



Mapping Document for the Passenger Transport Driver Apprenticeship Standard (Level 2)

The purpose of this document is to show where the **Highfield Standards Apprenti-kit** textbook content and workbook questions, and the **Highfield Skills and Activities pack** activities, meet the outcomes and criteria of the **Passenger Transport Driver Apprenticeship Standard (Level 2)**. It also shows where the **Highfield Level 2 NVQ Diploma in Passenger Carrying Vehicle Driving (Bus and Coach) (RQF)** maps to the **Passenger Transport Driver Apprenticeship Standard (Level 3)**.

Where the **apprenticeship standard criteria** are not mapped word for word in the **qualification**, the criteria may be met implicitly.

Please note that where content for skills and behaviours has been identified in the **Apprenti-kit textbook**, this is underpinning knowledge only.

When using this mapping document, it is the responsibility of the training provider or employer to ensure that the learner meets the required outcomes and criteria.

Apprenticeship Standard Module	Apprenticeship Standard Learning Outcome	Apprenticeship Standard Assessment Criteria (EPA Kit)	RQF Qualification Unit	RQF Qualification Learning Outcome & Assessment Criteria	Apprenti-kit Textbook Page	Apprenti-kit Workbook Question	
Core:	Understand the diverse range of customers within the transport service industry, their needs, rights and expectations and how to provide an excellent service that promotes the transport industry	K1.1 Describe the services available within the commercial transport sector			Pg3	Q1	
		K1.2 Identify the range of customers using transport service			Pg3	Q2	
		K1.3 Identify customer needs, rights and expectations			Pg4	Q3	
		K1.4 Describe how to provide an excellent service that promotes the industry			Pg6	Q4	
	Know the preparation, tests and checks required to ensure a vehicle is brought into service safely and on time	K2.1 Identify different vehicle types, features, systems and equipment				Pg7	Q5a, b
		K2.2 Describe driver responsibilities and actions to minimise delays and to ensure a safe and secure journey	Unit 10 M/601/9477	LO5 AC5.5,5.6	Pg8, 9, 10, 11	Q6	

		K2.3 Describe routine checks required for bus or coach vehicles to ensure a vehicle is brought into service safely and on time	Unit 5 L/601/9468	LO2 AC2.1,2.2,2.3,2.4	Pg8 ,9,10,11	Q7
	Understand/know the range of route features, characteristics, systems and equipment and the different conditions and restrictions that may occur when driving	K3.1 Identify route features, characteristics, systems and equipment in use when driving			Pg12,13,14	Q8
		K3.2 Describe different conditions and restrictions which may occur when driving			Pg14,15,16, 17, 18, 19	Q9
	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	K4.1 Identify route a range of situations, failures, incidents and emergencies that could when driving			Pg20, 21, 22	Q10
		K4.2 Describe typical failures, the actions and consideration needed and the correct procedure to deal with the situation			Pg20, 21, 22	Q11

Core Skills and Competence:	procedures to follow.	K4.3 Describe incidents that may occur and identify what actions you should consider, and the correct procedures to deal with the situation	Unit 3 R/616/1336	LO1 AC1.1, 1.3	Pg23	Q12
		K4.4 Describe emergencies that could occur whilst operating a vehicle, what actions should be considered and the correct procedure to deal with the situation	Unit 3 R/616/1336	LO1 AC1.1, 1.3	Pg20, 21, 22	Q13
	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	S1.1 Prepare and organise work to ensure it can be undertaken in a safe and efficient manner	Unit 5 L/601/9468	LO2 AC2.1,2.2,2.3,2.4,2.5,	Pg23	
		S1.2 Carry out approved safety checks, both inside and outside the vehicle and associated equipment to ensure it is fit for use	Unit 5 L/601/9468	LO2 AC2.1,2.2,2.3,2.4	Pg24	

		S1.3 Report defects to the vehicle or equipment in line with organisational procedures	Unit 5 L/601/9468	LO2 AC2.5,2.6,2.7,2.8	Pg24	
		S1.4 Complete all the necessary documents related to journeys and pass them to the correct person	Unit 5 L/601/9468	LO3 AC3.5	Pg24	
		S1.5 Confirm the vehicles service or defect record is current and meets approved requirements	Unit 5 L/601/9468	LO1 AC1.1	Pg24, 25	
		S1.6 Obtain another vehicle when necessary	Unit 5 L/601/9468	LO1 AC1.5	Pg26	
	Recognise inappropriate behaviour that could lead to a conflict and remain alert for breaches of security e.g. suspicious packages and emergency	S2.1 Continuously be alert and scan for any breaches in security			Pg26, 27	
		S2.2 Take action when a breach of security has happened or is suspected			Pg27	
		S2.3 Recognise situations that involve inappropriate behaviour	Unit 2 D/601/9474	LO2 AC2.1	Pg28	

situations, taking prompt and appropriate action to ensure safety.	S2.4 Assess the risk in a conflict situation			Pg28	
	S2.5 Obtain assistance in situations outside own personal authority and ability	Unit 3 R/616/1336	LO1 AC1.6	Pg30	
	S2.6 Offer assistance to colleagues who are dealing with a conflict or dangerous situation	Unit 2 D/601/9474	LO3 AC3.2	Pg30	
Act appropriately during incidents and emergency situations to minimise risk.	S3.1 Deal with incidents and emergencies in line with organisational requirements	Unit 2 D/601/9474	LO2 AC2.4	Pg31	
	S3.2 Carry out an evacuation of people from an area			Pg31	
	S3.3 Provide reassurance to customers who have been affected			Pg32	
	S3.4 Seek assistance from the appropriate sources	Unit 2 D/601/9474	LO1 AC1.5	Pg32	
	S3.5 Report the details of incidents and emergencies in line with organisational requirements	Unit 3 R/616/1336	LO1 AC1.7	Pg33	

Evaluate situations, which impact on the transport service and provide solutions to restore operations	S4.1 Assess the effect of a situation on normal working practices			Pg33	
	S4.2 Take remedial action after a situation has taken place to restore normal working practices			Pg33	
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.	S5.1 Identify the cause or potential causes of confusion, panic or conflict			Pg34	
	S5.2 Assess personal risks and risks to others during situations of confusion, panic or conflict	Unit 3 R/616/1336	LO2 AC2.5	Pg28,29	
	S5.3 Provide assistance and reassurance within the limits of your own personal authority			Pg34	
	S5.4 Get help from the appropriate sources during circumstances outside of your own personal authority	Unit 1 A/601/9465	LO1 AC1.3	Pg34	
	S5.5 Make announcements to ensure passengers are kept informed of delays and interruptions	Unit 1 A/601/9465	LO1 AC1.6	Pg35	

		S5.6 Ensure the vehicle displays the correct destination, signage and information			Pg35	
Drive safely and efficiently, and operate in all weather conditions		S6.1 Start and control the vehicle safely and efficiently, responding to signals, signage and instructions			Pg35, 36	
		S6.2 Show consideration for other road users			Pg36	
		S6.3 Monitor the instrumentation and ensure the vehicle is operating efficiently and effectively			Pg37	
		S6.4 Maintain the speed and position of the vehicle in a way that is appropriate to the current road and traffic conditions			Pg37	
		S6.5 Give timely and clear signals when intending to change direction or the position of the vehicle			Pg38	
		S6.6 Make visual checks around the vehicle to decide how safe the immediate environment is			Pg38	

		S6.7 Drive the vehicle in differing weather conditions			Pg38	
		S6.8 Operate the vehicle in restricted spaces			Pg39	
	Prepare and submit documents, reports and logs, containing performance, incidents and technical information	S7.1 Hand over a vehicle to the control of others by ensuring that appropriate procedures are followed, and the required information and documents are completed			Pg39	
		S7.2 Complete and submit documentation: <ul style="list-style-type: none"> • Performance • Any incidents • Technical information 			Pg40	
	Respond to warnings and indications, adopt a systematic approach to diagnose and rectify faults and failures using approved methods and techniques	S8.1 Use approved methods to respond to warnings and indications			Pg40	
		S8.2 Fix faults using approved methods and techniques			Pg40	
Take appropriate action when external factors	S9.1 Report incidents and take appropriate actions			Pg41		

	interfere with the planned journey	S9.2 Follow advice offered by supervisory team or authorised person i.e. police			Pg41	
		S9.3 Offer passengers suitable advice, so they can make informed decisions for their journey			Pg41,42	
	Take appropriate action when emergency situations arise ensuring that priority is given to the safety of people	S10.1 Actively carryout a dynamic risk assessment and take appropriate actions to either remove, isolate or highlight the hazard, keeping yourself at all times			Pg42	
		S10.2 Ensure passengers are safe and continuously informed			Pg42	
		S10.3 Make vehicle safe and secure			Pg43	
		S10.4 Report, record and complete appropriate paperwork required, as a result of the emergency i.e. witness statement			Pg43	
Behaviours	Be approachable and friendly at all times	B1.1 Establish a rapport with the customer			Pg43,44	

		B1.2 Welcome passengers and be approachable			Pg44	
	Act as a good listener, respectful of others' beliefs and personal circumstances	B2.1 Use active listening techniques			Pg44	
		B2.2 Show respect to beliefs and personal circumstances of others			Pg45	
	Be conscientious of risks impacting on passenger's safety and remain calm under pressure when issues occur	B3.1 Report hazardous situations in line with organisational procedures			Pg45	
		B3.2 Warn others when hazardous situations arise, whilst remaining calm			Pg45	
	Be confident of their role regarding passenger safety and organised in its delivery	B4.1 Show confidence in the safety of your passengers, yourself and others			Pg46	
		B4.2 Plan and organise, so you are prepared and safe			Pg46	
	Be passionate about providing quality passenger services and a role model to colleagues	B5.1 Describe how interpersonal skills can create a positive impression of the transport industry			Pg46	

	Pay attention to detail and take pride in providing a quality service	B6.1 Demonstrate attention to detail which leads to quality			Pg47	
Specific Bus Requirements: Workbook only	Receive fares and issues tickets, receipts or passes, using the appropriate systems and equipment, recording transactions and dealing with errors	SB1.1 Confirm the equipment used for issuing and/or processing tickets is in working order	Unit 15 T/601/9481	LO3 AC3.1		
		SB1.2 Issue tickets, and confirm that prepaid tickets and passes are valid for the journey	Unit 15 T/601/9481	LO3 AC3.3		
		SB1.3 Deal with any problems in line with organisational procedures	Unit 15 T/601/9481	LO3 AC3.2		
		SB1.4 Store all payments in an approved place in line with organisational guidelines	Unit 15 T/601/9481	LO1 AC1.5 LO2 AC2.4		
		SB1.5 Recognise and report when tickets or passes have been misused and when passengers have not paid fares, in line with organisational procedures	Unit 15 T/601/9481	LO3 AC3.4		
		SB1.6 Follow any concessionary fare schemes in line with organisational procedures	Unit 15 T/601/9481	LO3 AC3.5		

	<p>Welcome customers in a polite and reassuring manner, directing and assisting as appropriate and provide information relating to timetables, delays and onboard services</p>	<p>SB2.1 Acknowledge customers promptly and politely, and speak to them in a way that promotes confidence in the organisation</p>	<p>Unit 4 J/601/9467</p>	<p>LO5 AC5.1</p>		
		<p>SB2.2 Give customers information on timetabling and services</p>	<p>Unit 1 M/601/9477</p>	<p>LO1 AC1.4,1.5</p>		
		<p>SB.3 Keep customers up to date with information delays</p>				
	<p>Know the correct procedures for issuing tickets, receipts or passes and understand how to use the appropriate equipment</p>	<p>KB1.1 Describe how to operate the appropriate equipment for the issue of tickets, receipts and passes</p>	<p>Unit 15 T/601/9481 Unit 10 M/601/9477</p>	<p>LO4 AC4.1 LO2 AC2.6</p>	<p>Pg4, 5</p>	<p>Q1a, b</p>
		<p>KB1.2 Explain the correct procedure when appropriate equipment is faulty</p>	<p>Unit 15 T/601/9481</p>	<p>LO4 AC4.2</p>	<p>Pg4, 5</p>	<p>Q1a, b</p>
		<p>KB1.3 Explain the correct procedures for issuing tickets and passes</p>	<p>Unit 15 T/601/9481</p>	<p>LO4 AC4.1</p>	<p>Pg6, 7</p>	<p>Q2a, b</p>

		KB1.4 Explain the correct procedure for issuing a receipt	Unit 15 T/601/9481	LO4 AC4.1	Pg6, 7	Q2a, b
	Understand the importance of correct signage and how to display it	KB2.1 Describe the importance of correct signage			Pg8,9	Q3a, b
		KB2.2 Explain how to display signage correctly			Pg10	Q10
		KB2.3 Explain the procedures to follow if signage display is faulty			Pg11	Q5
	Understand the importance of good customer service and know where to locate information regarding timetables, delays and onboard services	KB3.1 Describe the importance of good customer service			Pg12	Q6
		KB3.2 Identify where timetables can be found			Pg13	Q7a, b
		KB3.3 Identify where information on delays and on-board services can be found			Pg13	Q7a, b
Specific Coach Requirements Workbook only	Receive fares and issue tickets, receipts or passes using the appropriate systems and equipment, recording	SC1.1 Confirm that the equipment used for issuing and/or processing tickets is in working order				
		SC1.2 Issue tickets, and confirm that prepaid tickets and passes are valid for the journey				

	transactions and dealing with errors	SC1.3 Deal with any problems in line with organisational procedures				
		SC1.4 Store all payments in an approved place in line with organisational guidelines				
		SC1.5 Recognise and report when tickets or passes have been misused and when passengers				
		SC1.6 Follow any concessionary fare schemes in line with organisational procedures				
	Welcome customers in a polite and reassuring manner, directing and assisting as appropriately and provide information relating to timetables, delays and on-board services	SC2.1 Acknowledge customers promptly and politely, and speak to them in a way that promotes confidence in the organisation				
		SC2.2 Give customers information on timetabling and services				
		SC2.3 Keep customers up to date with information on delays				

	Comply with statutory requirements for the country you are driving when operating a vehicle	SC3.1 Keep informed of the statutory requirement for the country you are driving in when operating your vehicle				
		SC3.2 Ensure you comply with the statutory requirements when driving your vehicle				
	Know the correct procedures for issuing ticket, receipts or passes and understand how to use the appropriate equipment	KC1.1 Describe how to operate the equipment for processing fares			Pg4, 5	Q1a, b
		KC1.2 Describe how to follow the alternative ticket procedure in case of machine failure			Pg4, 5	Q1a, b
	Understand the importance of correct signage and how to display it	KC2.1 Describe the importance of correct signage			Pg6, 7	Q2a, b
		KC2.2 Explain how to display signage correctly and what issues may occur if it is not correctly displayed			Pg8, 9	Q3a, b
	Understand the importance of good customer service and know where to locate information regarding	KC3.1 Describe the importance of good customer service			Pg10	Q4

	timetables, delays and onboard services	KC3.2 Identify where to find information about timetable information and delay which may occur			Pg11	Q5a, b
		KC3.3 Explain what onboard services may be available on the vehicle			Pg12	Q6
	Know the international requirements for operating a passenger carrying vehicle (PCV)	KC4.1 Explain where the international requirements for operating a PCV can be found			Pg13	Q7a, b
		KC4.2 Explain and adhere to the international requirements of a PCV			Pg13	Q7a, b