



**INNOVATE**  
AWARDING

**Transport**

# Standard Assessment Specification

## Level 2 Passenger Transport Driver, Bus, Coach and Tram



**Disclaimer note**

Information made accessible through this document is as provided from the current published standard and assessment plan.

Guidance throughout our specification will be subject to final amends once there is an updated published standard and assessment plan.



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## Introduction

### Innovate Awarding

Innovate Awarding is an End-point Assessment Organisation (EPAO) approved by the Education and Skills Funding Agency (ESFA) and a nationally regulated Awarding Organisation with a collaborative approach to doing business. We work with employers and training providers to deliver fit for purpose end-point assessment and qualification services in a number of sectors.

For further information, please see our website: [www.innovateawarding.org/apprenticeship-standards/end-point-assessment](http://www.innovateawarding.org/apprenticeship-standards/end-point-assessment).

## Apprenticeship overview

The Level 2 Passenger Transport Driver, Bus, Coach and Tram apprenticeship is designed to provide the knowledge, skills and behaviours required by those working in the Transport Sector.

Standard Name	Passenger Transport Driver, Bus, Coach and Tram.
Level	2
Sector	Transport
Programme duration	Minimum of 12 months
Minimum time on programme	12 months
EPA Duration	Maximum of 6 months
EPA Methods	<ul style="list-style-type: none"> <li>• Observation</li> <li>• Professional Review</li> </ul>
Outcomes	Pass/ Fail
External Quality Assuring Centre	Institute for Apprenticeships

### Who is the apprenticeship for?

This apprenticeship is for anyone looking to begin a career in the transport industry. Depending on the type of transport system an apprentice's employer is responsible for, they could be driving buses, coaches or trams. Duties will include the effective and efficient operation of a passenger transport vehicle, driving legally and safely with a high attention to detail and prioritising the safety of the passengers and the wider public. An apprenticeship in passenger transport services is your first stop to a great career in the transport industry.

### Role of Innovate Awarding

Innovate Awarding is the End-Point Assessment organisation which will complete all aspects of the end-point assessment requirements for the apprenticeship. Innovate Awarding will provide information on the processes that enable employers and training providers to support the apprentice to achieve the end-point assessment.

### Support Materials

Support materials provided include:

- Guides for assessment methods
- Assessment specifications
- Assessment manual
- Practice papers
- Exemplar assessments



## Entry Requirements

Apprentices must hold a valid UK driving licence, at least Category B (car driving licence) in order to access the apprenticeship.

## On Programme Requirements

The on-programme learning and development will be agreed between the training provider and employer or internally if training is delivered by an employer-training provider.

For this standard, the following are mandated:

- Apprentices are typically on programme a minimum of 12 months, with 20% off the job training. A Journey log (or equivalent) must be completed by the apprentice. 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. This can be made up of: observation reports, checklists, witness testimony, worksheets, projects, discussion records and peer reports.

## Gateway

- The apprentice has achieved English and Maths for Level 1 or attempted Level 2 and the employer decides the apprentice is ready for EPA.
- Apprentices must hold a valid UK driving licence (at least Cat B).
- The employer formally notifies the end-point assessment organisation (EPAO).
- Journey Log submitted to the EPAO.

## Module Overview

The modules are the titles of the knowledge and skills listed in the standard.

The end-point assessment will draw on all knowledge and skills listed in the standard. The situational judgment test will primarily be an assessment of knowledge against a given workplace scenario. The professional discussion will draw on skills practised as a result of having acquired the required knowledge.

Modules			
		Observation	Professional Review
A	Core Knowledge	✓	✓
B	Safety	✓	✓
C	Quality	✓	✓
D	Customer Service	✓	
E	Operating a Passenger Vehicle	✓	✓
F	Bus and Coach Driver	✓	✓
G	Tram Driver	✓	

## End-point Assessment

The end-point assessment requires the apprentice to demonstrate that they have achieved all requirements of the apprenticeship standard.

### What will the End-point Assessment look like?

A planning meeting will take place once the gateway has been passed and the apprentice has been deemed ready for the End-point Assessment.

The purpose is to:

- plan when the assessments will take place
- identify the requirements of each assessment method
- answer any questions or concerns the apprentice may have about the assessment process
- aid in the preparation requirements for End-point assessment (e.g. arranging access, facilities and resources)



## What are the “Assessment Methods”?

Achievement of this standard requires apprentices to be assessed using two assessment methods. These are described below.

### Observation

Assessors will spend approximately one hour observing apprentices in their normal place of work. They will use the opportunity to assess the apprentice’s competencies, as lined out in the Apprenticeship Standard and Assessment plan.

### Professional Review

Assessors will spend approximately one hour reviewing the apprentice’s work. 20 questions will be chosen from a practical specification bank of standardised scenario based questions, to support the review.

# Apprenticeship Standard Amplification

\*OPC=Observation Pass Criteria, PRPC=Professional Review Pass Criteria

## Module A - Core Knowledge

Assessment criteria			
Ref	Knowledge Apprentices will need to:	Ref	Skill Apprentices will need to:
K1	Describe how to ensure complicity with relevant procedures and legal requirements that impact on the transport environment		
K2	Describe how to ensure complicity with relevant procedures and legal requirements that impact on safe operation of vehicle		
K3	Describe how to ensure own customers comply with relevant rules, procedures, regulations and laws		
K4	Describe the range of services available to customers		
K5	Describe the commercial transport environment in which own role is conducted		
K6	Describe the diverse range of customers encountered within transport industry		
K7	Outline the needs, rights and expectations of customers in transport industry		
K8	Explain measures undertaken to provide excellent customer service		
K9	State the preparation, tests and checks required to ensure a vehicle is put into service safely and on time		
K10	Identify the range of route features and characteristics that affect own service		
K11	Outline the systems and equipment relevant to own role		
K12	Describe the conditions and restrictions that may occur when driving		
K13	State the different vehicle types, features, systems and equipment		
K14	Describe the responsibilities and the range of actions required of the driver to ensure delays are minimised		
K15	Describe the responsibilities and the range of actions required of the driver to ensure the journey is undertaken safely		
K16	Explain the range of situations, failures and incidents and emergencies that could occur		
K17	Describe the actions and considerations to be taken when issues have been identified		





## Delivery & Guidance content

Ref	Knowledge	Ref	Skill
K1, K2, K3	Training must cover how to comply with and monitor legislation, procedure and regulations. Trainers must ensure that apprentices demonstrate a good awareness of changes to rules/ regulations and operating instructions. (PRPC)		
K3	Procedures and legal requirements includes: relevant rules, procedures, regulations and laws  Rules, procedures, regulations and law here refers to that which can impact on the transport environment and its safe operation		
K4	Trainers must ensure apprentices demonstrate a good knowledge of company structure and their role within the company. (PRPC)  Services here includes products		
K7	Trainers must ensure apprentices use clear and engaging communication to establish a rapport with customers.  Training must ensure apprentices are able to ask relevant questions to determine customer needs (OPC)		
K8	Customer service must promote the transport industry		
K9	Training must ensure that apprentices are able to describe how to carry out pre-drive checks to the vehicle and how to ensure that the vehicle's documents are in line with organisational procedures. (OPC)  Trainers need to develop the apprentice's awareness of staff roles and operating instructions for locations where vehicles are stored. (OPC)		
K10	Route features and characteristics should include: Route Risk Assessments and Safe Procedures		
K12	Training must allow apprentices to show full knowledge of the range of route features required and know how to identify irregularities with systems and equipment, problems are recorded and promptly reported using approved methods. (OPC)		

Delivery & Guidance content			
Ref	Knowledge	Ref	Skill
K13 K14/ K15	Training must allow apprentices to demonstrate a full understanding of route features and risks applicable to the routes assigned to the apprentice. (PRPC)		
K15	Safely here means safely and securely		
K16	Training must allow apprentices 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. (PRPC)		
K17	Training must allow apprentices 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. (PRPC)		
	Actions and considerations here include the procedures to follow		



## Module B - Safety

Assessment criteria			
Ref	Skill Apprentices will need to:	Ref	Skill Apprentices will need to:
S1	Prepare and organise work to ensure duties can be performed in a safe and efficient manner		
S2	Ensure all relevant notices are read, understood and acted upon		
S3	Check all relevant notices are read, understood and acted upon		
S4	Maintain safe working practices in line with company standards		
S5	Comply with all Health & Safety procedures relevant to own role		
S6	Recognise inappropriate behaviour that could lead to a conflict		
S7	Remain alert for breaches of security and emergency situations, taking prompt and appropriate action to ensure safety		
S8	Act appropriately during incidents and emergency situations to minimise risk		
S9	Evaluate situations which impact on the transport service and provide solutions to restore operations		

Delivery content			
Ref	Knowledge	Ref	Skill
		S1	<p>Training must cover the requirements for personal preparation and appearance. This includes obtaining relevant information and documentation to ensure duties can be performed in a safe and efficient manner. (OPC)</p> <p>Safe and efficient: checks, timings, no delays, following safe procedures</p>
		S2	<p>Training must allow apprentices to identify, communicate and act upon company information and notices. (PRPC)</p>
		S3	<p>Training must cover the application of rules, procedures and company policies at all times and demonstrates due regard for safety when carrying out duties. (OPC)</p>
		S4, 5, 6	<p>Trainers must ensure apprentices are able to recognise inappropriate behaviour and know how to assess the risks in the situation. They must be able to prioritise the action to be taken, in line with approved organisational guidelines. (PRPC)</p>
		S7	<p>Training must cover how to describe when and how to get help from other sources in situations outside own personal authority or ability to deal with. (PRPC)</p>
		S8	<p>Training must cover the collecting and reporting information following a situation. (PRPC)</p>



## Module C - Quality

Assessment criteria			
Ref	Knowledge Apprentices will need to:	Ref	Skill Apprentices will need to:
		S1	Carry out all preparations for the shift, ensuring they have been undertaken in time
		S2	Prioritise own duties to ensure activities are completed to time and the service is maintained
		S3	Maintain professionalism at all times.
		S4	Maintain a clean, tidy and suitable transport environment
		S5	Identify and safeguard lost property in line with company procedures
		S6	Review progress and performance in line with company procedures
		S7	Develop self within own role
		S8	Obtain feedback on performance from others, identifying skills and knowledge gaps

Delivery content			
Ref	Knowledge	Ref	Skill
		S1	Training must cover how to book on duty at the correct time, ensuring all required checks have been completed in time for the start of the shift. (OPS)
		S2	Training must cover how to prioritise own duties ensuring all activities are completed to time and the service is maintained. (OPS)
		S3	<p>Professionalism must include both appearance and conduct</p> <p>Professionalism includes: uniform policy, local management guidance on conduct that is acceptable to line manager.</p> <p>Apprentices should refer to company policy handbook and polices needed</p>
		S4	Maintenance should include evidence of checking environment
		S5	Training must allow apprentices to explain in full the procedures to follow when lost property is reported or found. (PRPS)
		S6, S7	Training must cover progression opportunities for apprentices, and the need to reflect on opportunities for personal improvement. (PRPS)
		S8	Training must cover where feedback on personal performance has been collated. (PRPS)



## Module D - Customer Service

Assessment criteria			
Ref	Knowledge	Ref	Skill
	Apprentices will need to:		Apprentices will need to:
		S1	Provide information in line with organisational standards
		S2	Identify the nature of an enquiry and seek clarification when needed
		S3	Respond in a timely, positive and helpful manner to enquiries, complaints and compliments
		S4	Recognise when circumstances could lead to confusion, panic or conflict
		S5	Provide reassurance in line with company standards
		S6	Respond to colleagues in a way that supports the safe operation of the transport service and promotes professionalism
		S7	Ensure choice of words, actions and behaviours are in line with company standards
		S8	Present a cohesive and collective approach to achieve team and business results
Delivery content			
Ref	Knowledge	Ref	Skill
		S1	Information that supports the safe operation of the transport service and is inclusive of all groups  Training must include the proactive sharing of information, which can be trusted. They consider impact of own

Delivery content			
Ref	Knowledge	Ref	Skill
		S2	Training must cover relevant questions used to determine customer and stakeholder needs. (PRPC)
		S3	Training must cover how to be cooperative and helpful to customers, colleagues and managers. (PRPC)
		S4, S5	Training must cover the consideration of the needs of others when taking action, in a way that reduces any potential conflict. (PRPC)
		S5	Reassurance must be given in a way that is sympathetic and promotes good will
		S6	Training must encourage a respectful and positive attitude that does not have a negative impact on others. (PRPC)
		S7	Training must develop a consistent approach to all customer interactions and ensure the apprentice treats all customers fairly and in line with requirements. (OPS)  Company standards includes promoting equality and diversity
		S8	Training must cover the impact of apprentices actions on other people or activities. (PRPC)





## Module E - Operating a Passenger Vehicle

Assessment criteria			
Ref	Knowledge Apprentices will need to:	Ref	Skill Apprentices will need to:
		S1	Seek out information and documentation relating to planned activities
		S2	Verify information and documentation relating to planned activities
		S3	Follow the appropriate rules and procedures for safely accessing the vehicle
		S4	Complete the required procedures prior to commencing the journey
		S5	Hand over a vehicle to the control of others in line with company procedures
		S6	Prepare and submit documents, reports and logs
		S7	Make accurate announcements
		S8	Ensure the vehicle displays are correct
		S9	Interpret information which could impact own role
		S10	Respond to on-board enquiries in line with company procedures
		S11	Monitor the instrumentation in line with company procedures
		S12	Ensure the vehicle is operating efficiently within limits of own responsibilities
		S13	Respond to warning and indications in line with company procedures
		S14	Adopt a systematic approach to diagnose and rectify faults and failures using approved methods and techniques
		S15	Start and control the vehicle in line with company procedures safely and efficiently
		S16	Respond to signals, signage and instructions as required
		S17	Ensure information, comfort and ancillary systems are controlled and adjusted as appropriate during the journey
		S18	Make scheduled stops that comply with regulatory requirements
		S19	Provide assistance to customers that require it
		S20	Take appropriate action when external factors interfere with the planned journey

Delivery content			
Ref	Knowledge	Ref	Skill
		S1, S2	Training must include how to follow standardised procedures relating to planned activities. (PRPS)
		S4	<p>Follow the appropriate rules and procedures for locating the vehicle: using safe walkways, wearing high visibility clothes keeping awareness of environment etc. Apprentices should refer to the Traffic Movement Policy.</p> <p>Following procedures includes ensuring the appropriate personal protective equipment is worn.</p> <p>Procedures here means: tests, checks and observations</p> <p>Appropriate personal protective equipment must be worn</p> <p>Training must cover core safety requirements of vehicle within a depot or station including the appropriate authority to be gained prior to preparing vehicle. Apprentices must demonstrate due regard for safety by using authorised walking routes and wearing appropriate PPE (OPS)</p>
		S5	Training must cover the application of rules, procedures and company policies at all times and demonstrates due regard for safety when carrying out duties. (OPC)
		S4, S5, S6	<p>Hand over must be completed by ensuring appropriate procedures are followed and the required information and documents are complete</p> <p>Training must cover the procedure and preparation of the relevant information for handing the vehicle over to others. (PRPC)</p>



Delivery & Guidance content			
Ref	Knowledge	Ref	Skill
		S10-18	<p>Driving safely and efficiently includes operating the vehicle in restricted spaces and all weather conditions</p> <p>Training must cover describing how to drive the vehicle in a way that does not put others at risk including restricted spaces and different weather conditions. (PRPC)</p> <p>Safe, efficient driving includes showing consideration for other road users</p> <p>Training must cover good decision-making skills, risk considerations, the taking of appropriate action, decision making and how to not be impulsive. Training must cover how to identify problems and remedy them without jumping to conclusions or making assumptions. (OPC)</p>
		S6	<p>Documents, reports and logs containing performance, incident and technical information</p> <p>Training must cover the preparation and submission of documentation containing performance, incident and technical information. (PRPC)</p>
		S7	<p>Accurate here means timely and clear</p> <p>Announcements must be to ensure passengers are kept informed of delays and interruptions to the service and implications to the timetable</p> <p>Training must cover how and when to make timely and clear announcements to passengers. (PRPC)</p>
		S8	<p>Correct displays include: destination, signage and information</p> <p>Training must cover checking that the vehicle displays the correct destination, signage and information and able to make changes if necessary without impacting on the service (OPS)</p>
		S10	<p>Training must cover describing how to assist customer enquiries in a clear, polite respectful friendly manner (PRPC)</p>
		S11/12	<p>Training must cover checking the vehicle is operating efficiently and knowing what action to take if any irregularities are identified (OPS)</p>

Delivery content			
Ref	Knowledge	Ref	Skill
		S13/14	Training must cover describing different warnings and indications. Apprentices must be able to establish the occurrence and location of faults and failures accurately and promptly and report using the appropriate organisational procedures. (PRPC)
		S15	Training must cover how to start and control the vehicle safely. Apprentices must ensure any irregularities are identified, communicated and recorded promptly using approved methods. (OPC)
		S17	Training must cover steps to ensure passenger comfort e.g. smooth braking. (OPC)
		S19	<p>Trainers must ensure apprentices adhere to company standards, where required.</p> <p>Training must include Equality and Diversity requirements.</p> <p>Training must include the route being driven and applicable risks including how to make scheduled stops, assisting customers where necessary. (OPC)</p>
		S20	<p>Training must cover how to identify and report an emergency situation, understand how to contain the risk and minimise the effect the emergency has on others (PRPC)</p> <p>Training must include taking a vehicle out of service by delivering it to the appropriate location ensuring it is positioned, immobilised, shut down and secured (PRPC)</p> <p>Training must cover how to clearly describe the actions and reporting procedures when a vehicle needs to be taken out of service. (PRPC)</p>



## Module F - Behaviours

Behaviours	
Ref	Statement
B1	Be approachable and friendly at all times <ul style="list-style-type: none"> <li>Proactively shares information, which can be trusted at all times. Openly supports change. (PRPC)</li> </ul>
B2	Be a good listener, respectful of other’s beliefs and personal circumstances <ul style="list-style-type: none"> <li>Listens to and acts upon feedback. Attitude is respectful &amp; positive and never has a negative impact on other people. (PRPC)</li> </ul>
B3	Be aware of risks and hazards impacting on passenger safety and remain calm under pressure when issues occur <ul style="list-style-type: none"> <li>Concentrates on immediate task at hand. Remains calm and professional when under pressure. (PRPC)</li> </ul>
B4	Be confident of their role regarding passenger safety and organised in its delivery <ul style="list-style-type: none"> <li>Show’s ability to act to keep passengers safe at all times. (OPC)</li> </ul>
B5	Be passionate about providing quality passenger services and a role model to colleagues <ul style="list-style-type: none"> <li>Attitude is respectful &amp; positive and never has a negative impact on other people. (OPC)</li> </ul>
B6	Pay attention to detail and take pride in providing a quality service <ul style="list-style-type: none"> <li>Follows standardised procedures routinely. Demonstrates a quality service by working to both legislation and organisational policy requirements. (OPC)</li> </ul>

## Module G - Bus and Coach Driver

Assessment criteria			
Ref	Knowledge Apprentices will need to:	Ref	Skill Apprentices will need to:
K1	State the procedures for collecting revenues used by own company	S1	Receive fares and issue tickets, receipts or passes using the appropriate systems and equipment, recording transactions and dealing with errors
K2	Describe how to use the equipment appropriate for own role	S2	Welcome customers in a polite and reassuring manner, directing and assisting as appropriate and provide information relating to timetables, delays and on-board services
K3	Describe the importance of correct signage	S3	Coach Driver only - Comply with the statutory requirements for any country outside of the United Kingdom you are driving in when operating a vehicle
K4	Describe how to display signage relevant to own role		
K5	Describe the importance of good customer service in own role		
K6	State where to locate information regarding timetables, delays and on-board services		
K7	Coach Driver only - Outline the international requirements for operating a passenger carrying vehicle		
Delivery content			
Ref	Knowledge	Ref	Skill
K1/2	Training must cover the procedures for collecting revenues and know how to use appropriate equipment (OPC)	S1	Training must cover how to use the appropriate systems and equipment when recording transactions, including reconciling errors. (OPC)
K3/ 4/ 5/ 6	Training must cover the different types of correct signage and how it would be displayed. Apprentices must be able to describe the importance of good customer service and has a good knowledge of where to locate relevant information. (PRPC)	S2	Trainers should address how to provide a good polite manner when assisting customers as appropriate, providing relevant information when asked. (OPC)
K7	Training must cover statutory requirements when operating a vehicle outside of the United Kingdom. (PRPC)	S3	Trainers must cover two different statutory requirements when operating a vehicle outside of the United Kingdom. (PRPC)



## Module H - Tram Driver

Assessment criteria			
Ref	Knowledge Apprentices will need to:	Ref	Skill Apprentices will need to:
K1	State the principles of the operational tramway	S1	Follow the safe working practices when operating a vehicle to minimise risk to those on or near the tramway and tramway environment
K2	Outline the components of the operational tramway system	S2	Monitor and maintain your vehicle's progress against an operating schedule
K3	Outline the functionality of the operational tramway system	S3	Bring trams into service safely and in accordance with relevant company procedures
K4	Describe the tramway environment	S4	Identify safety requirements when carrying out tram preparation, service safety check or tram mobilisation.
K5	Describe the customers in a tramway environment	S5	Carry out preparation/ mobilisation/ service safety checks of tramcar being operated within timescales.
K6	Outline the relationship between stakeholders/users		
K7	Describe the interface with highways, railways and the pedestrianised environment		
Delivery content			
Ref	Knowledge	Ref	Skill
K1, 2,3	Training must cover good range of tramway principles including how the system, operates, its components and abnormal operation.	S1	Information that supports the safe operation of the transport service and is inclusive of all groups
K3	The functionality of the operational tramway system includes abnormal operations e.g. Overhead Line, signalling		Training must include the proactive sharing of information, which can be trusted. They consider impact of own
K4, 5,6	The training must cover the key features of the Tramway environment and the different organisations involved in the running of the Tramway	S2	Training must cover how to monitor and maintain a vehicles progress against an operating schedule. (OPS)
K7	Training must cover the relationship between the Tramway and heavy rail, highways and the pedestrianised environment		

## End-point Assessment Coverage

Each End-point Assessment will cover the assessment criteria of the modules within the standard. This coverage is as follows. The coverage (for example – 1K1 – 1K5) is taken from the amplification above.

### Observation

The observation will cover the following modules of the standards

Module		Coverage
A	Core Knowledge	K7, K9, K12
B	Safety	S1, S3
C	Quality	S1, S2
D	Customer Service	S7
E	Operating a Passenger Vehicle	S4, S5, S6, S8, S10-18, S19
F	Behaviours	B4, B5, B6.
G	Bus and Coach Driver	K1, K2, S1, S2
H	Tram Driver	S1, S2

### Professional Review

The Practical Observation will cover the following modules and criteria of the standard:

Module		Coverage
A	Core Knowledge	K1, K2, K3, K4, K13-K17
B	Safety	S2, S4-S8
C	Quality	S5- S8
D	Customer Service	S1-S6, S8
E	Operating a Passenger Vehicle	S1, S2, S5-S7, S10-18, S20
F	Behaviours	B1-B3
G	Bus and Coach Driver	K3-K7, S3
H	Tram Driver	N/A





## Appendix 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		Method of Assessment	
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 & 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	

Core Skills		Method of Assessment	
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



Core Skills		Method of Assessment	
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		Method of Assessment	
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		Method of Assessment	
K8	Know the correct procedures for collecting revenues and understand how to use the appropriate equipment	OB	
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		Method of Assessment	
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		Method of Assessment	
K11	Prepare and submit documents, reports and logs containing performance, incident and technical information		PR
K12	Understand the tramway environment, its customers and relationship between stakeholders/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	

## Assessment Overview

The End-Point Assessor will review the evidence for each apprentice and grade the apprentice on the following scale: Pass/Distinction. The End-Point Assessor will make the final decision as to whether or not the standard has been met.

All apprentices must take all elements of the end-point assessment and pass 100% of them to achieve a pass.

Assessment method	Assessed by	Weighting	Marks and grading
Observation	End-point Assessor	50%	27 pass criteria (detailed above), which must all be achieved in order to pass the observation component.
Professional Review	End-point Assessor	50%	36 pass criteria (detailed above) that must all be achieved in order to pass the Professional Review element of the assessment.

## Grading

The grade is allocated on the following being achieved:

		Professional Review	
		Pass	Fail
Observation	Pass	Pass	Fail
	Fail	Fail	Fail



## Re-Assessment

If the apprentice fails an assessment, this will need to be completed again. For a list of the re-sit costs, please see [www.innovateawarding.org](http://www.innovateawarding.org). It is the responsibility of the employer and the employer/training provider to ensure that apprentices are ready to pass the end-point assessments and it is expected that apprentices will pass the assessments first time.

## Internal Quality Assurance

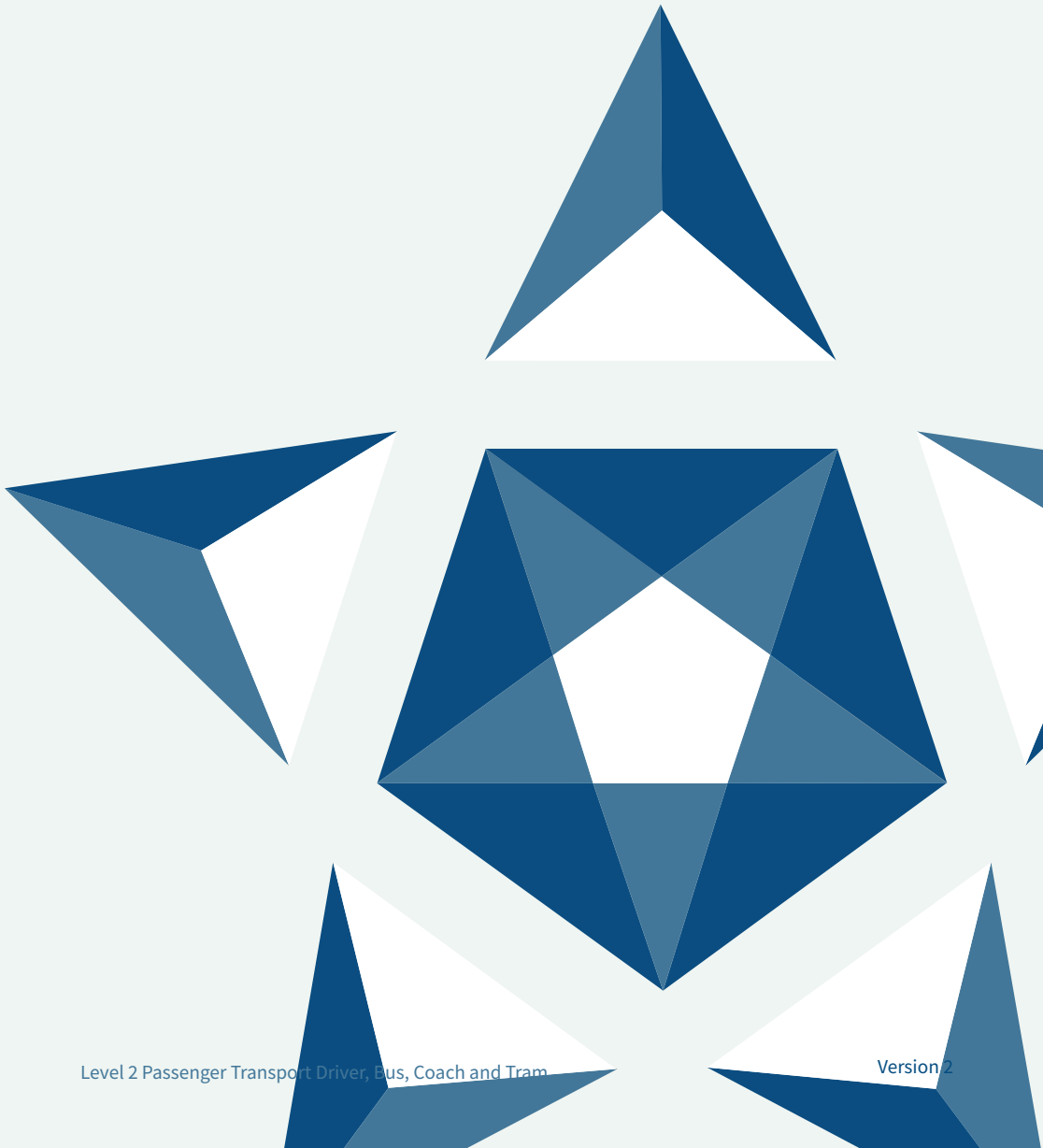
Internal quality assurance is conducted by Innovate Awarding. All assessments completed by an apprentice are subject to Innovate Awarding's Internal Quality Assurance Policies.

## External Quality Assurance

The external quality assurance organisation for the Professional Transport Driver, Bus, Coach and Tram standard is the Institute for Apprenticeships. The external quality assurance organisation may require access to an apprentice's assessments and they may need access to speak to the apprentice directly. Innovate Awarding has a responsibility to accommodate any reasonable request made by the external quality assurance organisation.

## Further Information

[www.innovateawarding.org/apprenticeshipstandards](http://www.innovateawarding.org/apprenticeshipstandards)



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Level 2 Passenger Transport Driver, Bus, Coach and Tram

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