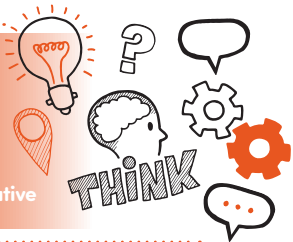


**Think about**  
**Interview** (underpinned by portfolio)  
**Level 2 Passenger Transport**  
**Operative AP02** Option 3 Dispatch Operative



**On the day of this assessment you will carry out:**



A 60-minute (+/-10%) interview



Remote or face-to-face



In a suitable environment under exam conditions



With an end-point assessor and your employer  
(optional)



### **Key point**

You will have already submitted your portfolio of evidence which will be used to underpin the interview.



## Do

- Review the criteria associated with the interview – this can be found in the EPA kit
- Be prepared to refer to the organisation's policies and procedures
- Ensure a quiet room is available and that there are no interruptions or distractions
- Be prepared to answer a minimum of 10 open and competence-based questions
- Use evidence from your portfolio to refer to and illustrate your answers



## Don't

- Forget to plan
- Forget to tell your colleagues that you are being assessed
- Forget to bring your ID



## Next steps

- Results can take up to 12 working days to be confirmed.
- Your manager/training provider will inform you of the results.



## Resits

- If you do not achieve a pass result on the interview, you can resit the assessment.



## Use the table below to plan and prepare for the interview.

Standard themes	Key points to remember
<b>Core</b>	
<p><b>Preparing for work:</b>            Outlines the steps they take when preparing their own work area for use during a shift.</p> <p>Explains how their approach to work ensures they meet own organisations</p> <p>(D) Explains how they have incorporated lessons learnt into preparing their own work area and how this enhanced safety or efficiency.</p>	



### **Legislative, procedural and operator requirements:**

Outlines the relevant legislation/procedures and health and safety regulations that apply in the travel environment and the impact that they have on operations.

Describes how they observe safe and compliant working practices and educate passengers to keep travel environments safe, whilst adhering to regulation and organisational requirements.

Provides at least two different risks associated with non-compliance.

(D) Reflects on the importance of compliance with regulations and the impact this has had in the travel environments they work in.

### **Customer diversity and customer requirements:**

Outlines the diverse types of customers who may use transport services. Describes their individual needs, rights and expectations whilst accessing transport services.

Describes how they identify vulnerable people and respond to promote their safety, outlining the relevant safeguarding principles.

Describes how they assist vulnerable people with specialised equipment or systems to support their use of travel services.

(D) Identifies the impact of failing to address the diverse needs of customers.

### **Identifying possible incidents and responding to incidents/emergencies:**

Describes how they respond to a sudden event impacting the passenger transport network (either an incident, emergency or disruption).

Outlines the procedural steps they followed when reporting the incident in line with requirements.

Explains the checks and actions they are required to undertake to determine their response to issues, such as possible incidents, security breaches and emergencies.

Outlines the approaches they take to manage suspicious/threatening activity.

Describes ways to identify wider organisational response to live incidents.

(D) Reflects on the importance of adhering to requirements when reporting accidents/incidents.

### **Working in differing conditions and supporting others:**

Outlines approaches to conflict management and states how they utilised these techniques to address inappropriate passenger/public behaviour.

Describes the different internal and external stakeholders that must work together to provide safe and effective transport services.

Describes expected customer conduct in a safety critical environment. Describes different ways in which criminal activity can adversely impact transport services.

Outlines the reporting procedures to follow when identifying such activity.

Describes a time when they demonstrated resilience when handling a fast-changing situation involving unacceptable customer behaviour. Explains how their actions helped maintain the integrity of the transport service.

(D) Explains the balance between passengers own responsibilities for behaving appropriately, and their own role in managing behaviours.

### **Performance standards:**

Outlines different ways in which a delayed travel service can impact customers and other stakeholders.

Describes how their performance is measured at work, and how their role contributes to organisational success.

Describes how they handle and resolve complaints in line with their own organisational requirements.

(D) Suggests different ways to mitigate the impact of delayed travel services on customers.

(D) Evaluates how the current complaints process could be improved to reduce complaints in own organisation.

## Option 3 – Dispatch operative

**Vehicle turnaround and emergencies:**

Explains how they have stopped a vehicle in an emergency situation to reduce risk to those impacted by the emergency, outlines the procedures and rationale involved in reaching this decision.

Describes how they prepare (ready) a transport service for turnaround in line with organisational requirements.