



PASSENGER TRANSPORT DRIVER - BUS AND COACH OR TRAM

Key information

Reference: ST0338

Version: 1.2

Level: 2

Minimum duration to gateway: 12 months

Typical EPA period: 3 months

Maximum funding: £8000

Route: Transport and logistics

Date updated: 01/12/2023

Approved for delivery: 17 August 2017

Lars code: 189

EQA provider: Ofqual

Review: This apprenticeship standard will be reviewed after three years.

This apprenticeship has options. This document is currently showing the following option:

All

End-point assessment plan

V1.2

Introduction and overview

This document explains the requirements for end-point assessment (EPA) for the passenger transport driver - bus and coach or tram apprenticeship. End-point assessment organisations (EPAOs) must follow this when designing and delivering the EPA.

Passenger transport driver - bus and coach or tram apprentices, their employers and training providers should read this document.

This is a core and options apprenticeship. The options are:

- Bus and coach driver
- Tram Driver

For option 1, a bus and coach driver apprentice must be trained and assessed against the core content and option 1: bus and coach driver content.

For option 2, a tram driver must be trained and assessed against the core content and the option 2: tram driver content.

A full-time passenger transport driver - bus and coach or tram apprentice typically spends 12 months on-programme. The apprentice must spend at least 12 months on-programme and complete the required amount of off-the-job training in line with the apprenticeship funding rules.

The EPA should be completed within an EPA period lasting typically 3 months.

The apprentice must complete their training and meet the gateway requirements before starting their EPA. The EPA will assess occupational competence.

An approved EPAO must conduct the EPA for this apprenticeship. Employers must select an approved EPAO from the apprenticeship provider and assessment register (APAR).

This EPA has 3 assessment methods.

The grades available for each assessment method are below.

Assessment method 1 - multiple choice test:

- fail
- pass

Assessment method 2 - practical assessment with questions:

- fail
- pass

Assessment method 3 - interview underpinned by a portfolio:

- fail
- pass

- distinction

The result from each assessment method is combined to decide the overall apprenticeship grade. The following grades are available for the apprenticeship:

- fail
- pass
- distinction

EPA summary table

<p>On-programme - typically 12 months</p>	<p>The apprentice must:</p> <ul style="list-style-type: none"> • complete training to develop the knowledge, skills and behaviours (KSBs) outlined in this apprenticeship's standard • complete training towards English and mathematics qualifications in line with the apprenticeship funding rules • compile a portfolio of evidence <p>The qualification required is:</p> <p>option 1 bus and coach driver: UK driving licence Category D and Driver CPC</p> <p>option 2 tram driver: UK driving licence Category B</p>
<p>End-point assessment gateway</p>	<p>The apprentice's employer must be content that the apprentice has attained sufficient KSBs to complete the apprenticeship.</p> <p>The apprentice must:</p> <ul style="list-style-type: none"> • confirm they are ready to take the EPA • have achieved English and mathematics qualifications in line with the apprenticeship funding rules • have passed: <ul style="list-style-type: none"> • for option 1 bus and coach driver: Category D Licence and Driver CPC • for option 2 tram driver: Category B car driving license. <p>For the interview underpinned by a portfolio, the apprentice must submit a portfolio of evidence.</p> <p>The apprentice must submit the gateway evidence to their EPAO, including any organisation specific policies and procedures requested by the EPAO.</p>
<p>End-point assessment - typically 3 months</p>	<p>The grades available for each assessment method are below</p> <p>Multiple choice test:</p> <ul style="list-style-type: none"> • fail • pass <p>Practical assessment with questions:</p> <ul style="list-style-type: none"> • fail • pass <p>Interview underpinned by a portfolio:</p> <ul style="list-style-type: none"> • fail • pass • distinction <p>Overall EPA and apprenticeship can be graded:</p> <ul style="list-style-type: none"> • fail • pass • distinction
<p>Re-sits and re-takes</p>	<ul style="list-style-type: none"> • Re-take and re-sit grade cap: pass • Re-sit timeframe: typically 2 months

- Re-take timeframe: typically 3 months

Duration of end-point assessment period

The EPA is taken in the EPA period. The EPA period starts when the EPAO confirms the gateway requirements have been met and is typically 3 months.

The EPAO should confirm the gateway requirements have been met and start the EPA as quickly as possible.

EPA gateway

The apprentice's employer must be content that the apprentice has attained sufficient KSBs to complete the apprenticeship. The employer may take advice from the apprentice's training provider, but the employer must make the decision. The apprentice will then enter the gateway.

The apprentice must meet the gateway requirements before starting their EPA.

They must:

- confirm they are ready to take the EPA
- have achieved English and mathematics qualifications in line with the apprenticeship funding rules
- have passed option 1 bus and coach driver: UK driving licence Category D and Driver CPC
- have passed option 2 tram driver: UK driving licence Category B
- submit a portfolio of evidence for the interview underpinned by a portfolio

Portfolio of evidence requirements:

The apprentice must compile a portfolio of evidence during the on-programme period of the apprenticeship. It should only contain evidence related to the KSBs that will be assessed by this assessment method. It will typically contain 6 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 quantitative approach is suggested.

Evidence sources may include:

- workplace documentation and records, for example:
- workplace policies and procedures
- 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. The evidence provided should be valid and attributable to the apprentice; the portfolio of evidence should contain a statement from the employer and apprentice confirming this.

The EPAO should not assess the portfolio of evidence directly as it underpins the interview. The independent assessor should review the portfolio of evidence to prepare questions for the interview. They are not required to provide feedback after this review.

The apprentice must submit the gateway evidence to their EPAO, including any organisation specific policies and procedures requested by the EPAO.

Order of assessment methods

The assessment methods can be delivered in any order.

The result of one assessment method does not need to be known before starting the next.

Multiple choice test

Overview

In the multiple choice test, the apprentice answers questions in a controlled and invigilated environment. It gives the apprentice the opportunity to demonstrate the knowledge mapped to this assessment method.

Rationale

This assessment method is being used because:

- it can assess knowledge
- it has potentially high reliability and validity

- it is easy to administer
- it can be conducted remotely and administered to multiple apprentices at the same time, potentially reducing cost.

Delivery

The multiple choice test must be structured to give the apprentice the opportunity to demonstrate the knowledge mapped to this assessment method to the highest available grade.

The test must be computer based.

The test will consist of 25 multiple-choice questions.

Multiple-choice questions must have four options, including one correct answer.

The apprentice must be given at least 2 weeks' notice of the date and time of the test.

Test administration

The apprentice must have 45 minutes to complete the test.

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

The test must be taken in the presence of an invigilator who is the responsibility of the EPAO. The EPAO must have an invigilation policy setting out how the test must be conducted. It must state the ratio of apprentices to invigilators for the setting and allow the test to take place in a secure way.

The EPAO must verify the apprentice's identity and ensure invigilation of the apprentice for example, with 360-degree cameras and screen sharing facilities.

The EPAO is responsible for the security of the test including the arrangements for on-line testing. The EPAO must ensure that their security arrangements maintain the validity and reliability of the test.

Marking

The test must be marked by an independent assessor or marker employed by the EPAO. They must follow a marking scheme produced by the EPAO. Marking by computer is allowed where question types support this.

A correct answer gets 1 mark.

Any incorrect or missing answers get zero marks.

The EPAO is responsible for overseeing the marking of the test. The EPAO must ensure standardisation and moderation of tests with written answers.

Assessment location

The apprentice must take the test in a suitably controlled and invigilated environment that is a quiet room, free from distractions and influence. The EPAO must check the venue is suitable.

The test could take place remotely if the appropriate technology and systems are in place to prevent malpractice.

Question and resource development

The EPAO must develop a purpose-built assessment specification and question bank. It is recommended this is done in consultation with employers of this occupation. The EPAO

should maintain the security and confidentiality of EPA materials when consulting with employers. The assessment specification and question bank must be reviewed at least once a year to ensure they remain fit-for-purpose.

The assessment specification must be relevant to the occupation and demonstrate how to assess the KSBs mapped to this assessment method. The EPAO must ensure that questions are refined and developed to a high standard. The questions must be unpredictable. A question bank of sufficient size will support this.

The EPAO must ensure that the apprentice has a different set of questions in the case of re-sits or re-takes.

The EPAO must produce the following materials to support the test:

- independent assessor assessment materials which include:
 - training materials
 - administration materials
 - moderation and standardisation materials
 - guidance materials
 - grading guidance
 - test specification
 - sample test and mark schemes

- live tests and mark schemes
- question bank
- EPA guidance for the apprentice and the employer

The EPAO must ensure that the EPA materials are subject to quality assurance procedures including standardisation and moderation.

Practical assessment with questions

Overview

In a practical assessment with questions, an independent assessor observes the apprentice completing a task or series of tasks set by the EPAO. The EPAO decides where it takes place. The assessment environment must closely relate to the apprentice's natural working environment. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

Rationale

This assessment method is being used because:

- this is a practical role, which can be demonstrated through completing tasks
- it allows for consistency of opportunity for apprentices to demonstrate their competence against the mapped KSBs
- it assesses KSBs holistically and objectively
- it is a valid assessment because it involves direct testing under controlled conditions.

Delivery

The practical assessment with questions must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

An independent assessor must conduct and assess the practical assessment with questions.

The independent assessor must only observe one apprentice at a time to ensure quality and rigour. They must be as unobtrusive as possible.

The EPAO must give an apprentice 2 weeks' notice of the . practical assessment with questions

- For option 1: bus and coach driver, the practical assessment with questions must take 45 minutes to assess the core KSBs.
- For option 2: tram driver, the practical assessment with questions must take 45 minutes to assess the core KSB's and 20 minutes to assess the driving a tram KSB's giving a total duration of 65 minutes.

The independent 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 2 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 option 2, driving a tram to be carried out at different locations or different days if required.

The EPAO must manage invigilation of the apprentice during the assessment, to maintain security of the EPA, in line with their malpractice policy. This includes breaks and moving between locations.

The independent assessor must explain to the apprentice the format and timescales of the practical assessment with questions before it starts. This does not count towards the assessment time.

The independent 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.

These activities provide the apprentice with the opportunity to demonstrate the KSBs mapped to this assessment method.

The independent assessor must ask questions.

The purpose of the questions is:

- to seek clarification where required

- to assess the level of competence against the grading descriptors.

Questioning can occur both during and after the practical assessment. The time for questioning is included in the overall assessment time. The independent assessor must ask at least 3 questions. To remain as unobtrusive as possible, the independent assessor should ask questions during natural stops between tasks and after completion of work rather than disrupting the apprentice's flow. The independent assessor must use the questions from the EPAO's question bank or create their own questions in line with the EPAO's training.

The independent assessor can ask follow-up questions to clarify answers given by the apprentice. These questions are in addition to the above set number of questions for the practical assessment with questions.

The independent assessor must make the grading decision. The independent assessor must assess the practical assessment and responses to questions holistically when deciding the grade.

The independent assessor must keep accurate records of the assessment. They must record:

- the KSBs observed
- the apprentice's answers to questions
- KSBs demonstrated in answers to questions
- the grade achieved

Assessment location

The practical assessment with questions assessing the core content must take place in a simulated environment selected by the EPAO for example, the EPAO's or employer's premises. The simulated environment must relate to the apprentice's natural work environment.

Assessment of option 2, driving a tram may take place in either a simulated environment or the apprentices natural work environment.

Equipment and resources needed for the practical assessment with questions must be provided by the EPAO, who can liaise with the employer to provide these.

Question and resource development

The EPAO must develop a purpose-built assessment specification and question bank. It is recommended this is done in consultation with employers of this occupation. The EPAO must maintain the security and confidentiality of EPA materials when consulting with employers. The assessment specification and question bank must be reviewed at least once a year to ensure they remain fit-for-purpose.

The assessment specification must be relevant to the occupation and demonstrate how to assess the KSBs mapped to this assessment method. The EPAO must ensure that questions are refined and developed to a high standard. The questions must be unpredictable. A question bank of sufficient size will support this.

The EPAO must ensure that the apprentice has a different set of tasks and questions in the case of re-sits and retakes, to minimise predictability.

The EPAO must produce the following materials to support the practical assessment with questions:

- independent assessor assessment materials which include:
 - training materials
 - administration materials
 - moderation and standardisation materials
 - guidance materials
 - grading guidance
 - question bank
- EPA guidance for the apprentice and the employer

The EPAO must ensure that the EPA materials are subject to quality assurance procedures including standardisation and moderation.

Interview underpinned by a portfolio

Overview

In the interview, an independent assessor asks the apprentice questions. It gives the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method.

The apprentice can refer to and illustrate their answers with evidence from their portfolio of evidence.

Rationale

This assessment method is being used because:

- it tests KSBs holistically and objectively
- it is a valid assessment involving direct testing under controlled conditions
 - it allows for the assessment of KSB's that do not occur on a predictable or regular basis

- it allows for testing of responses where there are a range of potential answers
- it can be conducted remotely, potentially reducing cost
- assessment instruments can be developed quickly

Delivery

The interview must be structured to give the apprentice the opportunity to demonstrate the KSBs mapped to this assessment method to the highest available grade.

An independent assessor must conduct and assess the interview.

- 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)

The EPAO must give an apprentice 2 weeks' notice of the interview.

The independent assessor must have at least 2 weeks to review the supporting documentation.

The apprentice must 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 must last for 60 minutes. The independent 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 independent assessor must ask at least 9 questions. The independent assessor must use the questions from the EPAO's question bank or create their own questions in line with the EPAO's training. Follow-up questions are allowed where clarification is required.

The independent assessor must make the grading decision.

The independent assessor must keep accurate records of the assessment. They must record:

- the apprentice's answers to questions
- the KSBs demonstrated in answers to questions
- the grade achieved

Assessment location

The interview must take place in a suitable venue selected by the EPAO for example, the EPAO's or employer's premises.

The interview can be conducted by video conferencing. The EPAO must have processes in place to verify the identity of the apprentice and ensure the apprentice is not being aided.

The interview should take place in a quiet room, free from distractions and influence.

Question and resource development

The EPAO must develop a purpose-built assessment specification and question bank. It is recommended this is done in consultation with employers of this occupation. The EPAO should maintain the security and confidentiality of EPA materials when consulting with employers. The assessment specification and question bank must be reviewed at least once a year to ensure they remain fit-for-purpose.

The assessment specification must be relevant to the occupation and demonstrate how to assess the KSBs mapped to this assessment method. The EPAO must ensure that questions are refined and developed to a high standard. The questions must be unpredictable. A question bank of sufficient size will support this.

The EPAO must ensure that the apprentice has a different set of questions in the case of re-sits or re-takes.

The EPAO must produce the following materials to support the interview underpinned by a portfolio:

- independent assessor assessment materials which include:
 - training materials

- administration materials
- moderation and standardisation materials
- guidance materials
- grading guidance
- question bank
- EPA guidance for the apprentice and the employer

The EPAO must ensure that the EPA materials are subject to quality assurance procedures including standardisation and moderation.

Grading

Practical assessment with questions

Fail - does not meet pass criteria

THEME KSBS	PASS APPRENTICES MUST DEMONSTRATE ALL OF THE PASS DESCRIPTORS AND THEIR OPTION
(Core) Pre-Service Checks K3 K7 K10 K11 K18 S3 S4 S5	<p>Locates and accesses the vehicle in line with risk assessments, method statements and safe systems of work. (K3, K11, S3)</p> <p>Describes the vehicle types, features, systems and requirements that may be used and explains new and evolving technologies. (K7)</p> <p>Completes pre-service vehicle checks, tests and documentation in line with company policy and procedures. (K10, S5)</p> <p>Conducts pre-service route planning to meet service requirements. Sources and interprets pre-service route planning information to determine timings to the route and considers customer onboard services. (K18, S4)</p>
(Core) Displays and signage K15 S10	Uses destination displays and signage within the vehicle to meet service requirements considering their impact on customers, driver and operator. (K15, S10)
(Core) End of Service K23 K25 S18 S19	Finalises end of duty processes to pass control to others, secures and immobilises the vehicle for change over or taking out of service, and completes the required reporting requirements in line with company policy and procedures. (K23, K25, S18, S19)
(Bus and coach driver) Drive a bus or coach K33 S22	Meets the gateway requirements of holding a valid UK Category D licence and Driver CPC. (K33, S22)
(Tram) Driving a tram K34 S23	Drives a tram in line with PCV regulations and company policy and procedures. (K34, S23)

Interview underpinned by a portfolio

Fail - does not meet pass criteria

THEME KSBS	PASS APPRENTICES MUST DEMONSTRATE ALL OF THE PASS DESCRIPTORS	DISTINCTION APPRENTICES MUST DEMONSTRATE ALL OF THE PASS DESCRIPTORS AND ALL OF THE DISTINCTION DESCRIPTORS
(Core) Regulations, legislation, policy and procedure K2 S1 S2 B1	Explains how they apply safe working practices and comply with PCV driving regulations and legislation and current company policies and procedures to prioritise health, safety and wellbeing undertaking their role. (K2, S1, S2, B1)	None
(Core) Funding and finance K5	Describes funding and financing arrangements for undertakings within their sector and explains the range of services available. (K5)	None
(Core) Technology and information K27 K31 S17 S20	Describes how they record task information, text or data, on paper based or electronic format, in line with company policy and procedures. (K27, S20) Describes how they prepare and submit documents, reports and logs containing performance, incident and technical information, in line with company policy. (K31, S17)	None
(Core) Driving K8 K12 K13 K14 K19 K21 S7 S8 S14 S15 B2	Outlines possible route hazards and any conditions and restrictions which might be encountered when driving (K8) Explains how they follow company procedures to minimise delays and maximise punctuality of service. (K12, S8) Explains how they apply defensive driving techniques and consider efficiency to maximise sustainability, environmental and economic benefits. (K13, K14, S7, B2) Explains how they make scheduled stops on route in line with PCV regulations and company policy. (K19, S14) Describes how they monitor and respond to instrumentation, signals and instructions in line with PCV regulations and company policy. (K21, S15)	Explains how maximising service punctuality impacts the company. (K12, S8) Explains the impact their defensive driving has on the company. (K13, K14, S7, B2) Justifies the need to monitor and respond to instrumentation, signals and instructions. (K21, S15)
(Core) End of service K4 K24 S6	Explains how they check and maintain cleanliness and comfort of the vehicle in line with the company's standards and processes for maintaining health, safety and vehicle cleanliness throughout service. (K4, S6) Explains the company depot procedures for cleaning, washing and replenishing requirements. (K24)	Describes the impact they make on the business and service when following company standards for health and safety and vehicle cleanliness. (K4, S6)
(Core) Communication K28 K29 S9 S11 B4	Describes how they support the general operation of services by communicating with colleagues and internal or external stakeholders using verbal and written methods and being team focused to meet work goals. (K28, S11, B4) Describes how they communicate with customers regarding delays and interruptions to service and timings using automated, verbal or other methods in line with company procedures. (K29, S9)	Explains the benefits for individuals and the organisation of communicating in a way which meets the needs of the audience. (K28, S11) Explains the benefit to customers and the company of communicating delays and interruptions to service and timings. (K29, S9)
(Core) Customer	Explains how they provide assistance for customers to safely embark and disembark the vehicle to prioritising customer	Justifies the needs to provide assistance for customers to safely embark and disembark the vehicle. (K22, S12, B3, B5)

experience K22 K26 S12 S13 B3 B5	needs and contribute to equity, diversity and inclusion in the workplace. (K22, S12, B3, B5) Explains how they manage customer queries and complaints in line with the organisation's customer charter and expectations for customer service. (K26, S13)	Explains the value of managing customer queries and complaints to the company. (K26, S13)
(Core) Fault finding and solutions K30 S16	Describes how they identify and diagnose faults and failures to rectify issues within the vehicle in line with their limits of authority. (K30, S16)	None
(Core) Continuing professional development (CPD) S21 B6	Describes how they take ownership of their work, performance and training and commit to organisational and self-improvement through identifying, carrying out and recording industry related CPD. (S21, B6)	None

Multiple choice test

GRADE	MINIMUM MARKS REQUIRED	MAXIMUM MARKS REQUIRED
Fail	0	19
Pass	20	25

Overall EPA grading

Performance in the EPA determines the overall grade of:

- fail
- pass
- distinction

An independent assessor must individually grade the practical assessment with questions and interview underpinned by a portfolio in line with this EPA plan.

The EPAO must combine the individual assessment method grades to determine the overall EPA grade.

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

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

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

MULTIPLE CHOICE TEST	PRACTICAL ASSESSMENT WITH QUESTIONS	INTERVIEW UNDERPINNED BY A PORTFOLIO	OVERALL GRADING
Fail	Fail	Fail	Fail
Pass	Fail	Fail	Fail
Fail	Fail	Any grade	Fail
Pass	Pass	Fail	Fail
Pass	Fail	Pass	Fail
Fail	Pass	Any grade	Fail
Pass	Fail	Distinction	Fail
Pass	Pass	Pass	Pass
Pass	Pass	Distinction	Distinction

Re-sits and re-takes

If the apprentice fails one assessment method or more, they can take a re-sit or a re-take at their employer's discretion. The apprentice's employer needs to agree that a re-sit or re-take is appropriate. A re-sit does not need further learning, whereas a re-take does. The apprentice should have a supportive action plan to prepare for a re-sit or a re-take.

The employer and the EPAO should agree the timescale for a re-sit or re-take. A re-sit is typically taken within 2 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 3 months of the EPA outcome notification.

Failed assessment methods must be re-sat or re-taken within a 6-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 an apprentice wishing to move from pass to a higher grade.

The apprentice will get a maximum EPA grade of pass for a re-sit or re-take, unless the EPAO determines there are exceptional circumstances.

Roles and responsibilities

ROLES	RESPONSIBILITIES
Apprentice	<p>As a minimum, the apprentice should:</p> <ul style="list-style-type: none"> • complete on-programme training to meet the KSBs as outlined in the apprenticeship standard for a minimum of 12 months • complete the required amount of off-the-job training specified by the apprenticeship funding rules and as arranged by the employer and training provider • understand the purpose and importance of EPA • prepare for and undertake the EPA including meeting all gateway requirements
Employer	<p>As a minimum, the apprentice's employer must:</p> <ul style="list-style-type: none"> • select the EPAO and training provider • work with the training provider, where applicable, to support the apprentice in the workplace and to provide the opportunities for the apprentice to develop the KSBs • arrange and support off-the-job training to be undertaken by the apprentice • decide when the apprentice is working at or above the apprenticeship standard and is ready for EPA • ensure the apprentice is prepared for the EPA • ensure that all supporting evidence required at the gateway is submitted in line with this EPA plan • confirm arrangements with the EPAO for the EPA in a timely manner, including who, when, where • provide the EPAO with access to any employer-specific documentation as required for example, company policies • ensure that the EPA is scheduled with the EPAO for a date and time which allows appropriate opportunity for the apprentice to meet the KSBs • ensure the apprentice is given sufficient time away from regular duties to prepare for, and complete the EPA • ensure that any required supervision during the EPA period, as stated within this EPA plan, is in place • ensure the apprentice has access to the resources used to fulfil their role and carry out the EPA for workplace based assessments • remain independent from the delivery of the EPA • pass the certificate to the apprentice upon receipt
EPAO	<p>As a minimum, the EPAO must:</p> <ul style="list-style-type: none"> • conform to the requirements of this EPA plan and deliver its requirements in a timely manner • conform to the requirements of the apprenticeship provider and assessment register • conform to the requirements of the external quality assurance provider (EQAP) • understand the apprenticeship including the occupational standard and EPA plan • make all necessary contractual arrangements including agreeing the price of the EPA • develop and produce assessment materials including specifications and marking materials, for example mark schemes, practice materials, training material • maintain and apply a policy for the declaration and management of conflict of interests and independence. This must ensure, as a minimum, there is no personal benefit or detriment for those delivering the EPA or from the result of an assessment. It must cover: <ul style="list-style-type: none"> • apprentices • employers • independent assessors • any other roles involved in delivery or grading of the EPA • have quality assurance systems and procedures that ensure fair, reliable and consistent assessment and maintain records of internal quality assurance (IQA) activity for external quality assurance (EQA) purposes • appoint independent, competent, and suitably qualified assessors in line with the requirements of this EPA plan • appoint administrators, invigilators and any other roles where required to facilitate the EPA • deliver induction, initial and on-going training for all their independent assessors and any other roles involved in the delivery or grading of the EPA as specified within this EPA plan. This should include how to record the rationale and evidence for grading decisions where required • conduct standardisation with all their independent assessors before allowing them to deliver an EPA, when the EPA is updated, and at least once a year

	<ul style="list-style-type: none"> • conduct moderation across all of their independent assessors' decisions once EPAs have started according to a sampling plan, with associated risk rating of independent assessors • monitor the performance of all their independent assessors and provide additional training where necessary • develop and provide assessment recording documentation to ensure a clear and auditable process is in place for providing assessment decisions and feedback to all relevant stakeholders • use language in the development and delivery of the EPA that is appropriate to the level of the apprenticeship • arrange for the EPA to take place in a timely manner, in consultation with the employer • provide information, advice, and guidance documentation to enable apprentices, employers and training providers to prepare for the EPA • confirm the gateway requirements have been met before they start the EPA for an apprentice • arrange a suitable venue for the EPA • maintain the security of the EPA including, but not limited to, verifying the identity of the apprentice, invigilation and security of materials • where the EPA plan permits assessment away from the workplace, ensure that the apprentice has access to the required resources and liaise with the employer to agree this if necessary • confirm overall grade awarded • maintain and apply a policy for conducting appeals
Independent assessor	<p>As a minimum, an independent assessor must:</p> <ul style="list-style-type: none"> • be independent, with no conflict of interest with the apprentice, their employer or training provider, specifically, they must not receive a personal benefit or detriment from the result of the assessment • have, maintain and be able to evidence up-to-date knowledge and expertise of the occupation • have the competence to assess the EPA and meet the requirements of the IQA section of this EPA plan • understand the apprenticeship's occupational standard and EPA plan • attend induction and standardisation events before they conduct an EPA for the first time, when the EPA is updated, and at least once a year • use language in the delivery of the EPA that is appropriate to the level of the apprenticeship • work with other personnel, where used, in the preparation and delivery of assessment methods • conduct the EPA to assess the apprentice against the KSBs and in line with the EPA plan • make final grading decisions in line with this EPA plan • record and report assessment outcome decisions • comply with the IQA requirements of the EPAO • comply with external quality assurance (EQA) requirements
Training provider	<p>As a minimum, the training provider must:</p> <ul style="list-style-type: none"> • conform to the requirements of the apprenticeship provider and assessment register • ensure procedures are in place to mitigate against any conflict of interest • work with the employer and support the apprentice during the off-the-job training to provide the opportunities to develop the KSBs as outlined in the occupational standard • deliver training to the apprentice as outlined in their apprenticeship agreement • monitor the apprentice's progress during any training provider led on-programme learning • ensure the apprentice is prepared for the EPA • advise the employer, upon request, on the apprentice's readiness for EPA • ensure that all supporting evidence required at the gateway is submitted in line with this EPA plan • remain independent from the delivery of the EPA
Marker	<p>As a minimum, the marker must:</p> <ul style="list-style-type: none"> • attend induction training as directed by the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider • mark test answers in line with the EPAO's mark scheme and procedures

Invigilator	<p>As a minimum, the invigilator must:</p> <ul style="list-style-type: none"> • attend induction training as directed by the EPAO • have no direct connection or conflict of interest with the apprentice, their employer or training provider • invigilate and supervise the apprentice during tests and in breaks during assessment methods to prevent malpractice in line with the EPAO's invigilation procedures
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Reasonable adjustments

The EPAO must have reasonable adjustments arrangements for the EPA.

This should include:

- how an apprentice qualifies for reasonable adjustment
- what reasonable adjustments may be made

Adjustments must maintain the validity, reliability and integrity of the EPA as outlined in this EPA plan.

Internal quality assurance

Internal quality assurance refers to the strategies, policies and procedures that an EPAO must have in place to ensure valid, consistent and reliable EPA decisions.

EPAOs for this EPA must adhere to the requirements within the roles and responsibilities table.

They must also appoint independent assessors who:

- have recent relevant experience of the occupation or sector to at least occupational level 2 gained in the last 3 years or significant experience of the occupation or sector

Value for money

Affordability of the EPA will be aided by using at least some of the following:

- utilising digital remote platforms to conduct applicable assessment methods
- assessing multiple apprentices simultaneously where the assessment method permits this
- using the employer's premises
- conducting assessment methods on the same day

Professional recognition

This apprenticeship is not aligned to professional recognition.

KSB mapping table

KNOWLEDGE	ASSESSMENT METHODS
K1: Core. Associated regulations and legislation that impact the sector and its safe operation.	Multiple choice test
K2: Core. Associated company policy and procedure that impact the sector and its safe operation.	Interview underpinned by a portfolio
K3: Core. Methods to ensure safe working, risk assessments, method statements and safe systems of work.	Practical assessment with questions
K4: Core. Company standards for health and safety and vehicle cleanliness and the processes for maintaining standards throughout the service.	Interview underpinned by a portfolio
K5: Core. Funding and financing arrangements of undertakings and the range of services available. For example, regulated service, private hire, charter hire and fare collection.	Interview underpinned by a portfolio
K6: Core. Customer's needs, rights and expectations.	Multiple choice test
K7: Core. Vehicle types, features, systems, equipment and new and evolving technologies.	Practical assessment with questions
K8: Core. Route hazards, and the different conditions and restrictions that may occur when driving.	Interview underpinned by a portfolio
K9: Core. Vehicle signage and legal lettering and where and why it should be displayed.	Multiple choice test
K10: Core. Principles of pre-service vehicle checks, tests and preparation.	Practical assessment with questions
K11: Core. Techniques to locate and access the vehicle.	Practical assessment with questions
K12: Core. The responsibilities and actions required of the driver to ensure delays are minimised.	Interview underpinned by a portfolio
K13: Core. Principles and techniques of defensive driving.	Interview underpinned by a portfolio
K14: Core. Principles and techniques for driving efficiently to maximise sustainability, environmental and economic benefits.	Interview underpinned by a portfolio
K15: Core. Destination displays: how to use them and impact on customers, drivers and operator.	Practical assessment with questions
K16: Core. Principles of and considerations for managing incidents and emergencies.	Multiple choice test
K17: Core. Principles and considerations for managing conflict and inappropriate behaviours.	Multiple choice test
K18: Core. Route planning: sourcing and interpreting information, timing, customer onboard services	Practical assessment with questions
K19: Core. Procedures for making scheduled stops.	Interview underpinned by a portfolio

K20: Core. Principles of collecting and protecting revenues.	Multiple choice test
K21: Core. Principles for monitoring and responding to instrumentation, signals and instructions.	Interview underpinned by a portfolio
K22: Core. Principles of assisting customers embark and disembark the vehicle.	Interview underpinned by a portfolio
K23: Core. End of duty process for signing off the vehicle, securing and immobilising.	Practical assessment with questions
K24: Core. Company's depot procedures for vehicle cleaning, washing and replenishing levels.	Interview underpinned by a portfolio
K25: Core. End of service reporting requirements.	Practical assessment with questions
K26: Core. The organisation's customer charter and company standards of customer service.	Interview underpinned by a portfolio
K27: Core. Data terms, types, and sources. For example: tachographs, data recording, ticketing equipment, contact technology.	Interview underpinned by a portfolio
K28: Core. Verbal and written communication techniques.	Interview underpinned by a portfolio
K29: Core. Principles of communicating with customers, using automated, verbal or other methods regarding delays and interruptions to the service and timing.	Interview underpinned by a portfolio
K30: Core. Principles of diagnosing vehicle faults and failures and rectifying issues within limits of own authority.	Interview underpinned by a portfolio
K31: Core. Principles and techniques for preparing and submit documents, reports and logs containing performance, incident and technical information.	Interview underpinned by a portfolio
K32: Core. Principles of safeguard lost property.	Multiple choice test
K33: Bus and coach driver. Principles of driving a bus or coach.	Practical assessment with questions
K34: Tram Driver. Principles of driving a tram.	Practical assessment with questions

SKILL	ASSESSMENT METHODS
S1: Core. Apply safe working practices and comply with current passenger carrying vehicles (PCV) driving regulations and legislation.	Interview underpinned by a portfolio
S2: Core. Comply with current company policies and procedures.	Interview underpinned by a portfolio
S3: Core. Locate and access the vehicle.	Practical assessment with questions
S4: Core. Conduct pre-service route planning.	Practical assessment with questions
S5: Core. Pre-service vehicle checks, tests and documentation.	Practical assessment with questions
S6: Core. Check and maintain cleanliness of the vehicle.	Interview underpinned by a portfolio
S7: Core. Drive the vehicle applying defensive driving techniques, with consideration of efficiency for sustainability, environmental and economic factors.	Interview underpinned by a portfolio
S8: Core. Follow procedures to maximise punctuality of service.	Interview underpinned by a portfolio
S9: Core. Communicate with customers using automated, verbal or other methods regarding delays and interruptions to the service and timing.	Interview underpinned by a portfolio
S10: Core. Uses destination displays and signage.	Practical assessment with questions
S11: Core. Communicates with colleagues, internal and external stakeholders to supports the general operation of services.	Interview underpinned by a portfolio
S12: Core. Provide assistance for customers to safely embark and disembark the vehicle	Interview underpinned by a portfolio
S13: Core. Manage customer queries and complaints.	Interview underpinned by a portfolio
S14: Core. Make scheduled stops on route.	Interview underpinned by a portfolio
S15: Core. Monitor and respond to instrumentation, signals and instructions.	Interview underpinned by a portfolio
S16: Core. Identify and diagnose vehicle faults and failures to rectify issues within limits of own authority.	Interview underpinned by a portfolio
S17: Core. Prepare and submit documents, reports and logs containing performance, incident and technical information.	Interview underpinned by a portfolio
S18: Core. Changeover the vehicle or take a vehicle out of service.	Practical assessment with questions

S19: Core. Pass the responsibility to the control of others.	Practical assessment with questions
S20: Core. Record task information (text or data) - paper based or electronic.	Interview underpinned by a portfolio
S21: Core. Identify, carry out and record industry related continuing professional development (CPD) activities.	Interview underpinned by a portfolio
S22: Bus and coach driver. Drive a bus or coach	Practical assessment with questions
S23: Tram Driver. Drive a tram.	Practical assessment with questions
BEHAVIOUR	ASSESSMENT METHODS
B1: Core. Prioritise health, safety and wellbeing.	Interview underpinned by a portfolio
B2: Core. Considers the environment and sustainability.	Interview underpinned by a portfolio
B3: Core. Contributes to equity, diversity, and inclusivity in the workplace.	Interview underpinned by a portfolio
B4: Core. Team-focus to meet work goals.	Interview underpinned by a portfolio
B5: Core. Prioritise customer needs.	Interview underpinned by a portfolio
B6: Core. Takes ownership of work, performance, and training, committing to organisational and self-improvement.	Interview underpinned by a portfolio

Mapping of KSBs to grade themes

Practical assessment with questions

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
(Core) Pre-Service Checks K3 K7 K10 K11 K18 S3 S4 S5	<p>Methods to ensure safe working, risk assessments, method statements and safe systems of work. (K3)</p> <p>Vehicle types, features, systems, equipment and new and evolving technologies. (K7)</p> <p>Principles of pre-service vehicle checks, tests and preparation. (K10)</p> <p>Techniques to locate and access the vehicle. (K11)</p> <p>Route planning: sourcing and interpreting information, timing, customer onboard services (K18)</p>	<p>Locate and access the vehicle. (S3)</p> <p>Conduct pre-service route planning. (S4)</p> <p>Pre-service vehicle checks, tests and documentation. (S5)</p>	None
(Core) Displays and signage K15 S10	Destination displays: how to use them and impact on customers, drivers and operator. (K15)	Uses destination displays and signage. (S10)	None
(Core) End of Service K23 K25 S18 S19	<p>End of duty process for signing off the vehicle, securing and immobilising. (K23)</p> <p>End of service reporting requirements. (K25)</p>	<p>Changeover the vehicle or take a vehicle out of service. (S18)</p> <p>Pass the responsibility to the control of others. (S19)</p>	None
(Bus and coach driver) Drive a bus or coach K33 S22	Principles of driving a bus or coach. (K33)	Drive a bus or coach (S22)	None
(Tram) Driving a tram K34 S23	Principles of driving a tram. (K34)	Drive a tram. (S23)	None

Interview underpinned by a portfolio

KSBS GROUPED BY THEME	KNOWLEDGE	SKILLS	BEHAVIOUR
(Core) Regulations, legislation, policy and procedure K2 S1 S2 B1	Associated company policy and procedure that impact the sector and its safe operation. (K2)	Apply safe working practices and comply with current passenger carrying vehicles (PCV) driving regulations and legislation. (S1) Comply with current company policies and procedures. (S2)	Prioritise health, safety and wellbeing. (B1)
(Core) Funding and finance K5	Funding and financing arrangements of undertakings and the range of services available. For example, regulated service, private hire, charter hire and fare collection. (K5)	None	None
(Core) Technology and information K27 K31 S17 S20	Data terms, types, and sources. For example: tachographs, data recording, ticketing equipment, contact technology. (K27) Principles and techniques for preparing and submit documents, reports and logs containing performance, incident and technical information. (K31)	Prepare and submit documents, reports and logs containing performance, incident and technical information. (S17) Record task information (text or data) - paper based or electronic. (S20)	None
(Core) Driving K8 K12 K13 K14 K19 K21 S7 S8 S14 S15 B2	Route hazards, and the different conditions and restrictions that may occur when driving. (K8) The responsibilities and actions required of the driver to ensure delays are minimised. (K12) Principles and techniques of defensive driving. (K13) Principles and techniques for driving efficiently to maximise sustainability, environmental and economic benefits. (K14) Procedures for making scheduled stops. (K19) Principles for monitoring and responding to instrumentation, signals and instructions. (K21)	Drive the vehicle applying defensive driving techniques, with consideration of efficiency for sustainability, environmental and economic factors. (S7) Follow procedures to maximise punctuality of service. (S8) Make scheduled stops on route. (S14) Monitor and respond to instrumentation, signals and instructions. (S15)	Considers the environment and sustainability. (B2)
(Core) End of service K4 K24 S6	Company standards for health and safety and vehicle cleanliness and the processes for maintaining standards throughout the service. (K4) Company's depot procedures for vehicle cleaning, washing and replenishing levels. (K24)	Check and maintain cleanliness of the vehicle. (S6)	None

(Core) Communication K28 K29 S9 S11 B4	Verbal and written communication techniques. (K28) Principles of communicating with customers, using automated, verbal or other methods regarding delays and interruptions to the service and timing. (K29)	Communicate with customers using automated, verbal or other methods regarding delays and interruptions to the service and timing. (S9) Communicates with colleagues, internal and external stakeholders to supports the general operation of services. (S11)	Team-focus to meet work goals. (B4)
(Core) Customer experience K22 K26 S12 S13 B3 B5	Principles of assisting customers embark and disembark the vehicle. (K22) The organisation's customer charter and company standards of customer service. (K26)	Provide assistance for customers to safely embark and disembark the vehicle (S12) Manage customer queries and complaints. (S13)	Contributes to equity, diversity, and inclusivity in the workplace. (B3) Prioritise customer needs. (B5)
(Core) Fault finding and solutions K30 S16	Principles of diagnosing vehicle faults and failures and rectifying issues within limits of own authority. (K30)	Identify and diagnose vehicle faults and failures to rectify issues within limits of own authority. (S16)	None
(Core) Continuing professional development (CPD) S21 B6	None	Identify, carry out and record industry related continuing professional development (CPD) activities. (S21)	Takes ownership of work, performance, and training, committing to organisational and self-improvement. (B6)

Version log

Version	Change detail	Earliest start date	Latest start date	Latest end date
1.2	Occupational standard, end-point assessment plan and funding band revised.	30/11/2023	Not set	Not set
1.1	Standard and end-point assessment plan revised	07/08/2018	29/11/2023	Not set
1.0	Retired	17/08/2017	06/08/2018	Not set

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