

# Highfield **Level 2** End-Point Assessment for **ST0339** **Passenger Transport Service Operations Onboard and Station Team Members IfATE v1.0/AP01**



Government funding band – **£6,000**



On-programme duration – **minimum of 12 months**



Gateway requirements – **level 1 in English and maths, and submission of a journey log**



End-point assessment method – **an observation and a professional review**

## ***Working as a passenger transport service operations onboard and station team member***

A passenger transport services operations on board/station team member is required to provide high quality customer service within the safety critical transport environment. Their primary duty is to the safety of themselves, the passengers, their customers and their colleagues. They need to be aware of the operational passenger transport service, its targets and obligations, the relevant infrastructure and its assets. At a busy station you could be responsible for ensuring passengers board the correct service, that services are dispatched properly and when on board, that customers have the best possible experience.

Passenger transport service professionals make a difference by ensuring they are able to travel safely, on time and in comfort from the beginning to the end of their chosen journey. A career in service operations allows you to follow a profession in Rail, Bus and Coach. Typical job areas include ticket offices, Gateline, information, on-board services and passenger assistance.

## ***The programme's structure***

Your apprentice will be placed in a role for a minimum of 12 months, during which they will be supported while on-programme by their tutor. Their tutor will review the progress of the apprentice during the 12 months against the standard to ensure they are prepared for the end-point assessment.

## Your apprentice's journey



### Ready for training

- Initial assessment
- English and maths training
- On-programme training to meet the requirements of the standard
- Gateway readiness self-assessment

### Set for assessment

The end-point assessment methods are:

#### Observation:

- A 1-hour observation followed by a 15-minute question and answer session
- Observing the apprentice completing their normal duties in the workplace

#### Professional review:

- A 45-minute interview
- Journey log submitted at gateway
- 20 pre-prepared questions asked during the professional review

### Go further

On completion of the apprenticeship, apprentices may wish to progress into other roles in the passenger transport industry.

## Available support

### On-programme support

- Delivery resources
- Tutor support resource
- Innovative and multi-device e-learning courses

### End-point assessment support

- Gateway and mock assessments
- Bespoke end-point assessment solutions
- Progression tracking system
- Staff training, standardisation and support



## Need to know more:

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