

PASSENGER TRANSPORT DRIVER

Bus, Coach and Tram Level 2 Assessment Plan

Table of Contents

<u>1. INTRODUCTION</u>	2
<u>2. STRUCTURED LEARNING (JOURNEY LOG)</u>	4
2.1 JOURNEY LOG	4
2.2 COLLECTING EVIDENCE	4
<u>3. READINESS FOR END-POINT ASSESSMENT (GATEWAY)</u>	5
3.1 ACHIEVING FULL COMPETENCE	5
<u>4. END-POINT ASSESSMENT METHODS</u>	6
4.1 OBSERVATION WITH QUESTIONS	6
4.2 OBSERVATION - ESSENTIAL COVERAGE	8
4.3 PROFESSIONAL REVIEW	8
4.4 PROFESSIONAL REVIEW - ESSENTIAL COVERAGE	9
<u>5. ROLES AND RESPONSIBILITIES</u>	9
5.1 THE INDEPENDENT ASSESSOR	9
5.2 OCCUPATIONAL EXPERTISE	10
5.3 CONTINUOUS PROFESSIONAL DEVELOPMENT (CPD)	10
<u>6. QUALITY ASSURANCE</u>	13
6.1 CONSISTENCY	13
6.2 INTERNAL QUALITY ASSURANCE	13
6.3 EXTERNAL QUALITY ASSURANCE	14
7.1 AFFORDABILITY	14

7.2 MANAGEABILITY	14
<u>8. GRADING</u>	15
8.1 OBSERVATION WITH QUESTIONS	16
8.2 PROFESSIONAL REVIEW	20
<u>ANNEX A – END-POINT ASSESSMENT METHODS TABLE</u>	24

1. INTRODUCTION

This document sets out the requirements and processes for the end-point assessment (EPA) of the Level 2 Passenger Transport Driver Apprenticeship Standard.

This document is designed for employers, apprentices, training providers and end-point assessment organisations (EPAOs), and should be read in conjunction with the approved apprenticeship standard.

An approved EPAO must conduct the EPA for this apprenticeship. Employers must work with the training provider to select an approved EPAO from the apprenticeship providers and assessment register (APAR).

The Passenger Transport Driver Level 2 Apprenticeship will require a minimum period of learning of 12 months, prior to the end-point assessment.

This document has been designed to ensure that:

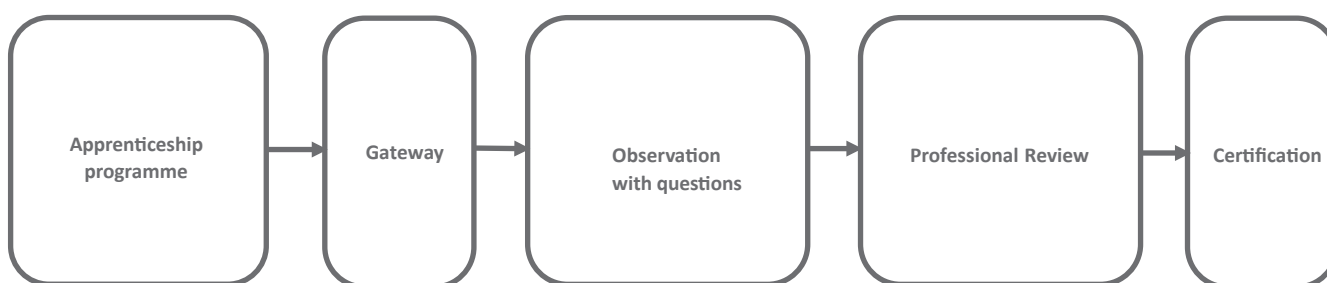
- apprentices meet the skills, knowledge and behaviours as defined within the standard
- the end-point assessment is appropriate, feasible and consistent
- the process adds value for both the apprentice and employer

This apprenticeship standard covers broad and diverse industries; therefore the method of assessment has been designed to ensure it is applicable across a range of contexts. The assessment process:

- will build on and compliment the on-programme learning and development
- should encourage continuing professional development
- should position the apprenticeship as a starting point for a career and encourage apprentices to explore progression opportunities

Based on evidence generated from a structured learning programme, the employer will formally notify the EPAO when the apprentice is ready for the EPA (this is the Gateway).

The EPA consists of an observation with questions followed by a professional review. Successful completion of the EPA will lead to final certification of the apprenticeship and demonstrate that the apprentice is competent and can work safely and confidently as a driver.



Delivered in the workplace, complete the required amount of off-the-job training specified by the apprenticeship funding rules and as arranged by the employer and training provider.
 Complete training to develop the knowledge, skills and behaviours (KSBs) outlined in this apprenticeships standard
 The apprentice must complete training towards English and mathematics qualifications in line with the apprenticeship funding rules
 Minimum 12 months.
 Journey Log completed by apprentice.

The employer decides the apprentice is ready for EPA.
 The apprentice must confirm they are ready to take the EPA.
 The apprentice has achieved English and mathematics qualifications in line with the apprenticeship funding rules
 The employer formally notifies the end-point assessment organisation (EPAO).
 Journey Log submitted to the EPAO.

Observation with questions of the apprentice is conducted by an independent assessor against the assessment plan.
 Due to the safety critical role of a driver, the independent assessor will remain passive during the observation.

Professional review is conducted by an independent assessor. The review focuses on the experience, knowledge and skills the apprentice has gained from their 12 month minimum structured learning programme.

When the apprentice has met the requirements of the assessment plan then a completion certification from the Institute for Apprenticeships will be issued.

2. STRUCTURED LEARNING (JOURNEY LOG)

The EPA is the culmination of a 12 month apprenticeship programme. During this programme the apprentice will learn a wide range of skills and knowledge, as well as experiencing incidents and scenarios, which will not occur during the EPA. As part of their professional review the apprentice will need to be able to draw on what they have learned and experienced over the 12 month programme. Therefore, it will be a requirement that their learning is structured in such a way that apprentices are able to accurately record their achievements against the knowledge, skills and behaviours as defined in the standard and their experiences when undertaking duties in live conditions. This will allow a third party to review it objectively.

It is the responsibility of the training provider to ensure this structure is in place.

2.1 Journey Log

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, or its equivalent, 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.

2.2 Collecting Evidence

A journey log, or equivalent, will allow the apprentice to gather evidence of their experiences and achievements, which could include:

- observation report undertaken by a 3rd party (such as an independent assessor)
- completed observational checklists and related action plans
- witness testimony
- worksheets
- assignments or projects or reports
- record of any formal discussions (such as professional discussion, performance review)
- record of oral and written questioning
- apprentice and peer reports

3. READINESS FOR END-POINT ASSESSMENT (GATEWAY)

The independent end-point assessment is synoptic, that is, it takes an overview of an apprentices' 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 of the standard has been met, the apprentice can progress to the end-point assessment via the apprenticeship gateway. The gateway is where the employer formally confirms to the EPAO that the apprentice is ready to progress to the end-point assessment. The employer's decision must be formally recorded by the EPAO organisation.

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 has achieved English and mathematics qualifications in line with the apprenticeship funding rules.

The apprentice will also need to obtain the relevant licence prior to taking their end-point assessment as set out in the apprenticeship standard.

The employer must be satisfied the Journey Log reflects competency across the whole apprenticeship standard. The Journey log is not assessed and instead informs the professional review. It should be made available to the independent assessor when the apprentices passes through the gateway.

Apprentices must hold a valid UK driving licence (at least Cat B) in order to access the apprenticeship. They must also be 18 years old by the time they are ready to gain their provisional vocational licence (bus and coach only). It is the employer's responsibility to ensure apprentices have, or are eligible to work towards obtaining the relevant licence. The apprentice will need to obtain the relevant licence prior to taking their end-point assessment.

3.1 Achieving full competence

Passenger transport is a safety critical sector and any new entrant will need to demonstrate competence in a given task before they are permitted to undertake this as part of their role. This applies equally to apprentices, who should build and demonstrate their competence across the standard throughout their apprenticeship. The end-point assessment serves as a means of confirming their competence, but it would be sensible to build-in and quality assure, ongoing reviews and informal assessments into the programme.

4. End-point assessment methods

The EPA will be made up of two assessment methods and assessed by an independent assessor. These are:

- **Observation with questions** - Primarily focused on the apprentice's skills and behaviours, but also covering knowledge which is implicit through their demonstration. See Annex A
- **Professional review** - Primarily focused on the apprentice's knowledge and understanding, but also covering and confirming skills and behaviours which are implicit with this. See Annex A

All assessment methods must be successfully completed within a six month period of each other, after the employer gateway.

The observation with questions will be completed first followed by the professional review within a 7 day time period.

4.1 Observation with questions

The observation will be managed and assessed by an independent assessor appointed by the independent EPAO.

The observation will cover the following:

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

The observation with questions will be carried out in real life in the apprentices normal place of work, the activities scheduled will satisfy the independent assessor the apprentice has full opportunity to demonstrate competency in the role.

Due to the safety critical role of a driver, the independent assessor will remain passive during the observation. The independent 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. EPAOs must ensure any reasonable adjustments are in place while recognising safety considerations given the nature of the occupation, and apprentices must make any requirement requests at least 1 month prior to the scheduled date for the observation.

The observation with questions assessment will synoptically assess the knowledge, skills and behaviours identified in Annex A.

It will be for the independent assessor to determine if the observation has broken down for reasons beyond the apprentice's control. For instance, but not limited to, bad weather, difficulties with the vehicle or passengers. If any of the tasks have already been completed then the apprentice will not need to complete that element again and the re-sit will be limited to the part that broke down or did not happen.

Following the observation the independent assessor will ask questions about the actions the apprentice has taken and the choices they made to complete the tasks to assess knowledge and

understanding; EPAOs will provide a standard template upon which to record the observation outcomes.

The results of the observation, including the answers to the questions must be documented by the independent assessor. The results of the observation will be approved and moderated by the EPAO.

The results of the observation will be communicated to the apprentice and employer at the end of the end-point assessment process.

The observation will be 1 hour + or - 10%.

4.2 Observation with questions - Essential Coverage

The independent assessor needs to see evidence that the criteria in Annex A has been met. The criteria has been taken from the apprenticeship standard, and they are critical to the role of a driver.

4.3 Professional review

The professional review is the final component of the EPA 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 independent assessor. However, if it is not possible for the same independent assessor to administer both the observation and professional review, then the EPAO must ensure there are procedures in place to ensure the feedback and outcomes from the observation are understood and used by the independent assessor undertaking the review.

The professional review will last 1 hour + or - 10%.

The independent assessor will follow the requirements of the EPAO and record their evidence in a format agreed with the EPAO.

The professional review will be conducted in a 'controlled environment' such as 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, independent assessors must ensure adequate controls are in place to maintain fair and accurate assessment, and have robust procedures in place to authenticate the learners' identity. The professional discussion may be conducted using technology, as long as fair assessment conditions can be maintained. Acceptable means of remote assessment include video conferencing or video calling and must include a two-way visual and audio link. EPAOs must ensure any reasonable adjustments are in place, and apprentices must make any requirement requests at the gateway.

4.4 Professional Review - Essential Coverage

The professional discussion will synoptically assess the knowledge, skills and behaviours identified in Annex A. The independent assessor needs to see evidence during the professional review of understanding, not just knowledge recall.

The independent assessor must be given access to evidence of the apprentice's structured on-the-job learning (for example the journey log) at the point at which the employer notifies the EPAO that the apprentice is ready for EPA and at gateway.

Independent assessors will select twenty questions from a "practical specification bank" of standardised scenario based questions to ensure a consistent approach is adopted, as well as ensuring all required areas of the standard are appropriately covered.

A structured brief and question bank will be developed by EPAOs to support independent assessors in reaching a consistent judgement.

A standard question template will be developed by the EPAO and will be used to ensure consistency and allow independent assessors to focus on key areas for confirmation of performance and effective appraisal of the evidence base. This will ensure that consistent approaches are taken and that all key areas are appropriately explored.

The independent assessor will document the questions asked as well as the apprentice's responses on the standard question template. The results of the professional review will be approved and moderated by the EPAO.

EPAOs must develop 'practical specification banks' of sufficient size to prevent predictability and review them regularly (and at least every twelve months) to ensure they, and the specifications are fit for purpose.

The results of the professional discussion will be communicated to the apprentice and employer at the end of the end-point assessment process.

5. ROLES AND RESPONSIBILITIES

Ensuring independence is key to the validity of this assessment plan. The final decision on whether the apprentice has passed lies solely with the EPAO.

5.1 The Independent Assessor

Independent assessors are responsible for conducting the end-point assessment of the apprenticeship. Independent assessors are appointed and managed by an EPAO. An independent assessor must be someone who has nothing to gain from the outcome of the assessment and has had no involvement in the training, on programme assessment, employment or line management of the apprentice. When conducting an end-point assessment, the independent assessor is acting on behalf of the relevant EPAO, and is subject to the procedures set by them.

Independent assessors will be subject to rigorous quality assurance, proportionate to their experience and performance over time, and must take part in regular standardisation activities as laid out by the EPAO.

The following key principles are mandatory for independent assessors:

5.2 Occupational expertise

Independent assessors must:

- have excellent knowledge and understanding of the apprenticeship standard
- have occupational expertise and knowledge, at the relevant level of the occupational areas they are assessing, which has been gained through working in the industry
- hold qualifications, or have undertaken training, that has legislative and technical relevance to the Passenger Transport Driver Apprenticeship Standard (for example they should be a qualified driver in the area they are assessing)

5.3 Continuous professional development (CPD)

Independent assessors must regularly update their occupational expertise and industry knowledge in the areas being assessed to ensure currency of skills and knowledge. This should be achieved through planned CPD, appropriate to their individual development needs and any requirements specified by the EPAO. A record of this should be maintained through an up-to-date CPD log. Examples of CPD could be (but are not limited to):

- internal work placements
- external visits
- achievement of new or updated training or qualifications
- trade fairs and conferences
- attendance at development days

5.1.3 Best practice in assessment

Independent assessors should:

- practice standardised assessment principles as set out by the EPAO
- attend regular standardisation meetings with colleagues

- share best practice in assessment through a range of appropriate activities, such as email, meetings and social media
- have sufficient time to carry out the role of assessor

5.2 End-Point Assessment Organisations

An approved EPAO must conduct the EPA for this apprenticeship. Employers must work with the training provider to select an approved EPAO from the apprenticeship providers and assessment register (APAR).

EPAOs are responsible for appointing and managing independent assessors and for ensuring that assessments are carried out fairly, are valid, reliable and consistent.

EPAOs wishing to offer end-point assessment services for this apprenticeship, must:

- ensure independent assessors meet the criteria outlined in this plan
- deliver the end-point assessment outlined in this plan
- be able to demonstrate a detailed understanding of the sector
- provide appropriate recourse and processes for apprentices, employers and providers, to clarify and or dispute the outcome of an end-point assessment

EPAOs must maintain high quality systems and processes, which validate and continuously review independent assessors' experience, skills and competence.

EPAOs must provide independent assessors the opportunity to attend at least two standardisation workshops annually. These workshops will be run by the EPAO and attendance of at least one per year should be mandatory for all independent assessors.

6. QUALITY ASSURANCE

6.1 Consistency

Independent end-point assessment is a culmination of a learning and development journey resulting in external independent confirmation of an apprentice meeting the industry defined standard. As such the process and procedure for carrying out an end-point assessment must be quality assured to ensure consistent, reliable and valid judgments.

6.2 Internal quality assurance

Internal quality assurance is carried out by the approved EPAO and involves ensuring that individual end-point assessments are undertaken correctly and consistently including the marking, standardising, sampling and reporting of the outcomes of the end-point assessment. It must:

- ensure there are robust processes in place to deliver end-point assessments to the required standard and that they are appropriate for the sector
- train and standardise all independent assessors to ensure they assess consistently against the requirements of the standard
- apply robust internal quality assurance and verification processes to the end-point assessments
- hold at least one standardisation event every six months for assessors to ensure consistent application of the guidance
- ensure EPAO staff are trained in assessment and moderation processes and undertake regular continuing professional development
- monitor assessors and provide remedial support to ensure consistency and reliability of judgements on a risk based basis, for example, those newly qualified
- develop and manage a complaints and appeals procedure
- appoint only independent assessors that meet the requirements as detailed in this plan
- operate moderation of assessment activity and decisions, through examination of documentation and or observation of activity, with a minimum of 10% of each independent assessors' assessments moderated
- applies robust quality assurance and verification processes to the assessments such as use of standard formats, moderation and standardisation of scoring, oversight of assessment

- the EPAO will create and then maintain the assessment tools to ensure continuing robustness (independent, consistent, valid), working with the employers as appropriate

Internal quality assurance must be completed by an appropriately qualified person, and that person must not have been involved in any aspect of the delivery or assessment of the programme they are quality assuring.

6.3 External quality assurance

Ofqual will conduct the external quality assurance for the Passenger Transport Driver apprenticeship.

7. IMPLEMENTATION

7.1 Affordability

The cost and practicalities of the assessment have been key considerations in the development of the assessment plan due to the range of businesses likely to deliver these apprenticeships. Both large and small employers alike must manage the apprenticeship process within organisations of varying sizes and the assessment needs to be affordable for venues housing small numbers of apprentices.

The cost of end-point assessment can be reduced by utilising shared networks of resource across organisations, in line with the restrictions in the plan.

Cost will primarily be based on activity of the independent assessor, which should constitute a maximum of 2 days per apprentice. It is expected that circa 750 drivers will be trained a year using this apprenticeship standard.

7.2 Manageability

This assessment plan has been designed to be delivered cost effectively within an employer's workplace. This includes the professional review, which can be on an employer's premises, but in a 'controlled environment' such as a quiet room, away from the normal place of work.

EPAOs must work with employers to manage end-point assessments in a way that minimises the impact on the employer's business activity.

8. GRADING

This is a multi-modal standard, covering bus, coach and tram transport. Operators must ensure their workforce complies with the relevant licence to practice and health and safety legislation and regulation requirements* to ensure apprentices meet the standard required in their role.

Assessments contained within this plan must align to the relevant requirements and as such, completion of the end-point assessment will result in the apprentice achieving a pass or a fail. This decision is dependent on whether they have met the standard and its end-point assessment criteria.

*Such as category D driving licence, operators licensing and permits (driver training), driver certificate of professional competence (EU directive), office of road and rail regulation (application of highway legislation to tramcars).

The apprentice will either have passed or failed. This decision is dependent on whether they have met the standard and its end-point assessment criteria.

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. The decision is to be communicated to the apprentice within ten working days of the final element, the professional review, taking place. A successful pass of the end-point assessment leads to final apprenticeship certification.

If an apprentice does not pass one or more of the components there will be opportunity to resit or 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 re-sit or retake one or more elements within six months of the EPA taking place. Resits/retakes outside of the six-month end-point assessment period will require all elements to be re-assessed. However, all parties should be confident that the apprentice is ready to start the end-point assessment before the process is started.

Further re-takes or re-sits would be at the discretion of the employer following a 1:1 review with the apprentice to determine the suitability of the apprentice for further assessment.

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

Any appeals regarding the outcome of the end-point assessment grading will be dealt with in accordance with the EPAOs stated appeals policy.

Apprentices need to meet all pass characteristics in each of the methods in order to pass the apprenticeship overall.

		Professional Discussion	
		Fail	Pass
Observation	Fail	Fail	Fail
	Pass	Fail	Pass

Details of both pass and fail characteristics are shown below for each assessment method.

8.1 Observation with questions

The Observation with questions will be graded using criteria developed by the EPAO which will be aligned to the grading profile below:

Fail – fails to provide sufficient evidence to meet knowledge, skills and behaviours evidence; fails to provide one or more of the requirements in the grading criteria table.

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

A **pass** candidate is capable of making their own decisions and will be able to demonstrate effective preparation, which is logical and shows consideration to health and safety legislation and safe working practices. They will be able to get on with the task demonstrating confidence when undertaking activities to the standard and level of detail expected. They are able to perform checks and seek out additional information and documentation as required. They will be able to gather relevant information and prepare documents accurately and succinctly. In addition they will be able to meet all of the pass criteria in the table below:

	Knowledge, Skills and Behaviours	Pass Criteria – The apprentice must demonstrate all of the following criteria are met:
	Core Knowledge:	
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.	Uses clear and engaging communication to establish a good rapport with customers. Able to ask relevant questions to determine customer needs.

K4	Know the preparation, tests and checks required to ensure a vehicle is brought into service safely and on time.	Describes how to carry out pre-drive checks to the vehicle and that the vehicle's documents are in line with organisational procedures. 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.	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:		
S1	Prepare and organise work to ensure duties can be performed in a safe and efficient manner.	Meets the requirements for personal preparation and appearance. 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 & Safety procedures.	Applies rules, procedures and company 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.	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.	Demonstrates how to prioritise own duties ensuring all activities are completed to time and the service is maintained.
S9	Maintain professional appearance and conduct.	Carries out duties in accordance with appropriate organisational policies concerning conduct and appearance.
S10	Check and maintain a clean, tidy and suitable transport environment.	Ensures a clean and tidy working environment is maintained at all times.

S19	Ensure choice of words, actions and behaviours promote equality and diversity.	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.	Demonstrates core safety requirements of vehicle within a depot or station including the appropriate authority to be gained prior to preparing vehicle. Demonstrate 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 standards required and the correct documentation is in place.	Demonstrates how to carryout preparation and or mobilisation and or service safety checks of vehicle within timescales. Demonstrates a good core safety and protection requirements of vehicles within a depot or station. Able to report any vehicle defects or problems when preparing the vehicle.
S25	Show consideration for other road users.	Demonstrates good decision making skills, considers risks and takes appropriate action and makes decisions when needed and is not impulsive. Is able to identify problems and remedy them without jumping to conclusions or making assumptions.
S29	Ensure the vehicle displays the correct destination, signage and information.	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.	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.	Demonstrates a good understanding of how to start and control the vehicle safely. 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.	Demonstrates an ability to ensure passenger comfort for example smooth braking.
S35	Make scheduled stops that comply with legislation and regulation and provide assistance to customers that require it.	Demonstrates a good understanding of the route being driven and applicable risks including how to make scheduled stops, assisting customers where necessary.
	Behaviours:	
B4	Be confident of their role regarding passenger safety and organised in its delivery.	Show's ability to act to keep passengers safe at all times.
B5	Be passionate about providing quality passenger services and a role model to colleagues.	Attitude is respectful & positive and never has a negative impact on other people.
B6	Pay attention to detail and take pride in providing a quality service.	Follows standardised procedures routinely. Demonstrates a quality service by working to both legislation and organisational policy requirements.
	Specific Bus and Coach Knowledge and Skills Requirements:	
S39	Receive fares and issue tickets, receipts or passes, using the appropriate systems and equipment, recording transactions and dealing with errors.	Demonstrates how to use the appropriate systems and equipment when recording transactions, including reconciling errors.
S40	Welcome customers in a polite and reassuring manner, directing and assisting as appropriate and provide	Demonstrates a good polite manner when assisting customers as appropriate,
	information relating to timetables, delays and onboard services.	providing relevant information when asked.
	Specific Tram Skill Requirements:	
S42	Follow the safe working practices when operating a vehicle to minimise risk to those on or near the tramway and tramway environment.	Demonstrates good core safety and protection requirements of trams including obtaining the appropriate authority prior to preparing the vehicle.

S43	Be able to monitor and maintain your vehicle's progress against an operating schedule.	Demonstrates how to monitor and maintain a vehicles progress against an operating schedule.
S44	Be able to bring trams into service safely and in accordance relevant company procedures.	Able to identify safety requirements when carrying out tram preparation, service safety check or tram mobilisation. Able to carry out preparation and or mobilisation and or service safety checks of tramcar being operated within timescales.

8.2 Professional Review

A **fail** is given where the apprentice has not met all of the pass criteria. They will have difficulty in providing examples of own knowledge, skills and behaviours. They will have difficulty in expanding on information and providing evidence of wider logical thinking as required. They will have difficulty in stating implications and recognising of the importance of policies, procedures and requirements.

A **pass** candidate will be able to respond to questions in an accurate, clear and well-defined manner with little or no hesitation. They are able to expand on information and provide examples to support their own knowledge, skills and behaviours. They are able to state implications and recognise the importance of adhering to policies, procedures and requirements, providing examples of wider logical thinking as required. In addition they will be able to meet all of the pass criteria in the table below:

	Knowledge, Skills and Behaviours	Pass Criteria – The apprentice must demonstrate all of the following criteria are met:
	Core Knowledge:	
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.	Knows how to comply and monitor legislation, procedure and regulations. 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.	Demonstrates a good knowledge of company 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.	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.	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	
S2	Identify and check all relevant notices are read, understood and acted upon.	Able to identify, communicate and act upon 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.	Able to recognise inappropriate behaviour and knows how to assess the risks in the situation. 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.	Describes when and how to get help from other sources in situations outside own personal authority or ability to deal with.
S6	Evaluate situations, which impact on the transport service and provide solutions to restore operations.	Able to collect and report information following a situation.
S11	Identify and safeguard lost property.	Confidently knows 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.	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.	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.	Proactively shares Information, which can be trusted. Considers impact of own actions on other people or activities.

S15	Identify the nature of an enquiry and seek clarification when needed.	Able to ask relevant questions to determine customer and stakeholder needs.
S16	Respond in a timely, positive and helpful manner to enquiries, complaints and compliments.	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 good will.	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.	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.	Considers impact of own actions on other people or activities.
S21	Seek out and verify information and documentation relating to planned activities.	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.	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.	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.	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.	Able to describe how and when to make timely and clear announcements to passengers.

S30	Interpret information and respond to onboard enquiries.	Describes how to assist customer enquiries in a clear, polite respectful friendly manner.
S32	Respond to warning and indications, adopt a systematic approach to diagnose	Describes the different warnings and indications.
	and rectify faults and failures using approved methods and techniques.	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.	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.	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.	Able to clearly describe the actions and reporting procedures when a vehicle needs to be taken out of service.
Behaviours:		
B1	Be approachable and friendly at all times.	Proactively shares information, which can be trusted at all times Openly supports change.
B2	Be a good listener, respectful of other's beliefs and personal circumstances.	Listens to and acts upon feedback. Attitude is respectful and positive and never has a negative impact on other people.
B3	Be aware of risks impacting on passenger safety and remain calm under pressure when issues occur.	Concentrates on immediate task at hand. Remains calm and professional when under pressure.
Specific Bus and Coach Knowledge and Skills:		
K8	Know the correct procedures for collecting revenues and understand how to use the appropriate equipment.	Able to explain the procedures for collecting revenues and know how to use appropriate equipment.

K9	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.	Describes the different types of correct signage and how it would be displayed. Describes the importance of good customer service and has a good knowledge of where to locate relevant information.
K10	Coach only – Understand the international requirements for operating a passenger carrying vehicle.	Demonstrates a good knowledge of statutory requirements when operating a vehicle outside of the United Kingdom.
S41	Coach Driver only - Comply with the statutory requirements for any country outside of the United Kingdom you are driving in when operating a vehicle.	Describe two different statutory requirements when operating a vehicle outside of the United Kingdom.
	Specific Tram Knowledge and Skills:	
K11	Know the principles of the operational tramway system, its components and their functionality, including abnormal operations for example Overhead Line, signalling.	Describes a good range of tramway principles including how the system, operates, its components and abnormal operation.
K12	Understand the tramway environment, its customers and relationship between stakeholders and users.	Describes the key features of the Tramway environment and the different organisations involved in the running of the Tramway
K13	Understand the interface with highways, railways and the pedestrianised environment.	Describes the relationship between the Tramway and heavy rail, highways and the pedestrianized environment

Annex A – End-point Assessment Methods Table

Key: OB = Observation, PR = Professional Review

Core knowledge and understanding to be assessed		Method of Assessment	
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		PR
K2	Understand the range of services available and have an appreciation of the commercial transport environment		PR

K3	Understand the diverse range of customers within the transport services industry, their needs, rights and expectations and how to provide an excellent customer service that promotes the transport industry	OB	
K4	Know the preparation, tests and checks required to ensure a vehicle is brought into service safely and on time	OB	
K5	Understand the range of route features, characteristics, systems and equipment, and the different conditions and restrictions that may occur when driving	OB	
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		PR
K7	Know the range of situations, failures and incidents and emergencies that could occur and the actions and considerations to be taken when these have been identified and the procedures to follow		PR
Core Skills			
S1	Prepare and organise work to ensure duties can be performed in a safe and efficient manner	OB	

S2	Identify and check all relevant notices are read, understood and acted upon		PR
S3	Maintain safe working practices and comply with all relevant Health and Safety procedures	OB	
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		PR
S5	Act appropriately during incidents and emergency situations to minimise risk		PR
S6	Evaluate situations which impact on the transport service and provide solutions to restore operations		PR
S7	Carry out all preparations for the shift, ensure they have been undertaken in time	OB	
S8	Prioritise own duties to ensure activities are completed to time and the service is maintained	OB	
S9	Maintain professional appearance and conduct	OB	
S10	Check and maintain a clean, tidy and suitable transport environment	OB	
S11	Identify and safeguard lost property		PR

S12	Review progress and performance and develop yourself within your role		PR
S13	Obtain feedback on performance from others, identifying skills and knowledge gaps		PR
S14	Provide information that supports the safe operation of the transport service and is inclusive of all groups		PR
S15	Identify the nature of an enquiry and seek clarification when needed		PR
S16	Respond in a timely, positive and helpful manner to enquiries, complaints and compliments		PR
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 good will		PR
S18	Respond to colleagues in a way that supports the safe operation of the transport service and promotes professionalism		PR
S19	Ensure choice of words, actions and behaviours promote equality and diversity	OB	
S20	Present a cohesive and collective approach to achieve team and business results		PR
S21	Seek out and verify information and documentation relating to planned activities		PR
S22	Follow the appropriate rules and procedures for locating and safely accessing the vehicle, ensuring the appropriate personal protective equipment is worn	OB	

S23	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	OB	
S24	Drive safely and efficiently at all times, including operating the vehicle in restricted spaces and all weather conditions		PR
S25	Show consideration for other road users	OB	
S26	Hand over a vehicle to the control of others by ensuring appropriate procedures are followed and the required information and documents are complete		PR
S27	Prepare and submit documents, reports and logs containing performance, incident and technical information		PR
S28	Make timely and clear announcements to ensure passengers are kept informed of delays and interruptions to the service and implications to the timetable		PR

S29	Ensure the vehicle displays the correct destination, signage and information	OB	
S30	Interpret information and respond to on-board enquiries		PR
S31	Monitor the instrumentation and ensure the vehicle is operating efficiently, responding to signals, signage and instructions	OB	
S32	Respond to warning and indications, adopt a systematic approach to diagnose and rectify faults and failures using approved methods and techniques		PR
S33	Start and control the vehicle safely and efficiently, responding to signals, signage and instructions	OB	
S34	Ensure information, comfort and ancillary systems are operational and controlled and adjusted as appropriate during the journey	OB	
S35	Make scheduled stops that comply with legislation and regulation and provide assistance to customers that require it	OB	
S36	Take appropriate action when external factors interfere with the planned journey		PR
S37	Take appropriate action when emergency situations arise ensuring that priority is given to the safety of passengers and other road users		PR
S38	Take a vehicle out of service by delivering it to the appropriate location ensuring it is positioned, immobilised, shut down and secured		PR
Behaviours			
B1	Be approachable and friendly at all times		PR
B2	Be a good listener, respectful of other's beliefs and personal circumstances		PR
B3	Be aware of risks and hazards impacting on passenger safety and remain calm under pressure when issues occur		PR
B4	Be confident of their role regarding passenger safety and organised in its delivery	OB	
B5	Be passionate about providing quality passenger services and a role model to colleagues	OB	
B6	Pay attention to detail and take pride in providing a quality service	OB	
Bus and Coach Driver – Knowledge and Understanding			
K8	Know the correct procedures for collecting revenues and understand how to use the appropriate equipment		PR
K9	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 onboard services		PR

K10	Coach Driver only - Understand the international requirements for operating a passenger carrying vehicle		PR
Bus and Coach Driver – Skills			
S39	Receive fares and issue tickets, receipts or passes using the appropriate systems and equipment, recording transactions and dealing with errors	OB	
S40	Welcome customers in a polite and reassuring manner, directing and assisting as appropriate and provide information relating to timetables, delays and on-board services	OB	
S41	Coach Driver only - Comply with the statutory requirements for any country outside of the United Kingdom you are driving in when operating a vehicle		PR
Tram Driver – Knowledge and Understanding			
K11	Know the principles of the operational tramway system, its components and their functionality, including abnormal operations for example Overhead Line, signalling		PR
K12	Understand the tramway environment, its customers and relationship between stakeholders and users		PR
K13	Understand the interface with highways, railways and the pedestrianised environment		PR
Tram Driver - Skills			
S42	Follow the safe working practices when operating a vehicle to minimise risk to those on or near the tramway and tramway environment	OB	
S43	Be able to monitor and maintain your vehicle's progress against an operating schedule	OB	
S44	Be able to bring trams into service safely and in accordance with relevant company procedures	OB	