

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

## Journey Log - Matrix Sheet

This document should be used to map the apprentice’s journey log to the Passenger Transport Driver - Bus, Coach and Tram standard and should accompany the journey log when submitted to Highfield Assessment.

<b>Apprentice’s name:</b>	
<b>Employer:</b>	
<b>Training provider:</b>	
<b>End-point assessment start date:</b>	

Ref	Assessment Criteria	Evidence Ref	Location /Page in Evidence
<b>Core Knowledge</b>			
K1.1	Knows how to comply and monitor legislation, procedure and regulations		
K1.2	Demonstrates a good awareness of changes to rules/regulations and operating instructions		
K2.1	Demonstrates a good knowledge of company structure and their role within the company		
K3.1	Uses clear and engaging communication to establish a good rapport with customers		
K3.2	Able to ask relevant questions to determine customers’ needs		
K4.1	Describes how to carry out pre-drive checks to the vehicle and that the vehicle’s documents are in line with organisational procedures		
K4.2	Demonstrates a good awareness of staff roles and operating instructions for locations where vehicles are stored		
K5.1	Identify route features, characteristics, systems and equipment in use when driving		
K6.1	Demonstrates a full understanding of route features and risks applicable to the routes assigned to the apprentice		
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		

Core Skills and Competence			
S1.1	Meets the requirements for personal preparation and appearance		
S1.2	Obtains relevant information and documentation to ensure duties can be performed in a safe and efficient manner		
S2.1	Able to identify, communicate and act upon company information and notices		
S3.1	Applies rules, procedures and the company's policies at all times and demonstrates due regard for safety when carrying out duties		
S4.1	Able to recognise inappropriate behaviour and knows how to assess the risks in the situation		
S4.2	Able to prioritise the action to be taken, in line with approved organisational guidelines		
S5.1	Describes when and how to get help from other sources in situations outside own personal authority or ability to deal with		
S6.1	Able to collect and report information following a situation		
S7.1	Demonstrates how to book on duty at the correct time ensuring all required checks have been completed in time for the start of the shift		
S8.1	Demonstrates how to prioritise own duties ensuring all activities are completed to time and the service is maintained		
S9.1	Carries out duties in accordance with appropriate organisational policies concerning conduct and appearance		
S10.1	Ensures a clean and tidy working environment is maintained at all times		
S11.1	Can explain in full the procedures to follow when lost property is reported or found		
S12.1	Demonstrates a good knowledge of progression opportunities and reflects on opportunities for personal improvement		
S13.1	Able to demonstrate where feedback on personal performance has been collated		
S14.1	Proactively shares information, which can be trusted		
S14.2	Considers impact of own actions on other people or activities		
S15.1	Able to ask relevant questions to determine customers' and stakeholders' needs		
S16.1	Is cooperative and helpful to customers, colleagues and managers		
S17.1	Describes the needs of others when taking action, in a way that reduces any potential conflict		
S18.1	Attitude is respectful and positive and does not have a negative impact on other people		

S19.1	Demonstrates a consistent approach to all customer interactions, treats all customers fairly and in line with requirements		
S20.1	Considers the impact of own actions on other people or activities		
S21.1	Routinely follows standardised procedures relating to planned activities		
S22.1	Demonstrates core safety requirements of vehicle within a depot or station including the appropriate authority to be gained prior to preparing vehicle		
S22.2	Demonstrates due regard for safety by using authorised walking routes and wearing appropriate PPE		
S23.1	Demonstrates how to carry out preparation/mobilisation/service safety checks of vehicle within timescales		
S23.2	Demonstrates good core safety and protection requirements of vehicles within a depot or station		
S23.3	Able to report any vehicle defects or problems when preparing the vehicle		
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		
S25.1	Demonstrates good decision-making skills, considers risks, takes appropriate action, makes decisions when needed and is not impulsive		
S25.2	Is able to identify problems and remedy them without jumping to conclusions or making assumptions		
S26.1	Able to clearly describe the procedure and prepare the relevant information for handing the vehicle over to others		
S27.1	Able to prepare and submit documentation containing performance, incident and technical information		
S28.1	Able to describe how and when to make timely and clear announcements to passengers		
S29.1	Checks the vehicle displays the correct destination, signage and information and able to make changes if necessary without impacting on the service		
S30.1	Describes how to assist customers with enquiries in a clear, polite, respectful and friendly manner		
S31.1	Ensures the vehicle is operating efficiently and knows what action to take if any irregularities are identified		
S32.1	Describes the different warnings and indications		
S32.2	Able to establish the occurrence and location of faults and failures accurately and promptly and report using the appropriate organisational procedures		

S33.1	Demonstrates a good understanding of how to start and control the vehicle safely		
S33.2	Any irregularities are identified, communicated and recorded promptly using approved methods		
S34.1	Demonstrates an ability to ensure passengers' comfort, e.g. smooth braking		
S35.1	Demonstrates a good understanding of the route being driven and applicable risks including how to make scheduled stops, assisting customers where necessary		
S36.1	Able to implement approved safety measures for protection following organisational procedures		
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		
S38.1	Able to clearly describe the actions and reporting procedures when a vehicle needs to be taken out of service		
<b>Behaviours</b>			
B1.1	Proactively shares information, which can be trusted at all times		
B1.2	Openly supports change		
B2.1	Listens to and acts upon feedback		
B2.2	Attitude is respectful and positive and never has a negative impact on other people		
B3.1	Concentrates on immediate task at hand		
B3.2	Remains calm and professional when under pressure		
B4.1	Shows ability to act to keep passengers safe at all times		
B5.1	Attitude is respectful and positive and never has a negative impact on other people		
B6.1	Follows standardised procedures routinely		
B6.2	Demonstrates a quality service by working to both legislation and organisational policy requirements		

<b>Specific Bus Requirements</b>			
SB1.1	Demonstrates how to use the appropriate systems and equipment when recording transactions, including reconciling errors		
SB2.1	Demonstrates a good, polite manner when assisting customers as appropriate, providing relevant information when asked		
KB1.1	Able to explain the procedures for collecting revenues and know how to use appropriate equipment		
KB2.1	Describes the different types of correct signage and how they would be displayed		
KB2.2	Describes the importance of good customer service and has a good knowledge of where to locate relevant information		
<b>Specific Coach Requirements</b>			
SC1.1	Demonstrates how to use the appropriate systems and equipment when recording transactions, including reconciling errors		
SC2.1	Demonstrates a good, polite manner when assisting customers as appropriate, providing relevant information when asked		
SC3.1	Describe two different statutory requirements when operating a vehicle outside of the United Kingdom		
KC1.1	Able to explain the procedures for collecting revenues and know how to use appropriate equipment		
KC2.1	Describes the different types of correct signage and how they would be displayed		
KC2.2	Describes the importance of good customer service and has a good knowledge of where to locate relevant information		
KC3.1	Demonstrates a good knowledge of statutory requirements when operating a vehicle outside of the United Kingdom		

Specific Tram Requirements			
ST1.1	Demonstrates good core safety and protection requirements of trams including obtaining the appropriate authority prior to preparing the vehicle		
ST2.1	Demonstrates how to monitor and maintain a vehicle's progress against an operating schedule		
ST3.1	Able to identify safety requirements when carrying out tram preparation, service safety check or tram mobilisation		
ST3.2	Able to carry out preparation/mobilisation/service safety checks of tramcar being operated within timescales		
KT1.1	Describes a good range of tramway principles including how the system operates, its components and abnormal operation		
KT2.1	Describes the key features of the tramway environment and the different organisations involved in the running of the tramway		
KT3.1	Describes the relationship between the tramway and heavy rail, highways and the pedestrianised environment		

### Apprentice Declaration

*I confirm that the evidence contained within this portfolio is all my own work and any assistance given and/or sources used have been acknowledged.*

<b>Apprentice's signature:</b>	<b>Date:</b>
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Please ensure this matrix sheet is submitted with your portfolio and that all evidence submitted is saved in one of the following file formats:

- |              |              |              |
|--------------|--------------|--------------|
| <i>.docx</i> | <i>.xlsx</i> | <i>.pptx</i> |
| <i>.pdf</i>  | <i>.jpg</i>  | <i>.png</i>  |
| <i>.mp3</i>  | <i>.mp4</i>  | <i>.m4a</i>  |