

Highfield Level 2 End-point Assessment for Passenger Transport Driver - Bus and Coach or Tram: Both Pathways

Mock Assessment Materials

Interview Underpinned by a Portfolio

(Core) Regulations, Legislation, Policy and Procedure

Ref	Assessment Criteria (Pass)	Interview	
		Achieved	Not Achieved
RL1	Explains how they apply safe working practices and comply with PCV driving regulations and legislation and current company policies and procedures to prioritise health, safety and wellbeing undertaking their role (K2, S1, S2, B1)		

(Core) Funding and Finance

Ref	Assessment Criteria (Pass)	Interview	
		Achieved	Not Achieved
FF1	Describes funding and financing arrangements for undertakings within their sector and explains the range of services available (K5)		

(Core) Technology and Information

Ref	Assessment Criteria (Pass)	Interview	
		Achieved	Not Achieved
TI1	Describes how they record task information, text or data, on paper based or electronic format, in line with company policy and procedures (K27, S20)		

T12	Describes how they prepare and submit documents, reports and logs containing performance, incident and technical information, in line with company policy (K31, S17)		
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(Core) Driving

Ref	Assessment Criteria (Pass)	Interview	
		Achieved	Not Achieved
DR1	Outlines possible route hazards and any conditions and restrictions which might be encountered when driving (K8)		
DR2	Explains how they follow company procedures to minimise delays and maximise punctuality of service (K12, S8)		
DR3	Explains how they apply defensive driving techniques and consider efficiency to maximise sustainability, environmental and economic benefits (K13, K14, S7, B2)		
DR4	Explains how they make scheduled stops on route in line with PCV regulations and company policy (K19, S14)		
DR5	Describes how they monitor and respond to instrumentation, signals and instructions in line with PCV regulations and company policy (K21, S15)		
Ref	Assessment Criteria (Distinction)	Interview	
		Achieved	Not Achieved
DR6	<i>Explains how maximising service punctuality impacts the company (K12, S8)</i>		
DR7	<i>Explains the impact their defensive driving has on the company (K13, K14, S7, B2)</i>		
DR8	<i>Justifies the need to monitor and respond to instrumentation, signals and instructions (K21, S15)</i>		

(Core) End of Service

Ref	Assessment Criteria (Pass)	Interview	
		Achieved	Not Achieved
ES2	Explains how they check and maintain cleanliness and comfort of the vehicle in line with the company's standards and processes for maintaining health, safety and vehicle cleanliness throughout service (K4, S6)		

ES3	Explains the company depot procedures for cleaning, washing and replenishing requirements (K24)		
Ref	Assessment Criteria (Distinction)	Interview	
		Achieved	Not Achieved
ES4	<i>Describes the impact they make on the business and service when following company standards for health and safety and vehicle cleanliness (K4, S6)</i>		

(Core) Communication

Ref	Assessment Criteria (Pass)	Interview	
		Achieved	Not Achieved
CO1	Describes how they support the general operation of services by communicating with colleagues and internal or external stakeholders using verbal and written methods and being team focused to meet work goals (K28, S11, B4)		
CO2	Describes how they communicate with customers regarding delays and interruptions to service and timings using automated, verbal or other methods in line with company procedures (K29, S9)		
Ref	Assessment Criteria (Distinction)	Interview	
		Achieved	Not Achieved
CO3	<i>Explains the benefits for individuals and the organisation of communicating in a way which meets the needs of the audience (K28, S11)</i>		
CO4	<i>Explains the benefit to customers and the company of communicating delays and interruptions to service and timings (K29, S9)</i>		

(Core) Customer Experience

Ref	Assessment Criteria (Pass)	Interview	
		Achieved	Not Achieved
CE1	Explains how they provide assistance for customers to safely embark and disembark the vehicle to prioritising customer needs and contribute to equity, diversity and inclusion in the workplace (K22, S12, B3, B5)		

CE2	Explains how they manage customer queries and complaints in line with the organisation's customer charter and expectations for customer service (K26, S13)		
Ref	Assessment Criteria (Distinction)	Interview	
		Achieved	Not Achieved
CE3	<i>Justifies the needs to provide assistance for customers to safely embark and disembark the vehicle (K22, S12, B3, B5)</i>		
CE4	<i>Explains the value of managing customer queries and complaints to the company (K26, S13)</i>		

(Core) Fault Finding and Solutions

Ref	Assessment Criteria (Pass)	Interview	
		Achieved	Not Achieved
FFS1	Describes how they identify and diagnose faults and failures to rectify issues within the vehicle in line with their limits of authority (K30, S16)		

(Core) Continuing Professional Development (CPD)

Ref	Assessment Criteria (Pass)	Interview	
		Achieved	Not Achieved
CPD1	Describes how they take ownership of their work, performance and training and commit to organisational and self-improvement through identifying, carrying out and recording industry related CPD (S21, B6)		