

Highfield Level 2 End-Point Assessment for Passenger Transport Driver – Bus, Coach and Tram

Mock Assessment Materials - Observation

Core knowledge		
Ref	Indicative assessment criteria	Achieved
K3.1	Uses clear and engaging communication to establish a good rapport with customers	
K3.2	Able to ask relevant questions to determine customers' needs	
K4.1	Describes how to carry out pre-drive checks to the vehicle and that the vehicle's documents are in line with organisational procedures	
K4.2	Demonstrates a good awareness of staff roles and operating instructions for locations where vehicles are stored	
K5.1	Shows full knowledge of the range of route features required and knows how to identify irregularities with systems and equipment, problems are recorded and promptly reported using approved methods	

Core skills and competence		
Ref	Indicative assessment criteria	Achieved
S1.1	Meets the requirements for personal preparation and appearance	
S1.2	Obtains relevant information and documentation to ensure duties can be performed in a safe and efficient manner	
S3.1	Applies rules, procedures and the company's policies at all times and demonstrates due regard for safety when carrying out duties	
S7.1	Demonstrates how to book on duty at the correct time ensuring all required checks have been completed in time for the start of the shift	
S8.1	Demonstrates how to prioritise own duties ensuring all activities are completed to time and the service is maintained	
S9.1	Carries out duties in accordance with appropriate organisational policies concerning conduct and appearance	
S10.1	Ensures a clean and tidy working environment is maintained at all times	
S19.1	Demonstrates a consistent approach to all customer interactions, treats all customers fairly and in line with requirements	
S22.1	Demonstrates core safety requirements of vehicle within a depot or station including the appropriate authority to be gained prior to preparing vehicle	
S22.2	Demonstrates due regard for safety by using authorised walking routes and wearing appropriate PPE	
S23.1	Demonstrates how to carry out preparation/mobilisation/service safety checks of vehicle within timescales	
S23.2	Demonstrates good core safety and protection requirements of vehicles within a depot or station	
S23.3	Able to report any vehicle defects or problems when preparing the vehicle	
S25.1	Demonstrates good decision-making skills, considers risks, takes appropriate action, makes decisions when needed and is not impulsive	
S25.2	Is able to identify problems and remedy them without jumping to conclusions or making assumptions	
S29.1	Checks the vehicle displays the correct destination, signage and information and able to make changes if necessary, without impacting on the service	
S31.1	Ensures the vehicle is operating efficiently and knows what action to take if any irregularities are identified	

S33.1	Demonstrates a good understanding of how to start and control the vehicle safely	
S33.2	Any irregularities are identified, communicated and recorded promptly using approved methods	
S34.1	Demonstrates an ability to ensure passengers' comfort, e.g. smooth braking	
S35.1	Demonstrates a good understanding of the route being driven and applicable risks including how to make scheduled stops, assisting customers where necessary	

Behaviours		
Ref	Indicative assessment criteria	Achieved
B4.1	Shows ability to act to keep passengers safe at all times	
B5.1	Attitude is respectful and positive and never has a negative impact on other people	
B6.1	Follows standardised procedures routinely	
B6.2	Demonstrates a quality service by working to both legislation and organisational policy requirements	

Specific Bus requirements		
Ref	Indicative assessment criteria	Achieved
SB1.1	Demonstrates how to use the appropriate systems and equipment when recording transactions, including reconciling errors	
SB2.1	Demonstrates a good, polite manner when assisting customers as appropriate, providing relevant information when asked	
KB1.1	Able to explain the procedures for collecting revenues and know how to use appropriate equipment	

Specific Coach requirements		
Ref	Indicative assessment criteria	Achieved
SC1.1	Demonstrates how to use the appropriate systems and equipment when recording transactions, including reconciling errors	
SC2.1	Demonstrates a good, polite manner when assisting customers as appropriate, providing relevant information when asked	
KC1.1	Able to explain the procedures for collecting revenues and know how to use appropriate equipment	

Specific Tram requirements		
Ref	Indicative assessment criteria	Achieved
ST1.1	Demonstrates good core safety and protection requirements of trams including obtaining the appropriate authority prior to preparing the vehicle	
ST2.1	Demonstrates how to monitor and maintain a vehicle's progress against an operating schedule	
ST3.1	Able to identify safety requirements when carrying out tram preparation, service safety check or tram mobilisation	
ST3.2	Able to carry out preparation/mobilisation/service safety checks of tramcar being operated within timescales	