

# Highfield Level 2 End-Point Assessment for ST0339 Passenger Transport Operative – Ticketing Operative Pathway Mock Assessment Materials Observation with Questions

## Core

Utilisation of tools (travel equipment/systems)			
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
UT1	Takes responsibility for own actions by checking applicable travel-related systems and equipment are working correctly in line with operational requirements. Adapts use of systems and equipment to meet customer needs. Monitors the working environment to ensure it is safe and secure.(K24, S13, B1, B2, B3)		

Communication methods			
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
CM1	Supports the customer by adapting their communication style to the circumstances and checks the customer has understood, whilst maintaining professionalism. (K22, S12, B4, B6)		

**Directing passenger techniques**

Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
DP1	Responds to passenger related queries, by providing accurate directions, support or advice. (K21, S10)		

**Pathway****Supporting customer journey planning**

Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
JP1	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. (K25, K27, K28, K29, S14, S15)		

**Cash handling**

Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
CH1	Handles any cash in accordance with regulations and balances sales records. (K31, K32, S17, S18)		