



## Specification

**Level 2 Passenger Transport Driver – Bus and Coach  
or Tram v1.2**

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# Innovate Awarding

## Meet our Managing Director

Welcome to the Level 2 Passenger Transport Driver – Bus and Coach or Tram Apprenticeship. Our Innovate Awarding EPA Journeys are designed to ensure the employer, provider, assessor and apprentice have the appropriate support and guidance to allow successful completion of an apprenticeship, providing further confidence and assurance having chosen us as an End-Point Assessment Organisation (EPAO).

We are an Ofqual approved EPAO, experienced in operating within a regulated market. Driven by the employers we work in partnership with, we deliver End-Point Assessment (EPA) in the Health, Care, Education, Leadership, Management, Leisure, Customer Service, Creative, Hospitality, Retail, Transport and Logistics sectors.

Delivering an apprenticeship is an extremely rewarding role. We recognise the need for a clear specification, resources and support, so more valuable time can be spent delivering to an apprentice.

At Innovate Awarding we stand by our 'no surprises' approach to assessment, making an apprenticeship journey as simple as possible, ensuring the best chance of success for every apprentice who undertakes EPA with us.

***Charlotte Bosworth***

## About Innovate Awarding

We are an EPAO approved by the Education and Skills Funding Agency (ESFA) with a collaborative approach to doing business. We work with providers to deliver fit for purpose EPA, providing assessments for a wide range of apprenticeship Standards, certificating thousands of apprentices, continuing to learn and improve with each experience.

We have experienced and responsive teams to ensure the EPA experience is smooth and efficient, working closely with our provider partners ensuring a 'no surprises' approach to EPA for all apprentices.

Please see our website for the range of Standards we are approved to deliver:

<https://innovateawarding.org/end-point-assessment/apprenticeship-standards/>

# The Apprenticeship Standard and Assessment Plan

An Apprenticeship Standard details the knowledge, skills and behaviours (KSBs) required to be occupationally competent:

- **Knowledge** - the information, technical detail, and 'know-how' that someone needs to have and understand to successfully carry out the duties. Some knowledge will be occupation-specific, whereas some may be more generic.
- **Skills** - the practical application of knowledge needed to successfully undertake the duties. They are learnt through on and/or off-the-job training or experience.
- **Behaviours** - mindsets, attitudes or approaches needed for competence. Whilst these can be innate or instinctive, they can also be learnt. Behaviours tend to be very transferable. They may be more similar across occupations than knowledge and skills. For example, team worker, adaptable and professional.

Apprenticeships are an invaluable tool for upskilling in areas that matter most to employers. They are a highly effective route to recruit and train future talent, address skills shortages and develop careers across core parts of the business.

The Level 2 Passenger Transport Driver apprenticeship has been developed by employers working in the sector detailing the knowledge, skills and behaviours required to be occupationally competent and outlining the training and assessment journey for an apprentice.

The apprentice will spend a minimum of 12 months on-programme, working towards the Level 2 Passenger Transport Driver Standard, combining practical training in a job with study. The extent of the on-programme time should be decided for each apprentice based on their prior learning, skills and experience. If employers are using this Standard for an existing employee, it is important to be aware that the role must represent new learning. Providers should support employers with this.

It is vital the apprentice is prepared and fully ready before they commence their EPA period, which is detailed in the Assessment Plan.

The EPA period will last three months, consisting of:

- Multiple Choice Test
- Practical Assessment with Questions
- Interview underpinned by a Portfolio

## The Apprentice

A Passenger Transport Driver will provide excellent customer service by ensuring they can travel safely, on time and in comfort from the beginning to the end of their journey. Passenger transport drivers may work a variety of shifts or rotas, day and night, every day of the week. The duties they perform include preparing, carrying out, then completing the service in line with company procedures and legislative requirements. This is a safety critical role which involves applying route risk assessments and daily checks and ensuring potential hazards are avoided to prevent the delay or completion of planned journeys. Passenger transport drivers must drive vehicles in different traffic, situational and weather conditions on the network, no two days are the same.

For bus and coach drivers, a DVLA category D licence is a statutory requirement and must be passed before completing the apprenticeship. Bus and coach drivers must also achieve their Driver of Professional Competence (Driver CPC) which is an additional legal requirement. Once the CPC licence has been achieved a bus and coach driver must complete 35 hours of periodic training every five years to maintain the ability to drive buses and coaches professionally.

For tram drivers, a DVLA category B license is required and must be passed before completing the apprenticeship.

In their daily work, a passenger transport driver interacts with customers in a clear, concise, and polite manner. In smaller organisations they may report to a direct line manager and work alongside internal colleagues within the depot. For larger organisations working on shift rotas, they may report to a shift operating controller and work as part of a larger team. There may be a requirement to work with other public services for example, liaising with the emergency services in the event of an accident or incident.

A passenger transport driver will be responsible for safeguarding customers, employees, public, pedestrians, vehicle, and other road users always. Adhering to current passenger carrying vehicles (PCV) driving regulations, health and safety legislation, company policies and procedures. After a concentrated period of training at the start of the apprenticeship, the apprentice will predominately work independently with the ongoing support of the organisational mentor. Passenger transport drivers must meet targets, regulations and timescales whilst always maintaining professionalism. For example, complying with health and safety risk assessments, ensuring that defensive driving is practised throughout every journey and following drivers' hours regulations, company guidelines and working time directives. This ensures road safety, fair competition and supports health and wellbeing of the driver.

## Off-the-Job Training

Off-the-job training is a statutory requirement for an English apprenticeship. It is training, which is received by the apprentice during the apprentice's normal working hours, for the purpose of achieving the knowledge, skills and behaviours of the approved apprenticeship the learner is completing.

It is an important aspect of apprenticeship training, as it gives the learner time to properly develop knowledge and skills from the programme. At the same time, it can develop a deeper understanding of the wider business, giving a learner insight into the supply chain or different departments.

Off-the-job training allows the learner to take full advantage of the programme, improving the return on investment in training costs for the employer. A developed and upskilled apprentice will lead to an increase in productivity, a clear benefit to the business.

Examples of off-the-job training include:

- Learning new skills at work through shadowing other members of the team, where this activity has been agreed and documented as part of the agreed training plan
- In-house training programmes relevant to the apprenticeship
- Coaching sessions
- Attendance at workshops, training days and webinars relevant to the apprenticeship
- Completion of online learning
- Self-study that includes reading or watching videos
- Training in new working practices or new equipment
- Role-playing or simulation exercises
- Industry visits/conferences relevant to apprenticeships
- Writing assessments, assignments and completing projects or activities
- Practical training or training in the workplace relevant to the apprenticeship

The minimum volume of off-the-job training is six hours per week, irrespective of the hours worked by the apprentice.

## Gateway

Gateway is the entry point to EPA, and it is vital that all parties understand its importance. It is the point at which the apprentice has completed their learning, met the requirements of the Level 2 Passenger Transport Driver Apprenticeship Standard, and the provider and employer have reviewed the apprentice's knowledge, skills and behaviours to confirm they satisfied the provider and employer that they are competent and ready to enter their EPA.

Employers are ultimately responsible for deciding when their apprentice is competent as a Passenger Transport Driver and ready to enter EPA. This decision should be taken after conversation with the provider and apprentice. It is vital this decision is based on each individual apprentice's readiness and not because they have reached the end of the initially agreed training period.

## Pre-Gateway Checks

Knowing when an apprentice is Gateway-ready is much more than simply checking the apprentice has completed their learning and obtained all the mandatory requirements outlined in the Level 2 Passenger Transport Driver Assessment Plan. Although this is important, it is about the provider, apprentice and employer being convinced that the apprentice is at the level of competence set out in the Standard and that they are prepared for the EPA, so they can claim that competency.

To pass through Gateway, typically the apprentice will have been training for a minimum of 12 months. They must also have:

- Achieved English and maths qualifications in line with the apprenticeship funding rules
- Satisfied their employer that they are consistently working at, or above, the occupational competence of the Level 2 Passenger Transport Driver
- Compiled a portfolio of evidence
- A signed declaration
- Declared any reasonable adjustments and special considerations

Readiness for Gateway includes confirming that the apprentice's portfolio meets the requirements of the knowledge, skills and behaviours set out within the Level 2 Passenger Transport Driver Standard. This will be confirmed at Gateway and documented on epaPRO. This notifies us that the apprentice is ready for their assessment and the EPA planning meeting will be organised.

## Assessment Booking

Applications for any reasonable adjustments and/or special considerations should be submitted prior to Gateway, to allow time to review the request before the planning meeting.

The Innovate Awarding Assessor will book a planning meeting on epaPRO once Gateway documents have been reviewed and approved by us.

The purpose of the meeting is to allocate an Innovate Awarding Assessor, discuss assessment dates, confirm assessment timings, assessment requirements and assessment preparation. During the meeting we will discuss what happens if assessments are cancelled/rescheduled and how this could impact the EPA period, as well as providing information on certification and appeals.

The Level 2 Passenger Transport Driver 30 minute planning meeting will book assessment timeslots for the:

- Multiple choice test
- Practical assessment with questions
- Interview underpinned by a portfolio

The provider will incur a charge for non-attendance of a planning meeting.

After the planning meeting, the apprentice will receive an email confirming everything discussed in the meeting and a calendar invite for all booked assessments. The apprentice will then prepare for EPA.

## Portfolio of Evidence Guidance

Employers will ensure their apprentice has compiled a portfolio of evidence during the on-programme period of the apprenticeship, which will be submitted at Gateway. It underpins the interview but will not be assessed by us.

We will review the portfolio of evidence in preparation for the interview prior to Gateway. Feedback is not required, although generally if Gateway is rejected due to the portfolio of evidence being inadequate, a courtesy email will be sent with an explanation, including the rejection reason on epaPRO.

Portfolio of evidence content and format are typically Word documents, presentations, video or audio recordings. You will upload the portfolio of evidence to epaPRO at Gateway, either by inserting a link to a SharePoint or including a zip file.

Portfolio of evidence requirements:

- The apprentice must compile a portfolio of evidence during the on-programme period of the apprenticeship
- It must contain evidence related to the knowledge, skills and behaviours (KSBs) that will be assessed by the interview
- The portfolio of evidence will contain six discrete pieces of evidence
- Evidence must be mapped against the KSBs
- Evidence may be used to demonstrate more than one KSB; a qualitative as opposed to a quantitative approach is suggested
- The evidence provided must be valid and attributable to the apprentice; the portfolio of evidence must contain a statement from the employer and apprentice confirming this

Evidence sources may include:

- Workplace documentation/records, for example workplace policies/procedures, records
- Witness statements
- Annotated photographs
- Video clips (maximum total duration 20 minutes); the apprentice must be in view and identifiable

This is not a definitive list; other evidence sources can be included.

The portfolio of evidence should not include reflective accounts or any methods of self-assessment. Any employer contributions should focus on direct observation of performance (for example, witness statements) rather than opinions.

## End-Point Assessment

### Assessment Method 1: Multiple Choice Test

The multiple-choice test is a controlled assessment which consists of a series of questions in which apprentices are asked to provide a response.

It will consist of 25 questions, with four options, of which one will be correct.

The test is a closed book which means that the apprentice cannot refer to reference books or materials whilst taking the test.

The apprentice will complete their test away from the day-to-day pressures of work in a controlled environment, which may be on or off the employer's premises. It is a

45 minute objective, on demand test, which will be in a multiple-choice format ensuring validity and reliability and which allows for consistent, efficient and timely allocation of marks and grades.

## **Assessment Method 2: Practical Assessment with Questions**

In the practical assessment with questions, an Innovate Awarding Assessor observes the apprentice completing a task or series of tasks. The assessment environment must closely relate to the apprentice's natural working environment.

The practical assessment of bus and coach drivers must take 45 minutes to assess the core KSBs, while the practical assessment of tram drivers will take 45 minutes to assess core KSBs and a further 20 minutes to assess driving a tram, giving a total of 65 minutes.

The Innovate Awarding Assessor can increase the time of the practical assessment with questions by up to 10%. This time is to allow the apprentice to complete a task or respond to a question if necessary.

The practical assessment with questions may take place in parts but must be completed over two working days. A working day is typically considered to be 7.5 hours long. The reason for this split is to allow for the assessing of the tram driver option, with driving a tram to be carried out at different locations or different days if required.

The Innovate Awarding Assessor must observe the following during the practical assessment:

- Core – 45 minutes
  - pre-service checks
  - destination display and signage activity
  - end of service activity
- Option 1: bus and coach driver – 0 minutes
  - driving a bus or coach – evidenced at Gateway by holding a valid UK driving licence category D and Driver CPC
- Option 2: tram driver – 20 minutes
  - driving a tram – evidenced by practical observation as the UK driving license category B omits tram driving

The Innovate Awarding Assessor will plan the assessment in conjunction with the employer and apprentice to take account of the occupational context. Apprentices

must be given at least two weeks' notice of the date and time of the practical assessment with questions.

Questioning can occur both during and after the practical assessment. The Innovate Awarding Assessor will ask a minimum of three questions to assess the apprentice's breadth and depth of competence against the grading descriptors. They can ask follow up questions to clarify answers given by the apprentice.

### **Assessment Method 3. Interview underpinned by a portfolio**

In the interview, the Innovate Awarding Assessor asks the apprentice questions in a quiet room, free from distractions and influence. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

Innovate Awarding will give the apprentice at least two weeks' notice of the interview.

The apprentice will have access to their portfolio of evidence during the interview.

The apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence however, the portfolio of evidence is not directly assessed.

The interview will last for 60 minutes. The Innovate Awarding Assessor can increase the time of the interview by up to 10%. This time is to allow the apprentice to respond to a question if necessary.

The Innovate Awarding Assessor will ask at least nine questions covering the following:

- Regulations, legislation, policy and procedure
- Funding and finance
- Technology and information
- Driving
- End of service
- Communication
- Customer experience
- Fault finding and solutions
- Continuing professional development (CPD)

## Grading

Performance in the EPA determines the overall grade of:

- Distinction
- Pass
- Fail

The Innovate Awarding Assessor will individually grade the practical assessment with questions and interview underpinned by a portfolio.

Innovate Awarding will combine the individual assessment method grades to determine the overall EPA grade.

To achieve an overall distinction the apprentice must achieve a pass in the multiple choice test, a distinction within the interview and a pass within the practical assessment with questions.

To achieve an overall pass, the apprentice must achieve at least a pass in all the assessment methods.

If the apprentice fails one assessment method or more, they will be awarded an overall fail.

Grades from individual assessment methods must be combined in the following way to determine the grade of the EPA overall.

<b>Multiple Choice Test</b>	<b>Practical Assessment with Questions</b>	<b>Interview underpinned by a portfolio</b>	<b>Overall Grading</b>
Pass	Pass	Distinction	Distinction
Pass	Pass	Pass	Pass
Any grade	Any grade	Fail	Fail
Any grade	Fail	Any grade	Fail
Fail	Any grade	Any grade	Fail

## Annex 1

### Assessment Plan and Occupational Standard

The Level 2 Passenger Transport Driver Occupational Standard and the latest version of the Assessment Plan can be accessed by following this link:

<https://www.instituteforapprenticeships.org/apprenticeship-standards/passenger-transport-driver-bus-and-coach-or-tram-v1-2>

#### Level 2 Passenger Transport Driver ST0338

##### Version 1.2

**Sector: Transport and Logistics**

**EQA Organisation: Ofqual**

## Annex 2

### Additional Information

#### Results and Certifications

All final assessment component results are published on epaPRO within **seven working days** of the assessment taking place.

We will submit a certificate claim with the ESFA within 15 working days after the final result has been uploaded to epaPRO. The ESFA will send the certificate directly to the employer.

For replacement certificates a request must be emailed to [epa@innovateawarding.org](mailto:epa@innovateawarding.org). Within two days of receiving the email, a replacement certificate will be requested from the ESFA.

#### Re-sits and Re-takes

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take. A re-sit does not require further learning, whereas a re-take does.

Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

An apprentice who fails an assessment method, and therefore the EPA in the first instance, will be required to re-sit or re-take any failed assessment methods only.

A re-sit is typically taken within two months of the EPA outcome notification. The timescale for a re-take is dependent on how much re-training is required and is typically taken within three months of the EPA outcome notification.

Failed assessment methods must be re-sat or re-taken within a six-month period from the EPA outcome notification, otherwise the entire EPA will need to be re-sat or re-taken in full.

Re-sits and re-takes are not offered to apprentices wishing to move from pass to distinction.

Where any assessment method has to be re-sat or re-taken, the apprentice will be awarded a maximum EPA grade of pass, unless we determine there are exceptional circumstances requiring a re-sit or re-take.

## Reasonable Adjustments, Special Considerations and Appeals

Information on reasonable adjustments, special considerations and the appeals process can be accessed by using this link:

<https://innovateawarding.org/end-point-assessment/apprentice-information>

### Version Record

Innovate Awarding continuously review all support material to ensure its accuracy. All amendments will be recorded in the Version Record.

Version Number	Effective From	Reason for Change	Location

Please ensure that you use the current version.

All enquiries relating to the version change of the document should be directed to [epa@innovateawarding.org](mailto:epa@innovateawarding.org)



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