

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

Apprentice Details

Name	
Employer	
Training Provider	
Pathway	

Portfolio of evidence

It is a requirement of this assessment plan that a portfolio of evidence is submitted at Gateway to support the interview. This is not assessed. Please see the EPA-kit for more information on the requirements for the portfolio of evidence.

Please indicate below which piece of evidence is mapped to each KSB covered in the interview. Please use the same reference as the file name to ensure the correct piece of evidence can be located.

Core

KSB	Evidence name	Evidence location
K2: Associated company policy and procedure that impact the sector and its safe operation. (RL1)		
K4: Company standards for health and safety and vehicle cleanliness and the processes for maintaining standards throughout the service. (ES2, ES4)		
K5: Funding and financing arrangements of undertakings and the range of services available. For example, regulated service, private hire, charter hire and fare collection. (FF1)		
K8: Route hazards, and the different conditions and restrictions that may occur when driving. (DR1)		

K12: The responsibilities and actions required of the driver to ensure delays are minimised. (DR2, DR6)		
K13: Principles and techniques of defensive driving. (DR3, DR7)		
K14: Principles and techniques for driving efficiently to maximise sustainability, environmental and economic benefits. (DR3, DR7)		
K19: Procedures for making scheduled stops. (DR4)		
K21: Principles for monitoring and responding to instrumentation, signals and instructions. (DR5, DR8)		
K22: Principles of assisting customers embark and disembark the vehicle. (CE1, CE3)		
K24: Company's depot procedures for vehicle cleaning, washing and replenishing levels. (ES3)		
K26: The organisation's customer charter and company standards of customer service. (CE2, CE4)		
K27: Data terms, types, and sources. For example: tachographs, data recording, ticketing equipment, contact technology. (TI1)		
K28: Verbal and written communication techniques. (CO1, CO3)		
K29: Principles of communicating with customers, using automated, verbal or other methods regarding delays and interruptions to the service and timing. (CO2, CO4)		
K30: Principles of diagnosing vehicle faults and failures and rectifying issues within limits of own authority. (FFS1)		
K31: Principles and techniques for preparing and submit documents, reports and logs containing performance, incident and technical information. (TI2)		
S1: Apply safe working practices and comply with current passenger carrying vehicles (PCV) driving regulations and legislation. (RL1)		

S2: Comply with current company policies and procedures. (RL1)		
S6: Check and maintain cleanliness of the vehicle. (ES2, ES4)		
S7: Drive the vehicle applying defensive driving techniques, with consideration of efficiency for sustainability, environmental and economic factors. (DR3, DR7)		
S8: Follow procedures to maximise punctuality of service. (DR2, DR6)		
S9: Communicate with customers using automated, verbal or other methods regarding delays and interruptions to the service and timing. (CO2, CO4)		
S11: Communicates with colleagues, internal and external stakeholders to supports the general operation of services. (CO1, CO3)		
S12: Provide assistance for customers to safely embark and disembark the vehicle. (CE1, CE3)		
S13: Manage customer queries and complaints. (CE2, CE4)		
S14: Make scheduled stops on route. (DR4)		
S15: Monitor and respond to instrumentation, signals and instructions. (DR5, DR8)		
S16: Identify and diagnose vehicle faults and failures to rectify issues within limits of own authority. (FFS1)		
S17: Prepare and submit documents, reports and logs containing performance, incident and technical information. (TI2)		
S20: Record task information (text or data) - paper based or electronic. (TI1)		
S21: Identify, carry out and record industry related continuing professional development (CPD) activities. (CPD1)		
B1: Prioritise health, safety and wellbeing. (RL1)		
B2: Considers the environment and sustainability. (DR3, DR7)		

B3: Contributes to equity, diversity, and inclusivity in the workplace. (CE1, CE3)		
B4: Team-focus to meet work goals. (CO1)		
B5: Prioritise customer needs. (CE1, <i>CE3</i>)		
B6: Takes ownership of work, performance, and training, committing to organisational and self-improvement. (CPD1)		

Apprentice Declaration

I confirm that the evidence contained in this portfolio of evidence is all my own work and any assistance given and/or sources used have been acknowledged.

Signed by apprentice (name)	Signature	Date

Employer Declaration

I confirm that the portfolio of evidence is valid and attributable to the apprentice.

Signed on behalf of employer (name)	Signature	Date