

# Highfield *Level 2* End-Point Assessment for Passenger Transport - Onboard and Station Team Member



Government funding band: **£6,000 (Funding Band 8)**



On-programme duration: **minimum of 12 months**



Gateway requirements:

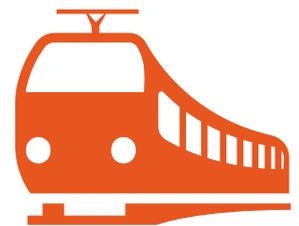
- **level 1 English and maths**
- **attempted level 2 English and maths**
- **completed journey log**



End-point assessment method: **observation, professional review**

## Working in the passenger transport sector

Every day millions of people travel on trains, 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.



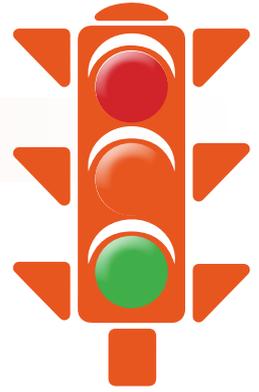
## The programme structure

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 learnt 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 in a journey log their achievements and experiences, and which allows a third party to be able to review it objectively. It is the responsibility of the training provider to ensure this structure is in place.



Passenger Transport -  
Onboard and Station Team Member  
Level 2 apprenticeship standard

## 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 are:**

**Observation -**

- To be carried out by the Independent Assessor
- To cover, Operating an onboard or station based customer facing service, Safety checks and Interacting with passengers and colleague
- 1 hour duration

**Professional review -**

- To take place within 7 days of the observation
- 45-minute duration
- The purpose of the professional review is to:
  - Explore evidence for areas of the Standard that are best assessed verbally
  - Test the apprentice's competence in relation to the evidence submitted in the journey log

### 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: