

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

## End-Point Assessment Kit



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

EPA kit

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# How to use this EPA-kit

Welcome to the Highfield end-point assessment centre guide for the Level 2 Passenger Transport Driver - Bus, Coach and Tram 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 prerequisite for apprentices undertaking the passenger transport driver - bus, coach and tram end-point assessment.

## Key facts

<b>Apprenticeship standard:</b>	Passenger transport driver - bus, coach and tram
<b>Level:</b>	2
<b>On-programme duration:</b>	Minimum of 12 months
<b>EPA window duration:</b>	7 days
<b>Grading:</b>	Only pass available
<b>End-point assessment duration:</b>	Maximum of 6 months
<b>End-point assessment methods:</b>	Observation and professional review

## 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

# Introduction

## Standard overview

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Every day, millions of people travel on trams, 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, trams 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 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

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

Apprentices 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 the apprentice has, or is eligible to work towards obtaining, the relevant licence.

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

## Journey Log

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 that 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 one of the bus, coach or tram roles
- include an initial, midway and end self-assessment of the apprentice's skills and behaviours
- help prepare the apprentice for the workplace

The journey log 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 third 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 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 available to download from the Highfield Assessment website.

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.

## **Additional, relevant on-programme qualifications**

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There are no mandatory qualifications for this standard, however, employers may wish to include relevant qualifications to help structure the on-programme delivery.

## **Readiness for end-point assessment**

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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 within the standard have been met, the apprentice can progress to the end-point assessment via the apprenticeship gateway.

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. The apprentice and the employer should then engage with Highfield to agree a plan and schedule for each assessment activity to ensure all components can be completed within a 7-day end-assessment window. Further information about the gateway process is covered later in this kit.

Apprentices must ensure all of the following are completed on-programme:

- Achieve Level 1 maths and English qualifications
- Attempt Level 2 maths and English qualifications
- Hold the relevant driving licence
- Complete their journey log

## **Order of end-point assessments**

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The order of end-point assessment will be as follows: the observation, followed by the professional review.

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# The Highfield approach

This section describes the approach Highfield has adopted in the development of this end-point assessment in terms of its interpretation of the requirements of the end-point assessment plan and other relevant documents.

## Documents used in developing this end-point assessment

Standard (2017, ST0338)

<https://www.instituteforapprenticeships.org/apprenticeship-standards/passenger-transport-driver-bus-coach-and-tram/>

End-point assessment plan (2018, AP02)

<https://www.instituteforapprenticeships.org/media/2015/passenger-transport-driver-final-for-publication-3-8-18.pdf>

## Specific considerations

Should an apprentice's role not include certain elements of an assessment criterion, or the opportunity to present certain criteria does not arise during the observation, the assessor will adapt the assessment as necessary, through simulation or questioning at the end of the observation.

Where it would be unsafe, impractical or not possible to carry out the whole, or part of the observation in a real-life setting, the use of simulation is permitted. This should be discussed with your end-point assessor prior to entering gateway.

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

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. The journey log must be completed prior to entering gateway, and should be submitted to Highfield with the gateway evidence.

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# Gateway

## How to prepare for gateway

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After apprentices have completed their on-programme learning, they should be ready to pass through 'gateway' to their end-point assessment.

Gateway is a meeting that should be arranged between the apprentice, their employer and training provider to determine that the apprentice is ready to undertake their end-point assessment. The apprentice should prepare for this meeting by bringing along work-based evidence, including:

- customer feedback
- recordings
- manager statements
- witness statements

As well as evidence from others, such as:

- mid and end-of-year performance reviews
- feedback to show how they have met the apprenticeship standards while on-programme

In advance of gateway, learners will need to have:

- achieved level 1 English
- achieved level 1 maths
- taken the level 2 English test
- taken the level 2 maths test
- a valid UK diving licence (at least Cat B) – for bus/coach drivers only

Therefore, apprentices should be advised by employers and providers to gather this evidence and undertake these qualifications during their on-programme training. It is recommended that employers and providers complete regular checks and reviews of this evidence to ensure the apprentice is progressing and achieving the standards before the formal gateway meeting is arranged.

## The gateway meeting

The gateway meeting should last around an hour and must be completed on or after the apprenticeship on-programme end date. It should be attended by the apprentice and the relevant people who have worked with the apprentice on-programme, such as the line manager/employer or mentor, the on-programme trainer/training provider and/or a senior manager (as appropriate to the business).

During the meeting, the apprentice, employer and training provider will discuss the apprentice's progress to date and confirm if the apprentice has met the full criteria of the apprenticeship standard during their on-programme training. The **Gateway Readiness Report** should be used to log the outcomes of the meeting and agreed by all 3 parties. This report is available to download from the Highfield Assessment website.

The report should then be submitted to Highfield to initiate the end-point assessment process. If you require any support completing the Gateway Readiness Report, please contact your Employer Engagement Manager at Highfield Assessment.

**Please note:** a copy of the standard should be available to all attendees during the gateway meeting.

### Reasonable adjustments and special considerations

Highfield Assessment has measures in place for apprentices who require additional support. Please refer to the Highfield Assessment Reasonable Adjustments Policy for further information/guidance.

### ID requirements

Highfield Assessment will need to ensure that the person undertaking an assessment is indeed the person they are claiming to be. All employers are therefore required to ensure that each apprentice has their identification with them on the day of the assessment so the end-point assessor can check.

Highfield Assessment will accept the following as proof of an apprentice's identity:

- a valid passport (any nationality)
- a signed UK photocard driving licence
- a valid warrant card issued by HM forces or the police
- another photographic ID card, e.g. employee ID card or travel card

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

The following pages contain the Level 2 Passenger Transport Driver Apprenticeship 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 tram.

Core knowledge		
Reference	Requirement	Indicative assessment criteria
K1	Understand what is required of you to ensure you and your customers comply with relevant rules, procedures, regulations and laws that can impact on the transport environment and its safe operation	K1.1 Knows how to comply and monitor legislation, procedures and regulations  K1.2 Demonstrates a good awareness of changes to rules/regulations and operating instructions
K2	Understand the range of services available and have an appreciation of the commercial transport environment	K2.1 Demonstrates a good knowledge of the company's structure and their role within the company
K3	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	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	Know the preparation, tests and checks required to ensure a vehicle is brought into service safely and on time	<p>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</p> <p>K4.2 Demonstrates a good awareness of staff roles and operating instructions for locations where vehicles are stored</p>
K5	Understand the range of route features, characteristics, systems and equipment, and the different conditions and restrictions that may occur when driving	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
K6	Know the different vehicle types, features, systems and equipment and the responsibilities and the range of actions required of the driver to ensure delays are minimised and the journey is undertaken safely and securely	K6.1 Demonstrates a full understanding of route features and risks applicable to the routes assigned to the apprentice
K7	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	K7.1 Able to explain the procedures to follow when dealing with a range of situations and what actions and considerations to be taken when these have been identified

## Core skills and competence

Reference	Requirement	Indicative assessment criteria
S1	Prepare and organise work to ensure duties can be performed in a safe and efficient manner	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
S2	Identify and check all relevant notices are read, understood and acted on	S2.1 Able to identify, communicate and act on company information and notices
S3	Maintain safe working practices and comply with all relevant health and safety procedures	S3.1 Applies rules, procedures and the company's policies at all times and demonstrates due regard for safety when carrying out duties
S4	Recognise inappropriate behaviour that could lead to a conflict and remain alert for breaches of security and emergency situations, taking prompt and appropriate action to ensure safety	S4.1 Able to recognise inappropriate behaviour and knows how to assess the risks in the situation  S4.2 Able to prioritise the action to be taken, in line with approved organisational guidelines
S5	Act appropriately during incidents and emergency situations to minimise risk	S5.1 Describes when and how to get help from other sources in situations outside own personal authority or ability to deal with
S6	Evaluate situations that impact on the transport service and provide solutions to restore operations	S6.1 Able to collect and report information following a situation
S7	Carry out all preparations for the shift, ensure they have been undertaken in time	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	Prioritise own duties to ensure activities are completed to time and the service is maintained	S8.1 Demonstrates how to prioritise own duties ensuring all activities are completed to time and the service is maintained
S9	Maintain professional appearance and conduct	S9.1 Carries out duties in accordance with appropriate organisational policies concerning conduct and appearance

S10	Check and maintain a clean, tidy and suitable transport environment	S10.1 Ensures a clean and tidy working environment is maintained at all times
S11	Identify and safeguard lost property	S11.1 Can explain in full the procedures to follow when lost property is reported or found
S12	Review progress and performance and develop yourself within your role	S12.1 Demonstrates a good knowledge of progression opportunities and reflects on opportunities for personal improvement
S13	Obtain feedback on performance from others, identifying skills and knowledge gaps	S13.1 Able to demonstrate where feedback on personal performance has been collated
S14	Provide information that supports the safe operation of the transport service and is inclusive of all groups	S14.1 Proactively shares information, which can be trusted S14.2 Considers impact of own actions on other people or activities
S15	Identify the nature of an enquiry and seek clarification when needed	S15.1 Able to ask relevant questions to determine customers' and stakeholders' needs
S16	Respond in a timely, positive and helpful manner to enquiries, complaints and compliments	S16.1 Is cooperative and helpful to customers, colleagues and managers
S17	Recognise when circumstances could lead to confusion, panic or conflict, providing assistance that is considerate of risk and reassurance that is sympathetic and promotes goodwill	S17.1 Describes the needs of others when taking action, in a way that reduces any potential conflict
S18	Respond to colleagues in a way that supports the safe operation of the transport service and promotes professionalism	S18.1 Attitude is respectful and positive and does not have a negative impact on other people
S19	Ensure choice of words, actions and behaviours promote equality and diversity	S19.1 Demonstrates a consistent approach to all customer interactions, treats all customers fairly and in line with requirements

S20	Present a cohesive and collective approach to achieve team and business results	S20.1 Considers the impact of own actions on other people or activities
S21	Seek out and verify information and documentation relating to planned activities	S21.1 Routinely follows standardised procedures relating to planned activities
S22	Follow the appropriate rules and procedures for locating and safely accessing the vehicle, ensuring the appropriate personal protective equipment is worn	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	Complete the required tests, checks and observations prior to commencing the journey to ensure the vehicle is safe, meets the standard required and the correct documentation is in place	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
S24	Drive safely and efficiently at all times, including operating the vehicle in restricted spaces and all weather conditions	S24.1 Describes how to drive the vehicle in a way that does not put others at risk including restricted spaces and different weather conditions
S25	Show consideration for other road users	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

S26	Hand over a vehicle to the control of others by ensuring appropriate procedures are followed and the required information and documents are complete	S26.1 Able to clearly describe the procedure and prepare the relevant information for handing the vehicle over to others
S27	Prepare and submit documents, reports and logs containing performance, incident and technical information	S27.1 Able to prepare and submit documentation containing performance, incident and technical information
S28	Make timely and clear announcements to ensure passengers are kept informed of delays and interruptions to the service and implications to the timetable	S28.1 Able to describe how and when to make timely and clear announcements to passengers
S29	Ensure the vehicle displays the correct destination, signage and information	S29.1 Checks the vehicle displays the correct destination, signage and information and able to make changes if necessary, without impacting on the service
S30	Interpret information and respond to on-board enquiries	S30.1 Describes how to assist customers with enquiries in a clear, polite, respectful and friendly manner
S31	Monitor the instrumentation and ensure the vehicle is operating efficiently, responding to signals, signage and instructions	S31.1 Ensures the vehicle is operating efficiently and knows what action to take if any irregularities are identified
S32	Respond to warnings and indications, adopt a systematic approach to diagnose and rectify faults and failures using approved methods and techniques	S32.1 Describes the different warnings and indications  S32.2 Able to establish the occurrence and location of faults and failures accurately and promptly and report using the appropriate organisational procedures

S33	Start and control the vehicle safely and efficiently, responding to signals, signage and instructions	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	Ensure information, comfort and ancillary systems are operational and controlled and adjusted as appropriate during the journey	S34.1 Demonstrates an ability to ensure passengers' comfort, e.g. smooth braking
S35	Make scheduled stops that comply with legislation and regulation and provide assistance to customers that require it	S35.1 Demonstrates a good understanding of the route being driven and applicable risks including how to make scheduled stops, assisting customers where necessary
S36	Take appropriate action when external factors interfere with the planned journey	S36.1 Able to implement approved safety measures for protection following organisational procedures
S37	Take appropriate action when emergency situations arise ensuring that priority is given to the safety of passengers and other road users	S37.1 Able to identify and report an emergency situation, understands how to contain the risk and minimise the effect the emergency has on others
S38	Take a vehicle out of service by delivering it to the appropriate location ensuring it is positioned, immobilised, shut down and secured	S38.1 Able to clearly describe the actions and reporting procedures when a vehicle needs to be taken out of service

## Behaviours

Reference	Requirement	Indicative assessment criteria
B1	Be approachable and friendly at all times	B1.1 Proactively shares information, which can be trusted at all times  B1.2 Openly supports change
B2	Be a good listener, respectful of others' beliefs and personal circumstances	B2.1 Listens to and acts on feedback  B2.2 Attitude is respectful and positive and never has a negative impact on other people
B3	Be aware of risks impacting on passengers' safety and remain calm under pressure when issues occur	B3.1 Concentrates on immediate task at hand  B3.2 Remains calm and professional when under pressure
B4	Be confident of their role regarding passengers' safety and be organised in its delivery	B4.1 Shows ability to act to keep passengers safe at all times
B5	Be passionate about providing quality passenger services and a role model to colleagues	B5.1 Attitude is respectful and positive and never has a negative impact on other people
B6	Pay attention to detail and take pride in providing a quality service	B6.1 Follows standardised procedures routinely  B6.2 Demonstrates a quality service by working to both legislation and organisational policy requirements

## 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 Demonstrates how to use the appropriate systems and equipment when recording transactions, including reconciling errors
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 Demonstrates a good, polite manner when assisting customers as appropriate, providing relevant information when asked
KB1	Know the correct procedures for collecting revenues and understand how to use the appropriate equipment	KB1.1 Able to explain the procedures for collecting revenues and know how to use appropriate equipment
KB2	Understand the importance of correct signage and how to display it. Understand the importance of good customer service and know where to locate information regarding timetables, delays and on-board services.	KB2.1 Describes the different types of correct signage and how they would be displayed  KB2.2 Describes the importance of good customer service and has a good knowledge of where to locate relevant information

## 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 Demonstrates how to use the appropriate systems and equipment when recording transactions, including reconciling errors
SC2	Welcome customers in a polite and reassuring manner, directing and assisting as appropriate and provide information relating to timetables, delays and on-board services	SC2.1 Demonstrates a good, polite manner when assisting customers as appropriate, providing relevant information when asked
SC3	Comply with the statutory requirements for any country outside of the United Kingdom you are driving in when operating a vehicle	SC3.1 Describe two different statutory requirements when operating a vehicle outside of the United Kingdom
KC1	Know the correct procedures for collecting revenues and understand how to use the appropriate equipment	KC1.1 Able to explain the procedures for collecting revenues and know how to use appropriate equipment
KC2	Understand the importance of correct signage and how to display it. Understand the importance of good customer service and know where to locate information regarding timetables, delays and on-board services.	KC2.1 Describes the different types of correct signage and how they would be displayed  KC2.2 Describes the importance of good customer service and has a good knowledge of where to locate relevant information
KC3	Understand the international requirements for operating a passenger carrying vehicle	KC3.1 Demonstrates a good knowledge of statutory requirements when operating a vehicle outside of the United Kingdom

## Specific tram requirements

Reference	Requirement	Indicative assessment criteria
ST1	Follow the safe working practices when operating a vehicle to minimise risk to those on or near the tramway and tramway environment	ST1.1 Demonstrates good core safety and protection requirements of trams including obtaining the appropriate authority prior to preparing the vehicle
ST2	Be able to monitor and maintain your vehicle's progress against an operating schedule	ST2.1 Demonstrates how to monitor and maintain a vehicle's progress against an operating schedule
ST3	Be able to bring trams into service safely and in accordance with relevant company procedures	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
KT1	Know the principles of the operational tramway system, its components and their functionality, including abnormal operations, e.g. overhead line, signalling	KT1.1 Describes a good range of tramway principles including how the system operates, its components and abnormal operation
KT2	Understand the tramway environment, its customers and relationship between stakeholders/users	KT2.1 Describes the key features of the tramway environment and the different organisations involved in the running of the tramway
KT3	Understand the interface with highways, railways and the pedestrianised environment	KT3.1 Describes the relationship between the tramway and heavy rail, highways and the pedestrianised environment

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# Assessment summary

The end-point assessment for this standard is made up of 2 components, which must be taken in the following order:

1. 1-hour observation
2. 1-hour professional review, which should take place within 7 days of the observation

As a centre, you should agree a plan and schedule with the apprentice to ensure all assessment components can be completed effectively.

Each component of the end-point assessment will be assessed against the appropriate criteria laid out in this guide, which will be used to determine whether the apprentice has passed.

Highfield must be given access to evidence of the apprentice's structured on-the-job learning, (e.g. the journey log) at the point at which the employer notifies Highfield that the apprentice is ready for end-point assessment; this must be at least 1 week prior to the end-point assessment formally commencing.

## Observation

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- To achieve a pass in the observation, all assessment criteria must be achieved
- The observation is not graded above a pass

## Professional review

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- To achieve a pass in the professional review, all assessment criteria must be achieved
- The professional review is not graded above a pass

## Grading

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Owing to the Railways and Other Guided Transport Systems (Safety) Regulations 2006, this standard is graded as either pass or fail.

In order to pass, the apprentice must pass each of the components of the end-point assessment. The pass or fail will be determined by collective performance in both assessment methods in the end-point assessment.

An automatic fail can be awarded during the observation if the apprentice is seen to undertake any action that would endanger themselves or the lives of others and/or that is in violation of any legislation and/or regulation.

## Retake and resit information

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If an apprentice does not pass one or more of the components, there will be opportunity to resit/retake, at the discretion of the employer. Apprentices must have a supportive action plan in place identifying any further learning before additional end-point assessments take place. The apprentice may resit/retake 1 or more elements within 6 months of the EPA taking place.

If an apprentice fails an end-point assessment method, it is the employer, provider and apprentice's decision whether to attempt a resit or retake. If a **resit** is chosen, please call the Highfield scheduling team to arrange the resit. If a **retake** is chosen, the apprentice will require a period of further learning and will need to complete a new gateway readiness meeting and report. Once this is completed, please call the Highfield scheduling team to arrange the retake.

Resits/retakes outside of the 6-month end-point assessment period will require all elements to be reassessed. However, all parties should be confident that the apprentice is ready to start the end-point assessment before the process is started.

Further retakes/resits would be at the discretion of the employer following a one-to-one review with the apprentice to determine the suitability of the apprentice for further assessment.

All assessment methods must be successfully completed within a 6-month period of each other, after the EPA gateway.

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## Assessing the observation

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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 tram requirements.

The observation can be of real work activities or through simulation, provided the end-point assessor is satisfied that 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 2 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

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 the knowledge, skills and behaviour criteria are not explicitly evident during the observation, then the end-point assessor will ask questions regarding them at the end of the observation, after all driving activities have ceased. 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.

Example questions may include:

- 'What actions would you take in the event of a fire?'
- 'If you had identified a fault with the vehicle, what would be your next steps?'
- 'What actions would you have taken if there had been a passenger with a wheelchair?'

## The observation - mock assessment

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It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment, and Highfield recommends 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.

When 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 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 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. 5 mins)
- Operate the bus/coach (approx. 40 mins)
- Q&A to cover any criteria not covered during the observation (approx. 5 mins)

### Example mock assessment - tram pathway

- Prepare a tram to bring into service (approx. 10 mins)
- Provide excellent service to customers (approx. 5 mins)
- Operate the tram (approx. 40 mins)
- Q&A to cover any criteria not covered during the observation (approx. 5 mins)

## Observation criteria

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During the 1-hour observation, 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
K3	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	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	Know the preparation, tests and checks required to ensure a vehicle is brought into service safely and on time	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	Understand the range of route features, characteristics, systems and equipment, and the different conditions and restrictions that may occur when driving	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

Reference	Requirement	Indicative assessment criteria
S1	Prepare and organise work to ensure duties can be performed in a safe and efficient manner	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	Maintain safe working practices and comply with all relevant health and safety procedures	S3.1 Applies rules, procedures and the company's policies at all times and demonstrates due regard for safety when carrying out duties
S7	Carry out all preparations for the shift, ensure they have been undertaken in time	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	Prioritise own duties to ensure activities are completed to time and the service is maintained	S8.1 Demonstrates how to prioritise own duties ensuring all activities are completed to time and the service is maintained
S9	Maintain professional appearance and conduct	S9.1 Carries out duties in accordance with appropriate organisational policies concerning conduct and appearance
S10	Check and maintain a clean, tidy and suitable transport environment	S10.1 Ensures a clean and tidy working environment is maintained at all times
S19	Ensure choice of words, actions and behaviours promote equality and diversity	S19.1 Demonstrates a consistent approach to all customer interactions, treats all customers fairly and in line with requirements
S22	Follow the appropriate rules and procedures for locating and safely accessing the vehicle, ensuring the appropriate personal protective equipment is worn	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	Complete the required tests, checks and observations prior to commencing the journey to ensure the vehicle is safe, meets the standard required and the correct documentation is in place	<p>S23.1 Demonstrates how to carry out preparation/mobilisation/service safety checks of vehicle within timescales</p> <p>S23.2 Demonstrates good core safety and protection requirements of vehicles within a depot or station</p> <p>S23.3 Able to report any vehicle defects or problems when preparing the vehicle</p>
S25	Show consideration for other road users	<p>S25.1 Demonstrates good decision-making skills, considers risks, takes appropriate action, makes decisions when needed and is not impulsive</p> <p>S25.2 Is able to identify problems and remedy them without jumping to conclusions or making assumptions</p>
S29	Ensure the vehicle displays the correct destination, signage and information	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	Monitor the instrumentation and ensure the vehicle is operating efficiently, responding to signals, signage and instructions	S31.1 Ensures the vehicle is operating efficiently and knows what action to take if any irregularities are identified
S33	Start and control the vehicle safely and efficiently, responding to signals, signage and instructions	<p>S33.1 Demonstrates a good understanding of how to start and control the vehicle safely</p> <p>S33.2 Any irregularities are identified, communicated and recorded promptly using approved methods</p>

S34	Ensure information, comfort and ancillary systems are operational and controlled and adjusted as appropriate during the journey	S34.1 Demonstrates an ability to ensure passengers' comfort, e.g. smooth braking
S35	Make scheduled stops that comply with legislation and regulation and provide assistance to customers that require it	S35.1 Demonstrates a good understanding of the route being driven and applicable risks including how to make scheduled stops, assisting customers where necessary

<b>Behaviours</b>		
<b>Reference</b>	<b>Requirement</b>	<b>Indicative assessment criteria</b>
B4	Be confident of their role regarding passengers' safety and be organised in its delivery	B4.1 Shows ability to act to keep passengers safe at all times
B5	Be passionate about providing quality passenger services and a role model to colleagues	B5.1 Attitude is respectful and positive and never has a negative impact on other people
B6	Pay attention to detail and take pride in providing a quality service	B6.1 Follows standardised procedures routinely  B6.2 Demonstrates a quality service by working to both legislation and organisational policy requirements

## 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 Demonstrates how to use the appropriate systems and equipment when recording transactions, including reconciling errors
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 Demonstrates a good, polite manner when assisting customers as appropriate, providing relevant information when asked
KB1	Know the correct procedures for collecting revenues and understand how to use the appropriate equipment	KB1.1 Able to explain the procedures for collecting revenues and know how to use appropriate equipment

## 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 Demonstrates how to use the appropriate systems and equipment when recording transactions, including reconciling errors
SC2	Welcome customers in a polite and reassuring manner, directing and assisting as appropriate and provide information relating to timetables, delays and on-board services	SC2.1 Demonstrates a good, polite manner when assisting customers as appropriate, providing relevant information when asked
KC1	Know the correct procedures for collecting revenues and understand how to use the appropriate equipment	KC1.1 Able to explain the procedures for collecting revenues and know how to use appropriate equipment

## Specific tram requirements

Reference	Requirement	Indicative assessment criteria
ST1	Follow the safe working practices when operating a vehicle to minimise risk to those on or near the tramway and tramway environment	ST1.1 Demonstrates good core safety and protection requirements of trams including obtaining the appropriate authority prior to preparing the vehicle
ST2	Be able to monitor and maintain your vehicle's progress against an operating schedule	ST2.1 Demonstrates how to monitor and maintain a vehicle's progress against an operating schedule
ST3	Be able to bring trams into service safely and in accordance with relevant company procedures	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

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## Assessing the professional review

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The professional review is the final component of the end-point assessment and should take place within 7 days of the observation. Ideally it will occur on the same day as the observation and will be administered by the same end-point assessor. However, if it is not possible for the same end-point assessor to administer both the observation and professional review, Highfield will ensure there are procedures in place to ensure the feedback and outcomes from the observation are understood and used by the end-point assessor undertaking the review.

The professional review will last approximately 1 hour. Adequate breaks must be provided.

The professional review will be conducted in a 'controlled environment', i.e. a quiet room, away from the normal place of work. The professional review can take place remotely and where the discussion is not face to face, end-point assessors must ensure adequate controls are in place to maintain fair and accurate assessment, and have robust procedures in place to authenticate learners' identities.

The end-point assessor needs to see evidence during the professional review that the criteria below have been met, as well as evidence of understanding, not just knowledge recall.

The end-point assessor must be given access to evidence of the apprentice's structured on-the-job learning (e.g. the journey log) when entering gateway. The apprentice may also have a copy of their journey log that they can refer to if required.

The review will be structured as a discussion around the criteria listed below. If the conversation does not flow naturally, the end-point assessor will prompt the learner with non-leading questions. The journey log will be used to inform this.

### **Before the assessment:**

Employers/training providers should:

- ensure the apprentice knows the date, time and location of the assessment
- ensure the apprentice knows which criteria will be assessed (outlined on the following pages)
- encourage the apprentice to reflect on their experience and learning on-programme to understand what is required to meet the criteria
- be prepared to provide clarification to the apprentice, and signpost them to relevant parts of their on-programme experience as preparation for this assessment

## The professional review - mock assessment

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It is the employer/training provider's responsibility to prepare apprentices for their end-point assessment, and Highfield recommends that they experience a mock professional review 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 consider the following elements in their planning:

- a 1-hour timeslot should be available to complete the professional review, if it is intended to be a complete mock assessment covering all relevant standards. However, this time may be split up to allow for progressive learning.
- consider an audio recording of the mock, and to allow it to be heard 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 document sheets later in this guide may be used for this purpose.
- structured 'open' questions should be used as part of the professional review, which do not lead the candidate, but allow them to express their knowledge in a calm and comfortable manner.

The end-point assessor will need to see evidence of understanding, not just knowledge recall. The discussion will be structured around the criteria listed below.

## The professional review - sample questions

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The sample questions below are indicative and are provided to give an indication of the types of question likely to be asked during the professional review.

### Core knowledge:

‘Tell me about your organisation and your position within it.’

### Core skills and competence:

‘What are your procedures regarding lost property?’

‘Tell me about an emergency or potential emergency situation that occurred, and the actions that you took.’

### Behaviours:

‘Tell me about the behaviours you should display when interacting with others.’

### Specific bus knowledge and understanding:

‘Tell me about the signage involved with your role.’

**Specific coach knowledge and understanding:**

‘In the event of a route change, how would you adjust signage?’

**Specific tram knowledge and understanding:**

‘What are the actions you must take at different tramway crossings?’

## Professional review criteria

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Throughout the professional review, the assessor will review the apprentice's competence in all of the criteria outlined below. Therefore, apprentices should prepare for the professional review by considering how the criteria can be met.

Core knowledge		
Reference	Requirement	Indicative assessment criteria
K1	Understand what is required of you to ensure you and your customers comply with relevant rules, procedures, regulations and laws that can impact on the transport environment and its safe operation	K1.1 Knows how to comply and monitor legislation, procedures and regulations  K1.2 Demonstrates a good awareness of changes to rules/regulations and operating instructions
K2	Understand the range of services available and have an appreciation of the commercial transport environment	K2.1 Demonstrates a good knowledge of the company's structure and their role within the company
K6	Know the different vehicle types, features, systems and equipment and the responsibilities and the range of actions required of the driver to ensure delays are minimised and the journey is undertaken safely and securely	K6.1 Demonstrates a full understanding of route features and risks applicable to the routes assigned to the apprentice
K7	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	K7.1 Able to explain the procedures to follow when dealing with a range of situations and what actions and considerations to be taken when these have been identified

## Core skills and competence

Reference	Requirement	Indicative assessment criteria
S2	Identify and check all relevant notices are read, understood and acted on	S2.1 Able to identify, communicate and act on company information and notices
S4	Recognise inappropriate behaviour that could lead to a conflict and remain alert for breaches of security and emergency situations, taking prompt and appropriate action to ensure safety	S4.1 Able to recognise inappropriate behaviour and knows how to assess the risks in the situation  S4.2 Able to prioritise the action to be taken, in line with approved organisational guidelines
S5	Act appropriately during incidents and emergency situations to minimise risk	S5.1 Describes when and how to get help from other sources in situations outside own personal authority or ability to deal with
S6	Evaluate situations that impact on the transport service and provide solutions to restore operations	S6.1 Able to collect and report information following a situation
S11	Identify and safeguard lost property	S11.1 Can explain in full the procedures to follow when lost property is reported or found
S12	Review progress and performance and develop yourself within your role	S12.1 Demonstrates a good knowledge of progression opportunities and reflects on opportunities for personal improvement
S13	Obtain feedback on performance from others, identifying skills and knowledge gaps	S13.1 Able to demonstrate where feedback on personal performance has been collated
S14	Provide information that supports the safe operation of the transport service and is inclusive of all groups	S14.1 Proactively shares information, which can be trusted  S14.2 Considers impact of own actions on other people or activities
S15	Identify the nature of an enquiry and seek clarification when needed	S15.1 Able to ask relevant questions to determine customers' and stakeholders' needs

S16	Respond in a timely, positive and helpful manner to enquiries, complaints and compliments	S16.1 Is cooperative and helpful to customers, colleagues and managers
S17	Recognise when circumstances could lead to confusion, panic or conflict, providing assistance that is considerate of risk and reassurance that is sympathetic and promotes goodwill	S17.1 Describes the needs of others when taking action, in a way that reduces any potential conflict
S18	Respond to colleagues in a way that supports the safe operation of the transport service and promotes professionalism	S18.1 Attitude is respectful and positive and does not have a negative impact on other people
S20	Present a cohesive and collective approach to achieve team and business results	S20.1 Considers the impact of own actions on other people or activities
S21	Seek out and verify information and documentation relating to planned activities	S21.1 Routinely follows standardised procedures relating to planned activities
S24	Drive safely and efficiently at all times, including operating the vehicle in restricted spaces and all weather conditions	S24.1 Describes how to drive the vehicle in a way that does not put others at risk including restricted spaces and different weather conditions
S26	Hand over a vehicle to the control of others by ensuring appropriate procedures are followed and the required information and documents are complete	S26.1 Able to clearly describe the procedure and prepare the relevant information for handing the vehicle over to others
S27	Prepare and submit documents, reports and logs containing performance, incident and technical information	S27.1 Able to prepare and submit documentation containing performance, incident and technical information
S28	Make timely and clear announcements to ensure passengers are kept informed of delays and interruptions to the service and implications to the timetable	S28.1 Able to describe how and when to make timely and clear announcements to passengers

S30	Interpret information and respond to on-board enquiries	S30.1 Describes how to assist customers with enquiries in a clear, polite, respectful and friendly manner
S32	Respond to warnings and indications, adopt a systematic approach to diagnose and rectify faults and failures using approved methods and techniques	S32.1 Describes the different warnings and indications  S32.2 Able to establish the occurrence and location of faults and failures accurately and promptly and report using the appropriate organisational procedures
S36	Take appropriate action when external factors interfere with the planned journey	S36.1 Able to implement approved safety measures for protection following organisational procedures
S37	Take appropriate action when emergency situations arise ensuring that priority is given to the safety of passengers and other road users	S37.1 Able to identify and report an emergency situation, understands how to contain the risk and minimise the effect the emergency has on others
S38	Take a vehicle out of service by delivering it to the appropriate location ensuring it is positioned, immobilised, shut down and secured	S38.1 Able to clearly describe the actions and reporting procedures when a vehicle needs to be taken out of service

## Behaviours

Reference	Requirement	Indicative assessment criteria
B1	Be approachable and friendly at all times	B1.1 Proactively shares information, which can be trusted at all times  B1.2 Openly supports change
B2	Be a good listener, respectful of others' beliefs and personal circumstances	B2.1 Listens to and acts on feedback  B2.2 Attitude is respectful and positive and never has a negative impact on other people
B3	Be aware of risks impacting on passengers' safety and remain calm under pressure when issues occur	B3.1 Concentrates on immediate task at hand  B3.2 Remains calm and professional when under pressure

## Specific bus requirements

Reference	Requirement	Indicative assessment criteria
KB2	Understand the importance of correct signage and how to display it. Understand the importance of good customer service and know where to locate information regarding timetables, delays and on-board services.	KB2.1 Describes the different types of correct signage and how they would be displayed  KB2.2 Describes the importance of good customer service and has a good knowledge of where to locate relevant information

### Specific coach requirements

Reference	Requirement	Indicative assessment criteria
SC3	Comply with the statutory requirements for any country outside of the United Kingdom you are driving in when operating a vehicle	SC3.1 Describe two different statutory requirements when operating a vehicle outside of the United Kingdom
KC2	Understand the importance of correct signage and how to display it. Understand the importance of good customer service and know where to locate information regarding timetables, delays and on-board services.	KC2.1 Describes the different types of correct signage and how they would be displayed  KC2.2 Describes the importance of good customer service and has a good knowledge of where to locate relevant information
KC3	Understand the international requirements for operating a passenger carrying vehicle	KC3.1 Demonstrates a good knowledge of statutory requirements when operating a vehicle outside of the United Kingdom

### Specific tram requirements

Reference	Requirement	Indicative assessment criteria
KT1	Know the principles of the operational tramway system, its components and their functionality, including abnormal operations, e.g. overhead line, signalling	KT1.1 Describes a good range of tramway principles including how the system operates, its components and abnormal operation
KT2	Understand the tramway environment, its customers and relationship between stakeholders/users	KT2.1 Describes the key features of the tramway environment and the different organisations involved in the running of the tramway
KT3	Understand the interface with highways, railways and the pedestrianised environment	KT3.1 Describes the relationship between the tramway and heavy rail, highways and the pedestrianised environment

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