

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

EPA-Kit

Assessing the Observation

- The Observation - Guidance
- The Observation - Mock Assessment
- Observation Criteria

The Observation - Guidance

The observation will be carried out by the end-point assessor. Highfield will work with individual employers/training providers to ensure that the observation is planned to meet the relevant bus, coach or rail requirements.

The observation can be of real-work activities, or through simulation, provided the end-point assessor is satisfied these sufficiently replicate a realistic working environment. If part of the observation is through simulation, away from the apprentice's normal working area, it is possible for the time to be paused between the two sections. However, the observation must be completed over a single day.

The observation should cover key activities, which include:

- starting or finishing a service (e.g. bringing a vehicle in and out of service, handing a vehicle over to another driver)
- operating the vehicle
- interacting with passengers and/or colleagues

Although the assessment criteria do not specifically cover the operation of a vehicle, the apprentice is still expected to operate the vehicle correctly and safely in order to pass the observation.

Due to the safety critical role of a driver, the end-point assessor will remain passive during the observation, but what they observe will inform the professional review. The end-point assessor will be responsible for ensuring there are measures in place to stop the observation, if the apprentice is deemed to be operating the vehicle unsafely.

The observation will be 1 hour.

Essential Coverage

If these knowledge, skills and behaviour criteria are not explicitly evident during the observation then the end-point assessor will ask questions regarding them during the professional review. These questions will be based on what has been observed and will explore how the apprentice would have dealt with hypothetical situations had they arisen.

The Observation - Mock Assessment

It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment, and Highfield recommend that the apprentice experiences a mock observation in preparation for the real thing. The most appropriate form of mock assessment will depend on the apprentice's setting and the resources available at the time. In designing a mock assessment, the employer/training provider should include the following elements in its planning:

- the mock observation should take place in a real workplace, or a realistic simulation if the real workplace does not present all the required assessment opportunities
- the participation of other personnel to play the parts of customers and team members:
 - it is strongly recommended that the mock observation has been practised beforehand and all personnel involved are properly briefed on their roles
- a 1-hour time slot should be available for the complete observation, if it is intended to be a complete mock observation covering all relevant standards. However, this time may be split up to allow for progressive learning
- consider a video recording of the mock assessment, and allow it to be observed by other apprentices, especially if it is not practicable for the employer/training provider to carry out a separate mock assessment with each apprentice
- ensure that the apprentice's performance is assessed by a competent trainer/assessor, and that feedback is shared with the apprentice to complete the learning experience. The mock assessment sheets later in this guide may be used for this purpose.

Example mock assessment - bus/coach pathway

- Receive fees and issue tickets using appropriate systems (approx. 10 mins)
- Welcome customers, direct and assist as appropriate, providing an excellent service (approx. 10 mins)
- Operate the bus/coach (approx. 40 mins)

Example mock assessment - rail pathway

- Prepare a train to bring into service (10-15 mins)
- Provide excellent service to customers (approx. 5 mins)
- Operate the train (approx. 40 mins)

Observation Criteria

During the observation, which will last for 1 hour, the following standards should be evidenced. Apprentices should prepare for the observation by considering how the criteria can be met.

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	<p>K1.1 Describe the services available within the commercial transport sector</p> <p>K1.2 Identify the range of customers using transport services</p> <p>K1.3 Identify customer needs, rights and expectations</p> <p>K1.4 Describe how to provide an excellent service that promotes the industry</p>
K2	Know the preparation, tests and checks required to ensure a vehicle is brought into service safely and on time	<p>K2.1 Identify different vehicle types, features, systems and equipment</p> <p>K2.2 Describe driver responsibilities and actions to minimise delays and to ensure a safe and secure journey</p> <p>K2.3 Describe routine checks required to ensure a vehicle is brought into service safely and on time</p>

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	<p>S1.1 Prepare and organise work to ensure it can be undertaken in a safe and efficient manner</p> <p>S1.2 Carry out approved safety checks, both inside and outside the vehicle, and on associated equipment to ensure it is fit for use</p> <p>S1.3 Report defects to the vehicle or equipment in line with organisational procedures</p> <p>S1.4 Complete all the necessary documents related to journeys and pass them to the correct person (where applicable)</p> <p>S1.5 Confirm the vehicle's service or defect record is current and meets approved requirements (where applicable)</p> <p>S1.6 Report all issues and concerns and obtain another vehicle if necessary</p>

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

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	<p>SB1.1 Confirm that the equipment used for issuing and/or processing tickets is in working order</p> <p>SB1.2 Issue tickets, and confirm that prepaid tickets and passes are valid for the journey</p> <p>SB1.3 Deal with any problems in line with organisational procedures</p> <p>SB1.4 Store all payments in an approved place in line with organisational guidelines</p> <p>SB1.5 Recognise and report when tickets or passes have been misused and when passengers have not paid fares, in line with organisational procedures</p> <p>SB1.6 Follow any concessionary fare schemes in line with organisational procedures</p>
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	<p>SB2.1 Acknowledge customers promptly and politely, and speak to them in a way that promotes confidence in the organisation</p> <p>SB2.2 Give customers information on timetabling and services</p> <p>SB2.3 Keep customers up to date with information on delays</p>

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	<p>SC1.1 Confirm that the equipment used for issuing and/or processing tickets is in working order</p> <p>SC1.2 Issue tickets, and confirm that prepaid tickets and passes are valid for the journey</p> <p>SC1.3 Deal with any problems in line with organisational procedures</p> <p>SC1.4 Store all payments in an approved place in line with organisational guidelines</p> <p>SC1.5 Recognise and report when tickets or passes have been misused and when passengers have not paid fares, in line with organisational procedures</p> <p>SC1.6 Follow any concessionary fare schemes in line with organisational procedures</p>
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	<p>SC2.1 Acknowledge customers promptly and politely, and speak to them in a way that promotes confidence in the organisation</p> <p>SC2.2 Give customers information on timetabling and services</p> <p>SC2.3 Keep customers up to date with information on delays</p>

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
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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	<p>SR1.1 Drive to conditions in an appropriate manner</p> <p>SR1.2 Carries out appropriate safety checks as described in company instructions</p> <p>SR1.3 Evaluate the braking capability of the train</p> <p>SR1.4 Drive the train safely in degraded situations</p>
SR2	Follow the safe working practices when on foot, to minimise risk on or near the line	<p>SR2.1 Comply with safe working practices when on foot</p> <p>SR2.2 Uses the correct walking routes when approaching and exiting a train</p> <p>SR2.3 Able to understand and interpret signage near the line</p> <p>SR2.4 Abide by regulations set out by PTS (Personal Track Safety)</p>
SR3	Be able to monitor and maintain your train's progress against an operating schedule	<p>SR3.1 Able to read a schedule card correctly</p> <p>SR3.2 Arrive at the train in good time</p>

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
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