

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

Mock Assessment Materials – Professional Review

Core knowledge		
Ref	Indicative assessment criteria	Achieved
K1.1	Knows how to comply and monitor legislation, procedures and regulations	
K1.2	Demonstrates a good awareness of changes to rules/regulations and operating instructions	
K2.1	Demonstrates a good knowledge of the company’s structure and their role within the company	
K6.1	Demonstrates a full understanding of route features and risks applicable to the routes assigned to the apprentice	
K7.1	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	

Core skills and competence		
Ref	Indicative assessment criteria	Achieved
S2.1	Able to identify, communicate and act on company information and notices	
S4.1	Able to recognise inappropriate behaviour and knows how to assess the risks in the situation	
S4.2	Able to prioritise the action to be taken, in line with approved organisational guidelines	
S5.1	Describes when and how to get help from other sources in situations outside own personal authority or ability to deal with	
S6.1	Able to collect and report information following a situation	
S11.1	Can explain in full the procedures to follow when lost property is reported or found	
S12.1	Demonstrates a good knowledge of progression opportunities and reflects on opportunities for personal improvement	
S13.1	Able to demonstrate where feedback on personal performance has been collated	
S14.1	Proactively shares information, which can be trusted	
S14.2	Considers impact of own actions on other people or activities	
S15.1	Able to ask relevant questions to determine customers' and stakeholders' needs	
S16.1	Is cooperative and helpful to customers, colleagues and managers	
S17.1	Describes the needs of others when taking action, in a way that reduces any potential conflict	
S18.1	Attitude is respectful and positive and does not have a negative impact on other people	
S20.1	Considers the impact of own actions on other people or activities	
S21.1	Routinely follows standardised procedures relating to planned activities	
S24.1	Describes how to drive the vehicle in a way that does not put others at risk including restricted spaces and different weather conditions	
S26.1	Able to clearly describe the procedure and prepare the relevant information for handing the vehicle over to others	
S27.1	Able to prepare and submit documentation containing performance, incident and technical information	
S28.1	Able to describe how and when to make timely and clear announcements to passengers	

S30.1	Describes how to assist customers with enquiries in a clear, polite, respectful and friendly manner	
S32.1	Describes the different warnings and indications	
S32.2	Able to establish the occurrence and location of faults and failures accurately and promptly and report using the appropriate organisational procedures	
S36.1	Able to implement approved safety measures for protection following organisational procedures	
S37.1	Able to identify and report an emergency situation, understands how to contain the risk and minimise the effect the emergency has on others	
S38.1	Able to clearly describe the actions and reporting procedures when a vehicle needs to be taken out of service	

Behaviours		
Ref	Indicative assessment criteria	Achieved
B1.1	Proactively shares information, which can be trusted at all times	
B1.2	Openly supports change	
B2.1	Listens to and acts on feedback	
B2.2	Attitude is respectful and positive and never has a negative impact on other people	
B3.1	Concentrates on immediate task at hand	
B3.2	Remains calm and professional when under pressure	

Specific Bus requirements		
Ref	Indicative assessment criteria	Achieved
KB2.1	Describes the different types of correct signage and how they would be displayed	
KB2.2	Describes the importance of good customer service and has a good knowledge of where to locate relevant information	

Specific Coach requirements		
Ref	Indicative assessment criteria	Achieved
SC3.1	Describe two different statutory requirements when operating a vehicle outside of the United Kingdom	
KC2.1	Describes the different types of correct signage and how they would be displayed	
KC2.2	Describes the importance of good customer service and has a good knowledge of where to locate relevant information	
KC3.1	Demonstrates a good knowledge of statutory requirements when operating a vehicle outside of the United Kingdom	

Specific Tram requirements		
Ref	Indicative assessment criteria	Achieved
KT1.1	Describes a good range of tramway principles including how the system operates, its components and abnormal operation	
KT2.1	Describes the key features of the tramway environment and the different organisations involved in the running of the tramway	
KT3.1	Describes the relationship between the tramway and heavy rail, highways and the pedestrianised environment	