

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

Mock Assessment Materials

Observation with Questions

Core

Utilisation of tools (travel equipment/systems)			
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
UT1	Takes responsibility for own actions by checking applicable travel-related systems and equipment are working correctly in line with operational requirements. Adapts use of systems and equipment to meet customer needs. Monitors the working environment to ensure it is safe and secure. (K24, S13, B1, B2, B3)		

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. (K22, S12, B4, B6)		

Directing passenger techniques

Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
DP1	Responds to passenger related queries, by providing accurate directions, support or advice. (K21, S10)		

Pathway

Monitoring safety in a live transportation environment

Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
LT1	Acts upon environmental factors that could risk safety to those using the transport service. (K37)		

Receiving and dispatching transport services into the station

Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
RD1	Receives and dispatches transport services (e.g., train, tram, bus, coach) in line with organisational procedures and within limits of own role. (K36, S22)		