

Highfield Level 2 End-Point Assessment for ST0339 Passenger Transport Service Operations Onboard and Station Team Member – Onboard Pathway

Mock Assessment Materials

Observation

Core Knowledge			
Ref	Assessment Criteria	Criteria met	Criteria not met
K1	Understand what is required to ensure you and your customers comply with relevant procedures, regulations and laws that impact on the transport environment and its operation		
K2	Understand the range of customers within the transport services industry, their needs, rights and expectations and how to provide an excellent service that promotes the transport industry		

Core Skills and Competence			
Ref	Assessment Criteria	Criteria met	Criteria not met
S1	Welcome customers in a polite and reassuring manner, directing and escorting them as appropriate		

Behaviours			
Ref	Assessment Criteria	Criteria met	Criteria not met
B1	Be approachable and friendly at all times		
B2	Act as a good listener, respectful of other's beliefs and personal circumstances		
B3	Be conscientious of risks impacting on passenger safety and remain calm under pressure when issues occur		
B4	Be confident of their role regarding passenger safety and organised in its delivery		
B5	Be passionate about providing quality passenger services and a role model to colleagues		
B6	Pay attention to detail and take pride in providing a quality service		

Specific Onboard Skill Requirements			
Ref	Assessment Criteria	Criteria met	Criteria not met
SO1	Direct and escort passengers to their seats, answering queries regarding seat reservations, timetables, onboard services and the range of facilities available		
SO2	Carry out routine checks to customer areas, dealing with any irregularities such as obstructions, missing or faulty equipment, left items, and evidence of illegal substances		
SO3	Provide a catering service, displaying products in line with brand guidelines and procedures, accepting and reconciling payments		