

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

### Apprentice Details

Name	
Employer	
Training Provider	
Pathway	

### Journey Log

It is a requirement of this assessment plan that a journey log is submitted at Gateway to support the professional review. This is not assessed. Please see the EPA-kit for more information on the requirements for the journey log.

Please indicate below which piece of evidence is mapped to each KSB covered in the professional review. Please use the same reference as the file name to ensure the correct piece of evidence can be located.

### Core

KSB	Evidence reference	Evidence location
<b>K3:</b> Understand the range of services available and have an appreciation of the commercial transport environment		
<b>K4:</b> Understand the needs of customers who may need assistance including those who have disabilities and particular requirements		
<b>K5:</b> Understand assistance that can be provided and the relevant legislation and responsibilities of the organisation and those who work there		
<b>S2:</b> Recognise inappropriate behaviour that could lead to a conflict and remain alert for breaches of security, e.g. suspicious packages and emergency situations, taking prompt and appropriate action to ensure safety		
<b>S3:</b> Act appropriately during incidents and emergency situations to minimise risk		

<b>S4:</b> Evaluate situations, which impact on the transport service and provide solutions to restore operations		
<b>S5:</b> Recognise when circumstances could lead to confusion, panic or conflict, providing assistance that is considerate of risk and reassurance that is sympathetic and promotes good will		

**Pathway 1: Station or depot**

KSB	Evidence reference	Evidence location
<b>KS1:</b> Know the procedures for the safe dispatching of trains (rail only)		
<b>KS2:</b> Know the process and procedures for a turnaround service and understand the importance of safety and efficiency		
<b>KS3:</b> Know how to sell and issue tickets and understand the appropriate equipment used		
<b>KS4:</b> Understand the impact of fraud and the procedures taken when identified		

**Pathway 2: Onboard**

KSB	Evidence reference	Evidence location
<b>KO1:</b> Know how to direct and escort passengers		
<b>KO2:</b> Know relevant information regarding seat reservation, timetables and onboard services and facilities, and how to appropriately present it		
<b>KO3:</b> Understand the importance of routine checks and process and procedures for carrying them out		
<b>KO4:</b> Know the procedure for dealing with evidence of illegal substances		
<b>KO5:</b> Understand how to provide professional catering service		

## Apprentice Declaration

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

Signed by apprentice (name)	Signature	Date