

ST0338/V2

DRAFT APPRENTICESHIP ASSESSMENT PLAN FOR THE PASSENGER TRANSPORT DRIVER - BUS, COACH, TRAM OR PATIENT TRANSPORT APPRENTICESHIP

APPRENTICESHIP REFERENCE NUMBER	LEVEL OF THIS APPRENTICESHIP	INTEGRATION
ST0338	2	None

Assessment Plan

[Edit assessment plan form](#)

Assessment details

Introduction

This apprenticeship assessment plan (AAP) sets out the requirements for the assessment of the level 2 passenger transport driver - bus, coach, tram or patient transport apprenticeship. It should be read in conjunction with the Requirements for Apprenticeship Assessment. Where there is conflict between this AAP and the Requirements for Apprenticeship Assessment, 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.

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: Bus or Coach driver
- Option 2: Tram driver
- Option 3: Patient transport driver

Table 1: Assessment outcomes

Table 1 sets out the assessment outcomes and the mapped knowledge and skill statements.

All assessment outcomes must be assessed. Knowledge and skills statements listed in the mandatory statements column must be assessed in every version of the assessment that is made available.

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

Core Assessment Outcome	Mapped statements	Mandatory statements
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A01: Safety, compliance and professional practice Applies legal, regulatory and organisational requirements to operate passenger transport services safely and responsibly. Uses safe systems of work, complies with company procedures and maintains professional competence through ongoing development.	K1, K2*, K3*, K4 S1, S2*, S21	K1, K2, K3 S1, S2
A02: Vehicle and service preparation Prepares vehicles and services for operation by carrying out vehicle access, inspection, testing and cleanliness activities, and by planning routes and service requirements. Uses vehicle systems, equipment and information to ensure operational readiness.	K7, K9, K10*, K11, K15*, K18, K24 S3, S4, S5*, S6, S10	K7, K10, K15 S5
A03: Passenger service and communication Provides customer-focused transport services by communicating effectively with customers, colleagues and stakeholders. Assists passengers, manages customer enquiries and complaints, and supports a safe, accessible and positive customer experience.	K6*, K17, K22, K26, K28*, K29* S9, S11, S12, S13*	K6, K29 S9
A04: Service delivery and operational control Delivers passenger transport services in accordance with planned routes, schedules and operational requirements. Applies operational procedures, responds to changing conditions and instructions, and supports the efficient running of services.	K8, K12*, K13, K14*, K19, K20, K21 S7*, S8*, S15	K12 S7, S8, S15
A05: Incident response, vehicle fault management and reporting Responds to incidents, emergencies and operational issues by taking appropriate action within the limits of responsibility. Identifies vehicle faults, completes operational handovers, and prepares and maintains records, reports and service documentation.	K16*, K23, K25, K27, K30*, K31*, K32 S16*, S17*, S18, S19, S20	K16, K30, K32 S17
Option 1: Bus and coach driver	Mapped statements	Mandatory statements
A06: Bus and coach driving operations Operates a bus or coach safely and effectively in a range of operating conditions, maintaining vehicle control, adapting to changing traffic and road environments, and delivering a safe, reliable, and professional passenger service.	K5, K33 S22	K33 S22
Option 2: Tram driver	Mapped statements	Mandatory statements
A07: Tram driving operations Operates a tram safely, efficiently, and professionally in accordance with operating requirements. Maintains effective control of the vehicle, adapts to changing operational conditions, and ensures passenger safety, comfort, reliability, and continuity throughout the journey.	K5, K34 S23	K34 S23
Option 3: Passenger transport driver	Mapped statements	Mandatory statements

A08: Patient transport driver Operates a patient transport vehicle safely, efficiently, and professionally in accordance with operating requirements. Maintains effective control of the vehicle, adapts to changing operational conditions, and ensures patient care, safety, comfort, service reliability, and continuity throughout the journey.	K35, K36 S24, 25	K35 S24
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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 a **portfolio** and, if applicable, any relevant constraints.

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:

- **professional discussion**
- **observation**
- **interview**
- **question and answer**

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.

Table 2: performance descriptors

Table 2 sets out the performance descriptor categories and descriptors for pass and distinction. Assessment organisations must design assessments that align with these descriptions.

Performance Category	Pass	Distinction
Applied Knowledge	Applies knowledge, facts, and procedures of passenger transport operations, appropriately in a significant range of varied work activities and contexts, some of which are complex or non-routine.	Applies knowledge, facts, and procedures of passenger transport operations, with consistently high accuracy or efficiency in a significant range of varied work activities and contexts, some of which are complex or non-routine.
Applied Skills	Selects and applies practical passenger transport skills	Integrates passenger transport practical skills to enhance service delivery in a

	consistently in a significant range of varied work activities and contexts, some of which are complex or non-routine. Solves straight-forward well-defined passenger transport problems, to an acceptable standard.	significant range of varied work activities and contexts, some of which are complex or non-routine. Solves straight-forward, well-defined passenger transport problems, that add value.
Regulatory and Procedural Awareness	Gathers, interprets and works in accordance with passenger transport legislation, regulation, and guidance relevant to the role, with minimal noncritical errors, although depth of insight or adaptability may be limited.	Interprets and applies passenger transport legislation, regulations, and guidance relevant to the role, with minimal noncritical errors and with reasonable depth of insight or adaptability.
Communication and Collaboration	Communicates and collaborates effectively within a team or group setting, delivering reliable customer service.	Communicates with clarity and sensitivity, within a team or group setting, delivering a courteous customer service.
Information Use and Decision Making	Gathers and interprets passenger transport information relevant to the role, informing decisions and actions that are fit for purpose in the work context.	Applies interpretation of passenger information and feedback relevant to the role, shaping actions that add value.
Responsibility and Autonomy	Takes responsibility for completing passenger transport tasks and procedures. Exercises autonomy and judgement subject to overall direction or guidance. May collaborate with others perhaps through a work group or team.	Exercises informed judgement and self-direction when taking responsibility for completing passenger transport tasks and procedures anticipating the needs of the task or team.

Additional qualification

The qualifications detailed in the occupational standard must be completed before the end of the apprenticeship.

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