

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

Mock Assessment Materials – Observation with questions

Core knowledge			
Ref	Indicative assessment criteria	Achieved	Not Achieved
K3.1	Uses clear and engaging communication to establish a good rapport with customers (K3)		
K3.2	Able to ask relevant questions to determine customers' needs (K3)		
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)		
K4.2	Demonstrates a good awareness of staff roles and operating instructions for locations where vehicles are stored (K4)		
K5.1	Shows full knowledge of the range of route features required and knows how to identify irregularities with systems and equipment, problems are recorded and promptly reported using approved methods (K5)		

Core skills and competence			
Ref	Indicative assessment criteria	Achieved	Not Achieved
S1.1	Meets the requirements for personal preparation and appearance (S1)		
S1.2	Obtains relevant information and documentation to ensure duties can be performed in a safe and efficient manner (S1)		
S3.1	Applies rules, procedures and company policies at all times and demonstrates due regard for safety when carrying out duties (S3)		
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 (S7)		
S8.1	Demonstrates how to prioritise own duties ensuring all activities are completed to time and the service is maintained (S8)		
S9.1	Carries out duties in accordance with appropriate organisational policies concerning conduct and appearance (S9)		
S10.1	Ensures a clean and tidy working environment is maintained at all times (S10)		
S19.1	Demonstrates a consistent approach to all customer interactions, treats all customers fairly and in line with requirements (S19)		
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)		
S22.2	Demonstrates due regard for safety by using authorised walking routes and wearing appropriate PPE (S22)		
S23.1	Demonstrates how to carry out preparation and or mobilisation and or service safety checks of vehicle within timescales (S23)		

S23.2	Demonstrates good core safety and protection requirements of vehicles within a depot or station (S23)		
S23.3	Able to report any vehicle defects or problems when preparing the vehicle (S23)		
S25.1	Demonstrates good decision-making skills, considers risks, takes appropriate action, makes decisions when needed and is not impulsive (S25)		
S25.2	Is able to identify problems and remedy them without jumping to conclusions or making assumptions (S25)		
S29.1	Checks the vehicle displays the correct destination, signage and information and able to make changes if necessary, without impacting on the service (S29)		
S31.1	Ensures the vehicle is operating efficiently and knows what action to take if any irregularities are identified (S31)		
S33.1	Demonstrates a good understanding of how to start and control the vehicle safely (S33)		
S33.2	Any irregularities are identified, communicated and recorded promptly using approved methods (S33)		
S34.1	Demonstrates an ability to ensure passenger comfort, for example, smooth braking (S34)		
S35.1	Demonstrates a good understanding of the route being driven and applicable risks including how to make scheduled stops, assisting customers where necessary (S35)		

Behaviours			
Ref	Indicative assessment criteria	Achieved	Not Achieved
B4.1	Shows ability to act to keep passengers safe at all times (B4)		
B5.1	Attitude is respectful and positive and never has a negative impact on other people (B5)		
B6.1	Follows standardised procedures routinely (B6)		
B6.2	Demonstrates a quality service by working to both legislation and organisational policy requirements (B6)		

Specific Bus requirements			
Ref	Indicative assessment criteria	Achieved	Not Achieved
SB1.1	Demonstrates how to use the appropriate systems and equipment when recording transactions, including reconciling errors (S39)		
SB2.1	Demonstrates a good, polite manner when assisting customers as appropriate, providing relevant information when asked (S40)		

Specific Coach requirements			
Ref	Indicative assessment criteria	Achieved	Not Achieved
SC1.1	Demonstrates how to use the appropriate systems and equipment when recording transactions, including reconciling errors (S39)		
SC2.1	Demonstrates a good, polite manner when assisting customers as appropriate, providing relevant information when asked (S40)		

Specific Tram requirements			
Ref	Indicative assessment criteria	Achieved	Not Achieved
ST1.1	Demonstrates good core safety and protection requirements of trams including obtaining the appropriate authority prior to preparing the vehicle (S42)		
ST2.1	Demonstrates how to monitor and maintain a vehicle's progress against an operating schedule (S43)		
ST3.1	Able to identify safety requirements when carrying out tram preparation, service safety check or tram mobilisation (S44)		
ST3.2	Able to carry out preparation and or mobilisation and or service safety checks of tramcar being operated within timescales (S44)		