

Highfield Level 2 End-Point Assessment for Passenger Transport Service Operations Onboard and Station Team Member

EPA-Kit

Section 3

The Highfield Approach

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This section describes the approach Highfield has adopted in the development of this end-point assessment in terms of its interpretation of the requirements of the end-point assessment plan and other relevant documents.

Documents used in developing this end-point assessment

Standard (2015, ST0339)

<https://www.instituteforapprenticeships.org/apprenticeship-standards/passenger-transport-onboard-station-team-member/>

End-point assessment plan (2017, ST0339/1)

<https://www.instituteforapprenticeships.org/media/1443/ptso-team-member-assessment-plan.pdf>

Specific considerations

The trailblazer group and the regulator have stipulated that apprentices must meet all the learning outcomes, including those based on providing a catering service within the onboard pathway (SO3 & KO5). Where an apprentice's role would not normally include the observation criteria within the learning outcome SO3, these criteria may be assessed through either a Q&A session at the end of an observation based on real work activities, alternatively the entire observation may be simulated.

This is to ensure that the apprentice demonstrates full competence for the role of an onboard team member, and that these skills and knowledge are transferrable across the industry. The delivery of this content can take place during the 20% minimum time spent in 'off-the-job' training.

Highfield requires a matrix to be used to map the evidence provided within the journey log to the standard. A sample matrix is provided earlier in this kit.

The journey log should be submitted to Highfield Assessment with the gateway evidence. Highfield Assessment will use the journey log evidence to prepare questioning for the professional review.