

THINK ABOUT

PASSENGER TRANSPORT ONBOARD TEAM MEMBER - PROFESSIONAL REVIEW APPRENTICE GUIDE



The Passenger Transport Onboard Team Member Apprentice Guide is a tool to help give you the best possible chance of successfully demonstrating all the criteria required to pass the professional review assessment as part of your apprenticeship.

Your professional review will usually last 45 minutes, and you should take the time to show off and give examples of all the knowledge, skills and behaviours you have learnt during your apprenticeship

The professional review will be conducted in a 'controlled environment', i.e. a quiet room, usually away from your normal place of work.

Use this completed document along with your journey log to support your professional review. These documents will also provide your end-point assessor with any evidence they need that you can meet the required assessment criteria and the Passenger Transport Onboard Team Member Apprenticeship Standards.

Make notes in the boxes below, relevant to the assessment criteria to help you during your professional review (remember to use examples relevant to your journey log that you may have experienced).

Throughout the professional review keep an eye on the time and make sure you cover all the areas and scenarios you planned to discuss with your assessor.



	Knowledge and Behaviours Required
Presentation and Customer Service	<p>Discuss the range of services available and have an appreciation of the commercial transport environment.</p> <p>Describe the needs of customers who may need assistance including those who have disabilities and particular requirements.</p> <p>Explain how assistance that can be provided to customers and the relevant legislation and your responsibilities in line with your organisation's procedures.</p> <p>In the example you provide, describe the following:</p> <ul style="list-style-type: none">• the services you should provide to customers requiring additional assistance• your legal obligations and duties to provide a service that is inclusive of all persons
Notes:	

Safety and Decision-Making	<p>Describe inappropriate behaviour that could lead to a conflict and how to remain alert for breaches of security, e.g. suspicious packages and emergency situations. How you take prompt and appropriate action to ensure safety.</p> <p>How you act appropriately during incidents and emergency situations to minimise risk.</p> <p>Situations that impact on the transport service and how you provide solutions to restore operations.</p> <p>Explain when circumstances have led to confusion, panic or conflict, how you provided assistance that was considerate of risk and reassurance, while being sympathetic and promoting goodwill.</p> <p>In the example you provide, consider the following:</p> <ul style="list-style-type: none">• an incident or emergency that could occur, and the correct actions to minimise risk and ensure safety• actions you can take to improve the customer experience, avoiding confusion, conflict or panic
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The Onboard Team Member Role	<p>Discuss how you direct and escort passengers and explain relevant information regarding seat reservations, timetables and onboard services and facilities and how to appropriately present it.</p> <p>The importance of routine checks and the process and procedures for carrying them out.</p> <p>The procedure for dealing with evidence of illegal substances.</p> <p>How to provide a professional catering service.</p> <p>In the example you provide, consider the following:</p> <ul style="list-style-type: none">• how you effectively carry out services onboard the train, including an effective catering service• the checks that must be carried out for the safety and comfort of all staff and customers
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