

Mock Marking Grids

Observation Criteria

Ref	Core Knowledge indicative assessment criteria	Achieved
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	

Ref	Core Skills and Competence indicative assessment criteria	Achieved
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	

Ref	Behaviours indicative assessment criteria	Achieved
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	

Ref	Specific Bus Requirements indicative assessment criteria	Achieved
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	
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	

Ref	Specific Coach Requirements indicative assessment criteria	Achieved
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	
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	

Ref	Specific Rail Requirement indicative assessment criteria	Achieved
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	