

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

Mock Assessment Materials

Professional Review

Core Knowledge and Understanding			
Ref	Assessment Criteria	Criteria met	Criteria not met
K3	Understand the range of services available and have an appreciation of the commercial transport environment		
K4	Understand the needs of customers who may need assistance including those who have disabilities and particular requirements		
K5	Understand assistance that can be provided and the relevant legislation and responsibilities of the organisation and those who work there		

Core Skills and Competence			
Ref	Assessment Criteria	Criteria met	Criteria not met
S2	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		
S3	Act appropriately during incidents and emergency situations to minimise risk		
S4	Evaluate situations, which impact on the transport service and provide solutions to restore operations		
S5	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		

Specific Onboard Knowledge and Understanding Requirements

Ref	Assessment Criteria	Criteria met	Criteria not met
KO1	Know how to direct and escort passengers		
KO2	Know relevant information regarding seat reservation, timetables and onboard services and facilities, and how to appropriately present it		
KO3	Understand the importance of routine checks and process and procedures for carrying them out		
KO4	Know the procedure for dealing with evidence of illegal substances		
KO5	Understand how to provide professional catering service		