

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

### 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 assessment criteria 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 knowledge, skills and competence and behaviours

Assessment criteria	Evidence reference	Evidence location
<b>K1.1:</b> Knows how to comply and monitor legislation, procedure and regulations (K1)		
<b>K1.2:</b> Demonstrates a good awareness of changes to rules/regulations and operating instructions (K1)		
<b>K2.1:</b> Demonstrates a good knowledge of company structure and their role within the company (K2)		
<b>K3.1:</b> Uses clear and engaging communication to establish a good rapport with customers (K3)		
<b>K3.2:</b> Able to ask relevant questions to determine customers' needs (K3)		
<b>K4.1:</b> Describes how to carry out pre-drive checks to the vehicle and that the vehicle's documents are in line with organisational procedures (K4)		

<b>K4.2:</b> Demonstrates a good awareness of staff roles and operating instructions for locations where vehicles are stored (K4)		
<b>K5.1:</b> Identify route features, characteristics, systems and equipment in use when driving (K5)		
<b>K6.1:</b> Demonstrates a full understanding of route features and risks applicable to the routes assigned to the apprentice (K6)		
<b>K7.1:</b> Able to explain the procedures to follow when dealing with a range of situations and what actions and considerations to be taken when these have been identified (K7)		
<b>S1.1:</b> Meets the requirements for personal preparation and appearance (S1)		
<b>S1.2:</b> Obtains relevant information and documentation to ensure duties can be performed in a safe and efficient manner (S1)		
<b>S2.1:</b> Able to identify, communicate and acted upon company information and notices (S2)		
<b>S3.1:</b> Applies rules, procedures and company policies at all times and demonstrates due regard for safety when carrying out duties (S3)		
<b>S4.1:</b> Able to recognise inappropriate behaviour and knows how to assess the risks in the situation (S4)		
<b>S4.2:</b> Able to prioritise the action to be taken, in line with approved organisational guidelines (S4)		
<b>S5.1:</b> Describes when and how to get help from other sources in situations outside own personal authority or ability to deal with (S5)		
<b>S6.1:</b> Able to collect and report information following a situation (S6)		
<b>S7.1:</b> 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)		
<b>S8.1:</b> Demonstrates how to prioritise own duties ensuring all activities are completed to time and the service is maintained (S8)		

<b>S9.1:</b> Carries out duties in accordance with appropriate organisational policies concerning conduct and appearance (S9)		
<b>S10.1:</b> Ensures a clean and tidy working environment is maintained at all times (S10)		
<b>S11.1:</b> Can explain in full the procedures to follow when lost property is reported or found (S11)		
<b>S12.1:</b> Demonstrates a good knowledge of progression opportunities and reflects on opportunities for personal improvement (S12)		
<b>S13.1:</b> Able to demonstrate where feedback on personal performance has been collated (S13)		
<b>S14.1:</b> Proactively shares information, which can be trusted (S14)		
<b>S14.2:</b> Considers impact of own actions on other people or activities (S14)		
<b>S15.1:</b> Able to ask relevant questions to determine customers' and stakeholders' needs (S15)		
<b>S16.1:</b> Is cooperative and helpful to customers, colleagues and managers (S16)		
<b>S17.1:</b> Describes the needs of others when taking action, in a way that reduces any potential conflict (S17)		
<b>S18.1:</b> Attitude is respectful and positive and does not have a negative impact on other people (S18)		
<b>S19.1:</b> Demonstrates a consistent approach to all customer interactions, treats all customers fairly and in line with requirements (S19)		
<b>S20.1:</b> Considers the impact of own actions on other people or activities (S20)		
<b>S21.1:</b> Routinely follows standardised procedures relating to planned activities (S21)		
<b>S22.1:</b> Demonstrates core safety requirements of vehicle within a depot or station including the appropriate authority to be gained prior to preparing vehicle (S22)		

<b>S22.2:</b> Demonstrates due regard for safety by using authorised walking routes and wearing appropriate PPE (S22)		
<b>S23.1:</b> Demonstrates how to carry out preparation and or mobilisation and or service safety checks of vehicle within timescales (S23)		
<b>S23.2:</b> Demonstrates good core safety and protection requirements of vehicles within a depot or station (S23)		
<b>S23.3:</b> Able to report any vehicle defects or problems when preparing the vehicle (S23)		
<b>S24.1:</b> Describes how to drive the vehicle in a way that does not put others at risk including restricted spaces and different weather conditions (S24)		
<b>S25.1:</b> Demonstrates good decision-making skills, considers risks, takes appropriate action, makes decisions when needed and is not impulsive (S25)		
<b>S25.2:</b> Is able to identify problems and remedy them without jumping to conclusions or making assumptions (S25)		
<b>S26.1:</b> Able to clearly describe the procedure and prepare the relevant information for handing the vehicle over to others (S26)		
<b>S27.1:</b> Able to prepare and submit documentation containing performance, incident and technical information (S27)		
<b>S28.1:</b> Able to describe how and when to make timely and clear announcements to passengers (S28)		
<b>S29.1:</b> Checks the vehicle displays the correct destination, signage and information and able to make changes if necessary without impacting on the service (S29)		
<b>S30.1:</b> Describes how to assist customers with enquiries in a clear, polite, respectful and friendly manner (S30)		
<b>S31.1:</b> Ensures the vehicle is operating efficiently and knows what action to take if any irregularities are identified (S31)		
<b>S32.1:</b> Describes the different warnings and indications (S32)		

<b>S32.2:</b> Able to establish the occurrence and location of faults and failures accurately and promptly and report using the appropriate organisational procedures (S32)		
<b>S33.1:</b> Demonstrates a good understanding of how to start and control the vehicle safely (S33)		
<b>S33.2:</b> Any irregularities are identified, communicated and recorded promptly using approved methods (S33)		
<b>S34.1:</b> Demonstrates an ability to ensure passenger comfort, for example, smooth braking (S34)		
<b>S35.1:</b> Demonstrates a good understanding of the route being driven and applicable risks including how to make scheduled stops, assisting customers where necessary (S35)		
<b>S36.1:</b> Able to implement approved safety measures for protection following organisational procedures (S36)		
<b>S37.1:</b> Able to identify and report an emergency situation, understands how to contain the risk and minimise the effect the emergency has on others (S37)		
<b>S38.1:</b> Able to clearly describe the actions and reporting procedures when a vehicle needs to be taken out of service (S38)		
<b>B1.1:</b> Proactively shares information, which can be trusted at all times (B1)		
<b>B1.2:</b> Openly supports change (B1)		
<b>B2.1:</b> Listens to and acts upon feedback (B2)		
<b>B2.2:</b> Attitude is respectful and positive and never has a negative impact on other people (B2)		
<b>B3.1:</b> Concentrates on immediate task at hand (B3)		
<b>B3.2:</b> Remains calm and professional when under pressure (B3)		
<b>B4.1:</b> Shows ability to act to keep passengers safe at all times (B4)		
<b>B5.1:</b> Attitude is respectful and positive and never has a negative impact on other people (B5)		

<b>B6.1:</b> Follows standardised procedures routinely (B6)		
<b>B6.2:</b> Demonstrates a quality service by working to both legislation and organisational policy requirements (B6)		

#### Specific bus requirements

<b>SB1.1:</b> Demonstrates how to use the appropriate systems and equipment when recording transactions, including reconciling errors (S39)		
<b>SB2.1:</b> Demonstrates a good, polite manner when assisting customers as appropriate, providing relevant information when asked (S40)		
<b>KB1.1:</b> Able to explain the procedures for collecting revenues and know how to use appropriate equipment (K8)		
<b>KB2.1:</b> Describes the different types of correct signage and how they would be displayed (K9)		
<b>KB2.2:</b> Describes the importance of good customer service and has a good knowledge of where to locate relevant information (K9)		

#### Specific coach requirements

<b>SC1.1:</b> Demonstrates how to use the appropriate systems and equipment when recording transactions, including reconciling errors (S39)		
<b>SC2.1:</b> Demonstrates a good, polite manner when assisting customers as appropriate, providing relevant information when asked (S40)		
<b>SC3.1:</b> Describe two different statutory requirements when operating a vehicle outside of the United Kingdom (S41)		
<b>KC1.1:</b> Able to explain the procedures for collecting revenues and know how to use appropriate equipment (K8)		
<b>KC2.1:</b> Describes the different types of correct signage and how they would be displayed (K9)		
<b>KC2.2:</b> Describes the importance of good customer service and has a good knowledge of where to locate relevant information (K9)		

<b>KC3.1:</b> Demonstrates a good knowledge of statutory requirements when operating a vehicle outside of the United Kingdom (K10)		
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#### Specific tram requirements

<b>ST1.1:</b> Demonstrates good core safety and protection requirements of trams including obtaining the appropriate authority prior to preparing the vehicle (S42)		
<b>ST2.1:</b> Demonstrates how to monitor and maintain a vehicle's progress against an operating schedule (S43)		
<b>ST3.1:</b> Able to identify safety requirements when carrying out tram preparation, service safety check or tram mobilisation (S44)		
<b>ST3.2:</b> Able to carry out preparation and or mobilisation and or service safety checks of tramcar being operated within timescales (S44)		
<b>KT1.1:</b> Describes a good range of tramway principles including how the system operates, its components and abnormal operation (K11)		
<b>KT2.1:</b> Describes the key features of the tramway environment and the different organisations involved in the running of the tramway (K12)		
<b>KT3.1:</b> Describes the relationship between the tramway and heavy rail, highways and the pedestrianised environment (K13)		

#### 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

## Employer Declaration

I confirm that the evidence contained in this journey log is valid and attributable to the apprentice.

Signed on behalf of employer (name)	Signature	Date