interview can be designed to explore synoptic understanding by asking apprentices to justify decisions and link together multiple strands of knowledge and skills from across the standard.

The following will be assessed in both models of the assessment (Portfolio with Q&A /Interview):

Core:

AO1: Safety and Regulatory Compliance

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K1: The principles of identifying and complying with relevant legislation/procedures that impacts the transport environment and its operation.	Regulatory and Procedural Awareness	Pass: Applies passenger transport legislation, regulations, and organisational procedures relevant to the role with minimal noncritical errors, although depth of insight or adaptability may be limited.
K2: The importance of compliance and potential consequences of non-compliance when working in a regulated travel environment.	Regulatory and Procedural Awareness	Pass: Applies passenger transport legislation, regulations, and organisational procedures relevant to the role with minimal noncritical errors, although depth of insight or adaptability may be limited.
K6*: Reporting accidents/incidents.	Regulatory and Procedural Awareness	Pass: Applies passenger transport legislation, regulations, and organisational procedures relevant to the role with minimal noncritical errors, although depth of insight or adaptability may be limited.
K7: Own responsibilities when responding to an emergency, disruption or other incident impacting any aspect of the passenger transport network.	Responsibility and Autonomy	Pass: Takes responsibility for completing passenger transport operations within limits of own authority, demonstrating autonomy within familiar situations and mostly routine work activities.
K8: Required passenger conduct in a safety critical environment.	Applied Knowledge	Pass: Applies passenger transport knowledge, facts, procedures and ideas appropriately to complete well-defined operational tasks and solve straightforward problems across routine and some varied work activities.

S5*: Respond to incidents and emergency situations in line with requirements.	Responsibility and Autonomy	Pass: Takes responsibility for completing passenger transport operations within limits of own authority, demonstrating autonomy within familiar situations and mostly routine work activities.
<i>K5*: Techniques for identifying the wider organisational response to live incidents, for instance establishing how other stations are responding to mechanical breakdown, and how your own work contributes.</i>	<i>Applied Knowledge</i>	<i>Distinction: Applies passenger transport knowledge, facts, procedures, and ideas with consistently high accuracy, insight and efficiency to solve straightforward problems and adapt effectively to well-defined operational tasks.</i>

AO2: Passenger Management, Welfare, and Safeguarding

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K10*: Principles of conflict management.	Applied Knowledge	Pass: Applies passenger transport knowledge, facts, procedures and ideas appropriately to complete well-defined operational tasks and solve straightforward problems across routine and some varied work activities.
K14: Safeguarding principles.	Regulatory and Procedural Awareness	Pass: Applies passenger transport legislation, regulations, and organisational procedures relevant to the role with minimal noncritical errors, although depth of insight or adaptability may be limited.
K16: The range of services available to support vulnerable people and how to signpost.	Applied Knowledge	Pass: Applies passenger transport knowledge, facts, procedures and ideas appropriately to complete well-defined operational tasks and solve straightforward problems across routine and some varied work activities.
K20: The diverse range of passengers who may access transport services; their needs, rights and expectations.	Applied Knowledge	Pass: Applies passenger transport knowledge, facts, procedures and ideas appropriately to complete well-defined operational tasks and solve straightforward problems across routine and some varied work activities.
K11*: Techniques and procedures for managing suspicious/threatening activity.	Regulatory and Procedural Awareness	<i>Distinction: Demonstrates proactive and confident interpretation of passenger transport legislation, regulations, and organisational procedures.</i>
<i>K12: The procedures for responding to the impact of criminal activity on the transport network, including the reporting processes and stakeholders involved.</i>	Regulatory and Procedural Awareness	<i>Distinction: Demonstrates proactive and confident interpretation of passenger transport legislation, regulations, and organisational procedures.</i>

<i>K17: Techniques for identifying and responding to vulnerable passengers who may need assistance.</i>	<i>Information Use and Decision Making</i>	<i>Distinction: Gathers and interprets relevant information and feedback to shape actions that are purposeful and show clear added value in terms of efficiency or outcomes.</i>
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AO3: Passenger Communication, Information Delivery, and Customer Interaction

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K18: How delayed travel services can adversely impact the passenger and other affected stakeholders.	Applied Knowledge	Pass: Applies passenger transport knowledge, facts, procedures and ideas appropriately to complete well-defined operational tasks and solve straightforward problems across routine and some varied work activities.
K23: The range of roles and responsibilities that work together to deliver effective transport services.	Communication and Collaboration	Pass: Communicates and collaborates effectively within passenger transport operations, showing reliable service delivery in familiar situations.
K24: The different types of travel systems and equipment, their operating methods and techniques.	Applied Knowledge	Pass: Applies passenger transport knowledge, facts, procedures and ideas appropriately to complete well-defined operational tasks and solve straightforward problems across routine and some varied work activities.
<i>K19: Expected performance standards and how own role contributes to wider commercial success of the organisation.</i>	<i>Responsibility and Autonomy</i>	<i>Distinction: Exercises informed judgement and self-direction in passenger transport operations, often anticipating operation needs.</i>

Option 1: Ticketing

AO4: Ticketing and Travel Solutions

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K25: The national travel network and range of available tickets.	Applied Knowledge	Pass: Applies passenger transport knowledge, facts, procedures and ideas appropriately to complete well-defined operational tasks and solve straightforward problems across routine and some varied work activities.
K28: The principles of route planning	Applied Knowledge	Pass: Applies passenger transport knowledge, facts, procedures and ideas appropriately to complete well-defined operational tasks and solve straightforward problems across routine and some varied work activities.
K30*: The techniques used for sales and promotion.	Applied Knowledge	Pass: Applies passenger transport knowledge, facts, procedures and ideas appropriately to complete well-defined operational tasks and solve straightforward problems across routine and some varied work activities.
K31*: cash handling regulations	Regulatory and Procedural Awareness	Pass: Applies passenger transport legislation, regulations, and organisational procedures relevant to the role with minimal noncritical errors, although depth of insight or adaptability may be limited.
K32*: Principles of balancing sales records.	Information Use and Decision Making	Pass: Gathers and interprets relevant information from passenger transport operations to inform decisions and actions that are fit for purpose in the work context.

S17*: Handle cash in accordance with regulations.	Regulatory and Procedural Awareness	Pass: Applies passenger transport legislation, regulations, and organisational procedures relevant to the role with minimal noncritical errors, although depth of insight or adaptability may be limited.
<i>K27: Techniques for diagnosing passenger travel requirements, for example establishing the number and composition of passengers, destination and any specific support needs.</i>	<i>Information Use and Decision Making</i>	<i>Distinction: Gathers and interprets relevant information and feedback to shape actions that are purposeful and show clear added value in terms of efficiency or outcomes.</i>
<i>K29: The principles of offering a travel solution that is in the passengers best interests and without bias to any one particular supplier.</i>	<i>Information Use and Decision Making</i>	<i>Distinction: Gathers and interprets relevant information and feedback to shape actions that are purposeful and show clear added value in terms of efficiency or outcomes.</i>

Option 2: Onboard or station

AO5: Onboard and Station Passenger Service Operations

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K33: How to maintain high quality passenger services in line with organisational requirements.	Applied Knowledge	Pass: Applies passenger transport knowledge, facts, procedures and ideas appropriately to complete well-defined operational tasks and solve straightforward problems across routine and some varied work activities.
K34: Own limits, authority, and responsibility with regard to ticket checks.	Responsibility and Autonomy	Pass: Takes responsibility for completing passenger transport operations within limits of own authority, demonstrating autonomy within familiar situations and mostly routine work activities.
K35*: The process for on-board checking of tickets and how to respond.	Regulatory and Procedural Awareness	Pass: Applies passenger transport legislation, regulations, and organisational procedures relevant to the role with minimal noncritical errors, although depth of insight or adaptability may be limited.

Option 3: Dispatch

AO6: Dispatch and Turnaround Operations

Knowledge/Skill Statement	Performance Category	Pass/Distinction Grading Descriptor
K38: The methods and reasons for stopping a vehicle within the station confines during an emergency.	Regulatory and Procedural Awareness	Pass: Applies passenger transport legislation, regulations, and organisational procedures relevant to the role with minimal noncritical errors, although depth of insight or adaptability may be limited.
<i>K37: The wider considerations and factors that contribute to a safe dispatch environment, for example platform/station crowd control, disruption to services, potential dispatch irregularities.</i>	Information Use and Decision Making	<i>Distinction: Gathers and interprets relevant information and feedback to shape actions that are purposeful and show clear added value in terms of efficiency or outcomes.</i>

NOTE: Knowledge and skills statements in **bold** are mandatory and must be assessed in every version of the assessment that is made available. Knowledge and skills statements in *italics* will be graded against the relevant distinction grading descriptor.

(*) Knowledge and skills statements which offer opportunities to develop functional English and maths are identified with an asterisk

Documents required

- Assessment specification
- Assessor guide
- Mock assessment materials
- Assessment feedback report
- Portfolio matrix



Resit and retake guidance

- There will be no cap on the grade that apprentices can achieve through a resit or retake
- Apprentices can resit or retake to achieve a higher grade
- There will be no cap on the number of resits or retakes that apprentices can undertake
- The failed assessment method will be resat or retaken in full

Please use the below table to provide feedback on how the **Observation with Q&A** has been mapped:

CORE				
Assessment Outcome	Knowledge/ Skills	Performance Category	Pass/ Distinction	Comments
AO1: Safety and Regulatory Compliance	K3	Regulatory and Procedural Awareness	Pass	
	K4	Regulatory and Procedural Awareness	Pass	
	S1	Regulatory and Procedural Awareness	Pass	
	S2	Applied Skills	Pass	
	S6*	<i>Responsibility and Autonomy</i>	<i>Distinction</i>	
AO2: Passenger Management, Welfare, and Safeguarding	K9*	Applied Knowledge	Pass	
	K13	Information Use and Decision Making	Pass	
	K15	Information Use and Decision Making	Pass	
	S3	<i>Applied Skills</i>	<i>Distinction</i>	
	S4*	<i>Communication and Collaboration</i>	<i>Distinction</i>	
	S8	<i>Applied Skills</i>	<i>Distinction</i>	

	S11*	Communication and Collaboration	Pass	
AO3: Passenger Communication, Information Delivery, and Customer Interaction	K21*	Communication and Collaboration	Pass	
	K22*	<i>Communication and Collaboration</i>	<i>Distinction</i>	
	S7	Responsibility and Autonomy	Pass	
	S9*	Communication and Collaboration	Pass	
	S10*	<i>Information Use and Decision Making</i>	<i>Distinction</i>	
	S12*	<i>Communication and Collaboration</i>	<i>Distinction</i>	
	S13	Applied Skills	Pass	
OPTION 1: Ticketing				
AO4: Ticketing and Travel Solutions	K26	Applied Knowledge	Pass	
	S14	<i>Information Use and Decision Making</i>	<i>Distinction</i>	
	S15*	Communication and Collaboration	Pass	
	S16*	Applied Skills	Pass	

	S18*	Responsibility and Autonomy	Pass	
OPTION 2: Onboard or station				
AO5: Onboard and Station Passenger Service Operations	S19	<i>Information Use and Decision Making</i>	<i>Distinction</i>	
	S20*	Responsibility and Autonomy	Pass	
OPTION 3: Dispatch				
AO6: Dispatch and Turnaround Operations	K36	Regulatory and Procedural Awareness	Pass	
	K39	Regulatory and Procedural Awareness	Pass	
	S21	Applied Skills	Pass	
	S22	Applied Skills	Pass	
	S23	<i>Responsibility and Autonomy</i>	<i>Distinction</i>	

Please use the below table to provide feedback on how the **portfolio with Q&A** and **interview** have been mapped:

CORE				
Assessment Outcome	Knowledge/ Skills	Performance Category	Pass/ Distinction	Comments
AO1: Safety and Regulatory Compliance	K1	Regulatory and Procedural Awareness	Pass	
	K2	Regulatory and Procedural Awareness	Pass	
	K5*	<i>Applied Knowledge</i>	<i>Distinction</i>	
	K6*	Regulatory and Procedural Awareness	Pass	
	K7	Responsibility and Autonomy	Pass	
	K8	Applied Knowledge	Pass	
	S5*	Responsibility and Autonomy	Pass	
AO2: Passenger Management, Welfare, and Safeguarding	K10*	Applied Knowledge	Pass	
	K11*	<i>Regulatory and Procedural Awareness</i>	<i>Distinction</i>	
	K12	<i>Regulatory and Procedural Awareness</i>	<i>Distinction</i>	
	K14	Regulatory and Procedural Awareness	Pass	

	K16	Applied Knowledge	Pass	
	K17	<i>Information Use and Decision Making</i>	<i>Distinction</i>	
	K20	Applied Knowledge	Pass	
AO3: Passenger Communication, Information Delivery, and Customer Interaction	K18	Applied Knowledge	Pass	
	K19	<i>Responsibility and Autonomy</i>	<i>Distinction</i>	
	K23	Communication and Collaboration	Pass	
	K24	Applied Knowledge	Pass	
OPTION 1: Ticketing				
AO4: Ticketing and Travel Solutions	K25	Applied Knowledge	Pass	
	K27	<i>Information Use and Decision Making</i>	<i>Distinction</i>	
	K28	Applied Knowledge	Pass	
	K29	<i>Information Use and Decision Making</i>	<i>Distinction</i>	
	K30*	Applied Knowledge	Pass	

	K31*	Regulatory and Procedural Awareness	Pass	
	K32*	Information Use and Decision Making	Pass	
	S17*	Regulatory and Procedural Awareness	Pass	
OPTION 2: Onboard or station				
AO5: Onboard and Station Passenger Service Operations	K33	Applied Knowledge	Pass	
	K34	Responsibility and Autonomy	Pass	
	K35*	Regulatory and Procedural Awareness	Pass	
OPTION 3: Dispatch				
AO6: Dispatch and Turnaround Operations	K37	<i>Information Use and Decision Making</i>	<i>Distinction</i>	
	K38	Regulatory and Procedural Awareness	Pass	