

Highfield Level 2 End-Point Assessment for ST0339 Passenger Transport Service Operations Onboard and Station Team Member – Onboard Pathway

Mock Assessment Materials

Observation

Core Knowledge			
Ref	Assessment Criteria	Passed	Attempted not passed
K1	Understand what is required to ensure you and your customers comply with relevant procedures, regulations and laws that impact on the transport environment and its operation		
K2	Understand the range of customers within the transport services industry, their needs, rights and expectations and how to provide an excellent service that promotes the transport industry		

Core Skills and Competence			
Ref	Assessment Criteria	Passed	Attempted not passed
S1	Welcome customers in a polite and reassuring manner, directing and escorting them as appropriate		

Behaviours			
Ref	Assessment Criteria	Passed	Attempted not passed
B1	Be approachable and friendly at all times		
B2	Act as a good listener, respectful of other's beliefs and personal circumstances		
B3	Be conscientious of risks impacting on passenger safety and remain calm under pressure when issues occur		
B4	Be confident of their role regarding passenger safety and organised in its delivery		
B5	Be passionate about providing quality passenger services and a role model to colleagues		
B6	Pay attention to detail and take pride in providing a quality service		

Specific Onboard Requirements			
Ref	Assessment Criteria	Passed	Attempted not passed
SO1	Direct and escort passengers to their seats, answering queries regarding seat reservations, timetables, onboard services and the range of facilities available		
SO2	Carry out routine checks to customer areas, dealing with any irregularities such as obstructions, missing or faulty equipment, left items, and evidence of illegal substances		
SO3	Provide a catering service, displaying products in line with brand guidelines and procedures, accepting and reconciling payments		

Professional Review

Core Knowledge			
Ref	Assessment Criteria	Passed	Attempted not passed
K3	Understand the range of services available and have an appreciation of the commercial transport environment		
K4	Understand the needs of customers who may need assistance including those who have disabilities and particular requirements		
K5	Understand assistance that can be provided and the relevant legislation and responsibilities of the organisation and those who work there		

Core Skills and Competence			
Ref	Assessment Criteria	Passed	Attempted not passed
S2	Recognise inappropriate behaviour that could lead to a conflict and remain alert for breaches of security, e.g. suspicious packages and emergency situations, taking prompt and appropriate action to ensure safety		
S3	Act appropriately during incidents and emergency situations to minimise risk		
S4	Evaluate situations, which impact on the transport service and provide solutions to restore operations		
S5	Recognise when circumstances could lead to confusion, panic or conflict, providing assistance that is considerate of risk and reassurance that is sympathetic and promotes good will		

Specific Onboard Requirements

Ref	Assessment Criteria	Passed	Attempted not passed
KO1	Know how to direct and escort passengers		
KO2	Know relevant information regarding seat reservation, timetables and onboard services and facilities, and how to appropriately present it		
KO3	Understand the importance of routine checks and process and procedures for carrying them out		
KO4	Know the procedure for dealing with evidence of illegal substances		
KO5	Understand how to provide professional catering service		