

**Think about
Interview underpinned by a portfolio
Level 2 Passenger Transport Driver –
Bus and Coach or Tram v1.2**



On the day of this assessment you will carry out:



A 60-minute interview



Remote or face-to-face



**In a quiet room, free from distractions and
influence**



With an end-point assessor



Key point

You will have already submitted your portfolio of evidence, which is not formally assessed, but can be used to illustrate your answers.



Do

- ☐ Review the criteria associated with the interview - this can be found in the EPA Kit and in the table at the end of this document
- ☐ Review relevant legislation, regulations, codes of conduct and your organisation's policies and procedures
- ☐ Ensure a quiet room is available and that there are no interruptions
- ☐ Be prepared to answer at least 9 questions and any follow-up questions that your assessor may ask



Don't

- ☐ Forget to bring your ID
- ☐ Forget to plan
- ☐ Forget to bring your portfolio to refer to during the interview



Next steps

- Results can take up to 7 working days to be confirmed
- Your manager or training provider will inform you of the results



Resits

- If you do not achieve a pass result on the interview, you can resit the assessment



Use the table below to plan and prepare for the interview.

(P) indicates pass criteria

(D) indicates distinction criteria

Assessment criteria	Key points to remember
Regulations, legislation, policy and procedure	
(P) Explain how you apply safe working practices and comply with PCV driving regulations and legislation and current company policies and procedures to prioritise health, safety and wellbeing undertaking their role	
Funding and finance	
(P) Describe funding and financing arrangements for undertakings within their sector and explain the range of services available	
Technology and information	
(P) Describe how you record task information, text or data, on paper based or electronic format, in line with company policy and procedures	

Assessment criteria	Key points to remember
(P) Describe how you prepare and submit documents, reports and logs containing performance, incident and technical information, in line with company policy	
Driving	
(P) Outline possible route hazards and any conditions and restrictions which might be encountered when driving	
(P) Explain how you follow company procedures to minimise delays and maximise punctuality of service	
(P) Explain how you follow company procedures to minimise delays and maximise punctuality of service	
(P) Explain how you apply defensive driving techniques and consider efficiency to maximise sustainability, environmental and economic benefits	
(P) Explain how you make scheduled stops on route in line with PCV regulations and company policy	

(P) Describe how you monitor and respond to instrumentation, signals and instructions in line with PCV regulations and company policy

(D) Explain how maximising service punctuality impacts the company

(D) Explain the impact your defensive driving has on the company

(D) Justify the need to monitor and respond to instrumentation, signals and instructions

End of service

(P) Explain how you check and maintain cleanliness and comfort of the vehicle in line with the company's standards and processes for maintaining health, safety and vehicle cleanliness throughout service

(P) Explain the company depot procedures for cleaning, washing and replenishing requirements

(D) Describe the impact you make on the business and service when following company standards for health and safety and vehicle cleanliness

Communication

(P) Describe how you support the general operation of services by communicating with colleagues and internal or external stakeholders using verbal and written methods and being team focused to meet work goals

(P) Explain the benefit to customers and the company of communicating delays and interruptions to service and timings

(D) Explains the benefits for individuals and the organisation of communicating in a way which meets the needs of the audience

(D) Explain the benefit to customers and the company of communicating delays and interruptions to service and timings

Assessment criteria	Key points to remember
Customer experience	
(P) Explain how you provide assistance for customers to safely embark and disembark the vehicle to prioritising customer needs and contribute to equity, diversity and inclusion in the workplace	
(P) Explain how you manage customer queries and complaints in line with the organisation's customer charter and expectations for customer service	
(D) Justify the needs to provide assistance for customers to safely embark and disembark the vehicle	
(D) Explain the value of managing customer queries and complaints to the company	
Fault finding and solutions	
(P) Describe how you identify and diagnose faults and failures to rectify issues within the vehicle in line with their limits of authority	
Continuing professional development (CPD)	
(P) Describe how you take ownership of your work, performance and training and commit to organisational and self-improvement through identifying, carrying out and recording industry related CPD	

