

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	Adapts use of systems and equipment to meet customer needs.		
UT2	Monitors the working environment to ensure it is safe and secure.		
UT3	Takes responsibility for own actions by checking applicable travel-related systems and equipment are working correctly in line with operational requirements.		

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.		

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

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).		
JP2	Explains viable options while remaining impartial.		
JP3	Uses questioning techniques, to establish the route from embarkation to destination.		

Cash handling			
Ref	Assessment Criteria (Pass)	Passed	Attempted not passed
CH1	Handles any cash in accordance with regulations and balances sales records.		