Highfield Level 2 End-Point Assessment for ST0339 Passenger Transport Operative

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 Reference	Evidence Location
Preparing for work		
S2: Prepare own work area to support safe and efficient delivery of transport services (PW1, PW2, PW3)		
S7: Prepare for your next shift in accordance with operational requirements and own organisation's procedures (PW1, PW2, PW3)		
Legislative, procedural and operator requirements		
K1: The principles of identifying and complying with relevant legislation/procedures that impact the transport environment and its operation (LP1, LP2, LP3)		
K2: The importance of compliance and potential consequences of non-compliance when working in a regulated travel environment (LP1, LP2, LP3)		
K4: Principles for ensuring health and safety in a regulated travel environment (LP1, LP2, LP3)		

KSB	Evidence Reference	Evidence Location
S1: Maintain safe and compliant working practices and travel environments, in accordance with regulation and organisational requirements (LP1, LP2, LP3, LP4)		
S11: Educate passengers to keep safe within the travel environment (LP1, LP2, LP3, LP4)		
Customer diversity and customer requirements		
K13: Identifying the signs of passenger/public vulnerability (DR1, DR2, DR3)		
K14: Safeguarding principles (DR1, DR2, DR3)		
K15: Techniques for engaging potentially vulnerable passengers/public (DR1, DR2, DR3)		
K16: The range of services available to support vulnerable people and how to signpost (DR1, DR2, DR3)		
K17: Techniques for identifying and responding to vulnerable passengers who may need assistance (DR1, DR2, DR3)		
K20: The diverse range of passengers who may access transport services; their needs, rights and expectations (DR1, DR2, DR3, DR4)		
S4: Identify passenger/public behaviour that indicates vulnerability and respond to help keep them safe (DR1, DR2, DR3)		
S8: Assist vulnerable passengers who require help, using specialised equipment or systems where necessary (DR1, DR2, DR3)		
Identifying possible incidents and responding to incidents/emergencies		
K3: The routine checks required to ensure a safe and secure working environment (IE1, IE2, IE3, IE4)		
K5: Techniques for identifying the wider organizational response to live incidents, for instance establishing how other stations are responding to mechanical breakdown, and how your own work contributes (IE1, IE2, IE3, IE4)		
K6: Reporting accidents/incidents (IE1, IE2, IE3, IE4, IE5)		
K7: Own responsibilities when responding to an emergency, disruption or other incident impacting any aspect of the passenger network (IE1, IE2, IE3, IE4)		
K11: Techniques and procedures for managing suspicious/threatening activity (IE1, IE2, IE3, IE4)		
S5: Respond to incidents and emergency situations in line with requirements (IE1, IE2, IE3, IE4, IE5)		

KSB	Evidence Reference	Evidence Location
S6: Identify potential incidents, breaches of security and emergency situations, and take appropriate action to ensure safety (IE1, IE2, IE3, IE4, IE5)		
Working in different conditions and supporting others		
K8: Required passenger conduct in a safety-critical environment (DC1, DC2, DC3, DC4, DC5, DC6, DC7)		
K9: Techniques for managing inappropriate passenger/public behaviour (DC1, DC2, DC3, DC4, DC5, DC6)		
K10: Principles of conflict management (DC1, DC2, DC3, DC4, DC5, DC6)		
K12: The procedures for responding to the impact of criminal activity on the transport network, including the reporting processes and stakeholders involved (DC1, DC2, DC3, DC4, DC5, DC6)		
K23: The range of roles and responsibilities that work together to deliver effective transport services (DC1, DC2, DC3, DC4, DC5, DC6)		
S3: Recognise and manage inappropriate passenger/public activity to maintain the integrity of the transport service (DC1, DC2, DC3, DC4, DC5, DC6)		
B5: Resilient in challenging & fact-changing travel situations (DC1, DC2, DC3, DC4, DC5, DC6)		
Performance standards		
K18: How delayed travel services can adversely impact the passenger and other affected stakeholders (PS1, PS2, PS3)		
K19: Expected performance standards and how own role contributes to the wider commercial success of the organisation (PS1, PS2, PS3)		
S9: Respond to enquiries and complaints in line with expected own organization requirements (PS1, PS2, PS3)		

Pathway 1: ticketing operative

KSB	Evidence Reference	Evidence Location
Promoting sales		
K26: The range of products and services available for sales or promotion (PM1, PM2)		

KSB	Evidence Reference	Evidence Location
K30: The techniques used for sales and promotions (PM1, PM2)		
S16: Determine and sell appropriate products and services to passengers (PM1, PM2)		

Pathway 2: Onboarding operative

KSB	Evidence Reference	Evidence Location
Checking tickets		
K34: Own limits, authority, and responsibility with regard to ticket checks (CT1, CT2)		
K35: The process for onboard checking of tickets and how to respond (CT1, CT2)		
S20: Carry out ticket checks within limits of responsibility & when practical to do so (CT1, CT2)		

Pathway 3: dispatch operative

KSB	Evidence Reference	Evidence Location
Promoting sales		
K38: The methods and reasons for stopping a vehicle within the station confines during an emergency (VT1)		
K39: The procedures for transport service turnaround (VT2)		
S21: Ready the service for turnaround in line with procedures (VT2)		
S23: Stop a vehicle to reduce the risk to those potentially affected by an emergency situation (VT1)		

Employer Policies and Procedures

As part of the prerequisite requirements, the employer must submit the following workplace policies to Highfield.

Policy / Procedure	Evidence provided
Shift handover procedure	Choose an item.
Incident procedure	Choose an item.
Complaints / enquiries policy or procedure	Choose an item.
Use of systems and equipment	Choose an item.
Onboard policy or procedure (Onboard pathway only)	Choose an item.
Dispatch / turnaround procedure (Dispatch pathway only)	Choose an item.

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