

THINK ABOUT

PASSENGER TRANSPORT SERVICE OPERATIONS COACH DRIVER - PROFESSIONAL REVIEW APPRENTICE GUIDE



The Passenger Transport Service Operations Coach Driver 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 between 45 and 60 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 Service Operations Coach Driver 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.



	Example Assessment Criteria
Safety	<p>Discuss the range of situations, failures, incidents and emergencies that could occur and the actions and considerations to be taken when these have been identified and the procedures to follow.</p> <p>In the scenario you describe consider:</p> <ul style="list-style-type: none"> • The emergencies that could occur while operating a vehicle, what action(s) should be considered and the correct procedure to deal with the situation. • Inappropriate behaviour that could lead to a conflict and remain alert for breaches of security, e.g. suspicious packages and emergency situations, taking prompt and appropriate action to ensure safety. • A time you have carried out a dynamic risk assessment and taken appropriate action to either remove, isolate or highlight the hazard, keeping passengers, yourself and the vehicle safe at all times. • How you reported, recorded and completed paperwork required as a result of the emergency or incident.
Notes:	

Quality	<p>Evaluate situations that may cause delays/disruption and impact on the transport service and provide solutions to restore operations.</p> <p>In the example you provide:</p> <ul style="list-style-type: none">• Describe how you offered passengers suitable advice or made an announcement so they could make informed decisions about their journey.• State how you followed advice offered by the supervisory team or authorised person, e.g. police.• Explain how you reported incidents and took appropriate action.• Reveal how you understood the importance of correct signage, how to display it and the procedure(s) to follow if signage displayed is faulty.
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Customer Service	<p>Give an example of when you have provided excellent customer service and why it is important to provide good customer service to all passengers.</p> <p>In the scenarios describe the following:</p> <ul style="list-style-type: none">• A time when you had to locate information regarding timetables, delays and on-board services while ensuring your vehicle displayed the correct destination, signage and information.• How you issue tickets, receipts or passes and follow the correct procedures, correctly using the appropriate equipment.
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Operating a Passenger Carrying Vehicle (PCV)	<p>Identify and describe the range of route features, characteristics, systems, equipment and the different conditions and restrictions that may occur when driving a PCV.</p> <p>Give examples from your journey log and describe how and when you have completed the following:</p> <ul style="list-style-type: none">• Drove safely and efficiently, operated in all weather conditions, showing consideration for other road/rail users• Met the international requirements when driving abroad and where you found information on driving internationally if require• Handed over a vehicle to the control of others, ensuring that appropriate procedures were followed, and the required information and documents were completed• Responded to warnings, indications and fixed faults using approved methods and techniques
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