

Highfield Level 2 End-Point Assessment for ST0338 Passenger Transport Driver – Bus, Coach and Tram

Mock Assessment Materials – Professional Review

Core knowledge			
Ref	Indicative assessment criteria	Achieved	Not Achieved
K1.1	Knows how to comply and monitor legislation, procedures and regulations (K1)		
K1.2	Demonstrates a good awareness of changes to rules/regulations and operating instructions (K1)		
K2.1	Demonstrates a good knowledge of the company's structure and their role within the company (K2)		
K6.1	Demonstrates a full understanding of route features and risks applicable to the routes assigned to the apprentice (K6)		
K7.1	Able to explain the procedures to follow when dealing with a range of situations and what actions and considerations to be taken when these have been identified (K7)		

Core skills and competence			
Ref	Indicative assessment criteria	Achieved	Not Achieved
S2.1	Able to identify, communicate and act on company information and notices (S2)		
S4.1	Able to recognise inappropriate behaviour and knows how to assess the risks in the situation (S4)		
S4.2	Able to prioritise the action to be taken, in line with approved organisational guidelines (S4)		
S5.1	Describes when and how to get help from other sources in situations outside own personal authority or ability to deal with (S5)		
S6.1	Able to collect and report information following a situation (S6)		
S11.1	Can explain in full the procedures to follow when lost property is reported or found (S11)		
S12.1	Demonstrates a good knowledge of progression opportunities and reflects on opportunities for personal improvement (S12)		
S13.1	Able to demonstrate where feedback on personal performance has been collated (S13)		
S14.1	Proactively shares information, which can be trusted (S14)		
S14.2	Considers impact of own actions on other people or activities (S14)		
S15.1	Able to ask relevant questions to determine customers' and stakeholders' needs (S15)		
S16.1	Is cooperative and helpful to customers, colleagues and managers (S16)		
S17.1	Describes the needs of others when taking action, in a way that reduces any potential conflict (S17)		
S18.1	Attitude is respectful and positive and does not have a negative impact on other people (S18)		
S20.1	Considers the impact of own actions on other people or activities (S20)		
S21.1	Routinely follows standardised procedures relating to planned activities (S21)		
S24.1	Describes how to drive the vehicle in a way that does not put others at risk including restricted spaces and different weather conditions (S24)		

S26.1	Able to clearly describe the procedure and prepare the relevant information for handing the vehicle over to others (S26)		
S27.1	Able to prepare and submit documentation containing performance, incident and technical information (S27)		
S28.1	Able to describe how and when to make timely and clear announcements to passengers (S28)		
S30.1	Describes how to assist customers with enquiries in a clear, polite, respectful and friendly manner (S30)		
S32.1	Describes the different warnings and indications (S32)		
S32.2	Able to establish the occurrence and location of faults and failures accurately and promptly and report using the appropriate organisational procedures (S32)		
S36.1	Able to implement approved safety measures for protection following organisational procedures (S36)		
S37.1	Able to identify and report an emergency situation, understands how to contain the risk and minimise the effect the emergency has on others (S37)		
S38.1	Able to clearly describe the actions and reporting procedures when a vehicle needs to be taken out of service (S38)		

Behaviours			
Ref	Indicative assessment criteria	Achieved	Not Achieved
B1.1	Proactively shares information, which can be trusted at all times (B1)		
B1.2	Openly supports change (B1)		
B2.1	Listens to and acts on feedback (B2)		
B2.2	Attitude is respectful and positive and never has a negative impact on other people (B2)		
B3.1	Concentrates on immediate task at hand (B3)		
B3.2	Remains calm and professional when under pressure (B3)		

Specific Bus requirements			
Ref	Indicative assessment criteria	Achieved	Not Achieved
KB1.1	Able to explain the procedures for collecting revenues and know how to use appropriate equipment (K8)		
KB2.1	Describes the different types of correct signage and how they would be displayed (K9)		
KB2.2	Describes the importance of good customer service and has a good knowledge of where to locate relevant information (K9)		

Specific Coach requirements			
Ref	Indicative assessment criteria	Achieved	Not Achieved
SC3.1	Describe two different statutory requirements when operating a vehicle outside of the United Kingdom (S41)		
KC1.1	Able to explain the procedures for collecting revenues and know how to use appropriate equipment (K8)		
KC2.1	Describes the different types of correct signage and how they would be displayed (K9)		
KC2.2	Describes the importance of good customer service and has a good knowledge of where to locate relevant information (K9)		
KC3.1	Demonstrates a good knowledge of statutory requirements when operating a vehicle outside of the United Kingdom (K10)		

Specific Tram requirements			
Ref	Indicative assessment criteria	Achieved	Not Achieved
KT1.1	Describes a good range of tramway principles including how the system operates, its components and abnormal operation (K11)		
KT2.1	Describes the key features of the tramway environment and the different organisations involved in the running of the tramway (K12)		
KT3.1	Describes the relationship between the tramway and heavy rail, highways and the pedestrianised environment (K13)		