

Level 2 Certificate in Passenger Carrying Vehicles (PCV) Driving – Bus and Coach (4015-02)



Candidate logbook
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Level 2 Certificate in Passenger Carrying Vehicles (PCV) Driving – Bus and Coach (4015-02)

Candidate logbook

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1 About your candidate logbook

1.1 Contact details

Candidate name	
Candidate enrolment no	
Centre name	
Centre number	
Programme start date	
Date of registration with City & Guilds	

Keep a record of relevant contact details in the space provided below. You may find it helpful to make a note of phone numbers and e-mail addresses here.

Your Assessor(s)	
Your Internal Verifier	
Quality Assurance Contact	

1 About your candidate logbook

1.2 Introduction to the logbook

This logbook will help you complete the units in City & Guilds' **Level 2 Certificate in Passenger Carrying Vehicles (PCV) Driving – Bus and Coach (4015-02)**. It contains forms you can use to record your evidence of what you have done.

There are **18 units** in total available in this qualification. You should discuss and agree with your assessor/tutor which of these units you are going to work towards. The units in this logbook are for Level 2.

About City & Guilds

City & Guilds is your awarding body for this qualification. City & Guilds is the UK's leading awarding body for vocational qualifications.

Information about City & Guilds and our qualifications is available on our website **www.cityandguilds.com**.

2 Units

To achieve the **Level 2 Certificate in Passenger Carrying Vehicles – Bus and Coach**, learners must achieve **35** credits from the mandatory units and a minimum of **2** credits from the optional units available.

City & Guilds unit	Unit title	GLH	Credit value
	Mandatory group		
001	Maintain effective working relationships with colleagues	4	22
002	Contribute to health and safety in the bus and coach work environment	4	23
003	Provide professional customer service in the bus and coach industry	6	35
004	Provide professional customer service to passengers with additional needs on a bus or coach	5	26
005	Drive passenger carrying vehicles safely and efficiently	4	19
006	Deal effectively with challenging situations and passengers on a bus or coach	6	35
007	Deal with emergencies and incidents during a bus or coach journey	3	16
008	Operate the passenger systems and bus or coach service	3	23
	Option group		
009	Share information on the operation of the bus or coach service	5	30
010	Negotiate and agree tour itineraries with clients	4	26
011	Process fares and receive and match fare payments to tickets	2	11
012	Manage financial transactions on coach journeys	5	35
013	Provide a transport service for disabled passengers	2	8
014	Transport accompanied luggage by bus or coach	6	39
015	Transport unaccompanied parcels by bus or coach	4	25
016	Operate a school service by bus or coach	4	25
017	Drive passenger carrying vehicles on international journeys	4	23
018	Drive passenger carrying vehicles safely and efficiently	7	48

3 The assessment process

Simulation is allowed in some of the units in this qualification. Where simulation is needed this must be agreed with your external verifier in advance to ensure validity. Candidates should be assessed under normal workplace conditions. However, there are situations where the actual workplace may not be appropriate, or where waiting for naturally occurring evidence is impractical. Therefore, the setting up or devising of assessment situations will be allowed, when it can be demonstrated that the following circumstances require it in areas related to.

The following people at your centre will explain the assessment process and help you achieve your unit(s).

The assessor/tutor

The assessor/tutor is the person you will have the most contact with as you work towards your unit(s). You may have more than one assessor/tutor depending on which unit(s) you take or you may be assessed by a person who is not your tutor.

The internal verifier

The internal verifier maintains the quality of assessment within the centre.

The external verifier

The external verifier works for City & Guilds and helps to ensure that your centre meets the required standards for quality and assessment.

4 Using your logbook

Recording forms

This logbook contains all of the forms you and your assessor will need to plan, review and organise your evidence. Your assessor will be able to help you decide which forms you need to complete and help you fill them in.

Please photocopy these forms as required.

5 Candidate progress record

Level 2 Certificate in Passenger Carrying Vehicles (PCV) Driving – Bus and Coach (4015-02)

Units	001	002	003	004	005	006	007	008					
Credits	4	4	6	5	4	6	3	3					
Total Credits Achieved:													

A total of 37 credits = 35 credits from (001 - 008) plus 2 credits from (009 - 018)

I confirm that the evidence supplied for the above listed units is authentic and a true representation of my own work. The work logged in the following pages is my own work carried out during my normal work duties.

The answers in the question bank are my own work and discussed with my assessor on completion. I have been observed in my workplace by my assessor on several occasions.

Candidate Name:	
Candidate Signature:	
Date:	

I confirm that this candidate has achieved all the requirements of this qualification with the evidence listed. Assessment was conducted under the specified conditions and context, and is valid, authentic, reliable, current and sufficient.

Assessor Name:	
Assessor Signature:	
Date:	

IV Name:	
IV Signature:	
Date:	

Unit 001

Maintain effective working relationships with colleagues

4 credits

Outcome 1 Be able to work well with colleagues

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. behave towards colleagues in a way that promotes positive relationships in line with organisational guidelines						
2. respond to requests from colleagues						
3. meet any undertakings given to colleagues in the way agreed and within agreed timescale						
4. provide information asked for by colleagues that is accurate and clear						
5. take part in discussions about working relationships						
6. support colleagues engaged in learning to develop their skills and knowledge						
7. discuss problems with the correct person where there are problems in working relationships, or work practices.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 2 Know how to work well with colleagues

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe the need for positive working relationships and the promotion of positive relationships in the workplace		
2. describe best practice standards and guidelines relating to behaviour in the workplace		
3. describe how to balance giving help to colleagues with their own personal workload		
4. describe the limits of their own personal responsibilities and those of colleagues		

5. give examples of the learning needs of colleagues who are being trained		
6. describe how to deal with and discuss problems in working relationships.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 3 Be able to communicate positively with colleagues

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. get information needed from colleagues using agreed methods						
2. give information to colleagues that is correct, relevant and will meet their needs						
3. communicate information in a way that meets colleagues needs						
4. confirm own authority to give the information provided						
5. get help in cases where there are problems in communicating effectively with colleagues.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 4 Know how to communicate positively with colleagues

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe why accurate and relevant information needs to be communicated within the workplace		
2. describe ways of getting and giving information between colleagues		
3. describe the limits of own authority in relation to providing information		
4. describe the different ways in which information can be communicated and used		
5. describe the need for and ways to provide colleagues with opportunities to communicate freely and openly.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 5 Be able to combine own work activities with colleagues work activities

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. confirm the limits of own responsibilities in their job role						
2. get advice from the correct person when there are problems with agreeing work activities or responsibilities, or those of others						
3. help colleagues in their work role, in line with agreed limits						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 6 Know how to combine own work activities with colleagues work activities

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. identify events that may lead to plans being changed		
2. describe the ways of dealing with and reporting problems in agreeing work activities or responsibilities.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Unit 002

Contribute to health and safety in the bus and coach work environment

4 credits

Outcome 1 Be able to identify risks to health and safety

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. identify actual and possible risks to health and safety in the normal work area						
2. decide on the level of risk, using legal guidelines						
3. get help from the correct person when not certain of the level of the risk						
4. take action that reduces the possible effects of the risk						
5. record enough details of the risks so that the correct action can be taken.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 2 Know how to identify risks to health and safety

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. identify typical risks and dangers to health and safety that are likely to happen in the normal workplace		
2. describe where injuries and accidents occur both on the road and in the depot		
3. outline the relative figures for accidents involving bus, coach and other forms of road transport		
4. describe how to decide on the level of risks		
5. identify the details that should be recorded and reported relating to risks and dangers		
6. describe the limits of own personal responsibility and ability in taking immediate action to reduce the effects of risks as far as possible		
7. describe legal guidelines in relation to dealing with risks		
8. describe where and how to get help when necessary		
9. describe how to avoid personal injury, including:		
• correct seat positioning		
• manual handling techniques.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 3 Be able to limit danger and damage to people and property

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. take immediate and positive action to limit danger or damage, without increasing the danger or threat						
2. take action that is within the limits of own personal authority and ability						
3. follow instructions or guidelines for limiting danger or damage						
4. get help, as soon as possible, if the danger can not be dealt with						
5. give clear information or instructions to others to allow them to take the correct action						
6. record and report details of the danger to the correct people						
7. report any difficulties with keeping to health and safety instructions or guidelines, giving full and accurate details.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 4 Know how to limit danger and damage to people and property

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe when it is safe and correct to take immediate action		
2. describe what action can be taken, within own personal authority, to limit danger		
3. describe instructions or guidelines relating to dealing with and reporting dangerous situations		
4. describe how to use the correct equipment to limit danger		
5. describe methods of positive communication to let others know about the danger		
6. describe where and how to get help in dealing with dangerous situations.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Unit 003**Provide professional customer service in the bus and coach industry**

6 credits

Outcome 1 Be able to follow codes of dress and behaviour

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. follow organisational guidelines when dealing with customers						
2. follow the organisational code of dress and personal presentation						
3. promote a professional image to customers in line with organisational guidelines						
4. hold conversations with customers in a way that promotes a positive outcome in line with						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 2 Know how to follow codes of dress and behaviour

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe the organisational codes of dress, appearance and behaviour		
2. explain why it is important to have and to follow codes of dress, appearance and behaviour		
3. describe how to recognise opportunities to improve the service provided to customers		
4. describe how to deal with difficulties in meeting codes of dress, appearance and behaviour		
5. describe the importance of own personal role in the way the company operates and the ` roles of colleagues worked with including:		
• managers		
• supervisors		
• administrators		
• mechanics		

6. describe other ways that passengers could travel in the UK and Europe and who the main competitors to bus and coach travel are.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 3 Be able to develop and maintain work skills and knowledge

Assessment criteria (Performance)	Evidence date					
Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit						
You must be able to:	Portfolio reference					
1. identify and describe their own personal needs to develop the skills needed in their job role						
2. balance personal needs and the needs of the business						
3. discuss and agree with the correct person how the development needed will be received						
4. carry out activities to develop their own personal skills in line with an agreed plan						
5. get feedback and advice on progress in developing their own personal skills						
6. take action if their progress is below the necessary standard.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 4 Know how to develop and maintain work skills and knowledge

Assessment criteria (Knowledge)	Portfolio reference	
You must be able to:		
1. describe the standards of skills and knowledge needed in their job role		
2. describe how to measure their current skills and identify areas that require development		
3. describe how they would discuss and agree development plans		
4. describe how to match progress against their personal development plans		
5. describe how to get feedback from others that will help during their development		
6. describe how to identify and get agreement for further development activities when not		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 5 Be able to develop positive professional relationships with customers

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. acknowledge customers promptly and politely, and speak to them in a way that promotes confidence in the organisation						
2. give customers information that is within own personal limits of authority						
3. refer customers to the correct people as necessary						
4. follow organisational procedures and policies for promoting customer service						
5. record, accurately and completely, information from customers that relates to the business						
6. identify and report, to the correct person, possible difficulties that could affect customers.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 6 Know how to develop positive professional relationships with customers

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe the organisation's policy and procedures for promoting customer service		
2. describe the limits of own personal authority, knowledge and responsibility in matters related to customer service		
3. describe what customer service information will benefit, or is needed by, the organisation		
4. describe the sorts of difficulties or problems that can arise in promoting customer service		
5. describe how to refer or report customer service issues to the correct people in the organisation		
6. describe how to identify the needs of passengers to ensure comfort and safety		
7. describe how to implement systems that ensure concentration on safe driving, while making sure of the safety and comfort of passengers		
8. identify the relevant regulations concerning the rights of passengers.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Unit 004

Prepare for passenger carrying journeys in a bus or coach

5 credits

Outcome 1 Be able to confirm that the bus or coach is roadworthy

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. confirm that the vehicle's service or defect record is current and meets approved requirements						
2. carry out vehicle handover checks in line with organisational procedures						
3. take action to put a vehicle problem right						
4. decide when not to use a vehicle because it is unfit						
5. get another vehicle if the vehicle is not fit to use (using the organisational approved procedure)						
6. promptly refer actual or possible defects to the correct person in enough detail so the problem						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 2 Know how to confirm that the bus or coach is roadworthy

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe servicing schedules that are relevant to the vehicles driven		
2. describe statutory vehicle-testing requirements		
3. describe the nature and schedules of vehicle checks that have to be carried out		
4. describe how to carry out handover checks including:		
• lights		
• horn		
• screen wash and wipers		
• safety systems		

• passenger-comfort systems		
• visual checks of the vehicle		
5. describe how to recognise actual or possible defects		
6. describe what action they have the authority to take in order to put the problem right		
7. describe what action to take to refer faults to the correct person		
8. describe the arrangements to replace a defective vehicle, including recovering the defective vehicle.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 3 Be able to check the legal status of the driver and the vehicle

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. confirm that they hold a current and valid licence to drive the vehicle						
2. declare any medical or other condition that might affect their ability to drive safely						
3. declare the details of any convictions against them that would affect driving a passenger carrying vehicle						
4. confirm the vehicle excise licence is valid for the vehicle and displayed as needed by law						
5. confirm that the vehicle test certificate, insurance details, registration documents and tachograph charts meet legal requirements						
6. decide when not to use a vehicle because its documents do not meet relevant legal requirements						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 4 Know how to confirm the legal status of the driver and the vehicle

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. identify the different types of, and regulations for, licences to drive passenger carrying vehicles		
2. identify the different types of insurance cover, including the relevant minimum legal requirements, particularly for passenger carrying vehicles		
3. list the medical conditions and causes that could affect a passenger carrying vehicle drivers ability to drive safely		
4. describe vehicle test, registration and licensing requirements relating to the vehicles being driven		
5. describe systems for recording vehicle documents including test certificates, insurance and licences		
6. describe organisational procedures for dealing with situations where any documents do not meet requirements		
7. identify the relevant rules and regulations that govern the way in which a passenger carrying vehicle driver can work, the way in which they are enforced and the penalties that can be imposed.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Unit 005

Provide professional customer service to passengers with additional needs on a bus or coach

4 credits

Outcome 1 Be able to recognise the access needs of passengers with additional needs

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. recognise when someone needs help						
2. offer help promptly and in a manner that is in line with legal guidelines						
3. treat passengers who need help in a manner that promotes good customer service in line with organisational guidelines						
4. decide on the type and amount of help that will be given						
5. take action when the help needed can not be provided						
6. keep to relevant legislation and codes of practice when deciding on the help to be given.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 2 Know how to recognise the access needs of passengers with additional needs

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe the importance of providing help to passengers to ensure comfort and safety		
2. identify the access needs of passengers		
3. identify the requirements of relevant legislation and codes of practice when providing help		
4. identify the limits of own personal ability and responsibility when providing help to passengers		

5. describe how to communicate with passengers who need additional help		
6. describe the importance of equal opportunities and the rights of all passengers to travel in safety and comfort.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 3 Be able to meet the access needs of passengers with additional needs

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. give help to passengers in line with relevant legislation and codes of practice						
2. give help promptly and in a way that promotes good customer service in line with organisational guidelines						
3. give help to passengers, keeping within the limits of own personal ability and responsibility						
4. use special equipment or systems as needed in line with approved methods						
5. confirm that passengers' needs are met after giving help						
6. get advice or help when passengers' needs cannot be met.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 4 Know how to meet the access needs of passengers with additional needs

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe how to use special equipment and systems for giving help to passengers.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Unit 006

Drive passenger carrying vehicles safely and efficiently

6 credits

Outcome 1 Be able to drive the vehicle

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. move off and slow down while considering other road users and the passengers						
2. respond to the anticipated actions of other road users in a safe way						
3. give timely and clear signals when intending to change the direction or the position of the vehicle						
4. make visual checks around the vehicle to ensure the safety of the immediate environment						
5. drive the vehicle in a way that does not put other road users, or the passengers at risk						
6. maintain the speed and position of the vehicle in a way that is appropriate to the current road and traffic conditions						
7. meet all relevant legal requirements and relevant codes of practice related to driving passenger						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R=Report						

Outcome 2 Know how to drive the vehicle

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe why it is important to drive the vehicle in a way that considers the comfort and safety of the passengers and others including the proper use of road space		
2. describe how driving style affects how efficiently the vehicle runs		
3. describe how to adapt driving style to different road conditions including:		
• good or poor visibility		
• wet, dry or otherwise slippery road surfaces		
• overhanging trees or buildings		

4. describe how to adapt driving style to different traffic conditions including:		
• heavy traffic		
• slow moving vehicles		
• high speed vehicles		
5. identify the requirements of relevant laws and codes of practice related to driving including:		
• speed		
• position		
• signalling		
• considering other road users		
6. describe how the use of the gearbox can affect the performance and efficiency of the vehicle		
7. describe how to combine the use of the brake and gearbox to achieve safe, smooth and efficient driving with the minimum amount of wear and tear		
8. describe how to drive in accordance with the knowledge from 2.7 and 2.8 to achieve maximum fuel efficiency.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 3 Be able to pick up and set down passengers

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. make scheduled stops where practical and possible						
2. keep to regulations, signs and directions related to stopping and waiting						
3. take account of the safety and comfort of passengers, pedestrians and other road users						
4. avoid possible dangerous situations caused by other vehicles and obstacles						
5. pick up and set down passengers in a way that promotes customer service, including when passengers cannot be accepted for any reason, taking into consideration the access needs of some passengers						
6. keep to current legislation, regulations and codes of practice relating to carrying passengers.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 4 Know how to pick up and set down passengers

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. identify the relevant legislation and regulations relating to stopping and waiting on the highway		
2. identify the relevant legislation and regulations relating to carrying passengers		
3. describe how to recognise and adapt to possibly dangerous situations related to moving off or stopping		
4. describe how to adapt driving style to suit different passengers, when moving off or stopping		
5. describe how to deal with problems in situations where passengers cannot be accepted		
6. describe the effect that a continual variance in the number of passengers and their distribution throughout the vehicle will have upon the performance and handling, taking into consideration the access needs of some passengers		
7. describe how the way in which luggage is loaded can have an effect upon the handling characteristics of the vehicle and describe the loading limits on axles imposed by law		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 5 Be able to complete the driving duty

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. park or hand over the vehicle in line with organisational procedures						
2. leave the driver's cab in a safe and clean condition						
3. search for and deal with lost property, including suspect packages, in line with legal requirements						
4. inspect for, and report, damage or defects to the vehicle in line with organisational procedures						
5. present the vehicle for cleaning, refuelling or servicing in line with organisational procedures						
6. clearly fill in, and promptly hand in, all documents relating to personal duty.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 6 Know how to complete the driving duty

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe how to park and hand over the vehicle		
2. describe relevant legal requirements for dealing with lost property, including suspect packages		
3. describe how to inspect for, and report, damage and defects to vehicles		
4. describe how to present vehicles for refuelling, cleaning and servicing		
5. describe how to fill in the documents related to ending personal duty.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Unit 007

Deal effectively with challenging situations and passengers on a bus or coach

3 credits

Outcome 1 Be able to assess situations and decide on action needed

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. recognise situations that involve inappropriate behaviour by passengers						
2. prioritise the action to be taken, in line with organisational guidelines						
3. make sure the action planned, meets organisational guidelines						
4. consider the needs of other passengers when dealing with the situation						
5. get help from the correct sources in situations outside own personal authority or ability						
6. maintain the positive support of other passengers and customers in line with organisational guidelines.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 2 Be able to take action to deal with difficult passenger

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. identify situations involving passenger behaviour which could lead to action being required						
2. describe the action that can be taken within their own personal authority						
3. describe how to deal with and record incidents involving passenger behaviour						
4. describe the organisational and relevant legal responsibilities when dealing with emergencies and incidents						

5. outline when and how to get help when needed						
6. list the things that affect customer morale and goodwill in emergencies or incidents.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 3 Be able to take action to deal with difficult passengers

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. take action to deal with passengers' inappropriate behaviour in line with organisational procedures and guidelines						
2. take control of the situation in a way that reduces any possible conflict and does not make the situation worse						
3. get help from the correct sources in situations that are outside own personal authority or ability						
4. consider the needs of other passengers when taking action						
5. maintain personal safety and security, and that of others and the vehicle, while taking action						
6. report the details of any events to the correct people and/or agencies.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 4 Know how to take action to deal with difficult passengers

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe the action that can be taken and they are personally authorised to take		
2. describe the organisational and relevant legal responsibilities when sorting out passenger related incidents		
3. describe how to carry out positive responsive action to deal with passenger-related incidents		
4. describe how to maintain personal safety and security, and that of others and the vehicle		
5. describe how to deal with and report emergencies and incidents involving passengers.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Unit 008

Deal with emergencies and incidents during a bus or coach journey

3 credits

Outcome 1 Be able to assess situations and decide on what action is needed

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. promptly recognise emergencies or incidents						
2. prioritise the action to take, in line with organisational guidelines						
3. take action that meets organisational guidelines						
4. consider the needs of individuals and the rest of the group						
5. maintain the morale of customers in line with organisational guidelines						
6. get help from the correct person in situations that are outside own personal authority or ability to deal with						
7. keep and pass on accurate records of emergencies or incidents in line with organisational procedures.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 2 Know how to assess situations and decide on what action is needed

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. identify possible emergencies and incidents that might have to be dealt with during a bus or coach journey		
2. describe the action can be taken within own personal authorisation		
3. describe the organisational and relevant legal responsibilities when dealing with emergencies and incidents		
4. list the things that can affect passengers' morale in emergencies or incidents		

5. describe at what point and how help should be sought.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 3 Be able to take action to deal with roadside checks by the police or the Vehicle and Operator Services Agency (VOSA)

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. recognise the authority of the officer (or officers) requesting the vehicle is stopped						
2. take action that meets the relevant statutory requirements and is within organisational guidelines						
3. keep up the morale of passengers in line with organisational guidelines						
4. get guidance from the correct person in situations outside own personal authority						
5. keep and pass on accurate records of the incident in line with organisational procedures.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 4 Know how to take action to deal with roadside checks by the police or the VOSA

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. list the possible events that might have to be dealt with when dealing with roadside checks		
2. describe the action that can be taken when dealing with roadside checks within own personal authority		
3. identify the relevant legislation related to roadside checks and the minimum information and assistance to be given by law		
4. describe the limits of authority of a police officer or a VOSA official		
5. list the things that affect passengers' morale at such times		
6. describe at what point help should be sought and how to get help when needed.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 5 Be able to take action to deal with emergencies and incidents

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. carry out action to deal with emergencies and incidents in line with organisational procedures						
2. take action that reduces inconvenience to passengers						
3. consider the needs of individuals and the rest of the group when taking action						
4. reassure passengers whose journey or service cannot continue, in a way that promotes good customer service						
5. report details of emergencies or incidents to the correct person in line with organisational procedures						
6. tell the correct people about changes made to journeys or services						
7. get help from the correct sources in situations that are outside own personal authority or ability.						
8. identify the relevant regulations concerning the rights of passengers.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 6 Know how to take action to deal with emergencies and incidents

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe the action that can be taken to deal with emergencies and incidents within personal authority		
2. describe how to carry out action to deal with emergencies and incidents		
3. describe how to reduce, as far as possible, any possible dangers in typical travel-related emergencies and incidents		
4. describe how to deal with and report emergencies and incidents		
5. describe the organisational and relevant legal responsibilities when dealing with emergencies and incidents		
6. describe the things that affect customer service in emergencies or incidents		
7. describe at what point and how help should be sought when needed.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Unit 009**Operate the passenger systems and bus or coach service**

5 credits

Outcome 1 Be able to prepare to operate the service

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. report for work at the correct time and place						
2. get information on routes and schedules and confirm it is complete						
3. deal with, beforehand, any known difficulties in operating the service						
4. confirm that passenger-information systems provide the correct details of the service						
5. get advice on alternative routes from the correct person if planned routes and timings are affected						
6. let passengers know promptly about any disruption or alteration to the service in a positive way in line with organisational guidelines.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 2 Know how to prepare to operate the service

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe how to get, and check, the information needed related to running the service		
2. describe why it is important to keep to the official route and timings		
3. describe how to alter routes or timings		
4. describe how to assess possible difficulties in running the service		
5. describe how to communicate to passengers when the route and/or timings need to be changed		
6. describe how to operate passenger-information systems.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 3 Be able to manage the passenger comfort systems

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. check that passenger-comfort systems are in working order before starting service operation						
2. operate the passenger-comfort systems in line with operating instructions and organisational guidelines						
3. operate the comfort systems to suit the needs of passengers and adjust them to take account of changing conditions						
4. tell passengers about any comfort systems controls they can use						
5. deal with any problems with operating passenger-comfort systems in line with organisational procedures.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 4 Know how to manage the passenger comfort systems

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe how to control passenger-comfort systems to benefit passengers		
2. describe organisational guidelines for operating passenger-comfort systems		
3. describe how to deal with operational problems with passenger comfort systems.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 5 Be able to operate the service

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. operate the service at the correct time						
2. keep to the running timings as far as current conditions allow						

3. get updates of information that help operate the service						
4. get advice on alternatives to the service from the correct person when necessary						
5. give details of any disruption, delays or changes to passengers promptly and positively						
6. give details of any disruption, delays or changes to the correct people in line with organisational guidelines.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 6 Know how to operate the service

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe where and how to get information that could negatively affect the service, including updates		
2. describe how to maintain customer service		
3. describe how to operate passenger-information systems		
4. describe organisational procedures for changing planned services		
5. describe how to use the organisation's forms and documents.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 7 Be able to communicate effectively with passengers

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. communicate with passengers in a positive way						
2. respond to passengers' requests for information in an appropriate way						
3. give passengers the information they ask for, which should be within the limits of own personal knowledge and authority						
4. confirm with passengers that the information given is helpful and understood						
5. deal effectively and positively with communication problems in line with organisational guidelines						
6. behave towards passengers in line with the organisational code of customer service.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 8 Know how to communicate effectively with passengers

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe the different types of verbal and non-verbal communication		
2. describe how to keep passengers informed		
3. describe how to confirm understanding with passengers and interpret (verbal and non-verbal) signals from them		
4. describe where to get help from to deal with communication difficulties		
5. describe organisational service standards		
6. describe organisational standards and codes for behaviour and customer service.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Unit 010

Share information on the operation of the bus or coach service

4 credits

Outcome 1 Be able to access and share information

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit.	Evidence date					
You must be able to:	Portfolio reference					
1. get all the information needed to start work and confirm that it is complete						
2. make sure any equipment used to pass on information is working before the journey commences						
3. get information or advice during the journey						
4. act on information received during the journey						
5. fill in the necessary documents related to running the service, including reporting incidents						
6. pass on information to the next shift and others making sure it is complete and accurate.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 2 Know how to access and share information

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe why complete and accurate information needs to be shared before and after duties		
2. describe how to confirm that equipment used to pass on information is working properly		
3. describe how to provide and record information needed to support the service provided		
4. describe ways for passing on information related to duties and running the service.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 3 Be able to transfer responsibility for service duty

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. transfer responsibility for the vehicle to the correct person						
2. search for and deal with lost property in line with legal requirements						
3. search for and deal with suspect packages						
4. inspect for and report damage or defects to the vehicle						
5. present the vehicle for cleaning, refuelling or servicing						
6. clearly fill in, and promptly hand in, all documents relating to personal duty						
7. find out and record the details of next piece of work.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 4 Know how to transfer responsibility for service duty

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe how to transfer responsibility for the vehicle		
2. describe the law relating to dealing with lost property, including suspect packages		
3. describe how to inspect and report damage and defects to vehicles		
4. describe how to present vehicles for refuelling, cleaning and servicing		
5. describe how to fill in the documents related to personal duty.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Unit 011

Negotiate and agree tour itineraries with clients

2 credits

Outcome 1 Be able to negotiate and agree tour briefs with clients

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. negotiate and agree the main features of clients' tour needs						
2. confirm that the clients' needs can be met						
3. identify and gain the co-operation needed from others connected with the tour						
4. identify personal responsibility and authority in relation to the tour						
5. negotiate and agree appropriate reporting arrangements with the client						
6. confirm the brief with the client in writing or in the appropriate format						
7. keep any negotiations and agreements relating to the brief confidential.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 2 Know how to negotiate and agree tour briefs with clients

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe the features of different clients' groups in relation to their tour needs		
2. describe how to communicate and negotiate with others effectively		
3. describe the limits of own personal authority, ability and responsibility when negotiating and agreeing tours		
4. give examples of how to match tour features with clients' needs		
5. describe the organisation of services and resources involved in tours		
6. describe the various contractual arrangements between tour operators and tourists		
7. list possible situations that could mean other tour arrangements need to be made.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 3 Be able to negotiate and agree tour routes and timings

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. confirm that the tour routes and timings are realistic and appropriate to the client, and can be operated within relevant legal requirements, including drivers' hours						
2. confirm that co-operation from others is available if necessary						
3. take account of necessary stops and possible events in the routes and timings						
4. agree personal responsibilities and authorisation in relation to the routes and timings						
5. present the itinerary details in a format that is appropriate to anyone who could receive it						
6. confirm the routes and timings with the client in writing or in the appropriate format.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 4 Know how to negotiate and agree tour routes and timings

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe the limits of own personal authority, ability and responsibility when negotiating and agreeing routes and timings		
2. describe how to match tour routes and timings with clients' needs		
3. describe the logistic factors involved in tour routes and timings		
4. identify sources of itinerary information.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Unit 012

Process fares and receive and match fare payments to tickets

5 credits

Outcome 1 Be able to receive fares and issue receipts or tickets

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. work out fares and payments correctly in line with organisational guidelines						
2. tell passengers clearly what the total payment is and how they can pay						
3. accept and acknowledge payments from passengers in line with organisational procedures						
4. confirm that payment amounts match the ticket, and identify and deal with any problems in line with organisational procedures						
5. store all payments in an approved place in line with organisational guidelines.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 2 Know how to receive fares and issue receipts or tickets

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe the need to give correct information to passengers about fares and payments		
2. list the different ways of paying for fares		
3. describe own personal authority for dealing with problems relating to paying fares		
4. describe the security requirements for storing payments		
5. identify regulations and policies relating to concessionary fares.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 3 Be able to process valid passenger tickets and passes

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. confirm that the equipment used for processing tickets is in working order						
2. follow the alternative ticket procedures if equipment breaks down						
3. issue tickets, and confirm that prepaid tickets and passes are valid for the journey						
4. recognise and report when tickets or passes have been misused and when passengers have not paid fares, in line with organisational procedures						
5. follow any concessionary fare schemes in line with organisational procedures.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 4 Know how to process valid passenger tickets and passes

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe how to operate the equipment for processing fares		
2. describe how to follow the alternative ticket procedure in case of machine failure		
3. describe organisational customer service policies and procedures		
4. describe organisational procedures for circumstances when tickets or passes appear to have been misused		
5. identify relevant regulations and policies relating to concessionary fares.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 5 Be able to account for fares and payments

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. promptly account for and pay in the money collected in line with organisational procedures						
2. account for non-payments, mistakes on tickets and withdrawn passes in line with organisational procedures						
3. carry out adequate security checks to make sure it is safe before moving money						
4. provide any additional information related to fares, payments and passengers, in line with organisational procedures.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 6 Know how to account for fares and payments

Assessment criteria (Knowledge)	Portfolio reference	
You must be able to:		
1. describe how to account for ticket sales		
2. describe the importance of, and how to carry out, security and personal safety checks		
3. describe how to check the money that has been received, particularly in relation to problems.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Unit 013

Manage financial transactions on coach journeys

2 credits

Outcome 1 Be able to receive cash advances and make cash payments

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. confirm that the advances received will cover needs for the journey						
2. confirm that the amounts received match the relevant documents						
3. take account of agreed special arrangements when offering amounts to suppliers and others						
4. make payments only according to the amounts due						
5. confirm that all the correct documents are complete, accurate and up to date						
6. keep relevant documents secure.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 2 Know how to receive cash advances and make cash payments

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe how to check requests for payment and work out the amounts due		
2. list the relevant documents used with cash advances/payments and how to fill them in		
3. describe how to ensure confidentiality when receiving cash advances and making cash payments		
4. describe how to ensure security when receiving cash advances and making cash payments.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Unit 014

Provide a transport service for disabled passengers

6 credits

Outcome 1 Be able to prepare for journeys with disabled passengers

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. make sure the details of destinations, routes, timings and any information about disabled passengers is complete and in the approved format						
2. confirm vehicle seating plans for the journeys are correct						
3. confirm that the vehicle has the correct type and amount of equipment for seating and securing passengers and wheelchairs before starting the journey						
4. carry out approved safety checks on the equipment						
5. report defects to the vehicle or its equipment in line with organisational procedures						
6. confirm that all documents relating to the journey are correct and in line with organisational requirements.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 2 Know how to prepare for journeys with disabled passengers

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe the importance of having correct and relevant details of the passengers being carried		
2. identify the relevant legal requirements and relevant codes of practice for transporting wheelchair users		
3. describe the reasons for and use of different types of equipment for seating and securing wheelchair users		
4. describe how to carry out approved safety checks on equipment for seating and securing wheelchair users		
5. identify the relevant parts of the disability discrimination act and describe how the act applies to the role of the driver in transporting disabled passengers.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 3 Be able to provide the service for disabled passengers

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. keep to running schedules as far as conditions allow						
2. help passengers onto and off the vehicle in line with relevant legislation and codes of practice						
3. use passenger lifts and equipment safely in line with organisational procedures						
4. drive the vehicle in a way that maintains the safety and comfort of passengers						
5. take action if any passenger is not at their agreed pick up-point						
6. take action if planned timings or pick-ups cannot be met						
7. complete all the necessary documents related to journeys and pass them to the correct person.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 4 Know how to provide the service for disabled passengers

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. identify correct methods of offering and giving help to disabled passengers		
2. describe equal opportunities and the rights of disabled passengers to travel in safety and comfort		
3. describe the requirements and importance of using passenger lifts and equipment		
4. describe how to deal with defective passenger-safety equipment		
5. describe what action can be taken to deal with situations where schedules cannot be met, or where passengers are not at their agreed pick-up points.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 5 Be able to deal with incidents during a journey involving disabled passengers

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. respond promptly and effectively to passengers who report unexpected incidents						
2. take action if a passenger is injured or ill, in line with organisational guidelines						
3. make arrangements for parking the vehicle safely if the learner cannot continue to drive, in line with organisational guidelines						
4. reduce passenger inconvenience or concern as far as possible, particularly if passengers need to be transferred						
5. deal with vehicle booking and reservation problems in line with organisational guidelines						
6. let the correct person know if other services could be affected by the incident						
7. get help from the correct person if the incident cannot be dealt with effectively within own personal authority and responsibility.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 6 Know how to deal with incidents during a journey involving disabled passengers

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe the need to deal promptly and effectively with incidents during a journey, particularly to reassure passengers		
2. describe how to assess and consider the options within own personal ability and responsibility when dealing with incidents during a journey		
3. describe how to deal with passenger injuries or illness		
4. describe how to deal with incidents where the learner cannot continue to drive		
5. identify the relevant legal requirements for dealing with unaccompanied children		
6. describe how to put passengers at ease and reduce their concerns.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 7 Be able to communicate effectively with disabled passengers

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. communicate with passengers in a way that is appropriate to their needs						
2. respond to passengers' requests for information in a positive and helpful way, and one which gives a positive image of the organisation						
3. give passengers the information they ask for, which should be within own personal limits of knowledge and authority						
4. confirm, with passengers, that the information given to them was enough and that they understood it						
5. deal effectively with communication problems in line with organisational guidelines						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 8 Know how to communicate effectively with disabled passengers

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe the different forms of verbal and non-verbal communication		
2. describe how to keep passengers informed		
3. describe how to confirm that passengers understand information and interpret (verbal and nonverbal) signals from them		
4. identify where to get help to deal with communication difficulties.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Unit 015

Transport accompanied luggage by bus or coach

4 credits

Outcome 1 Be able to accept and load luggage for transporting

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. check that the labelling of luggage meets the necessary standard						
2. let passengers know in a polite and helpful way when luggage cannot be accepted						
3. let passengers know about damaged or problem luggage, before loading it						
4. load luggage using safe practices						
5. load luggage taking account of when and where passengers are getting off						
6. distribute the weight of luggage to keep to safe practice						
7. check that the way any item is transported keeps to regulations						
8. confirm that luggage stowed inside the vehicle or on trailers is secured safely.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 2 Know how to accept and load luggage for transporting

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe how to safely lift and handle luggage when loading		
2. describe how to deal with damaged or problem luggage		
3. identify safe practices for loading luggage onto vehicles		
4. describe safe practices for distributing luggage to help unload the vehicle		
5. identify the regulations related to transporting particular items		

6. describe organisational customer service procedures for dealing with luggage		
7. describe own personal responsibilities for correctly loading the vehicle and its security.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 3 Be able to unload and handover luggage

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. avoid damaging luggage while unloading						
2. unload luggage by using safe practices						
3. ask others for help when unloading luggage if necessary						
4. confirm that each parcel or piece of luggage is handed over to the right person						
5. distribute and secure remaining luggage in line with safe practice						
6. confirm that the vehicle and immediate area are clear of luggage that is to be unloaded and waiting to be handed over.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 4 Know how to unload and handover luggage

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe organisational procedures for lifting and handling luggage safely when unloading		
2. describe how to deal with luggage that is damaged while being transported		
3. outline organisational guidelines for asking for help from others when dealing with luggage.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R =Report		

Outcome 5 Be able to deal with unclaimed luggage

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. search for and deal with unclaimed luggage in line with organisational procedures						
2. try to identify and promptly contact the owner of unclaimed luggage or any person who is entitled to receive the property						
3. help passengers search for or claim luggage in line with organisational procedures						
4. fill in documents related to unclaimed luggage in line with organisational procedures						
5. deal with suspect packages in line with organisational procedures, including making sure of personal safety and that others are safe.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 6 Know how to deal with unclaimed luggage

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe how to deal with unclaimed luggage		
2. describe how to deal with suspect packages		
3. describe organisational customer service procedures related to unclaimed luggage or lost property		
4. describe how to protect people if a suspect package is discovered		
5. describe organisational regulations on lost property.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Unit 016

Transport unaccompanied parcels by bus or coach

4 credits

Outcome 1 Be able to accept and load parcels for transporting

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. check that the labelling of parcels meets the necessary standard						
2. let customers know in a polite and helpful way when parcels cannot be accepted						
3. let customers know about damaged or problem parcels, before loading						
4. load parcels by using safe methods						
5. check that the way any item is transported keeps to regulation						
6. check that parcels stowed inside the vehicle are secured safely						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 2 Know how to accept and load parcels for transporting

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe how to handle parcels safely when loading		
2. describe how to deal with damaged or problem parcels		
3. describe safe practices for loading parcels onto vehicles		
4. describe safe practices for distributing parcels		
5. identify the regulations related to transporting particular items		
6. describe organisational customer service procedures for dealing with parcels		
7. describe own personal responsibilities for correctly transporting parcels and their security		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 3 Be able to unload and handover parcels

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. avoid damaging parcels during unloading						
2. unload parcels by using safe practices						
3. ask others for help with unloading if necessary, in a way that promotes good customer service						
4. check that each parcel is handed over to the right person						
5. distribute and secure the remaining parcels or luggage in line with safe practice						
6. check that the vehicle and immediate area are clear of parcels that are to be unloaded and waiting to be handed over						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 4 Know how to unload and handover parcels

Assessment criteria (Knowledge)	Portfolio reference	
You must be able to:		
1. describe how to lift and handle parcels safely when unloading		
2. describe how to deal with parcels that have been damaged while being transported		
3. describe organisational guidelines for asking for help from others when dealing with parcels		
4. describe own personal responsibilities for loading the vehicle correctly and its security		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 5 Be able to deal with unclaimed parcels

Assessment criteria (Performance)	Evidence date					
You must be able to:	Portfolio reference					
1. search for and deal with unclaimed parcels in line with organisational procedures						
2. try to identify and promptly contact the owner of unclaimed parcels or any person who is entitled to receive the property						
3. help passengers search for or claim parcels, in line with organisational procedures						
4. fill in documents related to unclaimed parcels, in line with organisational procedures						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 6 Know how to deal with unclaimed parcels

Assessment criteria (Knowledge)	Portfolio reference	
You must be able to:		
1. describe how to deal with unclaimed parcels		
2. describe how to deal with suspect packages		
3. outline organisational customer service procedures related to unclaimed or lost property		
4. describe how to protect people if a suspect package is discovered		
5. identify regulations on lost property		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Unit 017

Operate a school service by bus or coach

4 credits

Outcome 1 Be able to confirm and operate schedules

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. report for duty at the correct time and place						
2. get information on routes and schedules and check that it is complete						
3. get advice on alternative journeys from the correct person if planned routes and schedules are affected						
4. promptly tell the school (or schools) concerned about any disruption or change to planned routes or schedules and in a way that promotes good customer service in line with organisational procedures						
5. check that passenger-information systems provide the correct details of the planned journey.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 2 Know how to confirm and operate schedules

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe how to get and assess the information needed related to routes and schedules		
2. outline why it is important to keep to planned routes and schedules		
3. describe how to change routes or schedules		
4. describe how to communicate to schools and passengers when a planned journey needs to be changed		
5. describe how to operate passenger-information systems.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 3 Be able to pick up and set down passengers

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. arrange scheduled stops where practical and possible						
2. keep to regulations, signs and directions on stopping and waiting						
3. take account of the safety and comfort of passengers, pedestrians and other road users						
4. avoid possible dangerous situations caused by other vehicles and obstacles						
5. pick up and set down passengers in a way that promotes safety and good customer service in line with organisational guidelines						
6. keep to current legislation, regulations and codes of practice relating to carrying passengers.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 4 Know how to pick up and set down passengers

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. identify and describe the relevant legislation and regulations relating to stopping and waiting on the highway		
2. identify and describe the relevant legislation and regulations relating to carrying school children		
3. describe how to recognise and adapt to possibly dangerous situations related to moving off or		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 5 Be able to deal with incidents during a journey

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. respond promptly and effectively to passengers who report unexpected incidents						
2. take action in the case of injury or illness, in line with organisational guidelines						
3. make arrangements for the vehicle to be parked safely, if they cannot continue to drive, in line with organisational guidelines						
4. reduce any passenger inconvenience or concern, particularly if they need to be transferred						
5. let the correct person know if this or other services could be affected by the incident						
6. get help from the correct person if the incident cannot be dealt with effectively within own personal authority						
7. respond appropriately to bad behaviour by passengers on the journey.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 6 Know how to deal with incidents during a journey

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe the need to deal promptly and effectively with incidents during a journey, particularly to reassure passengers		
2. describe how to assess and consider the options within personal ability and responsibility when dealing with incidents during a journey		
3. describe how to deal with injury or illness, and incidents where the learner cannot continue to drive		
4. outline how to deal with unaccompanied children		
5. describe how to put passengers at ease and reduce their concerns		
6. describe the limits of own personal authority when dealing with badly behaved passengers.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Unit 018

Drive passenger carrying vehicles on international journeys

7 credits

Outcome 1 Be able to prepare to drive the vehicle

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. demonstrate they meet the relevant legal and medical requirements to drive the vehicle						
2. demonstrate they have a current and valid driving licence to drive the vehicle						
3. make sure that the vehicle's documents meet current legislation						
4. carry out the legal pre-drive checks to the vehicle						
5. carry out legal pre-border crossing checks to prevent substance and people-smuggling						
6. obtain all the information needed related to starting duty and confirm that it is complete						
7. report vehicle defects or problems with documents in line with organisational procedures						
8. begin tachograph recording procedures.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 2 Know how to prepare to drive the vehicle

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. identify current legislation in the country in which they are driving that relates to medical fitness to drive passenger carrying vehicles		
2. identify current driver-licensing legislation in the country in which they are driving related to the vehicles being driven		
3. identify current legislation in the country in which they are driving that relates to the vehicle documents required		
4. describe the requirements of pre-drive checks to the vehicle including for:		
• vehicle condition		
• illegal substances		
• people trafficking		
5. describe how to report defects or problems		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 3 Be able to drive the vehicle

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. move off while considering other road users and passengers						
2. respond to the anticipated actions of other road users in a safe way						
3. give timely and clear signals when intending to change direction or the position of the vehicle						
4. make visual checks around the vehicle to decide how safe the immediate environment is						
5. drive the vehicle in a way that does not put other road users at risk						
6. maintain the speed and position of the vehicle in a way that is appropriate to the current road and traffic conditions						
7. meet all legal requirements and codes of practice related to driving passenger carrying vehicles						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 4 Know how to drive the vehicle

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe how driving style affects the comfort and safety of the passengers		
2. describe how driving style affects other road users		
3. describe how to adapt driving style to different road and traffic conditions in the countries in which they are driving		
4. identify the requirements of relevant laws and codes of practice related to driving, particularly passenger carrying vehicles in the countries in which they are driving		
5. identify the road signs and highway systems of the countries in which they are driving.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 5 Be able to pick up and set down passengers

Assessment criteria (Performance) Simulation can be used for non competency based evidence but its use must be agreed in advance with your City and Guilds appointed External Verifier. This authority should be retained by the centre for future audit	Evidence date					
You must be able to:	Portfolio reference					
1. make scheduled stops where practical and possible						
2. keep to regulations, signs and directions on stopping and waiting						
3. take account of the safety and comfort of passengers, pedestrians and other road users						
4. avoid possible dangerous situations caused by other vehicles and obstacles						
5. pick up and set down passengers in a way that promotes good customer service, including where passengers cannot be accepted for any reason						
6. keep to current legislation, regulations and codes of practice relating to carrying passengers.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 6 Know how to pick up and set down passengers

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe the local legislation and regulations relating to stopping and waiting on the highway in the country in which they are driving		
2. describe the local legislation and regulations relating to carrying passengers in the country in which they are driving		
3. describe how to recognise and adapt to possibly dangerous situations related to moving off or stopping		
4. describe how to adapt driving style to suit different passengers, especially when moving off or stopping		
5. describe how to deal with possible problems in situations where passengers cannot be accepted.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 7 Be able to complete driving duty

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. park or hand over the vehicle in line with organisational procedures						
2. leave the driver's cab in a clean condition and free from dangers						
3. search for and deal with lost property						
4. search for and deal with suspect packages, in line with organisational procedures						
5. inspect for, and report, damage or defects to the vehicle in line with organisational procedures						
6. present the vehicle for cleaning, refuelling or servicing in line with organisational procedures						
7. fill in clearly, and hand in promptly, all documents relating to duty						
8. complete tachograph procedures.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 8 Know how to complete driving duty

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. describe how to park and hand over the vehicle		
2. describe how to deal with lost property		
3. describe how to deal with suspect packages		
4. describe how to inspect for, and report, damage and defects to vehicles		
5. describe how to present vehicles for refuelling, cleaning and servicing		
6. describe how to fill in the documents related to finishing duty		
7. describe end of duty requirements for the use of tachographs.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Outcome 9 Be able to deal with checks by the police or border officials

Assessment criteria (Performance) Simulation is not acceptable for performance evidence in this unit	Evidence date					
You must be able to:	Portfolio reference					
1. recognise the authority of the official (or officials) asking for the vehicle to stop						
2. make sure the action taken meets that country's statutory requirements and is within organisational guidelines						
3. maintain the morale of passengers in line with organisational guidelines						
4. get guidance from the correct person in situations outside own personal authority						
5. maintain and process accurate records of the incident in line with organisational procedures.						
Type of evidence →						
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report						

Outcome 10 Know how to deal with checks by the police or border officials

Assessment criteria (Knowledge) You must be able to:	Portfolio reference	
1. identify incidents that might have to be dealt with		
2. describe the action that can be taken and they are authorised to take		
3. identify the relevant local legislation covering actions by the police and border officials in the country in which they are driving		
4. identify at what point, how and where they should get help when needed.		
Type of evidence →		
O = Observation WT = Witness Testimony P = Product Q = Questioning PD = Professional Discussion R = Report		

Appendix 1 Summary of City & Guilds assessment policies

Health and Safety

All centres have to make sure that they provide a safe and healthy environment for learning, including induction and assessment. City & Guilds external verifiers check this when they visit assessment centres.

Equal Opportunities

Your centre will have an equal opportunities policy. Your centre will explain this to you during your induction, and may give you a copy of the policy.

City & Guilds equal opportunities policy is available from our website **www.cityandguilds.com**, City & Guilds Customer Relations Team or your centre.

Access to assessment

City & Guilds qualifications are open to all candidates, whatever their gender, race, creed, age or special needs. Some candidates may need extra help with their assessment, for example, a person with a visual impairment may need a reader.

If you think you will need alternative assessment arrangements because you have special needs, you should discuss this with your centre during your induction, and record this on your assessment plan. City & Guilds will allow centres to make alternative arrangements for you if you are eligible and if the qualification allows for this. This must be agreed before you start your qualification.

City & Guilds guidance and regulations document *Access to assessment and qualifications* is available on the City & Guilds website **www.cityandguilds.com**, from the City & Guilds Customer Relations Team or your centre.

Complaints and appeals

Centres must have a policy and procedure to deal with any complaints you may have. You may feel you have not been assessed fairly, or may want to appeal against an assessment decision if you do not agree with your assessor.

These procedures will be explained during induction and you will be provided with information about the Quality Assurance Co-ordinator within your centre who is responsible for this.

Most complaints and appeals can be resolved within the centre, but if you follow the centre procedure and are still not satisfied you can complain to City & Guilds.

Our complaints policy is on our website **www.cityandguilds.com** or is available from the City & Guilds Customer Relations Team or your centre.

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

F: +44 (0)20 7294 2413

If you have a complaint, or any suggestions for improvement about any of the services that City & Guilds provides, email: feedbackandcomplaints@cityandguilds.com

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City & Guilds is a registered charity
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