

PASSENGER TRANSPORT SERVICE OPERATIONS

Onboard and Station Team Member Level 2 Assessment Plan

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1. INTRODUCTION

This document sets out the requirements and processes for the End Point Assessment (EPA) of the Level 2 Passenger Transport Service Operations (PTSO) Onboard and Station Team Member Apprenticeship Standard. This document is designed for employers, apprentices, training providers and end-point assessment organisations, and should be read in conjunction with the approved apprenticeship standard. The PTSO Team Member Level 2 apprenticeship will require a minimum period of learning of 12 months, prior to the end point assessment.

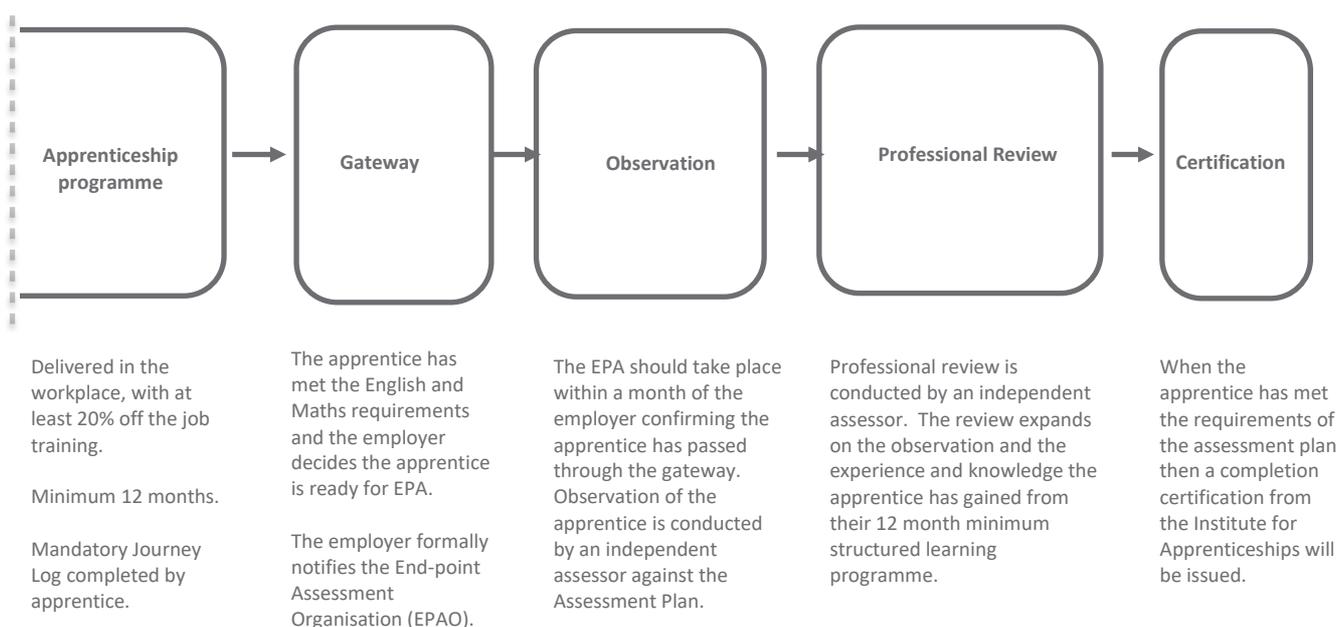
This document has been designed to ensure that:

- Apprentices meet the skills, knowledge and behaviours, as defined within the standard.
- The end point assessment is appropriate, feasible, consistent and valid.

This apprenticeship standard covers broad and diverse industries, therefore the method of assessment has been designed to ensure it is applicable across a range of contexts. The assessment process:

- Should encourage continuing professional development.
- Should position the apprenticeship as a starting point for a career and encourage apprentices to explore progression opportunities.

The employer will formally notify the End Point Assessment Organisation (EPAO) that the apprentice is ready for the EPA (this is the Gateway). Their decision will be based on evidence that, unaided, the apprentice has demonstrated the skills and competency in the apprenticeship standard within their day-to-day role. This is with the exception of skills and competencies listed under decision making, which employer will need to be satisfied have been demonstrated through questioning and appropriate simulation. The EPA consists of an observation (see section 4) followed by a professional review. Successful completion of the EPA will lead to final certification of the apprenticeship and demonstrate that the apprentice is competent and can work safely and confidently as a Team Member.



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2. STRUCTURED LEARNING (JOURNEY LOG)

The EPA is the culmination of a minimum 12 month apprenticeship programme. During this programme the apprentice will learn a wide range of skills and knowledge, as well as experiencing incidents and scenarios, which may 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 is mandatory that the apprentice has completed a journey log before the employer puts them through the gateway to end point assessment. Learning should be structured in such a way that apprentices are able to accurately record 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, below is an example of an approach providers may wish to adopt.

2.1 Journey Log

A Journey Log, will help to show how the apprentice has worked towards the achievement of competence across the standard and how their knowledge, skills and behaviours have developed during their apprenticeship. A Journey Log should:

- Focus on personal development.
- Include reference to either the bus, coach or rail roles.
- Include an initial, midway and end self-assessment of the apprentices' skills and behaviours.
- Help prepare them for the workplace.

A Journey Log must be based on the Apprenticeship Standard. It must be used by the apprentice to assess themselves against all of the criteria in the standard, review their effectiveness and identify how to make improvements to their knowledge, skills and behaviours.

2.1.1 Collecting Evidence

A journey log allows the apprentice to gather evidence of their experiences and achievements, which could include:

- Observation report undertaken by a 3rd party (e.g. an assessor).
- Completed observational checklists and related action plans.
- Witness testimony.
- Worksheets.
- Assignments/projects/reports.
- Record of any formal discussions (e.g. professional discussion, performance review).
- Record of oral and written questioning.
- Apprentice and peer reports.

The Journey log must contain 30 pieces of evidence with +/-10% variance permitted.

2.1.1 Verifying Evidence

All evidence should attest to the apprentice's own work and should be capable of being verified objectively by a 3rd party. It is advisable that the journey log is verified by a 3rd party prior to the Gateway.

3. READINESS FOR END POINT ASSESSMENT (GATEWAY)

The independent end point assessment is synoptic, that is, it takes an overview of an apprentices' competence. It is important therefore, that this should only take place when the employer is confident that the apprentice has performed consistently against the knowledge, skills and behaviours as set out in the standard. Once the employer is satisfied the apprentice has demonstrated full competence and that all criteria of the standard have been met, the apprentice can progress to the end-point assessment via the apprenticeship gateway. Where an employer uses a training provider, they should seek their input on this decision.

The gateway is where the employer formally confirms to the EPAO that the apprentice is ready to progress to the end point assessment. The employer's decision must be formally recorded by the end-point assessment organisation.

In addition, the Journey log is a mandatory requirement of the on-programme phase and must be completed by the Gateway. The employer must be satisfied the Journey log reflects competency across the whole Apprenticeship Standard. The Journey log is not assessed and instead informs the Professional Review.

Apprentices without Level 1 English and Maths will need to achieve this level. If they already have level 1 then they must take the tests for Level 2 English and Maths prior to taking the end point assessment.

4. COMPONENTS OF END POINT ASSESSMENT

The End Point Assessment (EPA) will be made up of 2 components, which are assessed by an independent assessor. These are:

- **Observation** - Primarily focused on the apprentice's skills and behaviours, but also covering knowledge which is implicit through their demonstration.
- **Professional Review** - Primarily focused on the apprentice's knowledge and understanding, but also covering and confirming skills and behaviours which are implicit with this.

The EPA should take place within a month of the employer confirming the apprentice has passed through the gateway. To enable this timeframe the EPAO must be in receipt of the journey log 1 week before the professional review.

4.1 Observation

Observation will be carried out by the Independent Assessor.

The observation (created by the EPAO) can be of real work activities, or through simulation, provided the Independent Assessor is satisfied in advance of the EPA that these sufficiently replicate a realistic working environment. However, it cannot be a mix of simulation and real work observation. Any simulation, including the use of role play, must place the apprentice under the same physical and mental pressures and time constraints they would experience in the workplace.

The Independent Assessor will liaise as appropriate with the employer/training provider to arrange a suitable environment for the assessment to take place. The Independent Assessor must be satisfied the environment is suitable.

Observation should cover key activities, which include:

- Operating an onboard or station based customer facing service.
- Safety checks.
- Interacting with passengers and colleagues.

Observation will be carried out over 1 hour +/- 5% variance tolerance is permitted.

The Assessment plan has been designed so that the observation tests knowledge, skills and behaviours that are very likely to occur naturally. However, in the unlikely event that not all the tested knowledge, skills and behaviours naturally occur in a selected real work environment (during the 1 hour +/-5% allotted observation permitted), then at the end of the observation the assessor will conduct a question and answer session (Q&A). This Q&A will cover all of the knowledge, skills and behaviours being tested that did not naturally occur. Q&A may last 15 minutes with a 10% +/- variance permitted.

In the very unlikely event that the 1 hour observation breaks down for reasons beyond the apprentices control (for example but not limited to bad weather/illness) the assessor will not grade the observation and instead will liaise with the employer and arrange a subsequent opportunity for the apprentice to re-sit the whole observation.

4.1.1 Observation - Essential Coverage

The Independent Assessor needs to see evidence that the criteria below have been met (the core knowledge, skills and behaviours). These criteria are taken from the apprenticeship standard, and they are critical to the role of a team member. The wider criteria, as set out in the Standard and not listed here, are implicit within these criteria.

Core Knowledge:

- Understand what is required to ensure you and your customers comply with relevant procedures, regulations and laws that impact on the transport environment and its operation.
- Understand the range of customers within the transport services industry, their needs, rights and expectations and how to provide an excellent service that promotes the transport industry.

Core Skills and Competence:

- Welcome customers in a polite and reassuring manner, directing and escorting them as appropriate.

Specific Station or Depot Skill Requirements:

- Contribute to the safe dispatch of trains from a platform (rail only).
- Support the vehicle turnaround service.
- Contribute to sale and issue of tickets, receipts or passes, using the appropriate systems and equipment, recording transactions and dealing with errors.
- Support revenue inspections in line with legal and company requirements.

Specific Onboard Skill Requirements:

- Direct and escort passengers to their seats, answering queries regarding seat reservations, timetables, on-board services and the range of facilities available.
- Carry out routine checks to customer areas, dealing with any irregularities such as obstructions, missing or faulty equipment, left items, and evidence of illegal substances.
- Provide a catering service, displaying products in line with brand guidelines and procedures, accepting and reconciling payments.

Behaviours:

- Be approachable and friendly at all times.
- Act as a good listener, respectful of other's beliefs and personal circumstances.
- Be conscientious of risks impacting on passenger safety and remain calm under pressure when issues occur.

- Be confident of their role regarding passenger safety and organised in its delivery.
- Be passionate about providing quality passenger services and a role model to colleagues.
- Pay attention to detail and take pride in providing a quality service.

4.2 Professional Review

The professional review is the final component of the EPA and should take place within 7 days of the observation. Ideally it will occur on the same day as the observation and will be administered by the same Independent Assessor. However, if it is not possible for the same Independent Assessor to administer both the observation and professional review, then the End-point Assessment Organisation must ensure there are procedures in place to ensure the feedback and outcomes from the observation are understood and used by the Independent Assessor undertaking the review. In scenarios like this, the Independent Assessor undertaking the professional review will decide if the apprentice has passed

Having reviewed the journey log submitted in advance, the EPAO will build a set of interview questions sufficient to be able to reach an overall decision of competence. The interview will last 45 minutes +/- 5% variance. A structured brief, including example interview questions, will be provided in the EPAO's assessment tools to ensure consistency

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

The EPAO will provide a structured template. The independent assessor will follow the requirements of the EPAO and record their evidence in a format agreed with the EPAO.

The professional review will be conducted in a 'controlled environment' i.e. a quiet room. This can be on the employer's premises, provided the apprentice is not distracted by their day to day role. The professional review can take place remotely and where the discussion is not face-to-face, independent assessors must ensure adequate controls are in place to maintain fair and accurate assessment, and have robust procedures in place to authenticate the learners' identity.

4.2.1 Professional Review Essential Coverage

The Independent Assessor will need to see evidence of understanding, not just knowledge recall.

The review will be structured around the criteria listed below. Ideally it will be a conversation, based on competency interview techniques. If the conversation does not flow naturally, then the Independent Assessor must have in place 20 pre-prepared questions which adequately cover the criteria below (a minimum of 1 question pre criterion).

The criteria below are taken from the apprenticeship standard, and they are critical to the role of a Team Member. The wider criteria, as set out in the Standard, are implicit within these criteria.

Core Knowledge:

- Understand the range of services available and an appreciation of the commercial transport environment.
- Understand the needs of customers who may need assistance including those who have disabilities and particular requirements.
- Understand assistance that can be provided and the relevant legislation and responsibilities of the organisation and those who work there.

Specific Station or Depot Knowledge and Understanding:

- Know the procedures for the safe dispatching of trains (rail only).
- Know the process and procedures for a turnaround service and understand the importance of safety and efficiency.
- Know how to sell and issue tickets and understand the appropriate equipment used.
- Understand the impact of fraud and the procedures taken when identified.

Specific Onboard Knowledge and Understanding:

- Know how to direct and escort passengers.
- Know relevant information regarding seat reservation, timetables and on board services and facilities, and how to appropriately present it.
- Understand the importance of routine checks and process and procedures for carrying them out.
- Know the procedure for dealing with evidence of illegal substances.
- Understand how to provide professional catering service.

Core Skills and Competence:

- Recognise inappropriate behaviour that could lead to a conflict and remain alert for breaches of security e.g. suspicious packages and emergency situations, taking prompt and appropriate action to ensure safety.
- Act appropriately during incidents and emergency situations to minimise risk.
- Evaluate situations, which impact on the transport service and provide solutions to restore operations.
- 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.

4.2.2 Professional Review Preparation

The Independent Assessor must be given access to evidence of the apprentice's structured on the job learning (e.g. the journey log) at the point at which the employer notifies the AO that the apprentice is ready for EPA, this must be at least 1 week prior to the EPA formally commencing.

5. ROLES AND RESPONSIBILITIES

Ensuring independence is key to the validity of this assessment plan. The final decision on whether the apprentice has passed lies with the Independent Assessor. The EPAO will ensure Independent Assessors' decisions are based on consistent criteria and are quality assured accordingly.

5.1 The Independent Assessor

The Independent Assessor is responsible for conducting the end point assessment of the apprenticeship. Independent Assessors are appointed and managed by an EPAO. An Independent Assessor must be someone who has nothing to gain from the outcome of the assessment and has had no involvement in the training, on programme assessment or employment of the apprentice. When conducting an end point assessment, the Independent Assessor is acting on behalf of the relevant EPAO, and is subject to the procedures set by them.

Independent assessors will be subject to rigorous quality assurance, proportionate to their experience and performance over time, and must take part in regular standardisation activities as laid out by the EPAO

The following key principles are mandatory for independent assessors:

5.1.1 Occupational expertise

Independent assessors must:

- Have excellent knowledge and understanding of the apprenticeship standard.
- Have occupational expertise and knowledge, at the relevant level of the occupational areas they are assessing, which has been gained through working in the industry (within the last 3 years).
- Experience of assessing vocational qualifications and/or operating an assessing role within a quality system (e.g. ISO 9001).

5.1.2 Continuous professional development (CPD)

Independent Assessors must regularly update their occupational expertise and industry knowledge in the areas being assessed to ensure currency of skills and knowledge. This should be achieved through planned CPD, appropriate to their individual development needs and any requirements specified by the EPAO. A record of this should be maintained through an up-to-date CPD log, which the AO is responsible for and must make available to external quality assurance. Examples of CPD could be (but are not limited to):

- Internal work placements.
- External visits.
- Achievement of new or updated training or qualifications.

- Attendance at trade fairs and conferences.
- participation in development days.

5.1.3 Best practice in assessment

Independent assessors should:

- Practice standardised assessment principles as set out by the EPAO.
- Attend regular standardisation meetings with colleagues at least once a year (but twice a year is encouraged).
- Share best practice in assessment through a range of appropriate activities, such as email, meetings and social media.
- Have sufficient time to carry out the role of Independent assessor.

5.2 End-point Assessment organisations

EPAOs must be approved by and registered with the Education and Skills Funding Agency (ESFA).

EPAOs are responsible for appointing and managing independent assessors and for ensuring that assessments are carried out fairly, are valid, reliable and consistent.

EPAOs wishing to offer end point assessment services for this apprenticeship, must:

- Ensure independent assessors meet the criteria outlined in this plan.
- Deliver the end point assessment outlined in this plan.
- Be able to demonstrate a detailed understanding of the sector.
- Provide appropriate recourse and processes for apprentices, employers and providers, to clarify and/or dispute the outcome of an end point assessment.
- Offer potential Independent Assessors assessment experience.
- Develop assessment and marking materials.

EPAOs must maintain high quality systems and processes, which validate and continuously review an independent assessors' experience, skills and competence.

End-point Assessment organisations must provide independent assessors the opportunity to attend at least two standardisation workshops annually. These workshops will be run by the end-point assessment organisation and attendance of at least one per year should be mandatory for all independent assessors.

6. QUALITY ASSURANCE

6.1 Consistency

Independent end point assessment is a culmination of a learning and development journey resulting in external independent confirmation of an apprentice meeting the industry defined standard. As such the process and procedure for carrying out an end point assessment must be quality assured to ensure consistent, reliable and valid judgments.

6.2 Internal quality assurance

Internal quality assurance is carried out by the end-point assessment organisation and involves ensuring that individual end point assessments are undertaken correctly and consistently including the marking, standardising, sampling and reporting of the outcomes of the end point assessment. It must:

- Ensure there are robust processes in place to deliver end point assessments to the required standard and that they are appropriate for the sector.
- Train and standardise all independent assessors at least once a year to ensure they assess consistently against the requirements of the standard.
- Apply robust internal quality assurance and verification processes to the end point assessments.

Internal quality assurance must be completed by an appropriately qualified person, and that person must not have been involved in any aspect of the delivery or assessment of the programme they are quality assuring.

6.3 External quality assurance

The Institute for Apprenticeships (IfA) will conduct the external quality assurance for the PTSO Team Member apprenticeship.

7. IMPLEMENTATION

7.1 Affordability

The cost and practicalities of the assessment have been key considerations in the development of the assessment plan due to the range of businesses likely to deliver these apprenticeships. Both large and small employers alike must manage the apprenticeship process within organisations of varying sizes and the assessment needs to be affordable for venues housing small numbers of apprentices.

We anticipate the cost of the end-point assessment to be approximately 15%. This is based on a funding band of £6,000 and likely apprentice numbers in the first year. End-point assessment costs will be no more than 20% of the total available for funding for the PTSO Team Member standard.

Cost will primarily be based on activity of the Independent Assessor, which should constitute a maximum of 2 days per apprentice, which allows sufficient time for planning and administering the assessments, followed on by processing the relevant documents for the AO. It is expected that 500 Team Members a year will be trained using this apprenticeship.

7.2 Manageability

This assessment plan has been designed to be delivered cost effectively within an employer's workplace. This includes the professional review, which can be on an employer's premises, but in a 'controlled environment' i.e. a quiet room, away from the normal place of work.

EPAO's must work with employers to manage end point assessments in a way that minimises the impact on the employers business activity.

8. GRADING

This is a multi-modal framework, covering both road and rail transport. Rail operators must ensure their workforce complies with the Railways and Other Guided Transport Systems (Safety Regulations) 2006 (ROGS). Further to this, in line with the assessment criteria for mainline railway safety and certificate and safety authorisation (see Office of Rail Regulation), rail operators must have in place procedures to ensure that staff with delegated responsibility within the organisation have the authority, competence and appropriate resources to fulfil their duty. They also have to demonstrate that safety tasks are clearly defined and delegated to staff with appropriate competence. Finally, Train operators must also provide processes for recruitment, training, assessment, competence monitoring and record keeping, indicating how all of these contribute to achieving maintaining competence.

As such it is essential that apprentices meet the required standard of competence, which is not subject to gradations of competency. Therefore, the apprentice will either have passed or failed. This decision is dependent on whether they have met the standard and its end point assessment criteria.

In order to pass the apprentice must pass each of the components of the end point assessment. If an apprentice does not pass one or more of the components there will be opportunity to be reassessed on that component. However, all parties should be confident that the apprentice is ready to start the end point assessment before the process is started.

Fail

- The apprentice has not met all the criteria in the in this assessment plan (see 4.2.1 and 4.1.1). To meet the criteria, the apprentice must demonstrate competence of all of the relevant skills, knowledge and behaviours.

Pass:

- To achieve a Pass grade the candidate will be able to meet all of the assessment criteria for both the core and specific knowledge, understanding skills in this assessment plan (see 4.2.1 and 4.1.1).

The apprentice must pass both components of the EPA in order to pass.

An automatic fail can be awarded during the observation if the apprentice is seen to undertake any action which would endanger themselves or the lives of others and/or which is in violation of any legislation and/or regulation.