

Highfield Level 2 End-Point Assessment for Passenger Transport Operative



Government funding band – £6,000



On-programme duration – **minimum 12 months**



Gateway requirements –

- **Level 1 English and maths, having taken assessments for Level 2 English and maths. British Sign Language (BSL) qualifications are an alternative to English qualifications for those who have BSL as their primary language.**
- **Workplace policies provided by the employer**
- **Portfolio of evidence.**



End-point assessment methods – **Observation and Interview**

Working as a passenger transport operative

Passenger transport operatives work in the wide variety of settings that enable customers to travel on the public transport network. They work at stations or onboard trains, trams, buses and coaches.

The broad purpose of the occupation is to help customers travel to their destinations. Passenger transport operatives do this by helping customers travel safely, on time and in comfort from the beginning to the end of their chosen journey. Passenger transport operatives work within safety-critical environments. They provide high-quality services to customers, ensuring that safety, customer care and commercial standards are met. They assist other staff and identify customer needs, particularly during a disruption in service.

The programme's structure

During this programme, the apprentice will learn a wide range of knowledge, skills and behaviours. Apprentices must be trained and assessed against the standard's core module, as well as one optional module. The 3 options are:

- ticketing operative
- onboard operative
- dispatch operative

Throughout the apprentice's 12-month on-programme training, they will compile a portfolio of evidence that will underpin the interview assessment method. Apprentices will also be observed by an independent assessor in a real work setting. This will allow the apprentice to make use of employer resources and equipment, allowing the apprentice to perform at their best in familiar surroundings.

Your apprentice's journey



Ready for training

- Initial assessment
- English and maths training
- On-programme training to meet the requirements of the standard
- Gateway readiness self-assessment

Set for assessment

End-point assessment methods:

Observation with questions

- Covers the core activities: utilisation of tools (travel equipment/systems), communication methods and directing passenger techniques
- Covers additional optional pathway activities for either ticketing operative, onboard operative or dispatch operative
- 50-minute observation
- 25-minute question and answer session

Interview underpinned by portfolio

- Covers the 6 core topics and one of the three optional pathway topics
- Supported by portfolio of evidence gathered throughout on-programme training
- 60-minute duration

Go further

On completion of the apprenticeship, apprentices may wish to progress into other roles in the transport sector.

Available support

On-programme support

- Delivery resources
- Qualification mapped to standard
- Tutor support resource
- Innovative and multi-device e-learning courses

End-point assessment support

- Gateway and mock assessments
- Bespoke end-point assessment solutions
- Progression tracking system
- Staff training, standardisation and support



Need to know more: