

Level 2 Award in Knowledge for a Professional Bus or Coach Driver (3299-01)

October 2011 Version 1.0



Qualification at a glance

Subject area	Knowledge for a Professional Bus or Coach Driver
City & Guilds number	3299
Age group approved	16+ (please note strict age restrictions apply in this industry)
Assessment	Centre marked multiple choice questions covering units 201-203 GoSkills workbook covering unit 204
Fast track	Not available
Support materials	Centre handbook Assessment Pack
Registration and certification	Consult the Walled Garden/Online Catalogue for last dates

Title and level	City & Guilds number	Accreditation number
Level 2 Award in Knowledge for a Professional Bus or Coach Driver	3299-01	600/2995/X



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1 Introduction

This document tells you what you need to do to deliver the qualification:

Area	Description
Who is the qualification for?	The knowledge for a professional bus or coach driver qualification provides those who are responsible for driving passengers on a scheduled or contracted route, with a qualification demonstrating they have the knowledge in order to carry out their role to a professional standard.
What does the qualification cover?	This qualification will allow candidates to learn, develop and demonstrate the skills and knowledge required for employment and/or career progression in the bus or coach industry as a driver.
Is the qualification part of a framework or initiative?	The qualification will be accepted as a component of the Level 2 Apprenticeship framework.
What opportunities for progression are there?	It allows candidates to progress into employment or to the following City & Guilds qualifications: <ul style="list-style-type: none"> Level 2 NVQ Diploma in Passenger Carrying Vehicle Driving (4015-02)

Structure

To achieve the **Level 2 Award in Knowledge for a Professional Bus or Coach Driver**, learners must achieve **10** credits from the mandatory units. Learners who are taking an Apprenticeship will also be required to achieve **3** credits from the elective units.

Unit accreditation number	City & Guilds unit	Unit title	Credit value
Mandatory			
F/601/7393	201	Customer service for bus or coach	3
Y/601/7397	202	Safe bus or coach services	4
M/601/7387	203	Bus or coach operations	3
Elective			
L/602/5934	204	Employment rights and responsibilities in the passenger transport sector	3



2 Centre requirements

Approval

If your Centre is approved to offer the qualification Level 2 NVQ Diploma in Passenger Carrying Vehicle Driving (Bus and Coach) (4015-02) you will receive automatic approval to offer the Level 2 Award in Knowledge for a Professional Bus or Coach Driver.

To offer this qualification, new centres will need to gain both centre and qualification approval. Please refer to the *Centre Manual - Supporting Customer Excellence* for further information.

Centre staff should familiarise themselves with the structure, content and assessment requirements of the qualification before designing a course programme.

Resource requirements

Centre staffing

Staff delivering this qualification must be able to demonstrate that they meet the following occupational expertise requirements. They should:

- be occupationally competent or technically knowledgeable in the area for which they are delivering training and/or have experience of providing training. This knowledge must be to the same level as the training being delivered
- have recent relevant experience in the specific area they will be assessing
- have credible experience of providing training.

Centre staff may undertake more than one role, eg tutor and assessor or internal verifier, but cannot internally verify their own assessments.

Assessors and internal verifiers

A primary responsibility of the internal verifier is to assure the quality and consistency of assessments by the assessors for whom they are responsible. Internal verifiers therefore need to have a thorough understanding of quality assurance and assessment practices, as well as sufficient technical understanding related to the qualifications that they are internally verifying.

It will be the responsibility of the approved centre to select and appoint internal verifiers. Potential internal verifiers should:

- hold (or be working towards) an appropriate qualification, as specified by the appropriate regulatory authority, confirming their competence to internally verify assessments;

- hold (or be working towards) an appropriate qualification, as specified by the appropriate regulatory authority, confirming their competence to verify candidates;
- have the necessary and sufficient experience of the role for which they intend to verify assessments. This experience will have provided potential verifiers with detailed knowledge of the functions described by the occupational standards that comprise the qualification.

The primary responsibility of the assessor is to assess candidates to the required quality and consistency, against the standard. Assessors therefore need to have a thorough understanding of assessment and quality assurance practices, as well as have in depth technical understanding related to the qualifications for which they are assessing candidates.

It will be the responsibility of the approved centre to select and appoint assessors. Potential assessors should:

- hold (or be working towards) an appropriate qualification, as specified by the appropriate regulatory authority, confirming their competence to assess candidates.
- have the necessary and sufficient experience of the role for which they intend to undertake assessments and actual experience of the functions described by the occupational standards that comprise the qualification.

Continuing professional development (CPD)

It is important that verifiers and assessors continue their own development to help them in their respective roles. It is expected that each approved centre will provide development programmes for its assessors and internal verifiers to maintain their technical or occupational expertise.

Candidate entry requirements

City & Guilds does not set entry requirements for this qualification. However, centres must ensure that candidates have the potential and opportunity to gain the qualification successfully.

Age restrictions

There is no age restriction for this qualification; however learners and centres must follow the law regarding age restrictions on Bus and Coach driving.

Other legal considerations

Learners must follow the legal constraints in place for Bus and Coach driver including driving hours and breaks, and the use of tacographs etc.



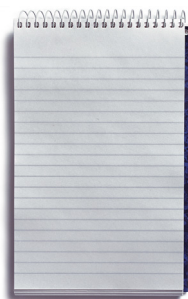
3 Delivering the qualification

Initial assessment and induction

An initial assessment of each candidate should be made before the start of their programme to identify:

- if the candidate has any specific training needs
- support and guidance they may need when working towards their qualification
- any units they have already completed, or credit they have accumulated which is relevant to the qualification
- the appropriate type and level of qualification.

We recommend that centres provide an induction programme so the candidate fully understands the requirements of the qualification, their responsibilities as a candidate, and the responsibilities of the centre. This information can be recorded on a learning contract.



4 Assessment

Candidates must:

- successfully complete one multiple choice paper covering the three mandatory units (201-203)
- successfully complete one GoSkills workbook for the elective unit (204)

City & Guilds has written the following assessments to use with this qualification:

- Assignment pack containing multiple choice paper covering units 201-203
- The GoSkills workbook for assessing unit 204 can be found at **www.goskills.org**

Unit	Unit title	Assessment method
201	Customer service for bus or coach	Centre marked Multiple Choice test
202	Safe bus or coach services	
203	Bus or coach operations	
204	Employment rights and responsibilities in the passenger transport sector	GoSkills workbook.

Test specifications

The way the knowledge is covered by each test is laid out in the table below:

Test 1:

Duration:45 minutes

Unit	Title	Number of questions	%
201	Customer service for bus or coach	13	43
202	Safe bus or coach services	8	27
203	Bus or coach operations	9	30
Total		30	100



5 Units

Availability of units

The following units can also be obtained from The Register of Regulated Qualifications: <http://register.ofqual.gov.uk/Unit>

Structure of units

These units each have the following:

- City & Guilds reference number
- unit accreditation number (UAN)
- title
- level
- credit value
- unit aim
- relationship to NOS, other qualifications and frameworks
- endorsement by a sector or other appropriate body
- learning outcomes which are comprised of a number of assessment criteria

UAN:	F/601/7393
Level:	Level 2
Credit value:	3
GLH:	30
Relationship to NOS:	This unit is linked to GoSkills NOS for Road Passenger Transport.
Endorsement by a sector or regulatory body:	This unit is endorsed by GoSkills, the Sector Skills Council for Passenger Transport.
Aim:	The purpose of this unit is for learners to gain knowledge in providing professional customer service in the bus and coach industry. This unit is suitable for learners who drive buses and coaches.

Learning outcome
The learner will:
1. understand the aims of customer service for bus or coach services
Assessment criteria
The learner can:
1.1 explain the benefits of customer service for a bus or coach service
1.2 discuss how a bus or coach service can meet the expectations of customers
1.3 explain ways a bus or coach service can meet the needs of customers

Range
Benefits repeat business, increase in turnover and profits, employee benefits
Expectations service reliability, service communication, cleanliness, comfort, safety
Needs service reliability, friendly communication, competent driving style, safety requirements

Learning outcome
The learner will: 2. understand the principles of communication for bus or coach service customer service
Assessment criteria
The learner can: 2.1 explain why communication is important for bus or coach service customer service 2.2 describe ways to communicate to meet customer needs and expectations 2.3 compare ways to communicate accurate information to customers

Range
<p>Communication is important generation of new and repeat business, enhanced reputation, clarity of service; customer confidence, agree and maintain standards</p> <p>Ways to communicate non-verbal communication: eye contact, facial expressions, body language verbal communication: tone of voice, volume; listening; wait for responses; questioning; using language appropriate to customer and situation; open discussion</p> <p>Ways to communicate public address equipment, digital displays, written information; verbal, digital communication (online, texts)</p>

Learning outcome
The learner will: 3. know how to provide an inclusive bus or coach service
Assessment criteria
The learner can: 3.1 describe barriers to using bus or coach services experienced by individuals 3.2 describe attitudes and behaviours which support delivery of an inclusive bus or coach service 3.3 identify ways support can be provided to enable customers to access bus or coach services

Range
<p>Barriers language, accessibility to bus/coach, space availability in bus/coach; lack of clarity of service information, clarity of intercom systems; poor quality of service provided</p> <p>Attitudes and behaviours respectful, helpful</p>

Support can be provided

provide clear information in a suitable format , provide fit for purpose vehicles/equipment such as non slip hand rails, low bell pushers, clearly marked step edges and destination boards, fully functionally electronic information panels and vehicle intercom.

Learning outcome

The learner will:

4. know how to provide bus or coach services for priority users

Assessment criteria

The learner can:

- 4.1 describe **priority users** in bus or coach services
- 4.2 identify **procedures** that enable wheelchair users to access bus or coach services
- 4.3 describe **when** to operate equipment for priority users
- 4.4 state **procedures** to follow if the wheelchair ramp fails in service

Range**Priority users**

visually or hearing impaired, parents with babies and young children; limited mobility, permanently or temporarily disabled, customers where English is not their first language

Procedures

should include where appropriate; check ramp/lift equipment in working order before leaving depot; park close to kerb; 'kneel' the bus/coach; lower ramp; provide reasonable assistance; ensure wheelchair user is correctly positioned and secured in wheelchair space; ensure ramp or kneeling device is secured; ensure doors are closed before moving off; procedure for exit

When

whenever a priority customer is present and it is safe to do so, when requested and safe to do so

Procedures if the wheelchair ramp fails in service

secure the vehicle, follow company procedure; seek advice from depot about actions to take; follow health and safety procedures regarding moving and lifting; ensure safety of all passengers

UAN:	Y/601/7397
Level:	Level 2
Credit value:	4
GLH:	37
Relationship to NOS:	This unit is linked to GoSkills NOS for Road Passenger Transport.
Endorsement by a sector or regulatory body:	This unit is endorsed by GoSkills, the Sector Skills Council for Passenger Transport.
Aim:	The purpose of this unit is for learners to gain knowledge in contributing to health and safety in the work environment. This unit is suitable for learners who drive buses and coaches.

Learning outcome
The learner will: 1. understand requirements for health and safety for bus or coach services
Assessment criteria
The learner can: 1.1 explain the health and safety responsibilities of those involved in bus or coach operations in respect of the: <ul style="list-style-type: none"> • bus or coach company • driver • passengers 1.2 describe hazards and associated risks when using bus or coach services 1.3 explain how risks can be minimised in bus or coach operations

Range
Health and safety responsibilities Bus or coach company: legal obligations in relation to age restrictions, safe use of equipment, drivers hours regulations, roadworthy vehicles Driver: fit to drive; use tachograph when fitted, follow professional driving principles, loading and lifting safely, following driving hours regulations, responsibility to passengers when driving eg time for seating, appropriate braking, gentle cornering Passenger: store luggage safely, use seatbelts where available, apply brakes on wheelchairs and pushchairs, do not distract driver

Hazards and associated risk

weather, road conditions, road accidents, injury to driver, passengers, other road users, damage to vehicles, breakdowns, fire on board, passengers, money security, suspicious packages

Risks can be minimised

carry out continual risk assessment; management of risk including vehicle defects, use personal protective equipment (PPE), store luggage safely including manual handling techniques; conflict management, professional driving techniques, compliance with driving hours regulations, driver health and fitness

Learning outcome

The learner will:

2. know routine safety checks prior to use of bus or coach vehicles

Assessment criteria

The learner can:

- 2.1 describe routine safety checks required for bus or coach vehicles
- 2.2 describe the **actions to take when faults are identified**
- 2.3 explain **what can happen** if routine maintenance and safety checks on buses or coaches are not carried out and reported

Range**Routine safety checks**

as per organisational procedure and legal requirements to include: leaks, level of fuel, oil, water, condition of tyres and wheels, condition of brakes, steering, indicators and lights, wipers and washers, interior lights, passenger signal bell, horn and reverse warning, glass, operation of emergency engine stop, operation of doors and exits, emergency exits (buzzers, hammer), vehicle cleanliness, heating and ventilation, seating and flooring including security, interior and exterior mirrors, fire extinguisher and first aid box present

Actions to take when faults are identified

as per company policy to include, correct reporting procedures, defect sheet completion, immobilisation of vehicle, referral to supervisor

What can happen

injury or loss of life; loss of job; licence suspension/withdrawal (driver licence, Public Service Vehicle operator licence); prosecution of company/driver; compensation payments, litigation, organisational losses

UAN:	M/601/7387
Level:	Level 2
Credit value:	3
GLH:	30
Relationship to NOS:	This unit is linked to GoSkills NOS for Road Passenger Transport.
Endorsement by a sector or regulatory body:	This unit is endorsed by GoSkills, the Sector Skills Council for Passenger Transport.
Aim:	The purpose of this unit is for learners to gain knowledge on the operation of the bus or coach services. This unit is suitable for learners who drive buses and coaches.

Learning outcome
The learner will:
1. know how bus or coach services are operated
Assessment criteria
The learner can:
1.1 outline the structure and aims of a bus or coach company operating in your own locality

Range
Structure and aims
aims to include: to provide a cost effective and efficient service to the local community (school services, UK tours, European tours, airport transfers), to be profitable, to secure continuous contracts

Learning outcome
The learner will:
2. know procedures for operating bus or coach services
Assessment criteria
The learner can:
2.1 outline how to operate a bus route or plan a coach route
2.2 describe procedures for the carriage of passengers
2.3 state procedures for responding to collisions and incidents when operating a bus or coach

Range
<p>How to operate and plan routes speed limits: restrictions (height, weight, length, ground clearance); road conditions, weather, peak and quiet times; road updates (disruptions due to accidents/incidents, road closures) use of motoring organisations; bus lanes; red routes; stopping points; scheduled routes/maps; running board; ticket pricing; parking; follow driver's hours regulations</p> <p>Procedures for the carriage of passengers company procedures; maximum standing and seating capacity; make scheduled stops; observe scheduled waits; keep to running schedules; priority passengers and passengers with specific requirements; passenger comfort and safety; use of seatbelts for carriage of school children or where fitted; provide details of (communication) disruptions and delays to passengers; pre-service checks; requirements for carriage of working dogs</p> <p>Procedures for responding to collisions and incidents legal requirements eg stop immediately after collision or incident has happened; company procedures (ensure safety of passengers, switch off engine, secure vehicle, request emergency services); company reporting and recording procedures</p>

Learning outcome
<p>The learner will:</p> <p>3. understand how on-board equipment supports bus or coach operations</p>
Assessment criteria
<p>The learner can:</p> <p>3.1 explain how on-board equipment supports bus or coach operations</p> <p>3.2 explain how communication systems support bus or coach operations</p> <p>3.3 explain the role of security systems in bus or coach operations</p>

Range
<p>On-board equipment priority passenger equipment, health and safety equipment (first aid, fire extinguisher, hammers), comfort equipment and facilities (toilet, drinks machines, telephone/video/audio equipment), satellite navigation</p> <p>Communication systems PA systems, electronic display boards, bells, depot communication system</p> <p>Security systems CCTV, fire alarms, door alarms, anti theft alarms, engine stop</p>

Unit 204

Employment rights and responsibilities in the passenger transport sector

UAN:	L/602/5934
Level:	Level 2
Credit value:	3
GLH:	18
Relationship to NOS:	This unit is linked to GoSkills NOS for Road Passenger Transport.
Endorsement by a sector or regulatory body:	This unit is endorsed by GoSkills, the Sector Skills Council for Passenger Transport.
Aim:	This unit will enable the learner to develop understanding of the bus and coach industry and the role of their organisation within the industry. Understand their role within the organisation and their rights and responsibilities as an individual and their responsibilities when dealing with others.

Learning outcome
The learner will: 1. know employment rights and responsibilities of the employee and employer
Assessment criteria
The learner can: 1.1 identify the main points of legislation affecting employers and employees and their purpose relevant to own role, organisation and within own industry 1.2 identify where to find information and advice on employment rights and responsibilities both internally in own organisation and externally 1.3 identify sources of information and advice on own industry, occupation, training and own career pathway 1.4 identify sources of information on the different types of representative bodies related to own industry and their main roles and responsibilities 1.5 identify any issues of public concern that may affect own organisation and own industry

Learning outcome
<p>The learner will:</p> <ol style="list-style-type: none"> 2. understand employment rights and responsibilities and how these affect organisations
Assessment criteria
<p>The learner can:</p> <ol style="list-style-type: none"> 2.1 describe organisational procedures, policies and codes of practice used by own organisations on employment rights and responsibilities 2.2 explain the purpose of following health, safety and other procedures and the effect on own organisation if they are not followed 2.3 describe employer and employee responsibilities for equality and diversity within own organisation 2.4 explain the benefits of making sure equality and diversity procedures are followed 2.5 describe the career pathways available within own organisation and own industry



Appendix 1 Sources of general information

The following documents contain essential information for centres delivering City & Guilds qualifications. They should be referred to in conjunction with this handbook. To download the documents and to find other useful documents, go to the **Centres and Training Providers homepage**, which can be found at: www.cityandguilds.com

Centre Manual - Supporting Customer Excellence contains detailed information about the processes which must be followed and requirements which must be met for a centre to achieve 'approved centre' status, or to offer a particular qualification, as well as updates and good practice exemplars for City & Guilds assessment and policy issues. Specifically, the document includes sections on:

- The centre and qualification approval process
- Assessment, internal quality assurance and examination roles at the centre
- Registration and certification of candidates
- Non-compliance
- Complaints and appeals
- Equal opportunities
- Data protection
- Management systems
- Maintaining records
- Assessment
- Internal quality assurance
- External quality assurance.

Our Quality Assurance Requirements encompasses all of the relevant requirements of key regulatory documents such as:

- Regulatory Arrangements for the Qualifications and Credit Framework (2008)
- SQA Awarding Body Criteria (2007)
- NVQ Code of Practice (2006)

and sets out the criteria that centres should adhere to pre and post centre and qualification approval.

Access to Assessment & Qualifications provides full details of the arrangements that may be made to facilitate access to assessments and qualifications for candidates who are eligible for adjustments in assessment.

The **centre homepage** section of the City & Guilds website also contains useful information such on such things as:

- **Walled Garden:** how to register and certificate candidates on line
- **Qualifications and Credit Framework (QCF):** general guidance about the QCF and how qualifications will change, as well as information on the IT systems needed and FAQs
- **Events:** dates and information on the latest Centre events
- **Online assessment:** how to register for e-assessments.

Useful contacts

UK learners

General qualification information

T: +44 (0)844 543 0033

E: learnersupport@cityandguilds.com

International learners

General qualification information

T: +44 (0)844 543 0033

F: +44 (0)20 7294 2413

E: intcg@cityandguilds.com

Centres

Exam entries, Certificates,
Registrations/enrolment,
Invoices, Missing or late exam
materials, Nominal roll reports,
Results

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: centresupport@cityandguilds.com

Single subject qualifications

Exam entries, Results,
Certification, Missing or late exam
materials, Incorrect exam papers,
Forms request (BB, results entry),
Exam date and time change

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

F: +44 (0)20 7294 2404 (BB forms)

E: singlesubjects@cityandguilds.com

International awards

Results, Entries, Enrolments,
Invoices, Missing or late exam
materials, Nominal roll reports

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: intops@cityandguilds.com

Walled Garden

Re-issue of password or
username, Technical problems,
Entries, Results, e-assessment,
Navigation, User/menu option,
Problems

T: +44 (0)844 543 0000

F: +44 (0)20 7294 2413

E: walledgarden@cityandguilds.com

Employer

Employer solutions, Mapping,
Accreditation, Development
Skills, Consultancy

T: +44 (0)121 503 8993

E: business@cityandguilds.com

Publications

Logbooks, Centre documents,
Forms, Free literature

T: +44 (0)844 543 0000

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City & Guilds Group

The City & Guilds Group operates from three major hubs: London (servicing Europe, the Caribbean and Americas), Johannesburg (servicing Africa), and Singapore (servicing Asia, Australia and New Zealand). The Group also includes the Institute of Leadership & Management (management and leadership qualifications), City & Guilds Land Based Services (land-based qualifications), the Centre for Skills Development (CSD works to improve the policy and practice of vocational education and training worldwide) and Learning Assistant (an online e-portfolio).

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