

ST0337 Passenger transport operations manager Assessment Plan

Introduction

This Apprenticeship Assessment Plan (AAP) sets out the requirements for the assessment of the level 4 passenger transport operations manager 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.

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

Assessment Outcome	Mapping
AO1: Safety, Security and Compliance Applies health, safety, environmental, security and regulatory requirements within transport operations. Identifies hazards, assesses risks, monitors compliance, manages security-related issues and applies safeguarding, conflict management and wellbeing principles within operational activities.	K1, K2, K3, K5, K6, K7 K22, K23, K25, K26, K30 S1, S2, S3, S4, S5, S6, S19, S20, S22, S23, S27
AO2: Transport Operations Planning and control Plans, coordinates and controls transport operations using operational information, resource management techniques and decision-making approaches. Manages operational activities,	K8, K11, K12, K15, K16, K19, K27

Assessment Outcome	Mapping
disruptions and scheduling requirements within organisational and operational constraints.	S7, S10, S13, S16, S24
AO3: Customer, Stakeholder and Communication Management Works with customers, colleagues and stakeholders across the transport environment using communication and collaborative working techniques. Applies customer service principles and contributes to operational relationships and stakeholder interactions.	K13 , K14, K21 S11, S12, S18
AO4: Leadership, Professional Development and Inclusive Working Supports individual and team capability through professional development, inclusive working practices and application of organisational procedures. Applies leadership approaches that support workforce development and workplace culture.	K4, K10, K24. S9 S21.
AO5: Performance Improvement, Change and Digital Practice Uses digital systems, improvement methodologies and problem-solving approaches within transport operations. Applies change management, continuous improvement and sustainability principles and practices within the workplace.	K9, K17, K18, K20 , K28, K29 S8 , S14. S15 S17, S25 S26

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 a **portfolio**.

Any additional assessment, or assessments, must be selected from the following list of methods, to ensure the assessment outcomes are met in full. Assessments available in the list may be used more than once:

- **question and answer**
- **professional discussion**
- **simulation**
- **presentation**

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	Applies sound application of theoretical and technical passenger transport operations knowledge in a broad range of complex or technical work activities, performed in a variety of contexts.	Applies precise application of theoretical and technical passenger transport operations knowledge in a broad range of complex or technical work activities, performed in a variety of contexts.
Applied Skills	Selects and applies practical skills consistently in a broad range of complex or technical work activities, performed in a variety of contexts. Solves complex and non-routine passenger transport operations problems which are normally fairly	Adapts and applies practical skills with flexibility and operational fluency in a broad range of complex or technical work activities performed in a variety of contexts. Solves complex and non-routine passenger transport operations problems which are normally fairly

	well defined, with sound reasoning.	well defined, to improve outcomes.
Regulatory and Procedural Awareness	Analyses and interprets transport legislation, regulation, and organisational procedures relevant to passenger transport operations with sound judgement.	Applies evaluation of transport legislation, regulation, and organisational procedures relevant to passenger transport operations with insight and flexibility.
Communication and Collaboration	Communicates clearly and collaborates effectively with colleagues and stakeholders, adapting communication approaches to meet different needs or contexts. Contributes effectively to team working for a responsive customer service culture.	Communicates confidently with colleagues and stakeholders, tailoring communication approaches effectively for different needs or contexts. Actively supports team working for an improved customer service culture.
Information Use and Decision Making	Analyses and interprets passenger transport operations information from diverse sources relevant to the role, making well supported conclusions with sound reasoning.	Applies evaluation of passenger transport operations information from diverse sources relevant to the role, making informed conclusions, providing insightful justification for decisions that improve outcomes.
Responsibility and Autonomy	Takes responsibility for courses of action, including, where relevant, taking responsibility for the work of others and allocation of resources in a passenger transport operations context . Exercises responsibility, autonomy and judgement within broad but generally well-defined parameters.	Proactively takes responsibility for courses of action, with confident autonomy and sound judgement in a passenger transport operations context within broad but generally well-defined parameters.

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