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

EPA-Kit

Delivering the Standard

- Core Knowledge
- Core Skills and Competence
- Behaviours
- Specific Bus Requirements
- Specific Coach Requirements
- Specific Rail Requirements

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

The following pages contain the passenger transport driver standard and the assessment criteria in a suggested format that is suitable for delivery. All the core is listed first; knowledge, skills and competence, and behaviours. This is followed in turn by the specific skills and knowledge for bus, coach and rail.

Core Knowledge		
Reference	**Requirement**	**Indicative Assessment Criteria**
K1	Understand the diverse range of customers within the transport services industry, their needs, rights and expectations and how to provide an excellent service that promotes the transport industry	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	Know the preparation, tests and checks required to ensure a vehicle is brought into service safely and on time	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	Understand/know the range of route features, characteristics, systems and equipment, and the different conditions and restrictions that may occur when driving	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	Know 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	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

Highfield Assessment®

| | | K4.3 Describe incidents that may occur and identify what action(s) you should consider, and the correct procedure to deal with the situation |
| | | K4.4 Describe emergencies that could occur while operating a vehicle, what action(s) should be considered, and the correct procedure to deal with the situation |

Core Skills and Competence

Reference	Requirement	Indicative Assessment Criteria
S1	Complete the required tests, checks and observations prior to commencing the journey to ensure the vehicle is safe, meets the standards required and the correct documentation is in place	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 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	Recognise 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	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	Act appropriately during incidents and emergency situations to minimise risk	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	Evaluate situations, which impact on the transport service, and provide solutions to restore operations	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	Recognise when circumstances could lead to confusion, panic or conflict, providing assistance that is considerate of risk, and reassurance that is sympathetic and promotes good will	S5.1 Identify the cause or potential causes of confusion, panic or conflict
		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

Highfield
Assessment

		S5.6 Ensure the vehicle displays the correct destination, signage and information
S6	Drive safely and efficiently, and operate in all weather conditions	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	Prepare and submit documents, reports and logs, containing performance, incident and technical information	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: • performance • any incidents • technical information

Highfield Assessment®

S8	Respond to warnings and indications, adopt a systematic approach to diagnose and rectify faults and failures using approved methods and techniques	S8.1 Use approved methods to respond to warnings and indications S8.2 Fix faults using approved methods and techniques
S9	Take appropriate action when external factors interfere with the planned journey	S9.1 Report incidents and take appropriate actions S9.2 Follow advice offered by supervisory team or authorised person, e.g. police S9.3 Offer passengers suitable advice, so they can make informed decisions for their journey
S10	Take appropriate action when emergency situations arise ensuring that priority is given to the safety of people	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

Highfield
Assessment

**Behaviours**
Reference	**Requirement**	**Indicative Assessment Criteria**
B1	Be approachable and friendly at all times	B1.1 Establish a rapport with the customer B1.2 Welcome passengers and be approachable
B2	Act as a good listener, respectful of others' beliefs and personal circumstances	B2.1 Use active listening techniques B2.2 Show respect to beliefs and personal circumstances of others
B3	Be conscientious of risks impacting on passenger safety and remain calm under pressure when issues occur	B3.1 Report hazardous situations in line with organisational procedures B3.2 Warn others when hazardous situations arise, while remaining calm
B4	Be confident of their role regarding passenger safety and organised in its delivery	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	Be passionate about providing quality passenger services and a role model to colleagues	B5.1 Describe how interpersonal skills can create a positive impression of the transport industry
B6	Pay attention to detail and take pride in providing a quality service	B6.1 Demonstrate attention to detail which leads to quality

Highfield
Assessment

Specific Bus Requirements		
Reference	Requirement	Indicative Assessment Criteria
SB1	Receive fares and issue tickets, receipts or passes, using the appropriate systems and equipment, recording transactions and dealing with errors	SB1.1 Confirm 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
SB2	Welcome customers in a polite and reassuring manner, directing and assisting as appropriate and provide information relating to timetables, delays and on-board services	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

Highfield Assessment

KB1	Know the correct procedures for issuing tickets, receipts or passes and understand how to use the appropriate equipment	KB1.1 Describe how to operate the appropriate equipment for the issue of tickets, receipts and passes
		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	Understand the importance of correct signage and how to display it	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	Understand the importance of good customer service and know where to locate information regarding timetables, delays and on-board services	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

Reference	Requirement	Indicative Assessment Criteria
SC1	Receive fares and issue tickets, receipts or passes, using the appropriate systems and equipment, recording transactions and dealing with errors	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	Welcome customers in a polite and reassuring manner, directing and assisting as appropriately and provide information relating to timetables, delays and on-board services	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

Highfield Assessment®

SC3	Comply with the statutory requirements for the country you are driving in when operating a vehicle	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	Know the correct procedures for issuing tickets, receipts or passes and understand how to use the appropriate equipment	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	Understand the importance of correct signage and how to display it	KC2.1 Describe the importance of correct signage KC2.2 Explain how to display signage correctly and what issues may occur if it is not correctly displayed
KC3	Know the international requirements for operating a passenger-carrying vehicle (PCV)	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

Highfield Assessment

Specific Rail Requirements

Reference	Requirement	Indicative Assessment Criteria
SR1	Follow the safe working practices when operating a train to minimise risk on or near the line	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	Follow the safe working practices when on foot, to minimise risk on or near the line	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	Be able to monitor and maintain your train's progress against an operating schedule	SR3.1 Able to read a schedule card correctly SR3.2 Arrive at the train in good time
SR4	Be able to bring trains into service safely and in accordance with relevant company procedures	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

Highfield
Assessment®

KR1	Understand the importance of correct signage and how to display it	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	Know the safe working practices and understand their importance	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	Know how to monitor and maintain progress against operating schedules and its importance	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

Highfield Assessment®

KR4	Know the correct procedures for bringing a train into service	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

Highfield Assessment