

Highfield Level 2 End-Point Assessment for ST0339 Passenger Transport Operative – Onboard Operative Pathway

Mock Assessment Materials – Observation with Questions

Core

Utilisation of tools (travel equipment/systems)			
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
UT1	Adapts use of systems and equipment to meet customer needs.		
UT2	Monitors the working environment to ensure it is safe and secure.		
UT3	Takes responsibility for own actions by checking applicable travel-related systems and equipment are working correctly in line with operational requirements.		

Communication methods			
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
CM1	Supports the customer by adapting their communication style to the circumstances and checks the customer has understood, whilst maintaining professionalism.		

Directing passenger techniques			
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
DP1	Responds to passenger related queries, by providing accurate directions, support or advice.		

Pathway

Monitoring the onboard service in accordance with operator requirements			
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
OS1	Monitors the onboard travel service environment, identifying both actual and potential issues, taking action to maintain the integrity of the travel service in line with organisational requirements.		