



Draft Preview

DRAFT APPRENTICESHIP ASSESSMENT PLAN FOR THE PASSENGER TRANSPORT OPERATIVE APPRENTICESHIP

ST0339/V2

APPRENTICESHIP REFERENCE NUMBER	LEVEL OF THIS APPRENTICESHIP	INTEGRATION
ST0339	2	None

Assessment Plan

Assessment details

Introduction

This Apprenticeship Assessment Plan (AAP) sets out the requirements for the assessment of the Level 2 passenger transport operative apprenticeship. It should be read in conjunction with the General Requirements for Apprenticeship Assessment. Where there is conflict between this AAP and the General Requirements, this AAP takes precedence. Assessment organisations must also comply with the relevant regulatory framework for apprenticeship assessment.

It is important that the assessment of apprentices is proportionate, valid, and provides reliable evidence of an apprentice's attainment of the relevant knowledge and skills. As such, assessment organisations must design assessments to ensure:

- employers have confidence that the apprentice has reached the expected performance standard
- apprentices are sufficiently secure in their knowledge and skills, so that they could demonstrate their competence in different contexts (for example, a different workplace)

Assessment Outcomes

The assessment outcomes group and summarise the knowledge and skills that must be demonstrated in assessments. All assessment outcomes must be assessed.

Assessment organisations must ensure all the core assessment outcomes and the assessment outcomes for one of the following options are assessed for each apprentice:

- Option 1: Ticketing
- Option 2: Onboard or station
- Option 3: Dispatch

Knowledge and skills statements in **bold** are mandatory and must be assessed in every version of the assessment that is made available.

Core Assessment Outcome	Mapping
<p>AO1: Safety and Regulatory Compliance</p> <p>Applies regulatory and organisational safety procedures to maintain a compliant and safe transport environment. Completes required checks, prepares the working area, and responds appropriately to incidents, emergencies and disruptions in line with defined operational requirements.</p>	<p>K1, K2, K3, K4, K5, K6*, K7, K8</p> <p>S1, S2, S5, S6</p>
<p>AO2: Passenger Management, Welfare, and Safeguarding</p> <p>Manages a wide range of passenger behaviours, using conflict-management principles, safeguarding awareness and appropriate support pathways. Identifies vulnerability, responds to threatening behaviours, and takes actions to keep passengers safe.</p>	<p>9, K10, K11, K12, K13, K14, K15, K16, K17, K20</p> <p>S3, S4, S8, S11*</p>
<p>AO3: Passenger Communication, Information Delivery, and Customer Interaction</p> <p>Delivers clear, accurate and timely information using communication methods suited to diverse needs. Responds to enquiries and complaints, provides advice, and uses organisational systems and operational understanding to support consistent and high-quality customer interactions.</p>	<p>K18, K19, K21*, K22*, K23, K24</p> <p>S7, S9*, S10*, S12*, S13</p>
Option 1: Ticketing	Mapping
<p>AO4: Ticketing and Travel Solutions</p> <p>Assesses passenger travel needs, offers impartial route and ticketing options, promotes appropriate products, and completes sales processes in line with financial procedures, cash-handling regulations and organisational requirements.</p>	<p>K25, K26, K27, K28, K29, K30*, K31*, K32*</p> <p>S14, S15*, S16*, S17*, S18*</p>
Option 2: Onboard or station	Mapping

<p>AO5: Onboard and Station Passenger Service Operations</p> <p>Supports service delivery in onboard and station environments by identifying and responding to service needs and degraded operations. Conducts ticket checks within their authority and upholds organisational passenger service standards.</p>	<p>K33, K34, K35*</p> <p>S19, S20*</p>
<p>Option 3: Dispatch</p>	<p>Mapping</p>
<p>AO6: Dispatch and Turnaround Operations</p> <p>Undertakes safe dispatch and turnaround activities by applying operational procedures, managing platform and station factors, and taking appropriate actions during irregularities or emergency situations affecting service movement.</p>	<p>K36, K37, K38, K39</p> <p>S21, S22, S23</p>

Knowledge and skills statements which offer opportunities to develop functional English and maths are identified with an asterisk.

Assessment requirements

Assessment organisations must set apprenticeship assessments. Assessment organisations should consider how technology and digital tools can support innovation and efficiency.

Assessment organisations must design apprenticeship assessments to include an observation.

Any additional assessment(s) must be selected from the following list of methods to ensure the assessment outcomes are met in full:

- **additional observation**
- **question and answer**
- **interview**
- **portfolio**

Assessment organisations must have due regard to any relevant frameworks, standards, guidance or other documents that may be published by industry regulators, professional bodies, and other representative groups.

Apprentices may be assessed at any appropriate point during their apprenticeship programme.

Assessments may be designed to allow a centre or training provider to mark assessments. The assessment organisation is responsible for ensuring all assessments are sufficiently reliable and valid, and for the accuracy of any centre or training provider marking.

Performance descriptors

Performance descriptors describe the level of performance required to achieve a pass or distinction grade. Assessment organisations must design assessments that align with these descriptions.

Performance Category	Pass	Distinction
Applied Knowledge	Demonstrates appropriate application of passenger transport knowledge, facts, procedures, and ideas to complete well-defined operations and solve straightforward problems across routine and some varied work activities.	Demonstrates highly accurate, insightful, and efficient application of passenger transport knowledge, facts, procedures, and ideas to solve straightforward problems and adapt effectively to well-defined operations.
Applied Skills	Selects and uses cognitive and practical passenger transport skills to carry out mostly routine operations with consistency and purpose across familiar situations.	Integrates cognitive and practical passenger transport skills to execute mostly routine operations with precision, even when faced with subtle complexities or shifting requirements.
Regulatory and Procedural Awareness	Applies passenger transport legislation, regulations, and organisational procedures relevant to the role with minimal noncritical errors, although depth of insight or adaptability may be limited.	Demonstrates proactive and confident interpretation of passenger transport legislation, regulations, and organisational procedures.
Communication and Collaboration	Communicates and collaborates effectively within passenger transport operations, showing reliable service	Consistently communicates with clarity and sensitivity, showing strong awareness of others and responding resourcefully across a range of service delivery scenarios.

	delivery in familiar situations.	
Information Use and Decision Making	Gathers and interprets relevant information from passenger transport operations to inform decisions and actions that are fit for purpose in the work context.	Gathers and interprets relevant information and feedback to shape actions that are purposeful and show clear added value in terms of efficiency or outcomes.
Responsibility and Autonomy	Takes responsibility for completing passenger transport operations within limits of own authority, demonstrating autonomy within familiar situations and mostly routine work activities.	Exercises informed judgement and self-direction in passenger transport operations, often anticipating operation needs.

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