

Highfield Level 2 End-Point Assessment for Passenger Transport Service Operations Driver - Bus, Coach and Rail

EPA-Kit

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How to Use This EPA Kit

Welcome to the Highfield end-point assessment centre guide for the passenger transport driver - bus, coach and rail apprenticeship standard.

This guide contains advice and guidance for trainers on how to prepare for the end-point assessment. The approaches suggested are not the only way in which an apprentice may be prepared for their assessments, but trainers may find them helpful as a starting point.

Highfield is also developing the Highfield Passenger Transport Driver Apprenti-kit which is a comprehensive learning resource designed to be used on-programme. Please note that use of this kit is not a pre-requisite for apprentices undertaking the passenger transport driver - bus, coach and rail end-point assessment.

Key facts

| | |
|---------------------------------------|--|
| Apprenticeship standard: | Passenger transport driver - bus, coach and rail |
| Level: | 2 |
| On-programme duration: | Minimum of 12 months |
| Grading: | Only pass available |
| End-Point Assessment duration: | 3 months |
| End-Point Assessment methods: | Observation and professional review |

After this introduction, the contents of this kit are divided into sections that correspond with each type of assessment specified in the end-point assessment plan which can be found at:

https://www.instituteforapprenticeships.org/media/1233/passenger_transport_driver_-_bus-coach_and_rail.pdf

In this guide you will find:

- a section focused on delivery, where the standard and assessment criteria are presented in a suggested format that is suitable for delivery
- guidance on how to prepare the apprentice for gateway
- detailed information on which part of the standard is assessed by which assessment method
- suggestions on how to prepare the apprentice for each part of the end-point assessment

Standard overview

Every day millions of people travel on trains, buses and coaches to get to work, to see friends and family or to go on holiday. Passenger transport service professionals make a difference by ensuring they are able to travel safely, on time and in comfort from the beginning to the end of their chosen journey. An apprenticeship in passenger transport services is a great opportunity to acquire the skills, knowledge and behaviours that play a vital role in providing a high-quality, accessible and safe passenger transport service to all customers.

Depending on the type of transport system your employer is responsible for, you could be driving buses, trains or coaches. Your duties will include the effective and efficient operation of a passenger transport vehicle, driving legally and safely with a high attention to detail and prioritising on the safety of the passengers and the wider public. An apprenticeship in passenger transport services is your first step to a great career in the transport industry.

On-programme requirements

Apprentices without Level 1 English and maths will need to achieve this level and take the test for Level 2 English and maths prior to taking the end-point assessment.

Apprentices taking the bus or coach pathways must hold a valid UK driving licence (at least Cat B) in order to access the apprenticeship and must be 18 years old by the time they are ready to gain their provisional vocational licence. It is the employer's responsibility to ensure you have, or are eligible to work towards obtaining the relevant licence.

The apprentice will need to obtain the relevant licence prior to taking their end-point assessment.

Additional, relevant on-programme qualifications

Highfield Level 2 Award in Knowledge for a Professional Bus or Coach Driver (RQF)

Readiness for end-point assessment

The end-point assessment is synoptic, that is, it takes an overview of an apprentice's competence. It is important therefore, that this should only take place when the employer is confident that the apprentice has met all the knowledge, skills and behaviours as set out in the standard. Once the employer is satisfied the apprentice has demonstrated full competence and that all criteria of the standard have been met, the apprentice can progress to the end-point assessment via the apprenticeship gateway. The gateway is where the employer formally confirms to the assessment organisation that the apprentice is ready to progress to the end-point assessment. The employer's decision must be formally recorded by the assessment organisation.

An apprentice should not be recommended for end-point assessment until they are ready, and appropriate remediation support should be in place for those who struggle to meet the minimum requirements.

Apprentices without Level 1 English and maths will need to achieve this level. If they already have level 1 then they should take the tests for Level 2 English and maths prior to taking the end-point assessment. Where applicable, the apprentice will also need to obtain the relevant licence prior to taking their end-point assessment as set out in the apprenticeship standard.

Apprentices taking the bus or coach pathways must hold a valid UK driving licence (at least Cat B) in order to access the apprenticeship and must be 18 years old by the time they are ready to gain their provisional vocational licence. It is the employer's responsibility to ensure apprentices have, or are eligible to work towards obtaining the relevant licence. The apprentice will need to obtain the relevant licence prior to taking their end-point assessment.

In addition, a journey log is a mandatory requirement of the on-programme phase and must be completed by the gateway. The employer must be satisfied the Journey log reflects competency across the whole apprenticeship standard. The journey log is not assessed and instead informs the professional review.

Using a journey log, will help to show how the apprentice has worked towards the achievement of competence across the standard and how their knowledge, skills and behaviours have developed during their apprenticeship. A journey log should:

- focus on personal development
- include reference to either the bus, coach or rail roles
- include an initial, midway and end self-assessment of the apprentice's skills and behaviours
- help prepare the apprentice for the workplace

A journey log, or its equivalent, should be based on the apprenticeship standard. It should be used by the apprentice to assess themselves against the criteria in the standard, review their effectiveness and identify how to make improvements to their knowledge, skills and behaviours.

The purpose of the journey log is to assist the apprentice to show how they have worked towards the standard (criteria) and how they have developed during their apprenticeship.

The evidence could include:

- an observation report undertaken by a 3rd party, e.g. an assessor
- completed observational checklists and related action plans
- witness testimonies
- worksheets
- assignments/projects/reports
- records of any formal discussions, e.g. professional discussion, performance review
- records of oral and written questioning
- apprentice and peer reports
- diaries

The above is not an exhaustive list and can be provided in whatever format is desirable by the learner.

The journey log is not an assessed component, its purpose is:

- to provide the assessor with an insight into the learner's time on programme, which the questions for the professional review will be based on
- for the learner to use for reference during the professional review, to assist them with their answers
- to validate the information that the apprentice provides during the professional review - their answers and discussion should tie in with the content of the journey log. For this reason, the content of the journey log needs to be mapped to the standard

Highfield requires a matrix to be used to map the evidence provided within the journey log to the standard. A sample matrix is provided later 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.

Journey Log - Matrix Sheet

This document should be used to map the apprentice's journey log to the Passenger Transport Service Operations Driver - Bus, Coach and Rail standard and should accompany the journey log when submitted to Highfield Assessment.

| | |
|---|--|
| Apprentice's Name: | |
| Employer: | |
| Training Provider: | |
| End-Point Assessment Start Date: | |

| Ref | Assessment Criteria | Evidence Ref | Location /Page in Evidence |
|-----------------------|---|--------------|----------------------------|
| Core Knowledge | | | |
| K1.1 | Describe the services available within the commercial transport sector | | |
| K1.2 | Identify the range of customers using transport services | | |
| K1.3 | Identify customer needs, rights and expectations | | |
| K1.4 | Describe how to provide an excellent service that promotes the industry | | |
| K2.1 | Identify different vehicle types, features, systems and equipment | | |
| K2.2 | Describe driver responsibilities and actions to minimise delays and to ensure a safe and secure journey | | |
| K2.3 | Describe routine checks required to ensure a vehicle is brought into service safely and on time | | |
| K3.1 | Identify route features, characteristics, systems and equipment in use when driving | | |
| K3.2 | Describe different conditions and restrictions which may occur when driving | | |
| K4.1 | Identify a range of situations, failures, incidents and emergencies that could occur when driving | | |
| K4.2 | Describe typical failures, the action(s) and consideration needed and the correct procedure to deal with the situation | | |
| K4.3 | Describe incidents that may occur and identify what action(s) you should consider, and the correct procedure to deal with the situation | | |

| Ref | Assessment Criteria | Evidence Ref | Location /Page in Evidence |
|-----------------------------------|---|--------------|----------------------------|
| K4.4 | Describe emergencies that could occur whilst operating a vehicle, what action(s) should be considered, and the correct procedure to deal with the situation | | |
| Core Skills and Competence | | | |
| S1.1 | Prepare and organise work to ensure it can be undertaken in a safe and efficient manner | | |
| S1.2 | Carry out approved safety checks, both inside and outside the vehicle, and on associated equipment to ensure it is fit for use | | |
| S1.3 | Report defects to the vehicle or equipment in line with organisational procedures | | |
| S1.4 | Complete all the necessary documents related to journeys and pass them to the correct person (where applicable) | | |
| S1.5 | Confirm that the vehicle's service or defect record is current and meets approved requirements (where applicable) | | |
| S1.6 | Report all issues and concerns and obtain another vehicle if necessary | | |
| S2.1 | Continuously be alert and scan for any breaches in security | | |
| S2.2 | Take action when a breach of security has happened or is suspected | | |
| S2.3 | Recognise situations that involve inappropriate behaviour | | |
| S2.4 | Assess the risks in a conflict situation | | |
| S2.5 | Obtain assistance in situations outside own personal authority and ability | | |
| S2.6 | Offer assistance to colleagues who are dealing with a conflict or dangerous situation | | |
| S3.1 | Deal with incidents and emergencies in line with organisational requirements | | |
| S3.2 | Carry out an evacuation of people from an area | | |
| S3.3 | Provide reassurance to customers who have been affected | | |
| S3.4 | Seek assistance from the appropriate sources | | |
| S3.5 | Report the details of incidents and emergencies in line with organisational requirements | | |
| S4.1 | Assess the effect of a situation on normal working practices | | |
| S4.2 | Take remedial action after a situation has taken place to restore normal working practices | | |
| S5.1 | Identify the cause or potential causes of confusion, panic or conflict | | |

| Ref | Assessment Criteria | Evidence Ref | Location /Page in Evidence |
|------|--|--------------|----------------------------|
| S5.2 | Assess personal risks and risks to others during situations of confusion, panic or conflict | | |
| S5.3 | Provide assistance and reassurance within the limits of your own personal authority | | |
| S5.4 | Get help from the appropriate sources during circumstances outside your own personal authority | | |
| S5.5 | Make announcements to ensure passengers are kept informed of delays and interruptions to the service and implications to the timetable | | |
| S5.6 | Ensure the vehicle displays the correct destination, signage and information | | |
| S6.1 | Start and control the vehicle safely and efficiently, responding to signals, signage and instructions | | |
| S6.2 | Show consideration for other road/rail users | | |
| S6.3 | Monitor the instrumentation and ensure the vehicle is operating efficiently and effectively | | |
| S6.4 | Maintain the speed and position of the vehicle in a way that is appropriate to the current road/rail conditions | | |
| S6.5 | Give timely and clear signals when intending to change direction or the position of the vehicle (where applicable) | | |
| S6.6 | Make visual checks around the vehicle to decide how safe the immediate environment is | | |
| S6.7 | Drive the vehicle in different weather conditions | | |
| S6.8 | Operate the vehicle in restricted spaces | | |
| S7.1 | Hand over a vehicle to the control of others by ensuring that appropriate procedures are followed, and the required information and documents are complete | | |
| S7.2 | Complete and submit documentation: <ul style="list-style-type: none"> • performance • any incidents • technical information | | |
| S8.1 | Use approved methods to respond to warnings and indications | | |
| S8.2 | Fix faults using approved methods and techniques | | |
| S9.1 | Report incidents and take appropriate actions | | |
| S9.2 | Follow advice offered by supervisory team or authorised person, e.g. police | | |

| Ref | Assessment Criteria | Evidence Ref | Location /Page in Evidence |
|----------------------------------|--|--------------|----------------------------|
| S9.3 | Offer passengers suitable advice, so they can make informed decisions for their journey | | |
| S10.1 | Actively carry out a dynamic risk assessment and take appropriate action to either remove, isolate or highlight the hazard, keeping yourself safe at all times | | |
| S10.2 | Ensure passengers are safe and continuously informed | | |
| S10.3 | Make vehicle safe and secure | | |
| S10.4 | Report, record and complete appropriate paperwork required, as a result of the emergency, e.g. witness statement | | |
| Behaviours | | | |
| B1.1 | Establish a rapport with the customer | | |
| B1.2 | Welcome passengers and be approachable | | |
| B2.1 | Use active listening techniques | | |
| B2.2 | Show respect to beliefs and personal circumstances of others | | |
| B3.1 | Report hazardous situations in line with organisational procedures | | |
| B3.2 | Warn others when hazardous situations arise, while remaining calm | | |
| B4.1 | Show confidence in the safety of your passengers, yourself and others | | |
| B4.2 | Plan and organise, so you are prepared and safe | | |
| B5.1 | Describe how interpersonal skills can create a positive impression of the transport industry | | |
| B6.1 | Demonstrate attention to detail which leads to quality | | |
| Specific Bus Requirements | | | |
| SB1.1 | Confirm that the equipment used for issuing and/or processing tickets is in working order | | |
| SB1.2 | Issue tickets, and confirm that prepaid tickets and passes are valid for the journey | | |
| SB1.3 | Deal with any problems in line with organisational procedures | | |
| SB1.4 | Store all payments in an approved place in line with organisational guidelines | | |
| SB1.5 | Recognise and report when tickets or passes have been misused and when passengers have not paid fares, in line with organisational procedures | | |
| SB1.6 | Follow any concessionary fare schemes in line with organisational procedures | | |

| Ref | Assessment Criteria | Evidence Ref | Location /Page in Evidence |
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| SB2.1 | Acknowledge customers promptly and politely, and speak to them in a way that promotes confidence in the organisation | | |
| SB2.2 | Give customers information on timetabling and services | | |
| SB2.3 | Keep customers up to date with information on delays | | |
| KB1.1 | Describe how to operate the equipment for processing fares | | |
| KB1.2 | Explain the correct procedure when appropriate equipment is faulty | | |
| KB1.3 | Explain the correct procedure for issuing tickets and passes | | |
| KB1.4 | Explain the correct procedure for issuing a receipt | | |
| KB2.1 | Describe the importance of correct signage | | |
| KB2.2 | Explain how to display signage correctly | | |
| KB2.3 | Explain the procedure(s) to follow if signage display is faulty | | |
| KB3.1 | Describe the importance of good customer service | | |
| KB3.2 | Identify where timetables can be found | | |
| KB3.3 | Identify where information on delays and on-board services can be found | | |
| Specific Coach Requirements | | | |
| SC1.1 | Confirm that the equipment used for issuing and/or processing tickets is in working order | | |
| SC1.2 | Issue tickets, and confirm that prepaid tickets and passes are valid for the journey | | |
| SC1.3 | Deal with any problems in line with organisational procedures | | |
| SC1.4 | Store all payments in an approved place in line with organisational guidelines | | |
| SC1.5 | Recognise and report when tickets or passes have been misused and when passengers have not paid fares, in line with organisational procedures | | |
| SC1.6 | Follow any concessionary fare schemes in line with organisational procedures | | |
| SC2.1 | Acknowledge customers promptly and politely, and speak to them in a way that promotes confidence in the organisation | | |
| SC2.2 | Give customers information on timetabling and services | | |
| SC2.3 | Keep customers up to date with information on delays | | |

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|-----------------------------------|---|--|--|
| SC3.1 | Keep informed of the statutory requirement for the country you are driving in when operating your vehicle | | |
| SC3.2 | Ensure you comply with the statutory requirements when driving your vehicle | | |
| KC1.1 | Describe how to operate the equipment for processing fares | | |
| KC1.2 | Describe how to follow the alternative ticket procedure in case of machine failure | | |
| KC2.1 | Describe the importance of correct signage | | |
| KC2.2 | Explain how to display signage correctly | | |
| KC3.1 | Explain where the international requirements for operating a PCV can be found | | |
| KC3.2 | Explain and adhere to the international requirements of a PCV | | |
| Specific Rail Requirements | | | |
| SR1.1 | Drive to conditions in an appropriate manner | | |
| SR1.2 | Carries out appropriate safety checks as described in company instructions | | |
| SR1.3 | Evaluate the braking capability of the train | | |
| SR1.4 | Drive the train safely in degraded situations | | |
| SR2.1 | Comply with safe working practices when on foot | | |
| SR2.2 | Uses the correct walking routes when approaching and exiting a train | | |
| SR2.3 | Able to understand and interpret signage near the line | | |
| SR2.4 | Abide by regulations set out by PTS (Personal Track Safety) | | |
| SR3.1 | Able to read a schedule card correctly | | |
| SR3.2 | Arrive at the train in good time | | |
| SR4.1 | Follows correct procedure to bring a train into service | | |
| SR4.2 | Carries out train brake tests | | |
| SR4.3 | Checks on-board safety equipment | | |
| SR4.4 | Correctly sets up in-cab radio | | |
| KR1.1 | Describe the importance of correct signage | | |
| KR1.2 | Explain how to display signage correctly | | |
| KR1.3 | Knows how to set up the PIS (Passenger Information System) | | |
| KR1.4 | Knows the correct reporting procedures to follow if signage is ineffectively displayed | | |

| | | | |
|-------|--|--|--|
| KR2.1 | Discuss the importance of on-board safety systems and their effective use, e.g. AWS (automatic warning system), DSD/DVD (driver safety device/driver vigilance device) | | |
| KR2.2 | Explain the correct processes to undertake when faults and failures occur with safety systems, e.g. AWS (automatic warning system), DSD/DVD (driver safety device/driver vigilance device) | | |
| KR2.3 | Explain the procedure to follow after an operating incident, e.g. SPAD (signal passed at danger), wrong side door release, overspeed | | |
| KR2.4 | Understands the risks when on foot near the line | | |
| KR3.1 | Know how to read and interpret the schedule card | | |
| KR3.2 | Understand the consequences of misreading the schedule card | | |
| KR3.3 | Explain the correct procedures to follow when handling diversions, alterations to routes and unscheduled stops/not-to-stops | | |
| KR4.1 | Submit reports when unable to bring a train into service safely | | |
| KR4.2 | Identify how to locate and navigate to your train | | |
| KR4.3 | Explain how to prepare a train from berth | | |
| KR4.4 | Explain how to obtain permission to bring the train into service | | |

Apprentice Declaration

I confirm that the evidence I have provided has been produced and authenticated in accordance with the assessment specification for this end-point assessment and that the assessment was carried out under the specific conditions for the end-point assessment.

**Apprentice's
signature:**

Date:

Please ensure this Portfolio Matrix Sheet is submitted with your portfolio and that all evidence submitted is saved in one of the following file formats:

.docx

.xlsx

.pptx

.pdf

.jpg

.png

.mp3

.mp4

.m4a

Order of end-point assessments

The observation must be the first assessment component, followed by the professional review.

Retake and resit information

If an apprentice does not pass one or more of the components there will be an opportunity to resit/retake. However, all parties should be confident that the apprentice is ready to start the end-point assessment before the process is started.

Resits should be scheduled as soon as the apprentice is ready, when practicable for the business and in line with the policies, practices and procedures of Highfield.

The resit is normally expected to take place after all the required assessments have been taken and the individual assessment results and overall apprenticeship result have been given to the apprentice.