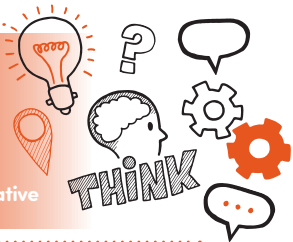


Think about
Observation with questions
Level 2 Passenger Transport
Operative AP02 Option 2 Onboard Operative



On the day of this assessment you will carry out:



A 50-minute (+/-10%) observation plus a 25-minute Q&A session



Face-to-face



In your natural working environment



With an end-point assessor



Key point

Your end-point assessor will stop the observation if you demonstrate any unsafe practices or breaches of policies and procedures.



Do

- Review the criteria associated with the observation – this can be found in the EPA kit
- Be prepared to be observed carrying out naturally occurring activities in your workplace
- Be prepared to be observed on core activities and those relating to your option
- Be prepared to answer a minimum of 5 questions following the observation



Don't

- Forget to plan
- Forget to bring your ID
- Forget to maximise every opportunity to demonstrate competency in your role



Next steps

- Results can take up to 12 working days to be confirmed.
- Your manager/training provider will inform you of the results.



Resits

- If you do not achieve a pass result on the observation, you can resit the assessment.



Use the table below to plan and prepare for the observation.

Standard themes	Key points to remember
Core	
<p>Utilisation of tools (travel equipment/systems): Takes responsibility for own actions by checking applicable travel related systems and equipment are working correctly in line with operational requirements.</p> <p>Adapts use of systems and equipment to meet customer needs. Monitors the working environment to ensure it is safe and secure.</p>	

Communication methods:

Supports the customer by adapting their communication style to the circumstances and checks the customer has understood, whilst maintaining professionalism.

Directing passenger techniques:

Responds to passenger related queries, by providing accurate directions, support or advice.



Option 2 – Onboard operative

Monitoring the onboard service in accordance with operator requirements:

Monitors the onboard travel service environment, identifying both actual and potential issues, taking action to maintain the integrity of the travel service in line with organisational requirements.