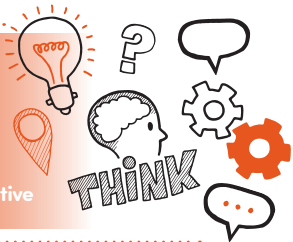


Think about
Observation with questions
Level 2 Passenger Transport
Operative AP02 Option 1 Ticketing Operative



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 1 – Ticketing operative

Supporting customer journey planning:

Promotes the range of tickets, products and services available across the national travel network, matching products to the needs of the customer(s).

Explains viable options while remaining impartial. Uses questioning techniques, to establish the route from embarkation to destination.

Cash handling:

Handles any cash in accordance with regulations and balances sales records.