

SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Logbook for candidates

SVQ

September 2012

Issue 3

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This logbook is Issue 3. Key changes are sidelined. We will inform centres of any changes to this issue. The latest issue can be found on the Edexcel website, www.edexcel.com/quals/nvq

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Section 1: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Introduction

This document contains information specific to the SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5. It should be read in conjunction with the *Edexcel SVQ guidance for candidates* that will be provided by your assessor.

National Occupational Standards and SVQs

The standards, assessment strategy and qualification structures for Passenger Carrying Vehicle Driving (Bus and Coach) are owned by People1st, incorporating GoSkills, who reviewed these National Occupational Standards. The SVQ has been developed from the National Occupational Standards.

The SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5 gives recognition of candidates' skills, knowledge and understanding. It allows candidates to gain a qualification in the workplace that relates to their job and promotes good working practice.

You can contact the Sector Skills Council (SSC) at:

People1st
2nd Floor, Armstrong House
38 Market Square
Uxbridge
UB8 1LH

Telephone: 01895 817000
Website: www.goskills.org

This SVQ is designed to be assessed in the workplace, or in conditions resembling the workplace. However, simulation of real working practice might be permitted. Where this is allowed it will be shown in the individual units, within the standards that are in this logbook.

Simulation must be carried out in conditions resembling the workplace. These conditions are described as being a 'realistic working environment' (RWE).

Which Edexcel SVQs in Road Passenger Transport are available?

Edexcel SVQ in Road Passenger Transport available:

- SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

It is important that the most appropriate level and route is selected for each candidate.

Who is this Edexcel SVQ for?

The SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidates are expected to be working as a bus or coach driver. On commencing this qualification candidates must hold, or be eligible to hold a PCV licence, as driving a bus or coach is an essential requirement of this SVQ.

There are links to the EU Directive for Driver Training in the following units:

- Unit 2: Contribute to health and safety in your work environment
- Unit 3: Provide professional customer service in the bus and coach industry
- Unit 4: Prepare for passenger carrying journeys
- Unit 5: Help passengers who have special needs
- Unit 8: Drive passenger carrying vehicles safely and efficiently
- Unit 10: Deal with emergencies and incidents during a bus or coach journey.

What progression opportunity does this Edexcel SVQ offer me?

On completion of this qualification, candidates may progress into supervisory roles within the transport sector, such as route supervisor, depot supervisor, traffic supervisor or inspector. Candidates who wish to further their training may progress on to Level 3 qualifications.

What is the structure of the SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5?

To achieve the whole qualification at Level 2, a candidate must prove competence in **eight mandatory units**, plus a minimum of **one optional unit**.

Mandatory units for the SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidates must achieve **all eight** of the units listed below:

Unit number	Title	Element number	Title
1	Maintain effective working relationships with colleagues	Element 1.1	Maintain effective working relationships with your colleagues
		Element 1.2	Maintain effective communications with your colleagues
		Element 1.3	Integrate your work activities with your colleagues' work activities
2	Contribute to health and safety in your work environment	Element 2.1	Identify risks to health and safety
		Element 2.2	Limit danger and damage to people and property
3	Provide professional customer service in the bus and coach industry	Element 3.1	Follow codes of dress and behaviour
		Element 3.2	Develop and maintain your work skills and knowledge
		Element 3.3	Develop professional relationships with customers
4	Prepare for passenger carrying journeys	Element 4.1	Confirm that the vehicle is roadworthy
		Element 4.2	Confirm the legal status of the driver and the vehicle
5	Help passengers who have special needs	Element 5.1	Recognise passengers' special needs
		Element 5.2	Respond to passengers who have special needs

Unit number	Title	Element number	Title
7	Deal effectively with difficult passengers	Element 7.1	Assess situations and decide on action needed
		Element 7.2	Take action to deal with difficult passengers
8	Drive passenger carrying vehicles safely and efficiently	Element 8.1	Prepare to drive the vehicle
		Element 8.2	Drive the vehicle
		Element 8.3	Pick up and set down passengers
		Element 8.4	Complete your driving duty
10	Deal with emergencies and incidents during a bus or coach journey	Element 10.1	Assess situations and decide on what action is needed
		Element 10.2	Take action to deal with roadside checks by the police or the VOSA
		Element 10.3	Take action to deal with emergencies and incidents

Optional units for the SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidates must achieve a minimum of **one optional unit** listed below.

*Denotes units only suitable for candidates driving coaches.

Unit number	Title	Element number	Title
6	Sharing information on the operation of the bus or coach service	Element 6.1	Access and share information
		Element 6.2	Transfer responsibility for service duty
9	Operate the passenger systems and service	Element 9.1	Prepare to operate the service
		Element 9.2	Manage the passenger-comfort systems
		Element 9.3	Operate the service
		Element 9.4	Pick up and set down passengers
		Element 9.5	Deal with incidents during a journey
		Element 9.6	Communicate effectively with passengers
11*	Negotiate and agree tour itineraries with clients	Element 11.1	Negotiate and agree tour briefs with clients
		Element 11.2	Negotiate and agree tour routes and timings
12	Process fares and receive and match fare payments to tickets	Element 12.1	Receive fares and issue receipts or tickets
		Element 12.2	Process valid passenger tickets and passes
		Element 12.3	Account for fares and payments
13*	Manage financial transactions on coach journeys	Element 13.1	Receive cash advances and make cash payments

Unit number	Title	Element number	Title
14	Provide a transport service for passengers who have special needs	Element 14.1	Prepare for journeys with passengers who have special needs
		Element 14.2	Provide the service for passengers who have special needs
		Element 14.3	Deal with incidents during a journey involving passengers who have special needs
		Element 14.4	Communicate effectively with passengers who have special needs
15*	Transport accompanied luggage	Element 15.1	Accept and load luggage for transporting
		Element 15.2	Unload and hand over luggage
		Element 15.3	Deal with unclaimed luggage
16	Transport unaccompanied parcels	Element 16.1	Accept and load parcels for transporting
		Element 16.2	Unload and hand over parcels
		Element 16.3	Deal with unclaimed parcels
17	Operate a schools service by bus or coach	Element 17.1	Confirm and operate schedules
		Element 17.2	Pick up and set down passengers
		Element 17.3	Deal with incidents during a journey
18*	Drive passenger carrying vehicles on international journeys	Element 18.1	Prepare to drive the vehicle
		Element 18.2	Drive the vehicle
		Element 18.3	Pick up and set down passengers
		Element 18.4	Complete your driving duty
		Elements 18.5	Take action to deal with checks by the police or border guards

Section 2: Worked examples of forms

Collecting your evidence

This section contains completed examples of the forms you, your assessor and the internal verifier will use while you are undertaking your SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5.

The forms are:

- Example form 1 – Portfolio title page 9
- Example form 2 – Personal profile 11
- Example form 3 – Contents checklist 13
- Example form 4 – Index of evidence 15
- Example form 5 – Unit assessment plan 17
- Example form 6 – Unit progress and sign-off record 19
- Example form 7 – Element achievement record 21
- Example form 8 – Knowledge evidence record 23
- Example form 9 – Personal statement 25
- Example form 10 – Observation record 27
- Example form 11 – Witness testimony 29
- Example form 12 – Expert witness evidence record 31
- Example form 13 – Record of questions and candidate's answers 33

You will find a detailed description on how to use these forms in the *Edexcel SVQ guidance for candidates*.

You should ask your assessor for further advice and support if you are still unsure about how to use the forms and who should complete them.

Example form 1 – Portfolio title page

NAME: Jaspal Singh	
JOB TITLE: Bus Driver	
NAME OF EMPLOYER/TRAINING PROVIDER/COLLEGE: Island Bus	
THEIR ADDRESS: 1A Shore Street, Lochside, Tayburgh	
POSTCODE: WE1 9UT	
TELEPHONE NUMBER (HOME): 01234 567890	(WORK): 01234 567890
EMAIL ADDRESS: singhj@islandbus.co.uk	MOBILE NUMBER : 07912345678
SVQ: Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF Level 5	
LEVEL: 2	
UNITS SUBMITTED FOR ASSESSMENT:	
Unit 1 – Maintain effective working relationships with colleagues	
Unit 2 – Contribute to health and safety in your work environment	
Unit 3 – Provide professional customer service in the bus and coach industry	
Unit 4 – Prepare for passenger carrying journeys	
Unit 5 – Help passengers who have special needs	
Unit 6 – Sharing information on the operation of the bus or coach service	
Unit 7 – Deal effectively with difficult passengers	
Unit 8 – Drive passenger carrying vehicles safely and efficiently	
Unit 9 – Operate the passenger systems and service	
Unit 10 – Deal with emergencies and incidents during a bus or coach journey	
MENTOR: Joanne Folwell	
(PLEASE PROVIDE DETAILS OF MENTOR'S EXPERIENCE): 10 years' management experience in the field of passenger transport including responsibility for the development of new services, holds Level 4 SVQ for Managing in Road Passenger Transport.	
ASSESSOR: Kevin Prior	DATE: 21/07/2012

Example form 2 – Personal profile

NAME: Jaspal Singh	
ADDRESS: 23 Pear Tree Crescent, Lochside, Tayburgh	
POSTCODE: WE1 1XL	
TELEPHONE NUMBER (HOME): 01234 567890	(WORK): 01234 567890
EMAIL ADDRESS: singhj@islandbus.co.uk	MOBILE NUMBER : 07912345678
JOB TITLE: Bus Driver	
RELEVANT EXPERIENCE	
DESCRIPTION OF YOUR CURRENT JOB: I usually drive either the 73 or the 341 from our town centre depot. I am responsible for ensuring the service runs to schedule, as far as I can, and complete all relevant procedures such as checking roadworthiness of the vehicle with visual checks and reporting problems to the controller. Occasionally I also drive charter for local schools for day trips.	
PREVIOUS WORK EXPERIENCE OR ATTACH COPY OF A CURRENT CV: 3 years — Speedline Cars — taxi driver 4 years — Island Bus — trainee driver/driver	
QUALIFICATIONS AND TRAINING AND/OR ATTACH COPY OF A CURRENT CV: 3 Standard grades BTEC Certificate in Transporting Passengers by Bus and Coach In-company training in customer service In-company training in disability awareness PCV Licence	

continued overleaf...

VOLUNTARY WORK/INTERESTS:

I am a member of the PTA at my son's school and regularly help out with fundraising.

NAME OF EMPLOYER/TRAINING PROVIDER/COLLEGE: Island Bus

ADDRESS: 1A Shore Street, Lochside, Tayburgh

POSTCODE: WE1 9UT

TELEPHONE NUMBER (WORK): 01234
567890

MOBILE NUMBER : 07912345678

Email address: SINGHJ@ISLANDBUS.CO.UK

TYPE OF BUSINESS, IF EMPLOYER: Bus Operating Company

NUMBER OF STAFF: 220

STRUCTURE OF ORGANISATION (INCLUDING CHART OR DIAGRAM IF AVAILABLE):

Board of Directors

Senior Management – 8

Supervisors/Line Managers – 21

Drivers, Customer Service and Technicians

Example form 3 – Contents checklist

SVQ title: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5		
Candidate: Jaspal Singh		
	Completed?	Page/section number
Title page for the portfolio	✓	1
Personal profile <ul style="list-style-type: none"> • your own personal details • a brief CV or career profile • description of your job • information about your employer/training provider/college 	 ✓ ✓ ✓ ✓	 2 3 3 3
Summary of the units	✓	1
Completed units <ul style="list-style-type: none"> • signed by yourself, your assessor and the internal verifier (where relevant) • reference numbers included • unit assessment plans 	 ✓ ✓ ✓	 4 4 4
Unit progress records	✓	5
Index of evidence (with cross-referencing information completed)	✓	6
Evidence (with reference numbers) <ul style="list-style-type: none"> • observation records • details of witnesses (witness testimony sheets) • personal statements 	 ✓ ✓ ✓	 6 6 6

Example form 4 – Index of evidence

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate: Jaspal Singh				
Evidence number	Description of evidence	Included in portfolio (Yes/No) <i>If No, state location</i>	Units/elements evidence links to <i>(give specific numbers, eg 5.2.1)</i>	Internal verifier signature and date of sampling
1	Performance appraisal 2011	Yes	1.2.2	Derek Songs 12.07.12
2	Learning styles questionnaire and feedback	Yes	Unit 1	Derek Songs 12.07.12
3	Skills inventory and reflection	Yes	5.1, 5.2	Derek Songs 12.07.12
4	Performance appraisal 2012	Yes	Units 1, 3, 6, 7, 8	Derek Songs 12.07.12
5	Training records, notes and evaluations on performance	Yes	7.2.1-3	Derek Songs 12.07.12
6	Copies of vehicle documentation with annotation	Yes	8.1.3	Derek Songs 12.07.12
7	Personal statement	Yes	Unit 3 Knowledge	Derek Songs 12.07.12
8	Personal statement	Yes	1.2 Knowledge	Derek Songs 12.07.12
9	Expert witness evidence	Yes	1.2	Derek Songs 12.07.12

Example form 5 – Unit assessment plan

SVQ title: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Unit: 10 – Deal with emergencies and incidents during a bus or coach journey				
Candidate: Jaspal Singh			Assessor: Kevin Prior	
Normal working activities performed				
	Typical evidence	Work area	Expected completion date	Links to other units/elements
ELEMENT: 10.1				
	Witness testimony, incident records, Q&A	Assessing emergency situations	16.08.12	8, 9, 10
Activities needing to be performed				
ELEMENT: 10.2				
	Simulated record keeping activity, professional discussion, Q&A	Roadside police checks	22.08.12	8, 9, 10
ELEMENT: 10.3				
	Simulated emergency activity, professional discussion, Q&A	Taking action to deal with emergencies	15.09.12	8, 9, 10
Additional comments Most of the evidence is gathered through two simulated group activities as emergency situations and roadside check may not occur naturally as evidence gathering opportunities.				
Assessor's signature: Kevin Prior			Date: 15.09.2012	
Candidate's signature: Jaspal Singh			Date: 15.09.2012	

Example form 6 – Unit progress and sign-off record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5										
Candidate: J Singh										
Assessor: K Prior										
To achieve the whole qualification, you must prove competence in eight mandatory units. You must also complete at least one optional unit .										
Unit checklist: list here the units you will be undertaking, then circle the reference number of each unit as you complete it.										
Mandatory	1	2	3	4	5	7	8	10		
Additional	14									

Mandatory units			
Unit number	Title	Assessor's signature	Date
1	Maintain effective working relationships with colleagues		
2	Contribute to health and safety in your work environment		
3	Provide professional customer service in the bus and coach industry		
4	Prepare for passenger carrying journeys	J Singh	04.07.12
5	Help passengers who have special needs		
7	Deal effectively with difficult passengers	J Singh	01.05.12
8	Drive passenger carrying vehicles safely and efficiently	J Singh	01.06.12
10	Deal with emergencies and incidents during a bus or coach journey	J Singh	03.07.12
Optional units			
Unit number	Title	Assessor's signature	Date
14	Provide a transport service for passengers who have special needs	J Singh	04.04.12

Example form 7 – Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate: Jaspal Singh				
Assessor: Kevin Prior				
Unit title: Unit 9: Operate the passenger systems and service				
Element: 9.3 Operate the service				
Performance criteria: You need to:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	operate the service at the correct time	01.08.12	13.10.12	
2	keep to the running schedules as far as current conditions allow	01.08.12	13.10.12	
3	get updates of information that help you operate the service	01.08.12	13.10.12	
4	get advice on alternatives to the service from the appropriate person when necessary	01.08.12	13.10.12	
5	give details of any disruption, delays or changes to passengers promptly and politely	01.08.12		
6	give details of any disruption, delays or changes to your organisation in line with approved guidelines, and use internal documents when necessary.	01.08.12		
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor.				
Feedback/comments:				
You have approached this element with enthusiasm and commitment and all aspects of performance are fully satisfied by the observation that has been done. Your willingness to seek feedback and evaluate your own performance has been exemplary. Well done.				
Assessor's signature: K Prior			Date: 15.10.12	
Candidate's signature: J Singh			Date: 15.10.12	

Example form 8 – Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5									
Candidate: Jaspal Singh					Assessor: Kevin Prior				
<p>Unit 3 – Provide professional customer service in the bus and coach industry</p> <p>Element 3.2 – Develop and maintain your work skills and knowledge</p> <p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice:</p>									
Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the standards of skills and knowledge needed in your role	10						✓ 04.08 .12		
b how to measure your current skills and identify areas needing development	11		✓						
c the processes within your organisation for discussing and agreeing your development plans	10						✓ 04.08 .12		
d how to monitor your progress against your development plans	11		✓						
e how to get feedback from others that will help you in your development	11		✓						
f how to identify and get agreement for further development activities when you are not meeting the necessary standard.	11		✓						
<p>Feedback/comments:</p> <p>You use the company procedures effectively for receiving feedback and discussing your own development, and you demonstrate a sound knowledge in this area.</p> <p>You have a positive approach for considering your own skills development and welcome opportunities for further training and development which will enhance your customer service skills.</p>									

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature: J Singh

Date: 10.09.12

Assessor's signature: K Prior

Date: 10.09.12

Internal verifier's signature: D Songs

Date: 26.09.12

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Example form 9 – Personal statement

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Unit/element(s): 1.2				
Candidate: Jaspal Singh				
Purpose of statement: To provide knowledge and understanding evidence for element 1.2				
Evidence index number: 8				
Date	Evidence index number	Details of statement	Links to other evidence <i>(enter numbers)</i>	Units, elements and PCs covered
26.11.06	23	<p>One of the responsibilities I have whilst driving is to keep in contact with the controller to ensure that I know about any incidents which may be affecting my route and also to inform him about any situations which could affect me or other drivers. This might include RTAs, security alerts or passenger action. It's vital that we communicate clearly throughout the shift as it maximises the opportunity to keep to the schedules.</p> <p>As well as the radio, after and before shifts we receive either written or verbal instructions about diversions and schedule changes. Periodically we attend briefings about any changes to procedures that affect all the drivers. At these briefings we are able to ask questions and clarify points, it's helpful to do this in this way as others are likely to ask questions that I hadn't thought about. In addition, we have a notice board in the canteen which details major changes to routes or schedules that we can refer to at any time.</p> <p>I realise how important it is to communicate with colleagues openly and freely in the work place. As we operate shifts it is important that information is passed on for the next shift. We usually do this via the controller in an official capacity but most of our communication is informal. Often whilst we are out on the route, when drivers pass, they exchange information about delays or something that is disrupting the service. This is probably the most useful way that we communicate, although officially it isn't recognised. I do appreciate why this is, because the controller has no way of checking what we are saying or being sure the information we are giving to each other is correct. Each driver has a shift supervisor that they report to if they feel they have been given the wrong information or not informed of something when they should have been. In addition, we have a trade union at our depot, they have a good relationship with the management and can deal with any difficulties on our behalf.</p>		<p>1.2 (a)</p> <p>1.2 (b,d)</p> <p>1.2 (c,e,f)</p>

Candidate's signature: J Singh	Date: 1.10.12
Assessor's signature: K Prior	Date: 1.10.12

Example form 10 – Observation record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5	
Unit/element(s): 8	
Candidate: J Singh	Date of observation: 1.11.12
Evidence index number: 16	
Skills/activities observed:	PCs and range covered:
<p>You carried out the pre-drive checks in line with current procedures and managed to find a minor fault and reported this in the appropriate way. Prior to the start of your shift you reported to the schedule supervisor and collected all the appropriate documentation for your route.</p> <p>You were then observed driving and operating the service in the correct way, and in particular you demonstrated a good awareness of the needs of elderly passengers.</p>	<p>8.1 (4-6)</p> <p>8.2 (1-7)</p> <p>8.3 (1-3, 5-7)</p>
Knowledge and understanding apparent from this observation:	
<p>It's clear you understand the statutory requirements that you have as the driver of a PCV. You know how to adapt your driving style for different passengers and demonstrated that you understand that health and safety is a primary consideration at all times. You also demonstrated that you know how to adapt to difficult road and traffic conditions.</p>	
Other units/elements to which this evidence may contribute:	
8.4, units 2, 3, 9 and 10.	
Assessor comments and feedback to candidate:	
<p>This was a very good performance. You drove safely and efficiently according to the procedures. You showed good customer care skills when you picked up elderly passengers.</p>	
I can confirm the candidate's performance was satisfactory.	
Assessor's signature: K Prior	Date: 2.11.12
Candidate's signature: J Singh	Date: 2.11.12

Example form 11 – Witness testimony

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5	
Candidate name: J Singh	
Evidence index number: 15	
Where applicable, evidence number to which this testimony relates:	
Unit: 9: Operate the passenger systems and service	
Element(s): 9.3	
Range: PC 1-5	
Date of evidence: 12.09.12	
Witness name: Paul Kemp	
Relationship to candidate: Service Controller	
<p>Details of testimony:</p> <p>I have worked with Jaspal for about 18 months as a service controller on the routes that he drives on. During this time, Jaspal has kept a good record of punctuality in operating the service, His bus always goes out on time, and whenever it is in his power, he keeps good time on the route, responding promptly to our requests for updates on his progress.</p> <p>Jaspal keeps in contact with the control to let us know where delays are occurring so that we can let other drivers on the route know.</p>	
I can confirm the candidate's evidence is authentic and accurate.	
Witness signature: Paul Kemp	
Name: Paul Kemp	Date: 12.09.12
Contact telephone number: 01234 56789	
Please tick (✓) the appropriate box.	
<input type="checkbox"/>	QUALIFIED AS AN ASSESSOR FOR WORKPLACE PERFORMANCE
<input checked="" type="checkbox"/>	FAMILIAR WITH THE SVQ STANDARDS TO WHICH THE CANDIDATE IS WORKING

Example form 12 – Expert witness evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5	
Candidate name: Jaspal Singh	
Evidence index number: 9	
Where applicable, evidence number to which this testimony relates:	
Unit: 2	
Element(s): 2.1	
Date of evidence: 7.08.12	
Expert witness name: Hannah Tilbury	
Relationship to candidate: Health and Safety Consultant	
Details of testimony: <p>I carried out a health and safety audit of all health and safety aspects of the depot where Jaspal Singh works. The audit report is available. During the audit several drivers were questioned on their awareness of health and safety in their workplace, Jaspal was selected as part of this sample.</p> <p>The audit shows that all aspects of H&S were very well managed and that everyone involved was keen to continuously improve all aspects.</p> <p>From my investigations and discussions it was clear that Jaspal was very competent and enthusiastic about health and safety issues and that he fully satisfied all the above outcomes including all related knowledge.</p>	
I can confirm the candidate's evidence is authentic and accurate.	
Expert witness signature: H Tilbury	
Name: Hannah Tilbury	Date: 7.08.12
Contact telephone number: 0121 477 3599	

Please tick (✓) the appropriate box.

<input type="checkbox"/>	QUALIFIED AS AN ASSESSOR FOR WORKPLACE PERFORMANCE
<input type="checkbox"/>	RELEVANT PROFESSIONAL WORK ROLE THAT INVOLVES EVALUATING EVERYDAY STAFF PRACTICE
<input checked="" type="checkbox"/>	CURRENT EXPERTISE
<input checked="" type="checkbox"/>	FAMILIAR WITH THE SVQ STANDARDS TO WHICH THE CANDIDATE IS WORKING

Example form 13 – Record of questions and candidate’s answers

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5	
Candidate name: Jaspal Singh	
Unit: 7	Element(s): 7.2
Evidence index number: 21	
Circumstances of assessment: There are a couple of points of knowledge arising from the personal statements you have submitted in evidence for Unit 7.	
List of questions and candidate’s responses:	
Q: If a difficult situation arises with a passenger, at what point should you call for help, and how would you do this? A: At the point when I feel either my own or other passengers’ welfare may be in danger. This could be because someone is physically threatened or is being verbally abused. I would always call for help via the control. They will decide (based on my advice) what the most appropriate form of action is to take. Obviously if a very serious incident occurred and I felt it was quicker, I could contact the emergency services myself, making sure I kept the control updated as and when I was able.	
Q: What do you understand by ‘positive responsive action’ when dealing with passenger-related incidents? A: I understand that I shouldn’t personalise any situation. I understand it’s not a good idea to turn something into a situation where it is me in a dispute with the passenger. By being positive, I remain calm and state what I can and am going to do in response to a situation. This might mean saying I can’t continue until the passenger leaves the bus, or informing them that I will have no choice but to inform the police. I know it’s important not to raise my voice as this will just make the situation worse. If the individual involved starts making threats or rude or racist comments, it is important not to retaliate with similar comments, but to stay calm and consider the best course of action to diffuse the situation and deal with the individual concern in the most appropriate manner.	
Assessor’s signature: K Prior	Date: 1.08.12
Candidate’s signature: J Singh	Date: 1.08.12

Section 3: Logbook

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Mandatory units

Unit summary sheet

Unit 1: Maintain effective working relationships with colleagues

What is the unit about?

This unit is about how you work effectively alongside your colleagues as part of your job. As well as maintaining goodwill by your approach and behaviour with colleagues and supervisors, you will give help, communicate and combine your working activities with other members of your team.

In all elements of this unit you will need to demonstrate your understanding of working relationships with colleagues. This will be in the context of your working environment and the various activities you deal with on a day-to-day basis.

You will need to take into consideration any spiritual, moral, ethical, social and cultural issues. Guidance on the method of collecting evidence is indicated alongside each requirement in the standards.

Element 1.1 – Maintain effective working relationships with your colleagues

This element is about how you behave, professionally and socially, towards your colleagues. This should be in a way that maintains goodwill in the workplace. This will include how you respond to colleagues and give them help or information. These colleagues include your co workers, supervisors or managers, and possibly trainees. If you agree to do something for a colleague, it should not negatively affect your own work. It should also be within the limits of your responsibility and you should do it within the agreed timescale. You should know how to get help to sort out any problems you have with working relationships with a colleague.

Element 1.2 – Maintain effective communications with your colleagues

This element is about how you communicate with your colleagues in a way that helps you and them to work effectively. This means that you will be able to get and give information in written, verbal or electronic formats as appropriate to your work. You will also need to be able to get information that meets your needs, and provide information that meets the needs of your colleagues. You will need to know the limits of your authority and responsibility in relation to information. You should know how to get help to sort out any problem you have in communicating with colleagues.

Element 1.3 – Integrate your work activities with your colleagues work activities

This element is about how you show that you can work effectively with others. You should know your own responsibilities and those of any group or team in which you work. If you have any problems in identifying or agreeing activities or responsibilities, you should be able to get advice from the appropriate person (who may be your line manager or other manager). These problems could relate to issues with resources, job requirements, responsibilities, finance or other operational issues. When working with others, you should be able to take account of and deal with events that may need you to change your plans.

Evidence requirements

Knowledge and understanding requirements

You will need to demonstrate your applied knowledge and understanding by answering oral or written questions and/or professional discussion with your assessor. You will apply this knowledge to every unit in these standards.

Evidence collection guidance symbols refer to the following:

P - Performance

You must be assessed on a minimum of two occasions which includes at least one observation supported by other forms of evidence. Each observation may be carried out holistically, covering a number of units. A detailed checklist, referenced to the standards, will be used to record your performance and written feedback will be given by your assessor following your observation.

Q - Questioning

You will be asked oral or written questions to confirm your performance and knowledge.

W - Written or witness testimony

Written evidence will include your personal explanation of events or company processes or procedures. Witness testimony will be a statement from superiors or colleagues who know your work.

Product evidence

There may be things that you have already done (or are about to do), which are applicable to your award. These may be used as evidence, so long as they are sufficiently current and relevant to the SVQ standards. In passenger carrying vehicles (Bus and Coach) product evidence could be report forms and documentation used by your organisation.

Professional discussion

A professional discussion between an assessor and candidate implies recognition of different skills, experience and understanding that each brings to the conversation. The implication is that professional discussion is much more than a simple question and answer session used to provide evidence for the knowledge and understanding. It stands to reason therefore, that the assessor should have some understanding of the subject being discussed and an appropriate level of vocational experience.

Simulation is not acceptable for performance evidence in this unit.

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 1 – Maintain effective working relationships with colleagues				
Element 1.1 – Maintain effective working relationships with your colleagues				
Performance criteria:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
You need to show that you are able to:				
1	behave towards colleagues in a way that maintains goodwill			
2	respond to requests from colleagues promptly and willingly, without disrupting your own work too much			
3	meet any undertakings you have given to colleagues within the agreed way and timescale			
4	provide information your colleagues ask for that is accurate, clear and given promptly			
5	take part as necessary in discussions about working relationships			
6	support colleagues who are learning, to develop their skills and knowledge			
7	discuss problems with the appropriate person if there are difficulties in working relationships, or work practices.			
Evidence requirements:				
You must provide evidence of work you have carried out in the workplace. The appropriate evidence will be by observation and witness testimony.				

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 1 – Maintain effective working relationships with colleagues				
Element 1.2 – Maintain effective communications with your colleagues				
Performance criteria:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
You need to show that you are able to:				
1	get the information you need from colleagues, using agreed procedures			
2	give information to colleagues that is correct, relevant and will meet their needs			
3	communicate information in a format that meets these needs			
4	confirm that you are authorised to give the information you provide			
5	get help in cases where you have difficulty in communicating effectively with your colleagues.			
Evidence requirements:				
You must provide evidence from within the workplace. The appropriate evidence will be by observation, witness testimony, and professional discussion.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 1 – Maintain effective working relationships with colleagues				
Element 1.3 – Integrate your work activities with your colleagues' work activities				
Performance criteria:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
You need to show that you are able to:				
1	confirm the limits of your responsibilities in your role			
2	get advice from the appropriate person when you have problems with agreeing your work activities or responsibilities, or those of others			
3	give colleagues information on time and which is appropriate to their needs			
4	help colleagues in their work role, in line with agreed limits			
5	respond effectively to situations that need you to change your plans.			
Evidence requirements:				
You must provide evidence of work you have carried out in the workplace. The appropriate evidence will be by observation, product evidence and responses to questions.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 1 – Maintain effective working relationships with colleagues

Element 1.1 – Maintain effective working relationships with your colleagues

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the need for effective working relationships and goodwill in the workplace									
b your organisation's standards and guidelines relating to behaviour in the workplace									
c how to balance giving help to colleagues with your own workload									
d the limits of your own responsibilities and those of colleagues									
e the learning needs of colleagues who are being trained									
f the procedures for dealing with and discussing difficulties in working relationships.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 1 – Maintain effective working relationships with colleagues

Element 1.2 – Maintain effective communications with your colleagues

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the need for accurate and relevant information to be communicated within the workplace									
b methods of getting and giving information between colleagues									
c the limits of your authority in relation to providing information									
d the different formats in which you can communicate information and their uses									
e the need for providing (and ways to provide) colleagues with opportunities to communicate freely and openly									
f the procedures for dealing with and reporting difficulties in communicating freely and openly.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 1 – Maintain effective working relationships with colleagues

Element 1.3 – Integrate your work activities with your colleagues' work activities

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the limits of your own responsibilities and those of your work colleagues									
b the procedures for giving colleagues information they need in their work									
c the responsibility of other people you have to work with									
d typical events that may need you to change your plans									
e the procedures for dealing with and reporting difficulties in agreeing work activities or responsibilities.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Unit summary sheet

Unit 2: Contribute to health and safety in your work environment

What is the unit about?

This unit is about you promoting a positive safety culture and recognising your responsibilities. You must be able to demonstrate your understanding and knowledge of correct procedures for ensuring a safe environment.

You will need to demonstrate your competence of how you would identify hazards and take effective precautions to prevent and limit danger and damage to people and property.

You will need to demonstrate your understanding of current legislation including EU directives for driver training 3.1 and 3.2 together with reporting procedures within your own organisation.

Element 2.1 – Identify risks to health and safety

This element is about how you identify typical risks you may come across during your normal work. These risks could relate to features of where you work, work activities, or other dangerous situations. The risks could be either actual or possible threats to life, property or the work environment. The types of immediate action you may have to take include: evacuating the work area; isolating the cause of the risk; reporting the risk; or stopping operations. You should be able to record details of the risk where appropriate, and get help if you are having difficulty in deciding the level of risk to health and safety.

Element 2.2 – Limit danger and damage to people and property

This element is about limiting danger and damage to people and property arising from accidents or incidents (such as equipment breaking down, the actions of other people, fire or environmental dangers). You must be able to take immediate and effective action to limit the danger and keep to approved instructions or guidelines where appropriate. You must not increase the danger to yourself or others. Any action you take should be within your authority and ability. You should be able to get help from the appropriate person when you cannot take effective action to limit the danger. This help could be either from your own organisation or from within one of the emergency services. It is also important that you can give clear instructions or information to others so they can take appropriate action.

Links to the EU Directive for Driver Training

The knowledge and understanding requirements in this unit relate to the following objectives of the EU Directive for Driver Training:

- Objective 3.1 – To make drivers aware of the risks of the road and accidents at work.
- Objective 3.2 – Ability to prevent criminality and trafficking in illegal immigrants.
- Objective 3.3 – Ability to prevent physical risks.

Evidence requirements

Knowledge and understanding requirements

You will need to demonstrate your applied knowledge and understanding by answering oral or written questions and/or professional discussion with your assessor. You will apply this knowledge to every unit in these standards.

Evidence collection guidance symbols refer to the following:

P - Performance

You must be assessed on a minimum of two occasions which includes at least one observation supported by other forms of evidence.

Each observation may be carried out holistically, covering a number of units.

A detailed checklist, referenced to the standards, will be used to record your performance and written feedback will be given by your assessor following your observation.

Q - Questioning

You will be asked oral or written questions to confirm your performance and knowledge.

W - Written or witness testimony

Written evidence will include your personal explanation of events or company processes or procedures.

Witness testimony will be a statement from superiors or colleagues who know your work.

Product evidence

There may be things that you have already done (or are about to do), which are applicable to your award. These may be used as evidence, so long as they are sufficiently current and relevant to the SVQ standards. In passenger carrying vehicles (Bus and Coach) product evidence could be report forms and documentation used by your organisation.

Professional discussion

A professional discussion between an assessor and candidate implies recognition of different skills, experience and understanding that each brings to the conversation. The implication is that professional discussion is much more than a simple question and answer session used to provide evidence for the knowledge and understanding. It stands to reason therefore, that the assessor should have some understanding of the subject being discussed and an appropriate level of vocational experience.

Simulation is acceptable for performance evidence in this unit only if you cannot provide evidence that is current of your activities in health and safety in the workplace.

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 2 – Contribute to health and safety in your work environment				
Element 2.1 – Identify risks to health and safety				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	identify actual and possible risks to health and safety in your normal work area			
2	decide on the level of risk, using operator guidelines			
3	get help from an appropriate person when you are not certain of the level of the risk			
4	take action (if it is appropriate and safe to do so) that reduces, as far as possible, the possible effects of the risk			
5	record enough details of the risks so that appropriate action can be taken			
6	report full and accurate details of risks to the appropriate person.			
Evidence requirements:				
The evidence must be derived from different situations over a period and include customers, passengers and general public. The appropriate evidence will be by professional discussion, product evidence, responses to questions and observation.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 2 – Contribute to health and safety in your work environment				
Element 2.2 – Limit danger and damage to people and property				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others			
2	be certain that the action you take is within your limits of authority and ability			
3	follow instructions or guidelines for limiting danger or damage			
4	get immediate help if you cannot deal effectively with the danger			
5	give clear information or instructions to others to allow them to take appropriate action			
6	record and report details of the danger in line with operator guidelines			
7	report any difficulties you have keeping to your organisation's health and safety instructions or guidelines, giving full and accurate details.			
Evidence requirements:				
You must provide evidence from within the workplace. The appropriate evidence will be by professional discussion, responses to questions and observation. If workplace performance evidence is not available, simulation may be used.				

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit title: Unit 2 – Contribute to health and safety in your work environment

Element 2.1 – Identify risks to health and safety

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a typical risks and dangers to health and safety that are likely to happen in your normal workplace									
b where most injuries and accidents occur both on the road and in the depot									
c the comparative statistics for accidents, involving bus, coach and other forms of road transport.									
d how to decide on the level of risks									
e the details you should record and report relating to risks and dangers									
f the limits of your responsibility and ability in taking immediate action to reduce the effects of risks as far as possible									
g operator guidelines in relation to dealing with risks									
h where and how to get help when necessary									

continued overleaf...

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
i the relevant law and penalties for allowing the trafficking of illegal immigrants and the methods used by the authorities to prevent such practice									
j how to avoid personal injury, including correct seat positioning, manual handling techniques and proper use of personal protection facilities such as, radio, alarms and screens, where fitted.									

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit title: Unit 2 – Contribute to health and safety in your work environment

Element 2.2 – Limit danger and damage to people and property

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a when it is safe and appropriate to take immediate action, without putting yourself or others in danger									
b what action you can take, and are authorised to take, to limit danger									
c your organisation's instructions or guidelines relating to dealing with and reporting dangerous situations									
d how to use appropriate equipment and alarm systems to limit danger									
e methods of effective and appropriate communication to let others know about the danger									
f where and how to get help in dealing with dangerous situations.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Unit summary sheet

Unit 3: Provide professional customer service in the bus and coach industry

What is the unit about?

This unit is about how you develop your skills to consistently provide professional customer service as part of your job. As well as maintaining personal presentation required by your organisation, you will need to develop your skills to improve professionally for the current and future needs of your job. You will need to be able to develop professional relationships with your customers. When you have completed this unit you will have shown that you consistently provide professional customer service.

Element 3.1 – Follow codes of dress and behaviour

This element is about how you show that you know and follow the relevant codes of dress, appearance and behaviour. While following codes of dress and behaviour, you should maintain a professional image to your customers in the way you relate to them, including during conversations. Your customers include people from inside your organisation as well as from outside it, some of whom could be 'difficult'. You should also make sure you carry out your work in a way that does not cause unnecessary inconvenience to your customers, and show that you can deal effectively with difficulties that may arise.

Element 3.2 – Develop and maintain your work skills and knowledge

This element is about how you find out what standards of competency you need in your role and decide whether you need further training or development to meet or maintain those standards. In identifying your development needs, you will have to balance your needs with those of your employer. After a development plan has been agreed (which can be an informal arrangement or a formal plan), you will then have to carry out activities against that plan to develop your skills. During these activities, you will need to ask appropriate people for feedback on your progress, and consider what action to take if necessary

Element 3.3 – Develop professional relationships with customers

This element is about following your employer's policies and procedures on promoting customer service. This covers such things as: acknowledging customers and communicating with them in a way that promotes goodwill and confidence in your operation and referring customers to the appropriate person if you cannot help them, or if it is outside your responsibility. You should also be able to identify and report possible difficulties in delivering customer service, such as those relating to services, products or personalities.

Links to the EU Directive for Driver Training

The knowledge and understanding requirements in this unit relate to the following objectives of the EU Directive for Driver Training:

- Objective 1.5 – ability to ensure the comfort and safety of your passengers
- Objective 2.3 – To know the regulations governing the carriage of passengers
- Objective 3.6 – Adopt behaviour to help enhance the image of the company
- Objective 3.8 – To know the economic environment of the carriage of passengers by road and the organisation of the market.

Evidence requirements

Knowledge and understanding requirements

You will need to demonstrate your applied knowledge and understanding by answering oral or written questions and/or professional discussion with your assessor. You will apply this knowledge to every unit in these standards.

Evidence collection guidance symbols refer to the following:

P - Performance

You must be assessed on a minimum of two occasions which includes at least one observation supported by other forms of evidence. Each observation may be carried out holistically, covering a number of units. A detailed checklist, referenced to the standards, will be used to record your performance and written feedback will be given by your assessor following your observation.

Q - Questioning

You will be asked oral or written questions to confirm your performance and knowledge.

W - Written or witness testimony

Written evidence will include your personal explanation of events or company processes or procedures. Witness testimony will be a statement from superiors or colleagues who know your work.

Product evidence

There may be things that you have already done (or are about to do), which are applicable to your award. These may be used as evidence, so long as they are sufficiently current and relevant to the SVQ standards. In passenger carrying vehicles (Bus and Coach) product evidence could be report forms and documentation used by your organisation.

Professional discussion

A professional discussion between an assessor and candidate implies recognition of different skills, experience and understanding that each brings to the conversation. The implication is that professional discussion is much more than a simple question and answer session used to provide evidence for the knowledge and understanding. It stands to reason therefore, that the assessor should have some understanding of the subject being discussed and an appropriate level of vocational experience.

Simulation is not acceptable for performance evidence in this unit.

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 3 – Provide professional customer service in the bus and coach industry				
Element 3.1 – Follow codes of dress and behaviour				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	behave towards customers in a polite and helpful way			
2	consistently follow the relevant code of dress and personal presentation			
3	put across a professional image to your customers by behaving appropriately at all times			
4	hold conversations with customers in a way that promotes goodwill			
5	carry out your work in a way that reduces inconvenience to your customers as far as possible.			
Evidence requirements:				
The evidence must be derived from different situations over a period and include customers, work colleagues and supervisors. The appropriate evidence will be by professional discussion, responses to questions and observation.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 3 – Provide professional customer service in the bus and coach industry				
Element 3.2 – Develop and maintain your work skills and knowledge				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
a	identify and describe your needs to develop the skills needed in your role			
b	balance your needs and the needs of your business			
c	discuss and agree with the appropriate person in your organisation how you will receive the development you need			
d	carry out activities to develop your skills in line with an agreed plan			
e	get feedback and advice on your progress in developing your skills			
f	take action if your progress is below the necessary standard.			
Evidence requirements:				
The evidence may be derived from different situations over a period of time. This could be observation reports by your assessor, records of training or appraisal outcomes. It may also be by witness testimony from your supervisor/manager and by professional discussion, product evidence and responses to questions.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5					
Candidate:					
Assessor:					
Unit title: Unit 3 – Provide professional customer service in the bus and coach industry					
Element 3.3 – Develop professional relationships with customers					
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	acknowledge customers promptly and politely, and speak to them in a way that promotes goodwill and confidence in your organisation				
2	give customers information that is within your own limits of authority				
3	refer customers to other appropriate people if you do not have the knowledge to help them or if it goes beyond your responsibilities				
4	carry out approved procedures and policies for promoting customer service				
5	record, accurately and completely, information from customers that relates to your business				
6	identify and report, to the appropriate person, possible difficulties that could affect customers.				
Evidence requirements:					
You must provide evidence of work you have carried out in the workplace. The appropriate evidence will come from observation, witness testimony, personal statements and reports and responses to questions.					

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 3 – Provide professional customer service in the bus and coach industry

Element 3.1 – Follow codes of dress and behaviour

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the relevant codes of dress, appearance and behaviour									
b why it is important to have and follow codes of appearance and behaviour									
c how to recognise opportunities to improve the care you give customers									
d how to deal with difficulties in meeting codes of dress and behaviour									
e the importance of your role in the way the company operates and the roles of those you will need to work with including: managers, supervisors, administrators and mechanics									
f other ways that passengers could travel in the UK and Europe and who your organisation's main competitors are.									

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Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:	Date:
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Assessor's signature:	Date:
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Internal verifier's signature:	Date:
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COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 3 – Provide professional customer service in the bus and coach industry

Element 3.2 – Develop and maintain your work skills and knowledge

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the standards of skills and knowledge needed in your role									
b how to measure your current skills and identify areas needing development									
c the processes within your organisation for discussing and agreeing your development plans									
d how to monitor your progress against your development plans									
e how to get feedback from others that will help you in your development									
f how to identify and get agreement for further development activities when you are not meeting the necessary standard.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

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Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 3 – Provide professional customer service in the bus and coach industry

Element 3.3 – Develop professional relationships with customers

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a your operator's policy and procedures for promoting customer service									
b the limits of your own authority, knowledge and responsibility in matters related to customer service									
c what customer service information will benefit, or is needed by, your operator									
d the sorts of difficulties or problems that can arise in promoting customer service									
e the procedures for referring or reporting customer service issues to other appropriate people in your organisation									
f how to identify the needs of passenger to ensure comfort and safety, particularly of those with special requirements									
g how to implement techniques that enable you to concentrate on safe driving, whilst ensuring the safety and comfort of passengers									

continued overleaf...

<p>h the relevant regulations concerning the rights of passengers. This will include as appropriate, the Disability Discrimination Act, Private Hire and Touring paperwork, domestic and continental, Safety Belts, Fire Extinguishers and First Aid Equipment, Carrying Alcohol.</p>									
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Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature:	Date:

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Unit summary sheet

Unit 4: Prepare for passenger carrying journeys

What is the unit about?

This unit is about how you ensure the vehicle and yourself meet company requirements for going into passenger carrying service. This includes checking all relevant documents and vehicle condition in accordance with your organisation's and legal procedures.

When you have completed this unit you will have demonstrated that you are competent in all preparation activities for passenger carrying journeys.

In all elements for this unit you will need to show that you can carry out the pre-service checks to confirm vehicle condition, legal documentation on the vehicle and the legal status of the driver to drive the vehicle. You will show that you carry out these procedures to your organisation's guidelines and ensure that vehicle and driver meet all appropriate legal requirements.

Element 4.1 – Confirm that the vehicle is roadworthy

This element is about how you make sure that the vehicle you drive meets relevant legal and organisational requirements for roadworthiness. These requirements include, as relevant, Road Traffic Regulations, Construction and Use Regulations and the Health and Safety at Work Act. These checks and any action you take should be within your authority and ability. You should be able to recognise actual or possible defects during checks, or while using the vehicle. When you discover a defect, you should be able to take the appropriate action. This could include reporting the symptoms to another person, or making arrangements for a replacement vehicle and removing the defective one.

Element 4.2 – Confirm the legal status of the driver and the vehicle

This element is about how you confirm that all the documents related to the driver, which may or may not be you, and the vehicle being driven meet relevant legal and organisational requirements. You should be able to confirm that all the documents are available, valid, current and displayed as necessary. You should declare any condition that could affect the ability to drive safely, as well as any conviction against the driver related to driving passenger carrying vehicles. You must also be able to deal with situations where documentation does not meet the requirements, which could involve not using the vehicle.

Links to the EU Directive for Driver Training

The knowledge and understanding requirements in this unit relate to the following objectives of the EU Directive for Driver Training.

- Objective 2.1 – To know the social environment of road transport and the rules governing it.

Evidence requirements

Knowledge and understanding requirements

You will need to demonstrate your applied knowledge and understanding by answering oral or written questions and/or professional discussion with your assessor. You will apply this knowledge to every unit in these standards.

Evidence collection guidance symbols refer to the following:

P - Performance

You must be assessed on a minimum of two occasions which includes at least one observation supported by other forms of evidence. Each observation may be carried out holistically, covering a number of units. A detailed checklist, referenced to the standards, will be used to record your performance and written feedback will be given by your assessor following your observation.

Q - Questioning

You will be asked oral or written questions to confirm your performance and knowledge.

W - Written or witness testimony

Written evidence will include your personal explanation of events or company processes or procedures. Witness testimony will be a statement from superiors or colleagues who know your work.

Product evidence

There may be things that you have already done (or are about to do), which are applicable to your award. These may be used as evidence, so long as they are sufficiently current and relevant to the SVQ standards. In passenger carrying vehicles (Bus and Coach) product evidence could be report forms and documentation used by your organisation.

Professional discussion

A professional discussion between an assessor and candidate implies recognition of different skills, experience and understanding that each brings to the conversation. The implication is that professional discussion is much more than a simple question and answer session used to provide evidence for the knowledge and understanding. It stands to reason therefore, that the assessor should have some understanding of the subject being discussed and an appropriate level of vocational experience.

Simulation is not accepted for performance evidence in this unit.

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 4 – Prepare for passenger carrying journeys				
Element 4.1 – Confirm that the vehicle is roadworthy				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
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 approved procedures			
3	take action that is within your ability and authority to put the problem right			
4	decide when not to use a vehicle because it is unfit			
5	get another vehicle if your vehicle is not fit to use (using your organisation's approved procedure)			
6	promptly refer actual or possible defects to the appropriate person in enough detail so they can diagnose the problem.			
Evidence requirements:				
You must provide evidence of work you have carried out in the workplace. The appropriate evidence will come from observation by your assessor and responses to questions' together with your organisation's reporting procedures and product evidence.				

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 4 – Prepare for passenger carrying journeys				
Element 4.2 – Confirm the legal status of the driver and vehicle				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	confirm that the driver holds a current and valid licence to drive the vehicle			
2	fully declare any medical or other condition that might affect the driver's ability to drive safely			
3	fully declare the details of any convictions against the driver 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 (where fitted) meet legal requirements			
6	decide when not to use a vehicle because its documents do not meet relevant legal requirements.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be product evidence and records of oral or written questions that show you have a clear understanding of the legislation and regulations for yourself and the vehicle.				

continued overleaf...

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 4 – Prepare for passenger carrying journeys

Element 4.1 – Confirm that the vehicle is roadworthy

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a servicing schedules that are relevant to the vehicles you drive									
b statutory vehicle-testing requirements									
c the nature and schedules of vehicle checks you have to carry out									
d how to carry out handover checks including lights, horn, screen wash and wipers, safety systems, passenger – comfort systems and visual checks of the vehicle									
e how to recognise actual or possible defects									
f what action you have the ability and authority to take in order to put the problem right									
g what action to take to refer faults to the appropriate person									
h arrangements to replace a vehicle, including recovering the defective vehicle									

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:	Date:
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Assessor's signature:	Date:
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Internal verifier's signature:	Date:
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Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 4 – Prepare for passenger carrying journeys

Element 4.2 – Confirm the legal status of the driver and the vehicle

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the different types of, and regulations for, licences to drive passenger carrying vehicles									
b the different types of insurance cover, including the relevant minimum legal requirements, particularly for passenger carrying vehicles									
c the medical conditions and causes that could affect the driver's ability to drive safely									
d vehicle test, registration and licensing requirements relating to the vehicles being driven									
e organisational systems for recording vehicle documents particularly related to test certificates, insurance and licences									
f the procedures for dealing with situations where any documents do not meet requirements.									

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Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
g the relevant rules and regulations that govern the way in which you can work, the way in which they are enforced and the penalties that can be imposed, for example, drivers hours, EU and Domestic, Working Time Directive, tachographs, CPC Regulations.									
Feedback/comments:									

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.	
Candidate's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature:	Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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Unit summary sheet

Unit 5: Help passengers who have special needs

What is the unit about?

This unit is about how you recognise and help passengers with special needs. Some disabilities are more apparent than others, and easier to distinguish and understand. You will need to demonstrate that you can communicate in a polite and considerate way.

You will need to demonstrate you are competent to operate equipment to provide passenger special needs, deliver the service to schedule and give help where possible before you are asked.

You will need to know and be able to follow the requirements of relevant laws and codes of practice when providing a transport service for passengers with special needs.

Element 5.1 – Recognise passengers' special needs

This element is about how you recognise when a passenger needs help and decide on the help you will give. You will need to know and be able to follow the requirements of relevant laws and codes of practice, while knowing the limits of your ability and responsibility when you consider what help to give. You should offer help where possible, before you are asked, and communicate with passengers in a polite and considerate way. At all times you should treat passengers who need your help in a way that promotes good customer service.

Element 5.2 – Respond to passengers who have special needs

This element is about how you help passengers with special needs by giving them appropriate help. You will need to keep to any relevant legislation and codes of practice, while keeping within the limits of your ability and responsibility. You should give help where possible, before you are asked, and communicate with passengers in a polite and considerate way. You should be able to use special equipment or systems where necessary, and get advice or help when you cannot give suitable help by yourself. You should treat passengers in a way that promotes good customer service.

Links to the EU Directive for Driver Training

The knowledge and understanding requirements in this unit relate to the following objectives of the EU Directive for Driver Training.

- Objective 1.5 – Ability to ensure the comfort and safety of your passengers.

Evidence requirements

Knowledge and understanding requirements

You will need to demonstrate your applied knowledge and understanding by answering oral or written questions and/or professional discussion with your assessor. You will apply this knowledge to every unit in these standards.

Evidence collection guidance symbols refer to the following:

P - Performance

You must be assessed on a minimum of two occasions which includes at least one observation supported by other forms of evidence. Each observation may be carried out holistically, covering a number of units. A detailed checklist, referenced to the standards, will be used to record your performance and written feedback will be given by your assessor following your observation.

Q - Questioning

You will be asked oral or written questions to confirm your performance and knowledge.

W - Written or witness testimony

Written evidence will include your personal explanation of events or company processes or procedures. Witness testimony will be a statement from superiors or colleagues who know your work.

Product evidence

There may be things that you have already done (or are about to do), which are applicable to your award. These may be used as evidence, so long as they are sufficiently current and relevant to the SVQ standards. In passenger carrying vehicles (Bus and Coach) product evidence could be report forms and documentation used by your organisation.

Professional discussion

A professional discussion between an assessor and candidate implies recognition of different skills, experience and understanding that each brings to the conversation. The implication is that professional discussion is much more than a simple question and answer session used to provide evidence for the knowledge and understanding. It stands to reason therefore, that the assessor should have some understanding of the subject being discussed and an appropriate level of vocational experience.

Simulation is acceptable in this unit, only when there is no other means of providing evidence.

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 5 – Help passengers who have special needs				
Element 5.1 – Recognise passengers’ special needs				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	recognise when it is obvious that someone needs your help, before you are asked			
2	offer your help promptly and in a way that is polite and considerate			
3	treat passengers who need help in a way that promotes good customer service			
4	decide on the type and amount of help you will give, which should be within your ability and responsibility			
5	take appropriate action when you cannot provide the help needed			
6	keep to relevant legislation and codes of practice when deciding on the help you will give.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony and responses to questions.				
Feedback/comments:				
Assessor’s signature:			Date:	
Candidate’s signature:			Date:	

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 5 – Help passengers who have special needs				
Element 5.2 – Respond to passengers who have special needs				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
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			
3	follow accepted procedures for giving help to passengers, and within the limits of your 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 appropriate advice or help when you cannot meet passengers' needs.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be by observation, witness testimony and responses to questions.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 5 – Help passengers who have special needs

Element 5.1 – Recognise passengers’ special needs

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the importance of providing help to passengers when necessary									
b the needs of passengers who may need help including those who use wheelchairs, people who have hearing difficulties or are deaf, people who have difficulty walking, people who have learning difficulties and people who have physical disabilities or speech difficulties									
c the requirements of relevant legislation and codes of practice when providing help									
d the limits of your ability and responsibility when providing help to passengers									
e how to communicate with passengers who need your help									
f equal opportunities and the rights of disabled passengers to travel in safety and comfort									
g how to implement techniques that enable you to concentrate on safe driving, whilst ensuring the safety and comfort of passengers.									

continued overleaf...

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature:	Date:

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Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 5 – Help passengers who have special needs

Element 5.2 – Respond to passengers who have special needs

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the importance of giving help to passengers when needed									
b the requirements of relevant legislation and codes of practice when providing help									
c the needs of passengers who may need help including: passengers who use wheelchairs, people are particularly sighted or blind, people who have learning difficulties or are deaf, people who have difficulty walking, people who have learning difficulties, people who have physical disabilities or speech difficulties									
d how to use special equipment and systems for giving help to passengers									
e how to communicate with passengers while giving help									
f equal opportunities and the rights of disabled passengers to travel in safety and comfort.									

continued overleaf...

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature:	Date:

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	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Unit summary sheet

Unit 7: Deal effectively with difficult passengers

What is the unit about?

This unit is about how you recognise, assess, prioritise and avoid conflict when dealing with difficult passengers. You will need to demonstrate that you can carry out positive responsible actions appropriate to the circumstances. You give consideration to maintaining safety and goodwill of other passengers. Your activities will need to demonstrate that you follow your organisation's guidelines and the safety and security of yourself, others and the vehicle.

In all elements for this unit you will need to show that you can deal with difficult passengers, as well as recognising inappropriate behaviour (or incidents which are likely to lead to inappropriate behaviour) of various types. You will need to prove that you understand your organisation's guidelines and can apply them while maintaining the safety of others.

When you have completed this unit you will have shown that you can deal with difficult passengers effectively.

Element 7.1 – Assess situations and decide on action needed

This element is about how you recognise situations that involve inappropriate behaviour by passengers or customers. This behaviour includes; verbal or physical abuse; actions that could cause a danger to others, or damage to property; not keeping to conditions of service; or illegal or offensive acts. You should be able to prioritise the action you plan to take, which should be in line with approved organisational, relevant legal or local procedures or guidelines, and always within your ability and authority. In situations outside your ability or authority, you should know where and how to get help or advice. While deciding what action to take, you should maintain the morale and goodwill of passengers and balance the needs of other passengers and customers when dealing with the situation.

Element 7.2 – Take action to deal with difficult passengers

This element is about how you deal effectively with passengers' or customers' inappropriate behaviour. Your action should be in line with approved organisational, relevant legal or local procedures or guidelines, and be within your ability and authority. You should try to control the situation, either personally or by contacting someone else, without making the situation worse. As a result, you should know from where and how to get help, including from colleagues, the emergency services or authorities, and other operators. This is particularly important in situations outside your ability or authority to deal with. You should maintain your safety and that of others and your vehicle while dealing with the incident. You will also need to balance the needs of other passengers and customers. You should be able to report details of emergencies or incidents and details of any action you have taken.

Evidence requirements

Knowledge and understanding requirements

You will need to demonstrate your applied knowledge and understanding by answering oral or written questions and/or professional discussion with your assessor. You will apply this knowledge to every unit in these standards.

Evidence collection guidance symbols refer to the following:

P - Performance

You must be assessed on a minimum of two occasions which includes at least one observation supported by other forms of evidence. Each observation may be carried out holistically, covering a number of units. A detailed checklist, referenced to the standards, will be used to record your performance and written feedback will be given by your assessor following your observation.

Q - Questioning

You will be asked oral or written questions to confirm your performance and knowledge.

W - Written or witness testimony

Written evidence will include your personal explanation of events or company processes or procedures. Witness testimony will be a statement from superiors or colleagues who know your work.

Product evidence

There may be things that you have already done (or are about to do), which are applicable to your award. These may be used as evidence, so long as they are sufficiently current and relevant to the SVQ standards. In passenger carrying vehicles (Bus and Coach) product evidence could be report forms and documentation used by your organisation.

Professional discussion

A professional discussion between an assessor and candidate implies recognition of different skills, experience and understanding that each brings to the conversation. The implication is that professional discussion is much more than a simple question and answer session used to provide evidence for the knowledge and understanding. It stands to reason therefore, that the assessor should have some understanding of the subject being discussed and an appropriate level of vocational experience.

Simulation is acceptable in this unit, only when there is no other means of providing evidence.

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 7 – Deal effectively with difficult passengers				
Element 7.1 – Assess situations and decide on action needed				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	promptly recognise situations that involve inappropriate behaviour by passengers			
2	prioritise the action to be taken, in line with approved organisational guidelines			
3	make sure the action you plan to take, wherever possible, meets approved organisational guidelines or procedures			
4	consider the needs of other passengers when dealing with the situation as far as possible			
5	get help from the appropriate sources in situations outside your own authority or ability to deal with			
6	maintain the morale and goodwill of other passengers and customers in line with approved organisational guidelines.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be witness testimony from your supervisor which confirms your ability to deal with such incidents, product evidence and questioning by your assessor.				

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 7 – Deal effectively with difficult passengers				
Element 7.2 – Take action to deal with difficult passengers				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	carry out action to deal with passengers' inappropriate behaviour in line with approved procedures and guidelines			
2	take action in a way that does not make the situation worse			
3	take control of the situation in a way that reduces, as far as possible, any possible conflict			
4	get help from the appropriate sources in situations that are outside your own authority or ability to deal with			
5	consider the needs of other passengers, as far as possible, when taking action			
6	maintain your safety and security, and that of others and the vehicle, while taking action			
7	report the details of any events in line with approved procedures.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be witness testimony from your supervisor which confirms your ability to deal with such incidents, product evidence and questioning by your assessor.				

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 7 – Deal effectively with difficult passengers

Element 7.1 – Assess situations and decide on action needed

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a possible situations involving passenger behaviour which you might have to deal with									
b the action you can take and are authorised to take									
c the approved procedures and guidelines for dealing with and recording incidents involving passenger behaviour									
d the organisational and relevant legal responsibilities you have when dealing with emergencies and incidents									
e at what point and how to get help when needed									
f the things that affect customer morale and goodwill in emergencies or incidents.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 7 – Deal effectively with difficult passengers

Element 7.2 – Take action to deal with difficult passengers

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the action you can take and are authorised to take									
b the organisational and relevant legal responsibilities you have when sorting out passenger-related incidents									
c how to carry out positive responsive action to deal with passenger-related incidents									
d at what point and how you should get help when necessary									
e how to maintain your safety and security, and that of others and your vehicle									
f the things that affect customer service and goodwill in emergencies or incidents, including giving advice to passengers									
g the approved procedures and guidelines for dealing with and reporting emergencies and incidents.									

continued overleaf...

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:	Date:
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Assessor's signature:	Date:
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Internal verifier's signature:	Date:
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	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Unit summary sheet

Unit 8: Drive passenger carrying vehicles safely and efficiently

What is the unit about?

This unit is about how you drive a passenger carrying vehicle consistently as part of your job over a period of time. As well as being a safe driver you will need to demonstrate your knowledge of hazard perception and adapt your driving style to suit the road, traffic and weather conditions. You must carry out a pre-start check in accordance to your organisation's and legal requirements.

You must ensure that you are legally and medically fit to drive and comply with your organisation's and current legal requirements. This should include your knowledge of all current legislation concerning drugs and alcohol.

When you have completed this unit you will have shown that you can drive passenger carrying vehicles, working to your organisation's systems and meeting customer expectations in delivering the service.

Links to the EU Directive for Driver Training

The knowledge and understanding requirements in this unit relate to the following objectives of the EU Directive for Driver Training:

- Objective 1.1 – To know the characteristics of the transmission system in order to make the best possible use of it
- Objective 1.2 – To know the technical characteristics and operation of the safety controls in order to control the vehicle, minimise wear and tear and prevent disfunctioning
- Objective 1.3 – Ability to optimise fuel consumption
- Objective 1.5 – Ability to ensure the comfort and safety of passengers
- Objective 1.6 – Ability to load the vehicle with due regard for safety rules and proper vehicle use
- Objective 3.4 – Awareness of the importance of physical and mental ability

Element 8.1 – Prepare to drive the vehicle

This element is about how to make sure that you are appropriately licensed and legally and medically fit to drive the vehicle. You must consider any substances you may have taken, your eyesight and physical health. You must be able to carry out the appropriate pre-driving checks to confirm, as far as is reasonably possible, that the vehicle meets current relevant legislation and company requirements. You must show that you can use the approved procedure correctly to: report actual defects; confirm that the vehicle is fit to continue in service and; report problems in any documents about you or the vehicle.

Element 8.2 – Drive the vehicle

This element is about how you drive the vehicle (with passengers), showing that you are considering their comfort and safety. While driving the vehicle, you should keep to relevant legislation and codes of practice which relate to driving passenger carrying vehicles. The road types that should show your competence will be those you normally use in your job when driving passenger carrying vehicles, usually single carriageways, dual carriageways and motorway-standard roads, or actual motorways.

Element 8.3 – Pick up and set down passengers

This element is about how you pick up and set down passengers while taking account of their safety and comfort, as well as avoiding possible dangers caused by other vehicles or obstructions. Your stops should keep to any schedules, as far as possible, and you should keep to all relevant legislation, regulations and codes of practice relating to carrying passengers. You should promote good customer service at all times, particularly when you cannot accept them for some reason (for example, the vehicle would become overloaded). Where and when you stop, your vehicle should meet current legislation and regulations. You should also keep to any legislation and regulations relating to carrying passengers, including carrying unaccompanied children.

Element 8.4 – Complete your driving duty

This element is about parking or handing over the vehicle at a depot, station, vehicle park or on the road. You will need to follow the approved procedures for: making sure you leave the driver's cab clean and free from dangers; dealing with lost property (including suspect packages); and presenting the vehicle for refuelling, cleaning or servicing. At the end of your duty, you will also need to fill in and hand in all documents related to your duty. These may include accident and incident reports, vehicle defect reports, lost-property reports and tachograph charts (if you use them).

Evidence requirements

Knowledge and understanding requirements

You will need to demonstrate your applied knowledge and understanding by answering oral or written questions and/or professional discussion with your assessor. You will apply this knowledge to every unit in these standards.

Evidence collection guidance symbols refer to the following:

P - Performance

You must be assessed on a minimum of two occasions which includes at least one observation supported by other forms of evidence. Each observation may be carried out holistically, covering a number of units. A detailed checklist, referenced to the standards, will be used to record your performance and written feedback will be given by your assessor following your observation.

Q - Questioning

You will be asked oral or written questions to confirm your performance and knowledge.

W - Written or witness testimony

Written evidence will include your personal explanation of events or company processes or procedures. Witness testimony will be a statement from superiors or colleagues who know your work.

Product evidence

There may be things that you have already done (or are about to do), which are applicable to your award. These may be used as evidence, so long as they are sufficiently current and relevant to the SVQ standards. In passenger carrying vehicles (Bus and Coach) product evidence could be report forms and documentation used by your organisation.

Professional discussion

A professional discussion between an assessor and candidate implies recognition of different skills, experience and understanding that each brings to the conversation. The implication is that professional discussion is much more than a simple question and answer session used to provide evidence for the knowledge and understanding. It stands to reason therefore, that the assessor should have some understanding of the subject being discussed and an appropriate level of vocational experience.

Simulation is not acceptable for performance evidence in this unit.

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 8 – Drive passenger carrying vehicles safely and efficiently				
Element 8.1 – Prepare to drive the vehicle				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	make sure that you meet the legal and medical requirements to drive the vehicle			
2	make sure that you have the appropriate current and valid driving licence to drive the vehicle			
3	make sure that the vehicle's documents meet current legislation			
4	carry out the normal pre-drive checks to the vehicle in line with approved procedures			
5	get all the information you need related to starting your duty and confirm it is complete			
6	use the approved procedures correctly for reporting vehicle defects or problems with documents.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions oral or written.				

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 8 – Drive passenger carrying vehicles safely and efficiently				
Element 8.2 – Drive the vehicle				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	move off while considering other road users and your passengers			
2	respond to the anticipated actions of other road users in a safe and polite way			
3	give timely and clear signals if you intend to change direction or the position of your vehicle			
4	make visual checks around your vehicle so you can decide on the safety of your immediate environment			
5	drive your vehicle in a way that does not put other road users at risk			
6	maintain the speed and position of your 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 carrying vehicles safely and efficiently.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor and witness testimony.				

continued overleaf...

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 8 – Drive passenger carrying vehicles safely and efficiently				
Element 8.3 – Pick up and set down passengers				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
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 good customer service, including when you cannot accept passengers for any reason			
6	keep to current legislation, regulations and codes of practice relating to carrying passengers			
7	keep a record of journey details as necessary.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor and witness testimony.				

continued overleaf...

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 8 – Drive passenger carrying vehicles safely and efficiently				
Element 8.4 – Complete your driving duty				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	park or hand over the vehicle in line with approved procedures			
2	leave the driver's cab in a clean condition and free from dangers			
3	search for and deal with lost property, including suspect packages, in line with approved procedures			
4	inspect for, and report, damage or defects to the vehicle in line with approved procedures			
5	present the vehicle for cleaning, refuelling or servicing in line with approved procedures			
6	fill in clearly, and hand in promptly, all documents relating to your duty.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor, product evidence and witness testimony.				

continued overleaf...

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 8 – Drive passenger carrying vehicles safely and efficiently

Element 8.1 – Prepare to drive the vehicle

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a current legislation about your medical fitness to drive passenger carrying vehicles									
b the relevant legal requirements and your organisations procedures relating to fitness for duty									
c current driver-licensing legislation related to the vehicles you drive									
d current legislation about the vehicle documents you need									
e how to confirm that relevant document are in order and displayed such as: registration, operator licences, vehicle fitness and tax									
f the requirements of pre-drive checks to the vehicle as relevant such as: fuel, oils, water, damage, electrical systems, tyres, wheel studs, wipers and safety equipment									
g your organisations procedures for reporting defects or problems.									

continued overleaf...

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:	Date:
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Assessor's signature:	Date:
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Internal verifier's signature:	Date:
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	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 8 – Drive passenger carrying vehicles safely and efficiently

Element 8.2 – Drive the vehicle

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a why it is important to drive your vehicle while considering your passengers									
b why it is important to drive your vehicle in a way that considers the comfort and safety of the passengers and others including the proper use of road space									
c how your driving style affects how efficiently the vehicle runs									
d how to adapt your driving style to different road conditions such as: good or poor visibility, wet, dry or otherwise slippery road surfaces, and overhanging trees or buildings									
e how to adapt your driving style to different traffic conditions such as heavy traffic, slow moving and high speed vehicles									

continued overleaf...

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
f the requirements of relevant laws and codes of practice related to driving including: speed, position, signalling and considering other road users									
g how the use of the gearbox can affect the performance and efficiency of the vehicle									
h 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									
i how to drive in accordance with the knowledge from g) and h) above to achieve maximum efficiency									
Feedback/comments:									

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.	
Candidate's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature:	Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 8 – Drive passenger carrying vehicles safely and efficiently

Element 8.3 – Pick up and set down passengers

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the relevant legislation and regulations relating to stopping and waiting on the highway									
b the relevant legislation and regulations relating to carrying passengers									
c how to recognise and adapt to possibly dangerous situations related to moving off or stopping									
d how to adapt your driving style to suit different passengers, especially when moving off or stopping									
e how to deal with possible problems in situations where you cannot accept passengers									
f the effect that a continual variance in the number of passengers and their distribution throughout the vehicle will have upon the performance and handling									
g how the way in which luggage is loaded can have an effect upon the handling characteristics of the vehicle and to know the loading limits on axles imposed by law.									

continued overleaf...

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:	Date:
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Assessor's signature:	Date:
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Internal verifier's signature:	Date:
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	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 8 – Drive passenger carrying vehicles safely and efficiently

Element 8.4 – Complete your driving duty

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the procedures for parking and handing over your vehicle									
b the approved procedures for dealing with lost property, including suspect packages									
c how to inspect for, and report, damage and defects to vehicles									
d the approved procedures for presenting vehicles for refuelling, cleaning and servicing									
e how to fill in the documents related to ending your duty, including manual/digital tachograph charts where fitted.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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Unit summary sheet

Unit 10: Deal with emergencies and incidents during a bus or coach journey

What is the unit about?

This unit is about how you recognise, assess and deal with emergencies and incidents that may arise during journeys. As well as assessing different types of emergency or incident you will be able to plan and prioritise the action you take in line with company and legal procedures.

You will need to maintain goodwill by your approach and behaviour with colleagues and other public service organisations including if you are stopped by the police or vehicle operator services agency (VOSA). You will need to give help and assistance, communicate and work with others in these circumstances.

When you have completed this unit you will have shown that you can deal with emergencies and incidents that may occur during a bus or coach journey.

Element 10.1 – Assess situations and decide on what action is needed

This element is about how you recognise emergencies and incidents that might arise during journeys. You should be able to prioritise the action you plan to take. This action should be in line with relevant approved organisational, legal or local procedures or guidelines, and always within your ability and authority. While deciding what action to take, you should maintain the morale and goodwill of passengers. In situations outside your ability or authority, you should know where and how to get help or advice. You should also be able to maintain and process documents relating to reporting emergencies or incidents.

Element 10.2 – Take action to deal with roadside checks by the police or the VOSA

This element is about what to do if you are stopped by a police officer or by an official from the Vehicle and Operator Services Agency (VOSA) for a roadside check. A police officer may check a vehicle or driver without support from a VOSA official. The action you take must be in line with relevant legal and company guidelines. Also, if you are carrying passengers, you should maintain their morale. You should know the limits of a police officer's or VOSA official's authority and should be able to maintain and process documents reporting such incidents.

Element 10.3 – Take action to deal with emergencies and incidents

This element is about how you take appropriate action to deal with emergencies or incidents during a journey. The action you take should be in line with approved organisational, relevant legal or local procedures or guidelines, and should always be within your ability and authority. While taking action, you should continue to promote good customer service. In situations outside your ability or authority, you should know where and how to get help, including from the emergency services, colleagues, other operators and organisations which provide help. You may also have to let passengers and their relatives or companions, or the authorities, know about changes to journeys or services. You should also be able to report details of emergencies or incidents and any action you have taken.

Links to the EU Directive for Driver Training

The knowledge and understanding requirements in this unit related to the following objectives of the EU Directive for Driver Training

- Objective 3.5 – Ability to assess emergency situations.

Evidence requirements

Knowledge and understanding requirements

You will need to demonstrate your applied knowledge and understanding by answering oral or written questions and/or professional discussion with your assessor. You will apply this knowledge to every unit in these standards.

Evidence collection guidance symbols refer to the following:

P - Performance

You must be assessed on a minimum of two occasions which includes at least one observation supported by other forms of evidence. Each observation may be carried out holistically, covering a number of units. A detailed checklist, referenced to the standards, will be used to record your performance and written feedback will be given by your assessor following your observation.

Q - Questioning

You will be asked oral or written questions to confirm your performance and knowledge.

W - Written or witness testimony

Written evidence will include your personal explanation of events or company processes or procedures. Witness testimony will be a statement from superiors or colleagues who know your work.

Product evidence

There may be things that you have already done (or are about to do), which are applicable to your award. These may be used as evidence, so long as they are sufficiently current and relevant to the SVQ standards. In passenger carrying vehicles (Bus and Coach) product evidence could be report forms and documentation used by your organisation.

Professional discussion

A professional discussion between an assessor and candidate implies recognition of different skills, experience and understanding that each brings to the conversation. The implication is that professional discussion is much more than a simple question and answer session used to provide evidence for the knowledge and understanding. It stands to reason therefore, that the assessor should have some understanding of the subject being discussed and an appropriate level of vocational experience.

Simulation is acceptable in this unit only if you cannot provide current evidence of your activities in both incidents and emergencies.

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 10 – Deal with emergencies and incidents during a bus or coach journey				
Element 10.1 – Assess situations and decide on what action is needed				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	promptly recognise emergencies or incidents			
2	prioritise the action to take, in line with approved guidelines			
3	make sure the action you plan to take, wherever possible, meets approved guidelines or procedures			
4	consider the needs of individuals and the rest of the group as far as possible			
5	maintain the morale and goodwill of customers, in line with approved guidelines			
6	get help from the appropriate person in situations that are outside your own authority or ability to deal with			
7	maintain and process accurate records of emergencies or incidents, in line with approved procedures.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions by your assessor.				

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 10 – Deal with emergencies and incidents during a bus or coach journey				
Element 10.2 – Take action to deal with roadside checks by the police or the VOSA				
Performance criteria:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
You need to show that you are able to:				
1	recognise the authority of the officer (or officers) asking you to stop			
2	make sure the action you take meets the relevant statutory requirements and is within your company's guidelines			
3	maintain the morale and good customer service of passengers, in line with approved guidelines			
4	get guidance from the appropriate person in situations outside your own authority			
5	maintain and process accurate records of the incident, in line with approved procedures.			
Evidence requirements:				
You must provide evidence of work from within the workplace. If evidence cannot be provided, simulation will be acceptable or questioning/professional discussion.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 10 – Deal with emergencies and incidents during a bus or coach journey				
Element 10.3 – Take action to deal with emergencies and incidents				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	carry out action to deal with emergencies and incidents, in line with approved procedures and guidelines			
2	take action that reduces, as far as possible, inconvenience to passengers			
4	consider the needs of individuals and the rest of the group as far as possible when taking action			
5	reassure passengers whose journey or service cannot continue, in a way that promotes customer service and good customer service			
6	report details of emergencies or incidents, in line with approved procedures			
7	tell all the relevant and appropriate people about changes made to journeys or service			
8	get help from the appropriate sources in situations that are outside your own authority or ability.			
Evidence requirements:				
You must provide evidence of work from within the workplace. If evidence cannot be provided, simulation will be acceptable or questioning/professional discussion.				

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 10 – Deal with emergencies and incidents during a bus or coach journey

Element 10.1 – Assess situations and decide on what action is needed

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a possible emergencies and incidents you might have to deal with possible emergencies and incidents you might have to deal with such as vehicle accidents or breakdowns, lost passengers or documents, passenger behaviour, illness or death, theft of property or documents, natural disasters, fires, security alerts and industrial action									
b the action you can take and are authorised to take									
c the approved procedures and guidelines for dealing with and recording emergencies and incidents									
d the organisational and relevant legal responsibilities you have when dealing with emergencies and incidents									
e the things that affect passengers' morale and goodwill in emergencies or incidents									

continued overleaf...

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
f at what point and how you should get help when needed.									
Feedback/comments:									
The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.									
Candidate's signature:							Date:		
Assessor's signature:							Date:		
Internal verifier's signature:							Date:		

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 10 – Deal with emergencies and incidents during a bus or coach journey

Element 10.2 – Take action to deal with roadside checks by the police or the VOSA

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a possible incidents you might have to deal with									
b the action you can take and are authorised to take									
c the relevant legislation related to roadside checks and the minimum information and assistance you must give by law									
d the limits of authority of a police officer or a VOSA official									
e the things that affect passengers' morale and good customer service in such incidents									
f at what point and how you should get help when needed.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 10 – Deal with emergencies and incidents during a bus or coach journey

Element 10.3 – Take action to deal with emergencies and incidents

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the action you can take and are authorised to take									
b how to carry out action to deal with emergencies and incidents									
c how to reduce, as far as possible, any possible dangers in typical travel-related emergencies and incidents									
d the approved procedures and guidelines for dealing with and reporting emergencies and incidents									
e the organisational and relevant legal responsibilities you have when dealing with emergencies and incidents									
f the things that affect customer service and goodwill in emergencies or incidents									
g at what point and how you should get help when you need it.									

continued overleaf...

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:	Date:
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Assessor's signature:	Date:
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Internal verifier's signature:	Date:
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COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Optional units

Unit summary sheet

Unit 6: Sharing information on the operation of the bus or coach service

What is the unit about?

This unit is all about how you work effectively with others to promote and exchange information prior to, during and on completion of your work in providing the passenger service. As well as promoting goodwill, you will obtain, and forward information related to the operation of the service. You will be able to demonstrate that you are competent to carry out all activities required by your organisation in handing over the vehicle, equipment and passengers to authorised people and adhere to company procedures.

In all elements of this unit you will need to show that you can obtain information and communicate effectively to share information with colleagues using methods defined by your organisation.

Element 6.1 – Access and share information

This element is about how you obtain and share all relevant information related to your role in providing a passenger service. You should obtain or share this information before, during or after your duty. It should relate as appropriate to schedules, breaks, fares, your vehicle, weather, traffic or organisational procedures. You must show your ability to act on the information you receive, according to approved procedures. The documents that you could have to fill in include information on duty, vehicle defects, incidents, routes and times. You should report incidents that relate to accidents and emergencies, vehicle problems or passenger problems. If you use radio equipment to share information, you should be able to confirm it is working properly before starting your journey.

Element 6.2 – Transfer responsibility for service duty

This element is about how you transfer responsibility for the vehicle at a depot, station, vehicle park or on the road. The transfer will involve taking and handing over responsibility. You will need to follow your organisations approved procedures for searching for and dealing with lost property (including suspect packages), and presenting the vehicle for cleaning. You will also need to fill in and hand in all documents related to your duty as necessary. These could include accident and incident reports, vehicle defect reports and lost property reports.

Evidence requirements

Knowledge and understanding requirements

You will need to demonstrate your applied knowledge and understanding by answering oral or written questions and/or professional discussion with your assessor. You will apply this knowledge to every unit in these standards.

Evidence collection guidance symbols refer to the following:

P - Performance

You must be assessed on a minimum of two occasions which includes at least one observation supported by other forms of evidence. Each observation may be carried out holistically, covering a number of units. A detailed checklist, referenced to the standards, will be used to record your performance and written feedback will be given by your assessor following your observation.

Q - Questioning

You will be asked oral or written questions to confirm your performance and knowledge.

W - Written or witness testimony

Written evidence will include your personal explanation of events or company processes or procedures. Witness testimony will be a statement from superiors or colleagues who know your work.

Product evidence

There may be things that you have already done (or are about to do), which are applicable to your award. These may be used as evidence, so long as they are sufficiently current and relevant to the SVQ standards. In passenger carrying vehicles (Bus and Coach) product evidence could be report forms and documentation used by your organisation.

Professional discussion

A professional discussion between an assessor and candidate implies recognition of different skills, experience and understanding that each brings to the conversation. The implication is that professional discussion is much more than a simple question and answer session used to provide evidence for the knowledge and understanding. It stands to reason therefore, that the assessor should have some understanding of the subject being discussed and an appropriate level of vocational experience.

Simulation is not accepted for performance evidence in this unit.

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 6 – Sharing information on the operation of the bus or coach service				
Element 6.1 – Access and share information				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	get all the information you need to start your duty and confirm that it is complete			
2	make sure any radio equipment you use to pass on information is working before the journey			
3	use the approved methods to get information or advice during the journey			
4	act on information you receive during the journey in line with approved procedures			
5	fill in the necessary documents related to running the service, including reporting incidents			
6	give information to the next shift and others as necessary, making sure it is complete and accurate.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony and responses to questions.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 6 – Sharing information on the operation of the bus or coach service				
Element 6.2 – Transfer responsibility for service duty				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	transfer responsibility for the vehicle with the authorised person in line with approved procedures			
2	search for and deal with lost property, including suspect packages, in line with your organisation's approved procedures			
3	inspect for and report damage or defects to the vehicle in line with your organisation's approved procedures			
4	present the vehicle for cleaning, refuelling or servicing in line with your organisation's approved procedures			
5	fill in clearly, and hand in promptly, all documents relating to your duty			
6	find out and record the details of your next duty in line with your organisation's approved procedures.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be by observation, witness testimony, product evidence and responses to questions.				

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 6 – Sharing information on the operation of the bus or coach service

Element 6.1 – Access and share information

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a why you need to share complete and accurate information before and after duties									
b how to confirm that radio equipment is working properly, if it is used									
c how to provide and record information your organisation needs to support the service it provides									
d your organisation's procedures for communicating information related to duties and running the service.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 6 – Sharing information on the operation of the bus or coach service

Element 6.2 – Transfer responsibility for service duty

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a your organisation's approved procedures for transferring responsibility for the vehicle									
b your organisation's approved procedures for dealing with lost property, including suspect packages									
c how to inspect and report damage and defects to vehicles									
d your organisation's approved procedures for presenting vehicles for refuelling, cleaning and servicing									
e how to fill in the documents related to your duty.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Unit summary sheet

Unit 9: Operate the passenger systems and service

What is the unit about?

This unit is about how you operate the passenger service and systems. You will need to demonstrate that you can obtain all the information related to, and which may affect, the operation of the service, and can operate passenger-comfort systems. You must demonstrate that you can pick up and set down passengers safely without causing danger to others, and be professional when you are unable to accept passengers. You must also show that you can deal with unexpected incidents appropriately.

When you have completed this unit you will have shown that you can operate your organisation's systems and services effectively.

In all elements for this unit you will need to show you can operate the service to schedule, use the vehicle comfort systems appropriate to passenger needs and prevailing conditions safely, pick up and set down passengers, and deal with incidents that may occur in operating the service. You will need to prove that you understand and carry out these activities by following your organisation's procedures.

Element 9.1 – Prepare to operate the service

This element is about how you prepare to operate the service by getting all the information you need related to the service. This includes information about conditions that could have a negative effect on the service, such as weather or road conditions, accidents, breakdowns or diversions. You will need to get this information from places such as duty rosters, notice boards, colleagues, other operators and service users. If you need to change a service, you will need to be able to follow the approved procedure for making the alteration, and letting your passengers know. You will also need to be able to operate passenger-information systems, such as destination boards, number boards and on-board public-address systems, where fitted

Element 9.2 – Manage the passenger comfort systems

This element is about how you maintain the comfort of passengers by operating the comfort systems effectively, where fitted. These could include inside lighting, air conditioning, audio systems, televisual equipment, toilet facilities, heating and ventilation systems, and refreshment facilities. You should be able to let your passengers know about the various systems and, where appropriate, explain the controls they can use. During journeys, you should control and adjust the various systems to maintain the comfort of your passengers. If possible, you should suit the needs of most passengers. If there are problems operating these systems, you should report the matter to the appropriate person.

Element 9.3 – Operate the service

This element is about how you start operating the service at the correct time, having got all the relevant information you need about the service. This information will come from colleagues, traffic news, weather reports, other operators and service users. By getting this information and updates, you should be able to keep to the running schedules, or identify any changes you need to make to the planned service caused by accidents, breakdowns, road or weather conditions, other incidents and so on. If you need to change the service, you should tell your passengers promptly and politely, as well as your organisation, following approved guidelines.

Element 9.4 – Pick up and set down passengers

This element is about how you pick up and set down passengers while taking account of their safety and comfort, as well as avoiding possible dangers caused by other vehicles or obstructions. Your stops should keep to any schedules as far as possible, and you should keep to all relevant legislation, regulations and codes of practice relating to carrying passengers. You should promote goodwill towards your passengers at all times, particularly when you cannot accept them for some reason (for example, the vehicle could become overloaded). Where and when you stop, your vehicle should meet current legislation and regulations. You should also keep to any relevant legislation and regulations relating to carrying passengers, including carrying unaccompanied children.

Element 9.5 – Deal with incidents during a journey

This element is about how you can deal effectively with incidents that may happen during passenger-carrying journeys. These include breakdowns, accidents, injuries or illness, bad road or weather conditions, or unacceptable passenger behaviour. You will need to know how to assess each situation and decide what action you should take. This should always be within the limits of your ability and responsibility. If the incident means you need to transfer passengers, you should be able to do this, while reassuring passengers and reducing their concerns as far as possible. You should be able to tell the appropriate person if the incident could affect other services. You should also be able to recognise when you cannot deal effectively with the incident and report the matter to the appropriate person

Element 9.6 – Communicate effectively with passengers

This element is about how to give your passengers information they need using effective communication. This communication will be verbal and non-verbal. The way in which you respond to passengers' requests for information should be positive, helpful and appropriate to their needs. After giving your passengers information, you should be able to confirm it was enough to meet their needs and that they understood you. Any information you do give should be within your own limits of knowledge and authority. You will also need to know and follow your organisation's codes of behaviour and customer care. If you have difficulties communicating with your passengers, you should be able to get help or advice from the appropriate person.

Evidence requirements

Knowledge and understanding requirements

You will need to demonstrate your applied knowledge and understanding by answering oral or written questions and/or professional discussion with your assessor. You will apply this knowledge to every unit in these standards.

Evidence collection guidance symbols refer to the following:

P - Performance

You must be assessed on a minimum of two occasions which includes at least one observation supported by other forms of evidence. Each observation may be carried out holistically, covering a number of units. A detailed checklist, referenced to the standards, will be used to record your performance and written feedback will be given by your assessor following your observation.

Q - Questioning

You will be asked oral or written questions to confirm your performance and knowledge.

W - Written or witness testimony

Written evidence will include your personal explanation of events or company processes or procedures. Witness testimony will be a statement from superiors or colleagues who know your work.

Product evidence

There may be things that you have already done (or are about to do), which are applicable to your award. These may be used as evidence, so long as they are sufficiently current and relevant to the SVQ standards. In passenger carrying vehicles (Bus and Coach) product evidence could be report forms and documentation used by your organisation.

Professional discussion

A professional discussion between an assessor and candidate implies recognition of different skills, experience and understanding that each brings to the conversation. The implication is that professional discussion is much more than a simple question and answer session used to provide evidence for the knowledge and understanding. It stands to reason therefore, that the assessor should have some understanding of the subject being discussed and an appropriate level of vocational experience.

Simulation is not acceptable for performance evidence in this unit.

Element 9.5, performance criteria 5 is not applicable to the bus pathway.

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 9 – Operate the passenger systems and service				
Element 9.1 – Prepare to operate the service				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	report for your duty at the correct time and place			
2	get information on routes and schedules, including information on poor conditions, and confirm it is complete			
3	deal with, beforehand, any foreseeable 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 appropriate person if planned routes and schedules are affected			
6	let passengers know promptly about any disruption or alteration to the service in a way that promotes goodwill.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor and responses to questions.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 9 – Operate the passenger systems and service				
Element 9.2 – Manage the passenger-comfort systems				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	confirm the passenger-comfort systems are in approved working order before starting service operation			
2	operate the passenger-comfort systems in line with operating instructions and approved guidelines			
3	operate the comfort systems to suit the needs of passengers and adjust them to take account of changing conditions			
4	where appropriate, tell your passengers about the comfort systems controls they can use			
5	deal with any problems with operating passenger-comfort systems in line with approved procedures.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor, and responses to questions.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 9 – Operate the passenger systems and service				
Element 9.3 – Operate the service				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	operate the service at the correct time			
2	keep to the running schedules as far as current conditions allow			
3	get updates of information that help you operate the service			
4	get advice on alternatives to the service from the appropriate person when necessary			
5	give details of any disruption, delays or changes to passengers promptly and politely			
6	give details of any disruption, delays or changes to your organisation in line with approved guidelines, and use internal documents when necessary.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 9 – Operate the passenger systems and service				
Element 9.4 – Pick up and set down passengers				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	keep to 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 goodwill, including where you cannot accept passengers for any reason			
6	keep to current legislation, regulations and codes of practice relating to carrying passengers			
7	keep a record of passenger journey details as necessary through the use of ticket issuing equipment and/or waybills.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor.				

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 9 – Operate the passenger systems and service				
Element 9.5 – Deal with incidents during a journey				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	respond promptly and effectively to passengers who let you know about unexpected incidents			
2	take appropriate action if a passenger is injured or becomes ill, in line with approved guidelines			
3	make arrangements for parking the vehicle safely if you or a colleague cannot continue to drive, in line with approved guidelines			
4	reduce, as far as possible, any passenger inconvenience or concern, particularly if you need to transfer passengers			
5	deal with vehicle and passenger booking and reservation problems, in line with approved guidelines			
6	let the appropriate person know if your or other services could be affected by the incident			
7	get help from the appropriate person if you cannot deal effectively with the incident.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor, product evidence, witness testimony and questioning.				

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 9 – Operate the passenger systems and service				
Element 9.6 – Communicate effectively with passengers				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	communicate with your passengers in a way that is appropriate to their needs			
2	respond to your passengers' requests for information in a positive and helpful way, and one which gives them a positive image of your organisation			
3	give your passengers the information they ask for, which should be within your limits of your knowledge and authority			
4	confirm with your passengers that the information you have given is helpful and understood			
5	deal effectively with communication problems, in line with approved guidelines, which could include getting help or advice			
6	behave towards your passengers in line with your organisation's code of customer service.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor and questioning.				

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit title: Unit 9 – Operate the passenger systems and service

Element 9.1 – Prepare to operate the service

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a how to get, and confirm as complete, the information you need related to running the service									
b why it is important to keep to the official route and schedules									
c approved procedures for altering routes or schedules									
d how to assess possible difficulties in running the service									
e how to communicate to passengers when and why you need to change the route									
f how to operate passenger-information systems.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit title: Unit 9 – Operate the passenger systems and service

Element 9.2 – Manage the passenger-comfort systems

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a how to control passenger-comfort systems to benefit your passengers									
b the approved guidelines for operating passenger-comfort systems									
c how to communicate with your passengers in a way that maintains goodwill									
d the procedures for dealing with operational problems with passenger-comfort systems.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit title: Unit 9 – Operate the passenger systems and service

Element 9.3 – Operate the service

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a where and how to get information that could negatively affect the service, including updates									
b how to maintain customer service and goodwill									
c how to operate passenger-information systems									
d your organisation's procedures for changing planned services									
e how to use your organisation's internal forms and documents.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit title: Unit 9 – Operate the passenger systems and service

Element 9.4 – Pick up and set down passengers

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the relevant legislation and regulations relating to stopping and waiting on the highway									
b the relevant legislation and regulations relating to carrying passengers									
c how to recognise and adapt to possibly dangerous situations related to moving off or stopping									
d how to deal with possible problems in situations where you cannot accept passengers.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit title: Unit 9 – Operate the passenger systems and service

Element 9.5 – Deal with incidents during a journey

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the need to deal promptly and effectively with incidents during a journey, particularly to reassure passengers									
b how to assess and consider the options within your ability and responsibility when dealing with incidents during a journey									
c the approved procedures for dealing with passengers' injuries or illness and incidents where you or the driver cannot continue to drive, and transferring passengers									
d your organisation's requirements for dealing with unaccompanied children									
e how to put passengers at ease and reduce their concerns as far as possible.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit title: Unit 9 – Operate the passenger systems and service

Element 9.6 – Communicate effectively with passengers

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the forms of verbal and non-verbal communication									
b procedures for keeping passengers informed									
c how to confirm understanding with passengers and interpret (verbal and non-verbal) signals from them									
d where to get help from to deal with communication difficulties									
e your organisation's service standards									
f your organisation's standards and codes for behaviour and customer service.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Unit summary sheet

Unit 11: Negotiate and agree tour itineraries with clients

What is the unit about?

This unit is about how you work with clients to effectively determine their tour requirements. As well as developing a good relationship with the client, you will need to give guidance and help to agree the tour brief and the route and timings to be followed. When you have completed this unit you will have shown that you can work effectively with clients to agree itineraries.

In all elements for this unit you will need to show that you can source tour requirements, agree a specification with the client and record the full details. You will need to access relevant information to make suggestions and secure agreement on the key details that meet your client's needs.

Element 11.1 – Negotiate and agree tour briefs with clients

This element is about how you negotiate and agree the details of tours with clients. The features of these tours could include stops, activities, information or topics. You may have to consider the requirements for transport, special needs, routes, sites and accommodation. You may need to make arrangements with others who provide a service to the clients, or who may be involved in managing sites visited on the tour. You should be able to confirm your own responsibility and authority to vary the tour (its timings, routes or features) or the staff involved. You should be able to maintain a positive relationship with clients, especially during negotiations. An important part of your knowledge will be how to meet the various contractual arrangements between clients and your organisation.

Element 11.2 – Negotiate and agree tour routes and timings

This element is about how you negotiate and agree the details of tour routes and timings with clients. This will support the way suitable tour itineraries are arranged in terms of dates, times, interests, special needs and sites visited. You should recognise that your clients may not be the actual customers on the tour, who may have particular or special needs. You may need to confirm that other relevant people will be able to co-operate. Their co-operation should be available where and when necessary. The routes and timings should take account of stops for things such as rest, refreshments, sightseeing and shopping, as well as other events such as traffic and weather. You will also need a good knowledge of sources of itinerary-related information to agree routes and timings that meet the needs of your clients.

Evidence requirements

Knowledge and understanding requirements

You will need to demonstrate your applied knowledge and understanding by answering oral or written questions and/or professional discussion with your assessor. You will apply this knowledge to every unit in these standards.

Evidence collection guidance symbols refer to the following:

P - Performance

You must be assessed on a minimum of two occasions which includes at least one observation supported by other forms of evidence. Each observation may be carried out holistically, covering a number of units. A detailed checklist, referenced to the standards, will be used to record your performance and written feedback will be given by your assessor following your observation.

Q - Questioning

You will be asked oral or written questions to confirm your performance and knowledge.

W - Written or witness testimony

Written evidence will include your personal explanation of events or company processes or procedures. Witness testimony will be a statement from superiors or colleagues who know your work.

Product evidence

There may be things that you have already done (or are about to do), which are applicable to your award. These may be used as evidence, so long as they are sufficiently current and relevant to the SVQ standards. In passenger carrying vehicles (Bus and Coach) product evidence could be report forms and documentation used by your organisation.

Professional discussion

A professional discussion between an assessor and candidate implies recognition of different skills, experience and understanding that each brings to the conversation. The implication is that professional discussion is much more than a simple question and answer session used to provide evidence for the knowledge and understanding. It stands to reason therefore, that the assessor should have some understanding of the subject being discussed and an appropriate level of vocational experience.

Simulation is not acceptable for performance evidence in this unit.

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 11 – Negotiate and agree tour itineraries with clients				
Element 11.1 – Negotiate and agree tour briefs with clients				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	negotiate and agree the main features of clients' tour needs			
2	confirm that you can meet the clients' needs			
3	identify and gain the co-operation needed, if any, from others connected with the tour			
4	identify how much responsibility and authority you have in relation to the tour			
5	negotiate and agree appropriate reporting arrangements between you and the client			
6	confirm the brief with the client in writing or in another format as necessary			
7	keep any negotiations and agreement relating to the brief confidential.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions by your assessor.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 11 – Negotiate and agree tour itineraries with clients				
Element 11.2 – Negotiate and agree tour routes and timings				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
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 what you are responsible for and are authorised to do 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 another format as necessary.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions by your assessor.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 11 – Negotiate and agree tour itineraries with clients

Element 11.1 – Negotiate and agree tour briefs with clients

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the features of different clients' groups in relation to their tour needs									
b how to communicate and negotiate with others effectively									
c the limits of your own authority, ability and responsibility when negotiating and agreeing tours									
d how to match tour features with clients' needs									
e the organisation of services and resources involved in tours									
f the various contractual arrangements between tour operators and tourists									
g possible situations that could mean you need to make other tour arrangements.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 11 – Negotiate and agree tour itineraries with clients

Element 11.2 – Negotiate and agree tour routes and timings

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the features of different clients' groups in relation to their tour needs									
b how to communicate and negotiate with others effectively									
c the limits of your own authority, ability and responsibility when negotiating and agreeing routes and timings									
d how to match tour routes and timings with clients' needs									
e the logistic factors involved in tour routes and timings									
f sources of itinerary information, such as accommodation, services and attractions									
g the various contractual arrangements between tour operators and tourists									
h possible situations that could mean you have to make other tour arrangements.									

continued overleaf...

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature: _____ **Date:** _____

Assessor's signature: _____ **Date:** _____

Internal verifier's signature: _____ **Date:** _____

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Unit summary sheet

Unit 12: Process fares and receive and match fare payments to tickets

What is the unit about?

This unit is about how you calculate and receive fare payments from customers, give correct change when required, and identify and deal with problems to organisational procedures. This may include payments made in advance and payments other than cash transactions, ie cards, cheques, etc.

You must also demonstrate that you can process tickets and passes, store money received, and give information on fares, journeys and conditions.

As well as operating ticket equipment and storing money, you will operate and give information according to your organisation's fare structure conditions, requirements of the accounting systems and paying-in procedures.

In all elements for this unit you will need to show that you can receive and process fares, passes and tokens and use the ticketing equipment provided to issue and endorse tickets. You will need to know how to recognise and deal with people who are misusing tickets or passes within your organisation's procedures.

Element 12.1 – Receive fares and issue receipts and tickets

This element is about how you receive payments from passengers and issue receipts or tickets where necessary. Passengers could pay by cash, cheque, charge card, debit card or credit card, depending on the service. You should know and understand all types of fare systems, including those for adults, children, concessionary and special passenger groups. You will have to give passengers information on fares, including details of journeys covered, costs, conditions, special offers and relevant legal requirements. You should make sure that the information you give passengers is accurate and within the approved guidelines of your organisation. Problems may arise from fares being paid using out-of-date cards, unauthorised cards, invalid cheques or the wrong amounts of cash. You will need to be able to deal with all these in line with approved procedures. When taking payments for fares, you will need to understand the importance of following approved procedures for: dealing with different payment methods; checking that calculations are accurate; dealing with problems; and storing payments safely.

Element 12.2 – Process valid passenger tickets and passes

This element is about how you process tickets and passes using appropriate equipment that may be either mechanical or electronic. This equipment will issue or endorse tickets, and possibly store any money you take. As well as normally issuing tickets for money, you will need to be able to deal with passes and tokens. You will also need to recognise and deal with people who are misusing tickets or passes and report the matter in line with approved procedures.

Element 12.3 – Account for fares and payments

This element is about accounting for fares and payments. you should be able to account for non-payments and mistakes clearly. You should know and understand the importance of safety and security checks when handling or moving money.

Evidence requirements

Knowledge and understanding requirements

You will need to demonstrate your applied knowledge and understanding by answering oral or written questions and/or professional discussion with your assessor. You will apply this knowledge to every unit in these standards.

Evidence collection guidance symbols refer to the following:

P - Performance

You must be assessed on a minimum of two occasions which includes at least one observation supported by other forms of evidence. Each observation may be carried out holistically, covering a number of units. A detailed checklist, referenced to the standards, will be used to record your performance and written feedback will be given by your assessor following your observation.

Q - Questioning

You will be asked oral or written questions to confirm your performance and knowledge.

W - Written or witness testimony

Written evidence will include your personal explanation of events or company processes or procedures. Witness testimony will be a statement from superiors or colleagues who know your work.

Product evidence

There may be things that you have already done (or are about to do), which are applicable to your award. These may be used as evidence, so long as they are sufficiently current and relevant to the SVQ standards. In passenger carrying vehicles (Bus and Coach) product evidence could be report forms and documentation used by your organisation.

Professional discussion

A professional discussion between an assessor and candidate implies recognition of different skills, experience and understanding that each brings to the conversation. The implication is that professional discussion is much more than a simple question and answer session used to provide evidence for the knowledge and understanding. It stands to reason therefore, that the assessor should have some understanding of the subject being discussed and an appropriate level of vocational experience.

Simulation is not acceptable for performance evidence in this unit.

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 12 – Process fares and receive and match fare payments to tickets				
Element 12.1 – Receive fares and issue receipts or tickets				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	carry out calculations for fares and payments correctly, in line with approved guidelines			
2	tell your passengers clearly what the total payment is and the appropriate payment methods in a way that promotes understanding and goodwill			
3	accept and acknowledge payments from your passengers in line with approved procedures			
4	confirm that payment amounts are correct, and identify and deal with problems, in line with approved procedures			
5	give the correct change to your passengers, with a valid receipt if necessary			
6	store all payments in an approved place.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony and inspection of outcomes.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 12 – Process fares and receive and match fare payments to tickets				
Element 12.2 – Process valid passenger tickets and passes				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	confirm that the equipment used for processing tickets is in an approved operational condition			
2	follow the emergency 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 approved procedures			
5	follow any concessionary fare schemes, in line with approved procedures.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony and responses to questions by your assessor.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 12 – Process fares and receive and match fare payments to tickets				
Element 12.3 – Account for fares and payments				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	promptly pay in the money and vouchers you collected in line with approved procedures			
2	account for non-payments, mistakes on tickets and withdrawn passes in line with approved procedures			
3	carry out adequate security checks to make sure you are safe before you move money			
4	fill in waybills (if you use them) accurately and legibly			
5	match accurately the cash you have collected with printouts or waybills if you have used ticket machines			
6	provide extra information related to fares, payments and passengers when needed, in line with approved procedures.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony and responses to questions by your assessor.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 12 – Process fares and receive and match fare payments to tickets

Element 12.1 – Receive fares and issue receipts or tickets

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a your organisation's procedures for paying fares, and how to follow them, including methods of payment									
b the need to give correct information to your passengers about fares and payments									
c the different ways of paying, such as cash, cheques, charge cards, debit cards and credit cards, including tokens and pre-paid cards									
d your own authority for dealing with problems relating to paying fares									
e the security requirements for storing payments									
f regulations and policies relating to concessionary fares.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 12 – Process fares and receive and match fare payments to tickets

Element 12.2 – Process valid passenger tickets and passes

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a how to operate the equipment for processing fares									
b how to follow the emergency ticket procedure									
c customer-care policies and procedures									
d approved procedures for when tickets or passes have been misused									
e relevant regulations and policies relating to concessionary fares.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 12 – Process fares and receive and match fare payments to tickets

Element 12.3 – Account for fares and payments

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a procedures for accounting for ticket sales and vouchers									
b the importance of, and how to carry out, security and personal safety checks									
c the procedures to check the money you have received, particularly in relation to problems.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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Unit summary sheet

Unit 13: Manage financial transactions on coach journeys

What is the unit about?

In this element you must demonstrate that you understand all of your organisation's policy and procedures for handling cash transactions, debit/credit cards and cheques. You must ensure that you can reconcile all payments including any advance payments and payments you have made with the appropriate petty-cash records.

You may need to make payments on behalf of your organisation to suppliers during the course of the journey. Thus you will need to have a thorough understanding of all relevant documentation required.

When you have completed this unit you will be able to show that you can receive and make payments on behalf of your organisation.

Element 13.1 – Receive cash advances and make cash payments

This element is about how you receive and confirm cash advances made to you. The advances you do receive should cover what you need, and you must check them against the relevant documents. When you make payments, they should only be the amounts due and you should also be able to recognise when to meet any special arrangements with suppliers or others, as appropriate. You will need to understand and be able to use all the relevant documents and procedures for receiving advances and for making payments.

Evidence requirements

Knowledge and understanding requirements

You will need to demonstrate your applied knowledge and understanding by answering oral or written questions and/or professional discussion with your assessor. You will apply this knowledge to every unit in these standards.

Evidence collection guidance symbols refer to the following:

P - Performance

You must be assessed on a minimum of two occasions which includes at least one observation supported by other forms of evidence. Each observation may be carried out holistically, covering a number of units. A detailed checklist, referenced to the standards, will be used to record your performance and written feedback will be given by your assessor following your observation.

Q - Questioning

You will be asked oral or written questions to confirm your performance and knowledge.

W - Written or witness testimony

Written evidence will include your personal explanation of events or company processes or procedures. Witness testimony will be a statement from superiors or colleagues who know your work.

Product evidence

There may be things that you have already done (or are about to do), which are applicable to your award. These may be used as evidence, so long as they are sufficiently current and relevant to the SVQ standards. In passenger carrying vehicles (Bus and Coach) product evidence could be report forms and documentation used by your organisation.

Professional discussion

A professional discussion between an assessor and candidate implies recognition of different skills, experience and understanding that each brings to the conversation. The implication is that professional discussion is much more than a simple question and answer session used to provide evidence for the knowledge and understanding. It stands to reason therefore, that the assessor should have some understanding of the subject being discussed and an appropriate level of vocational experience.

Simulation may be used for this element.

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 13 – Manage financial transactions on coach journeys				
Element 13.1 – Receive cash advances and make cash payments				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	confirm that the advances you receive will cover your needs			
2	confirm that the amounts you have received match the relevant documents			
3	take account of agreed special arrangements when offering amounts to suppliers and others where appropriate			
4	make payments only according to the amounts due			
5	confirm that all appropriate documents are complete, accurate and up to date			
6	keep relevant documents secure.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, supervisory witness testimony, product evidence and inspection of outcomes.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 13 – Manage financial transactions on coach journeys

Element 13.1 – Receive cash advances and make cash payments

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a how to check requests for payment and work out the amounts due									
b the relevant documents (including cheques, counterfoils and petty-cash records) and how to fill them in									
c the relevant confidentiality procedures									
d appropriate security procedures.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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Unit summary sheet

Unit 14: Provide a transport service for passengers who have special needs

What is the unit about?

This unit is about how you prepare for, communicate with and provide transport services for passengers with special needs, including dealing with any incidents, that occur during the service operation. This includes having and checking the required equipment to provide for passenger special needs and journey conditions. Delivering the service includes giving help on and off the vehicle and responding appropriately to the circumstances of any incident which may occur during the service.

In all elements for this unit you will need to show that you can prepare for and operate the service to schedule taking into consideration the relevant and current information available. This will include dealing with any unforeseen incidents during service and informing passengers in line with your organisation's guidelines.

Element 14.1 – Prepare for journeys with passengers who have special needs

This element is about how you make sure you have the correct and complete information about the journeys you are going to make, such as seating plans, destinations, routes and timings. You will also need to have any special information about the passengers you are carrying. This includes types of special needs, what care is needed or information that will add to the safety and comfort of the passengers. You will also need to confirm you have the correct type and amount of equipment for seating and securing passengers and wheelchairs, and that it is safe to use. If there are defects in this equipment, you must know how to report details of the defects. You also the need for you to confirm that you have all the relevant documents about your journeys and that they are correct.

Element 14.2 – Provide the service for passengers who have special needs

This element is about how you will provide safe and comfortable transport services for passengers who have special needs. This includes: picking up and setting down passengers; helping passengers on and off the vehicle using steps or lifts; keeping to the planned schedules as appropriate; and using the correct equipment to seat and secure passengers and wheelchairs. During journeys, you should drive the vehicle in a way that maintains the safety and comfort of your passengers. If appropriate, you should be able to process fares and fill in waybills. You will need to be able to deal with situations where you cannot meet schedules, or where passengers are not at their agreed pick-up point.

Element 14.3 – Deal with incidents during a journey involving passengers who have special needs

This element is about how you deal effectively with incidents that may happen during passenger-carrying journeys. These include breakdowns, accidents, injuries or illnesses, bad road or weather conditions, or unacceptable passenger behaviour. You will need to know how to assess each situation and decide what action you should take, which should always be within the limits of your ability and responsibility. If the incident means you need to transfer passengers, you should be able to do this, while reassuring passengers and reducing their concerns, as far as possible. You should be able to let the appropriate person know if the incident could affect other services. You should also be able to recognise when you cannot deal effectively with the incident and report the matter to the appropriate person, who could be your supervisor, a colleague or another service.

Element 14.4 – Communicate effectively with passengers who have special needs

This element is about how you give your passengers information they need by communicating effectively with them. This communication will be both verbal and non-verbal. You should respond in a positive and helpful way to passengers who ask for information. After giving your passengers information, you should be able to confirm it has met their needs and they have understood it. Any information that you do give should be within your own limits of knowledge and authority. You will also need to know and follow your organisation's codes of behaviour and customer care. If you have difficulties communicating with your passengers, you should be able to get help or advice from the appropriate person.

Evidence requirements

Knowledge and understanding requirements

You will need to demonstrate your applied knowledge and understanding by answering oral or written questions and/or professional discussion with your assessor. You will apply this knowledge to every unit in these standards.

Evidence collection guidance symbols refer to the following:

P - Performance

You must be assessed on a minimum of two occasions which includes at least one observation supported by other forms of evidence. Each observation may be carried out holistically, covering a number of units. A detailed checklist, referenced to the standards, will be used to record your performance and written feedback will be given by your assessor following your observation.

Q - Questioning

You will be asked oral or written questions to confirm your performance and knowledge.

W - Written or witness testimony

Written evidence will include your personal explanation of events or company processes or procedures. Witness testimony will be a statement from superiors or colleagues who know your work.

Product evidence

There may be things that you have already done (or are about to do), which are applicable to your award. These may be used as evidence, so long as they are sufficiently current and relevant to the SVQ standards. In passenger carrying vehicles (Bus and Coach) product evidence could be report forms and documentation used by your organisation.

Professional discussion

A professional discussion between an assessor and candidate implies recognition of different skills, experience and understanding that each brings to the conversation. The implication is that professional discussion is much more than a simple question and answer session used to provide evidence for the knowledge and understanding. It stands to reason therefore, that the assessor should have some understanding of the subject being discussed and an appropriate level of vocational experience.

Simulation is acceptable in this unit, only when there is no other means of providing evidence.

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 14 – Provide a transport service for passengers who have special needs				
Element 14.1 – Prepare for journeys with passengers who have special needs				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	make sure the details of destinations, routes, timings and any special information about your passengers is complete and in the approved format			
2	confirm vehicle seating plans for your journeys are correct			
3	confirm that you have the correct type and amount of equipment for seating and securing passengers and wheelchairs before starting your journeys			
4	carry out approved safety checks on that equipment			
5	use the approved procedures for reporting defects to your vehicle or its equipment			
6	confirm that all documents relating to your journeys are correct and in line with organisational requirements.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 14 – Provide a transport service for passengers who have special needs				
Element 14.2 – Provide the service for passengers who have special needs				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
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, and in a way that promotes goodwill			
3	use passenger lifts and equipment in line with approved procedures			
4	deal with fares and waybills where needed, in line with approved procedures			
5	make sure you drive the vehicle in a way that maintains the safety and comfort of passengers			
6	take appropriate action if any passenger is not at their agreed pick-up point			
7	take appropriate action if you cannot keep to planned timings or pick-ups			
8	fill in all the necessary documents related to journeys and pass them to the appropriate person.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, and responses to questions.				

continued overleaf...

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 14 – Provide a transport service for passengers who have special needs				
Element 14.3 – Deal with incidents during a journey involving passengers who have special needs				
Performance criteria: You need to show that you are able to:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	respond promptly and effectively to passengers who let you know about unexpected incidents			
2	take appropriate action if a passenger is injured or ill, in line with approved guidelines			
3	make arrangements for parking the vehicle safely if you cannot to continue to drive, in line with approved 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 approved guidelines			
6	let the appropriate person know if other services could be affected by the incident			
7	get help from the appropriate person if you cannot deal effectively with the incident.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.				

continued overleaf...

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 14 – Provide a transport service for passengers who have special needs				
Element 14.4 – Communicate effectively with passengers who have special needs				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	communicate with your passengers in a way that is appropriate to their needs			
2	respond to your passengers' requests for information in a positive and helpful way, and one which gives a positive image of your organisation			
3	give your customers the information they ask for, which should be within your limits of knowledge and authority			
4	confirm, with your passengers, that the information you have given them was enough and that they understood it			
5	deal effectively with communication problems in line with approved guidelines, which could include getting help or advice			
6	behave towards your passengers in line with your organisation's code of behaviour.			
Evidence requirements:				
	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, and responses to questions.			

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 14 – Provide a transport service for passengers who have special needs

Element 14.1 – Prepare for journeys with passengers who have special needs

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the importance of having correct and relevant details of the passengers you are carrying									
b the relevant legal requirements and relevant codes of practice for transporting passengers who use wheelchairs									
c the reasons for and use of different types of equipment for seating and securing passengers and wheelchairs									
d how to carry out approved safety checks on equipment for seating and securing passengers and wheelchairs									
e the relevant parts of the Disability Discrimination Act and how the act applies to the role of the driver in transporting passengers.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

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Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5									
Candidate:					Assessor:				
Unit 14 – Provide a transport service for passengers who have special needs									
Element 14.2 – Provide the service for passengers who have special needs									
<p>You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.</p> <p>When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.</p> <p>You need to show that you know, understand and can apply in practice:</p>									
Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a appropriate methods of offering and giving help to passengers who have special needs									
b equal opportunities and the rights of passengers who have special needs to travel in safety and comfort									
c the requirements and importance of using passenger lifts and equipment									
d approved procedures for dealing with defective passenger-safety equipment									
e what action you can take to deal with situations where you cannot meet schedules, or where passengers are not at their agreed pick-up points									
f the relevant parts of the Disability Discrimination Act and how the act applies to the role of the driver in transporting passengers.									

continued overleaf...

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:	Date:
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Assessor's signature:	Date:
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Internal verifier's signature:	Date:
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COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 14 – Provide a transport service for passengers who have special needs

Element 14.3 – Deal with incidents during a journey involving passengers who have special needs

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the need to deal promptly and effectively with incidents during a journey, particularly to reassure passengers									
b how to assess and consider the options within your ability and responsibility when dealing with incidents during a journey									
c the approved procedures for dealing with passenger injuries or illness, incidents where you cannot continue to drive, and transferring passengers									
d the relevant legal requirements for dealing with unaccompanied children									
e how to put passengers at ease and reduce their concerns as far as possible									
f the relevant parts of the Disability Discrimination Act and how the act applies to the role of the driver in transporting passengers.									

continued overleaf...

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:	Date:
Assessor's signature:	Date:
Internal verifier's signature:	Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
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Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 14 – Provide a transport service for passengers who have special needs

Element 14.4 – Communicate effectively with passengers who have special needs

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the forms of verbal and non-verbal communication									
b procedures for keeping passengers informed									
c how to confirm that passengers understand information and interpret (verbal and non-verbal) signals from them									
d where to get help to deal with communication difficulties									
e your organisation's service standards									
f your organisation's standards and codes for behaviour and customer service									
g the relevant parts of the Disability Discrimination Act and how the act applies to the role of the driver in transporting passengers.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

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Date:

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Unit summary sheet

Unit 15: Transport accompanied luggage

What is the unit about?

This unit is about how you accept, load, transport and unload luggage as part of your job using appropriate methods and safe procedures. You will need to check that all luggage complies with your organisation's guidance on content and labelling and report damage or problems before loading. Ensure luggage is distributed and secured to comply with your organisation's guidelines and with care to avoid damage. This is repeated if the load changes at intermediate points during the journey.

In all elements for this unit you will need to show that you can prepare the service to schedule taking into consideration the relevant and current information available. This will include dealing with unforeseen incidents during the journey and informing passengers in line with your organisation's guidelines.

Element 15.1 – Accept and load luggage for transporting

This element is about how you accept and load accompanied luggage which belongs to your passengers. You should confirm the correct labelling if necessary, and recognise damaged or problem luggage which might cause injury or which is not secured. As some property might not be suitable for transporting, you will need to be able to advise customers while maintaining good passenger care and goodwill. You will need to load, distribute and secure luggage in line with approved safe practices, and using different equipment. This can include trolleys, lifting trucks, netting, webbing, straps and ratchets. You should also be able to follow the policies, legislation and procedures for transporting food and drink.

Element 15.2 – Unload and handover luggage

This element is about how you unload luggage that has been transported and how you hand it over to the right person. After unloading luggage, you should distribute and secure any remaining luggage, in line with approved safe practices and using a variety of equipment. This can include trolleys, lifting trucks, netting, webbing, straps and ratchets. If you have to ask for help in unloading, you should be able to follow approved guidelines, particularly in customer care. You may have to get a receipt for luggage you hand over. You should do this in line with approved procedures.

Element 15.3 – Deal with unclaimed luggage

This element is about how you search for and deal with unclaimed luggage, including discovering suspect packages. You should know and follow the approved procedures for identifying and contacting the owners of any unclaimed property or any person who is entitled to receive the property. If you discover any suspect packages, you should protect people by following the approved procedures as far as possible. You could be asked to help passengers to search for or claim luggage, which you should do by following the relevant customer-care procedures. If you cannot hand luggage over to the appropriate person, you should be able to fill in the necessary documents.

Evidence requirements

Knowledge and understanding requirements

You will need to demonstrate your applied knowledge and understanding by answering oral or written questions and/or professional discussion with your assessor. You will apply this knowledge to every unit in these standards.

Evidence collection guidance symbols refer to the following:

P - Performance

You must be assessed on a minimum of two occasions which includes at least one observation supported by other forms of evidence. Each observation may be carried out holistically, covering a number of units. A detailed checklist, referenced to the standards, will be used to record your performance and written feedback will be given by your assessor following your observation.

Q - Questioning

You will be asked oral or written questions to confirm your performance and knowledge.

W - Written or witness testimony

Written evidence will include your personal explanation of events or company processes or procedures. Witness testimony will be a statement from superiors or colleagues who know your work.

Product evidence

There may be things that you have already done (or are about to do), which are applicable to your award. These may be used as evidence, so long as they are sufficiently current and relevant to the SVQ standards. In passenger carrying vehicles (Bus and Coach) product evidence could be report forms and documentation used by your organisation.

Professional discussion

A professional discussion between an assessor and candidate implies recognition of different skills, experience and understanding that each brings to the conversation. The implication is that professional discussion is much more than a simple question and answer session used to provide evidence for the knowledge and understanding. It stands to reason therefore, that the assessor should have some understanding of the subject being discussed and an appropriate level of vocational experience.

Simulation is not acceptable for performance evidence in this unit.

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 15 – Transport accompanied luggage				
Element 15.1 – Accept and load luggage for transporting				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	confirm that, where appropriate, the labelling of luggage meets the necessary standard			
2	let passengers know in a polite and helpful way when you cannot accept luggage (for example, dangerous material)			
3	let passengers know about damaged or problem luggage, before loading			
4	load luggage by using the approved methods and safe practices, including using equipment correctly			
5	load luggage taking account of which passengers are getting off when and where			
6	distribute the weight of luggage to keep to safe practice			
7	confirm that the way you transport any item (depending on particular relevant regulations) keeps to regulations			
8	confirm that luggage stowed inside the vehicle or on trailers is secured safely.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.				

continued overleaf...

Feedback/comments:	
Assessor's signature:	Date:
Candidate's signature:	Date:

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 15 – Transport accompanied luggage				
Element 15.2 – Unload and hand over luggage				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	avoid damaging luggage while unloading			
2	unload luggage by using the approved methods and safe practices, including using equipment correctly			
3	ask others for help if necessary, in a way that promotes goodwill			
4	confirm that each parcel or piece of luggage is handed over to the right person			
5	obtain a receipt for luggage if necessary, in line with approved procedures			
6	distribute and secure remaining luggage in line with safe practice			
7	confirm that the vehicle and immediate area are clear of luggage that is to be unloaded and waiting to be handed over.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.				

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 15 – Transport accompanied luggage				
Element 15.3 – Deal with unclaimed luggage				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	search for and deal with unclaimed luggage, in line with approved 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 approved procedures			
4	fill in documents related to unclaimed luggage, in line with approved procedures			
5	deal with suspect packages, in line with approved procedures, including making sure you and others are safe.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 15 – Transport accompanied luggage

Element 15.1 – Accept and load luggage for transporting

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the approved procedures for safely lifting and handling luggage safely									
b the approved procedures for dealing with damaged or problem luggage									
c relevant safe practices for loading luggage onto vehicles, including using equipment									
d relevant safe practices for distributing luggage, in particular to help unload the vehicle									
e the regulations related to transporting particular items									
f approved customer-care procedures for dealing with luggage									
g your own responsibilities for correctly loading the vehicle and its security.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 15 – Transport accompanied luggage

Element 15.2 – Unload and hand over luggage

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the approved procedures for lifting and handling luggage safely									
b relevant safe practices for unloading luggage from vehicles, including using equipment									
c the approved procedures for dealing with luggage that is damaged while being transported									
d relevant safe practices for distributing luggage									
e approved guidelines for asking for help from others when dealing with luggage									
f your own responsibilities for loading the vehicle correctly and its security.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 15 – Transport accompanied luggage

Element 15.3 – Deal with unclaimed luggage

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the approved procedures for dealing with unclaimed luggage, including suspect packages									
b approved customer-care procedures related to unclaimed luggage or lost property									
c how to protect people if you discover a suspect package									
d your organisation's regulations on lost property.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Unit 16: Transport unaccompanied parcels

What is the unit about?

This unit is about how you accept, load, transport and unload parcels as part of your job using appropriate methods and safe procedures. You will need to check that parcels comply with your organisation's guidance on content, packaging and labelling and report damage or problems before loading. Parcels should be distributed and secured to comply with your organisation's guidelines and with care to avoid damage. This is repeated if the load changes at intermediate points during the transport operation.

In all elements for this unit you will need to show that you can prepare the service to schedule taking into consideration the relevant and current information available. This will include dealing with unforeseen incidents during service and taking the appropriate action when necessary in line with your organisation's guidelines.

Element 16.1 – Accept and load parcels for transporting

This element is about how you accept and load parcels which are for delivery along the route. You should confirm the correct labelling if necessary, and recognise damaged or problem parcels which might cause injury or which are not secured. As some property might not be suitable for transporting, you will need to be able to advise customers while maintaining good customer care and goodwill. You will need to load, distribute and secure parcels in line with approved safe practices.

Element 16.2 – Unload and handover parcels

This element is about how you unload parcels you have transported and how you hand them over to the correct person. After unloading parcels, you should distribute and secure any remaining parcels, in line with approved safety practices. If you have to ask for help when unloading, you should be able to follow approved guidelines, particularly in customer care. You may have to get a receipt for parcels you hand over. You should do this in line with approved procedures.

Element 16.3 – Deal with unclaimed parcels

This element is about how you search for and deal with unclaimed parcels, including discovering suspect packages. You should know and follow the approved procedures for identifying and contacting the owners of any unclaimed property or any person who is entitled to receive the property. The owners of this property are unlikely to be travelling passengers. If you discover any suspect packages, you should protect people by following the approved procedures as far as possible. You could be asked to help customers to search for or claim parcels, which you should do by following the relevant customer-care procedures. If you cannot hand parcels over to the appropriate person, you should be able to fill in the necessary documents.

Evidence requirements

Knowledge and understanding requirements

You will need to demonstrate your applied knowledge and understanding by answering oral or written questions and/or professional discussion with your assessor. You will apply this knowledge to every unit in these standards.

Evidence collection guidance symbols refer to the following:

P - Performance

You must be assessed on a minimum of two occasions which includes at least one observation supported by other forms of evidence. Each observation may be carried out holistically, covering a number of units. A detailed checklist, referenced to the standards, will be used to record your performance and written feedback will be given by your assessor following your observation.

Q - Questioning

You will be asked oral or written questions to confirm your performance and knowledge.

W - Written or witness testimony

Written evidence will include your personal explanation of events or company processes or procedures. Witness testimony will be a statement from superiors or colleagues who know your work.

Product evidence

There may be things that you have already done (or are about to do), which are applicable to your award. These may be used as evidence, so long as they are sufficiently current and relevant to the SVQ standards. In passenger carrying vehicles (Bus and Coach) product evidence could be report forms and documentation used by your organisation.

Professional discussion

A professional discussion between an assessor and candidate implies recognition of different skills, experience and understanding that each brings to the conversation. The implication is that professional discussion is much more than a simple question and answer session used to provide evidence for the knowledge and understanding. It stands to reason therefore, that the assessor should have some understanding of the subject being discussed and an appropriate level of vocational experience.

Simulation is not acceptable for performance evidence in this unit.

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 16 – Transport unaccompanied parcels				
Element 16.1 – Accept and load parcels for transporting				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	confirm that, where appropriate, the labelling of parcels meets the necessary standard (for example, ‘fragile’ and ‘right way up’ labels are in place			
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 the approved methods and safe practices			
5	confirm that the way you transport any item (depending on particular regulations) keeps to regulation			
6	confirm that parcels stowed inside the vehicle are secured safely.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.				
Feedback/comments:				
Assessor’s signature:			Date:	
Candidate’s signature:			Date:	

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 16 – Transport unaccompanied parcels				
Element 16.2 – Unload and hand over parcels				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	avoid damaging parcels during unloading			
2	unload parcels by using the approved methods and safe practices, including using equipment correctly			
3	ask others for help if necessary, in a way that promotes goodwill			
4	confirm that each parcel is handed over to the right person			
5	get a receipt for parcels if necessary, in line with your organisation's approved procedures			
6	distribute and secure the remaining parcels or luggage in line with safe practice			
7	confirm that the vehicle and immediate area are clear of parcels that are to be unloaded and waiting to be handed over.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 16 – Transport unaccompanied parcels				
Element 16.3 – Deal with unclaimed parcels				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	search for and deal with unclaimed parcels in line, with your organisation’s approved 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 your organisation’s approved procedures			
4	fill in documents related to unclaimed parcels, in line with your organisation’s approved procedures			
5	deal with suspect packages’ in line with approved procedures, including making sure you and others are safe.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.				
Feedback/comments:				
Assessor’s signature:			Date:	
Candidate’s signature:			Date:	

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 16 – Transport unaccompanied parcels

Element 16.1 – Accept and load parcels for transporting

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the approved procedures for handling parcels safely									
b the approved procedures for dealing with damaged or problem parcels									
c relevant safe practices for loading parcels onto vehicles									
d relevant safe practices for distributing parcels									
e the regulations related to transporting particular items									
f approved customer-care procedures for dealing with parcels									
g your own responsibilities for correctly transporting parcels and their security.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 16 – Transport unaccompanied parcels

Element 16.2 – Unload and hand over parcels

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the approved procedures for lifting and handling parcels safely									
b relevant safe practices for unloading parcels from vehicles, including using equipment									
c the approved procedures for dealing with parcels that have been damaged while being transported									
d relevant safe practices for distributing parcels and luggage									
e approved guidelines for asking for help from others when dealing with parcels									
f your own responsibilities for loading the vehicle correctly and its security.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 16 – Transport unaccompanied parcels

Element 16.3 – Deal with unclaimed parcels

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the approved procedures for dealing with unclaimed parcels, including suspect packages									
b approved customer-care procedures related to unclaimed or lost property									
c how to protect people if you discover a suspect package									
d regulations on lost property.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Unit summary sheet

Unit 17: Operate a schools service by bus or coach

What is the unit about?

This unit is about how you operate a schools contract in line with contractual obligations and your organisation's guidelines. You will need to demonstrate that you have thorough understanding of all current relevant legislation and how it affects you as a driver when carrying unaccompanied children. This includes the Criminal Records Bureau (CRB)

You must be able to demonstrate that you can deal effectively with unacceptable behaviour and take appropriate action. You must also recognise when you need to alert others in line with your organisation's guidelines.

When you have completed this unit you will have shown that you can operate a schools service to agreed contractual, organisation and current legal requirements.

Element 17.1 – Confirm and operate schedules

This element is about how you get all the information you need related to scheduled school journeys. This includes information about conditions that could have a negative effect on the journey, such as weather or road conditions, accidents, breakdowns or diversions. You will need to get this information from places such as duty rosters, notice boards, colleagues, other operators and schools. If you need to change a planned journey, you should be able to follow the approved procedure for changing the journey and for letting the schools know. You must be able to operate passenger-information systems, such as destination boards, number boards, and on-board public-address systems. Drivers must not carry out school journeys without clearance from the Criminal Records Bureau (CRB).

Element 17.2 – Pick up and set down passengers

This element is about how you pick up and set down passengers while taking account of their safety and comfort, as well as avoiding possible dangers caused by other vehicles or obstructions. Your stops should keep to any schedules as far as possible and you should keep to all relevant legislation, regulations and codes of practice relating to carrying passengers. Where and when you stop, your vehicle should meet current legislation and regulations. You should also keep to any relevant legislation and regulations relating to carrying unaccompanied children.

Element 17.3 – Deal with incidents during a journey

This element is about how you show that you can deal effectively with incidents that may happen during school journeys. These include breakdowns, accidents, injuries or illness, bad road or weather conditions, or unacceptable passenger behaviour. You will need to know how to assess each situation and decide what action you should take. This should always be within the limits of your ability and responsibility. If the incident means you need to transfer passengers, you should be able to do this, while reassuring passengers and reducing their concerns as far as possible. You should be able to tell the appropriate person if the incident could affect other services. You should also be able to recognise when you cannot deal effectively with the incident and report the matter to the appropriate person, remembering that passengers must not be abandoned without supervision.

Evidence requirements

Knowledge and understanding requirements

You will need to demonstrate your applied knowledge and understanding by answering oral or written questions and/or professional discussion with your assessor. You will apply this knowledge to every unit in these standards.

Evidence collection guidance symbols refer to the following:

P - Performance

You must be assessed on a minimum of two occasions which includes at least one observation supported by other forms of evidence. Each observation may be carried out holistically, covering a number of units. A detailed checklist, referenced to the standards, will be used to record your performance and written feedback will be given by your assessor following your observation.

Q - Questioning

You will be asked oral or written questions to confirm your performance and knowledge.

W - Written or witness testimony

Written evidence will include your personal explanation of events or company processes or procedures. Witness testimony will be a statement from superiors or colleagues who know your work.

Product evidence

There may be things that you have already done (or are about to do), which are applicable to your award. These may be used as evidence, so long as they are sufficiently current and relevant to the SVQ standards. In passenger carrying vehicles (Bus and Coach) product evidence could be report forms and documentation used by your organisation.

Professional discussion

A professional discussion between an assessor and candidate implies recognition of different skills, experience and understanding that each brings to the conversation. The implication is that Professional discussion is much more than a simple question and answer session used to provide evidence for the knowledge and understanding. It stands to reason therefore, that the assessor should have some understanding of the subject being discussed and an appropriate level of vocational experience.

Simulation is not acceptable for performance evidence in this unit.

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 17 – Operate a schools service by bus or coach				
Element 17.1 – Confirm and operate schedules				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	report for your duty at the correct time and place			
2	get information on routes and schedules, including information on poor conditions, and confirm that it is complete			
3	get advice on alternative journeys from the appropriate 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 goodwill			
5	confirm that passenger-information systems provide the correct details of the planned journey.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 17 – Operate a schools service by bus or coach				
Element 17.2 – Pick up and set down passengers				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
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 goodwill			
6	keep to current legislation, regulations and codes of practice relating to carrying passengers			
7	keep a record of journey details as necessary.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 17 – Operate a schools service by bus or coach				
Element 17.3 – Deal with incidents during a journey				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	respond promptly and effectively to passengers who let you know about unexpected incidents			
2	take appropriate action in the case of injury or illness, in line with approved guidelines			
3	make arrangements for the vehicle to be parked safely, if you cannot continue to drive, in line with your organisation's approved guidelines			
4	reduce, as far as possible, any learner inconvenience or concern, particularly if you need to transfer them			
5	let the appropriate person know if your or other services could be affected by the incident			
6	get help from the appropriate person if you cannot deal effectively with the incident			
7	respond positively and firmly to bad behaviour by passengers on the journey.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.				

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 17 – Operate a schools service by bus or coach

Element 17.1 – Confirm and operate schedules

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a how to get and assess the information you need related to routes and schedules									
b why it is important to keep to planned routes and schedules									
c approved procedures for changing routes or schedules									
d how to communicate to schools and passengers when you need to change planned journeys									
e how to operate passenger-information systems.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
	WT = WITNESS TESTIMONY	S = SIMULATION	APEL = ACCREDITATION OF PRIOR EXPERIENCE AND LEARNING
	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 17 – Operate a schools service by bus or coach

Element 17.2 – Pick up and set down passengers

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the relevant legislation and regulations relating to stopping and waiting on the highway									
b the relevant legislation and regulations relating to carrying school children									
c how to recognise and adapt to possibly dangerous situations related to moving off or stopping.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

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Date:

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Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 17 – Operate a schools service by bus or coach

Element 17.3 – Deal with incidents during a journey

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the need to deal promptly and effectively with incidents during a journey, particularly to reassure passengers									
b how to assess and consider the options within your ability and responsibility when dealing with incidents during a journey									
c the approved procedures for dealing with injury or illness, and incidents where you cannot continue to drive, and transferring passengers									
d your organisation's requirements for dealing with unaccompanied children									
e how to put passengers at ease and reduce their concerns as far as possible									
f the limits of authority when dealing with badly behaved passengers.									

continued overleaf...

Feedback/comments:

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:	Date:
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Assessor's signature:	Date:
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Internal verifier's signature:	Date:
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COLUMN KEY:	EI = EVIDENCE INDEX NUMBER	O = OBSERVATION	P = PERSONAL STATEMENT
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Unit summary sheet

Unit 18: Drive passenger carrying vehicles on international journeys

What is the unit about?

This unit is about how you drive passenger carrying vehicles on international journeys safely and consistently over a period of time. As well as being a safe driver you will need to demonstrate you work within your organisation's systems and procedures, and comply with local and international laws. Your preparations to drive the vehicle will need to ensure that the vehicle meets all current international and company requirements.

You will need to demonstrate that you have a thorough understanding of relevant documentation for all sections of the journey and are equipped for emergency situations which may occur. This may also include having materials to carry out daily servicing of the vehicle systems.

When you have completed this unit you will have shown that you can drive passenger carrying vehicles on international journeys, working to your organisation's systems and meeting customer expectations in delivering the service.

Element 18.1 – Prepare to drive the vehicle

This element is about how to make sure that you are appropriately licensed and legally and medically fit to drive the vehicle on international journeys. You must consider any substances you may have taken, your eyesight and your physical health. You must be able to carry out the appropriate pre-driving checks to confirm, as far as is reasonably possible, that the vehicle meets current legislation and company requirements. These checks will cover items such as fuel, oils, water, damage, electrical systems, tyres, wheel studs, wipers and safety equipment. You will also need to confirm that any necessary documents are in order and displayed, such as registration, operator licences, vehicle fitness and tax. You must show that you can use the approved procedure correctly to report actual defects, the vehicle's continuing fitness for service, or problems in any documents about you or the vehicle, including international waybills that give the names of passengers as necessary.

Element 18.2 – Drive the vehicle

This element is about how you drive the vehicle (with passengers) on international journeys, showing that you are considering their comfort and safety. You should adapt your driving style to suit the road and traffic conditions, including good or poor visibility, wet, dry or otherwise slippery road surfaces, and overhanging trees or buildings. The traffic conditions you will be expected to meet include heavy traffic, and slow-moving and high-speed vehicles. While driving the vehicle, you should keep to relevant legislation and codes of practice which relate to driving passenger carrying vehicles in the country in which you are driving. These particularly relate to speed, position, signalling and considering other road users. The road types that should show your competence will be those you normally use in your job when driving passenger carrying vehicles, usually single carriageways, dual carriageways, and motorway-standard roads, or actual motorways. However, these will usually be on the opposite side of the road to those in the UK.

Element 18.3 - Pick up and set down passengers

This element is about how you pick up and set down passengers while taking account of their safety and comfort, as well as avoiding possible dangers caused by other vehicles or obstructions. Your stops should keep to any schedules as far as possible, and you should keep to all local relevant legislation, regulations and codes of practice relating to carrying passengers. You should promote goodwill towards your passengers at all times, particularly when you cannot accept them for some reason (for example, if the vehicle would become overloaded). Where and when you stop, your vehicle should meet current relevant legislation and regulations. You should also keep to any relevant legislation and regulations relating to carrying passengers, including carrying unaccompanied children.

Element 18.4 - Complete your driving duty

This element is about parking or handing over the vehicle at a depot, station, vehicle park or on the road. You will need to follow your organisations approved procedures for: making sure you leave the driver's cab clean and free from dangers; dealing with lost property (including suspect packages); and presenting the vehicle for refuelling, cleaning or servicing. At the end of your duty, you will also need to fill in and hand in all documents related to your duty. These may include accident and incident reports, vehicle defect reports, lost-property reports, tachograph charts and receipts for fuel.

Element 18.5 - Take action to deal with checks by the police or border guards

This element is about what to do if you are stopped by a police officer or border guard. The official may wish to check luggage, passengers or the vehicle itself, as well as your tachograph charts.

Evidence requirements

Knowledge and understanding requirements

You will need to demonstrate your applied knowledge and understanding by answering oral or written questions and/or professional discussion with your assessor. You will apply this knowledge to every unit in these standards.

Evidence collection guidance symbols refer to the following:

P - Performance

You must be assessed on a minimum of two occasions which includes at least one observation supported by other forms of evidence. Each observation may be carried out holistically, covering a number of units. A detailed checklist, referenced to the standards, will be used to record your performance and written feedback will be given by your assessor following your observation.

Q - Questioning

You will be asked oral or written questions to confirm your performance and knowledge.

W - Written or witness testimony

Written evidence will include your personal explanation of events or company processes or procedures. Witness testimony will be a statement from superiors or colleagues who know your work.

Product evidence

There may be things that you have already done (or are about to do), which are applicable to your award. These may be used as evidence, so long as they are sufficiently current and relevant to the SVQ standards. In passenger carrying vehicles (Bus and Coach) product evidence could be report forms and documentation used by your organisation.

Professional discussion

A professional discussion between an assessor and candidate implies recognition of different skills, experience and understanding that each brings to the conversation. The implication is that professional discussion is much more than a simple question and answer session used to provide evidence for the knowledge and understanding. It stands to reason therefore, that the assessor should have some understanding of the subject being discussed and an appropriate level of vocational experience.

Simulation is not acceptable for performance evidence in this unit.

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 18 – Drive passenger carrying vehicles on international journeys				
Element 18.1 – Prepare to drive the vehicle				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	make sure that you meet the relevant legal and medical requirements to drive the vehicle			
2	make sure that you have the appropriate current and valid driving licence to drive the vehicle			
3	make sure that the vehicle's documents meet current legislation			
4	carry out the normal pre-drive checks to the vehicle, in line with approved procedures			
5	obtain all the information you need related to starting your duty and confirm that it is complete			
6	use the approved procedures correctly for reporting vehicle defects or problems with documents			
7	prepare and insert your personal tachograph chart.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.				

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 18 – Drive passenger carrying vehicles on international journeys				
Element 18.2 – Drive the vehicle				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	move off while considering other road users and your passengers			
2	respond to the anticipated actions of other road users in a safe and polite way			
3	give timely and clear signals if you intend to change direction or the position of your vehicle			
4	make visual checks around your vehicle so you can decide how safe your immediate environment is			
5	drive your vehicle in a way that does not put other road users at risk			
6	maintain the speed and position of your 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 carrying vehicles.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, and responses to questions.				

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 18 – Drive passenger carrying vehicles on international journeys				
Element 18.3 – Pick up and set down passengers				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
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 (including the use of continental door access) in a way that promotes goodwill, including where you cannot accept passengers for any reason			
6	keep to current legislation, regulations and codes of practice relating to carrying passengers			
7	keep a record of journey details as necessary.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, and responses to questions.				

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 18 – Drive passenger carrying vehicles on international journeys				
Element 18.4 – Complete your driving duty				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	park or hand over the vehicle in line with your organisation's approved procedures			
2	leave the driver's cab in a clean condition and free from dangers			
3	search for and deal with lost property, including suspect packages, in line with your organisation's approved procedures			
4	inspect for, and report, damage or defects to the vehicle, in line with your organisation's approved procedures			
5	present the vehicle for cleaning, refuelling or servicing, in line with your organisation's approved procedures			
6	fill in clearly, and hand in promptly, all documents relating to your duty			
7	fill in your personal tachograph chart.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.				

continued overleaf...

Feedback/comments:

Assessor's signature:

Date:

Candidate's signature:

Date:

Element achievement record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5				
Candidate:				
Assessor:				
Unit title: Unit 18 – Drive passenger carrying vehicles on international journeys				
Element 18.5 – Take action to deal with checks by the police or border guards				
Performance criteria: You need to show that you are able to:			<i>(Assessor to insert date each time competence is demonstrated)</i>	
1	recognise the authority of the official (or officials) asking you to stop			
2	make sure the action you take meets that country's statutory requirements and is within your company's guidelines			
3	maintain the morale and goodwill of passengers, in line with approved guidelines			
4	get guidance from the appropriate person in situations outside your own authority			
5	maintain and process accurate records of the incident, in line with approved procedures.			
Evidence requirements:				
You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.				
Feedback/comments:				
Assessor's signature:			Date:	
Candidate's signature:			Date:	

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 18 – Drive passenger carrying vehicles on international journeys

Element 18.1 – Prepare to drive the vehicle

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a current, relevant legislation in the country in which you are driving that relates to your medical fitness to drive passenger carrying vehicles									
b current, relevant driver-licensing legislation in the country in which you are driving related to the vehicles you drive									
c current, relevant legislation in the country in which you are driving that relates to the vehicle documents you need									
d the requirements of pre-drive checks to the vehicle									
e approved procedures for reporting defects or problems									
f how to use tachograph recording equipment.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

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	Q&A = QUESTIONS & ANSWERS	EWE = EXPERT WITNESS EVIDENCE	PD = PROFESSIONAL DISCUSSION

Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 18 – Drive passenger carrying vehicles on international journeys

Element 18.2 – Drive the vehicle

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a why it is important to drive your vehicle while considering your passengers									
b how your driving style affects the comfort and safety of your passengers									
c how your driving style affects other road users									
d how to adapt your driving style to different road and traffic conditions									
e the requirements of relevant laws and codes of practice related to driving, particularly passenger carrying vehicles in the country in which you are driving									
f the road signs and highway systems of the relevant countries.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

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Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 18 – Drive passenger carrying vehicles on international journeys

Element 18.3 – Pick up and set down passengers

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a the local legislation and regulations relating to stopping and waiting on the highway in the country in which you are driving									
b the local legislation and regulations relating to carrying passengers in the country in which you are driving									
c how to recognise and adapt to possibly dangerous situations related to moving off or stopping									
d how to adapt your driving style to suit different passengers, especially when moving off or stopping									
e how to deal with possible problems in situations where you cannot accept passengers.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

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Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 18 – Drive passenger carrying vehicles on international journeys

Element 18.4 – Complete your driving duty

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a your organisation's approved procedures for parking and handing over your vehicle									
b your organisation's approved procedures for dealing with lost property, including suspect packages									
c how to inspect for, and report, damage and defects to vehicles									
d your organisation's approved procedures for presenting vehicles for refuelling, cleaning and servicing									
e how to fill in the documents related to finishing your duty, including tachograph charts.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

Date:

Assessor's signature:

Date:

Internal verifier's signature:

Date:

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Knowledge evidence record

SVQ title and level: SVQ 2 in Passenger Carrying Vehicle Driving (Bus and Coach) at SCQF level 5

Candidate:

Assessor:

Unit 18 – Drive passenger carrying vehicles on international journeys

Element 18.5 – Take action to deal with checks by the police or border guards

You must show that you have the knowledge and understanding for this unit. Your performance evidence might help to show this, but it is likely that you will need additional evidence (eg answers to questions). The National Occupational Standards detail the knowledge and understanding required to carry out competent practice for the performance described in this unit.

When using the standards it is important to read the knowledge requirements in relation to expectations and requirements of your job role.

You need to show that you know, understand and can apply in practice:

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
a possible incidents you might have to deal with									
b the action you can take and are authorised to take									
c the relevant local legislation covering actions by the police and border guards in the country in which you are driving									
d at what point, how and where you should get help when needed.									

Feedback/comments:

continued overleaf...

The candidate has satisfied the assessor and the internal verifier that the performance evidence and criteria, the range, and knowledge and understanding requirements have been achieved.

Candidate's signature:

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Assessor's signature:

Date:

Internal verifier's signature:

Date:

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Glossary

This section provides explanations and definitions of the key words used in this SVQ. In occupational standards it is quite common to find words or phrases used which you will be familiar with, but which, in the detail of the standards, may be used in a very particular way. **Therefore, we would encourage you to read this section carefully before you begin working with the standards and to refer back to this section as required.**

Assessment	the process of generating and collecting evidence of a candidate's performance and judging that evidence against defined criteria.
Assessor	the person designated in a centre to be responsible for collecting evidence of candidates' competence, judging it and recording achievement.
Authentication	the process by which an advisor or assessor confirms that an assessment has been undertaken by a candidate and that all regulations governing the assessment have been observed.
Candidate	the person enrolling for an Edexcel qualification.
Centre	the college, training organisation, school or workplace where Edexcel qualifications are delivered and assessed.
Element of competence	statements which define the products of learning. The statements describe the activities the candidate needs to perform in order to achieve the unit. They contain achievement criteria and sometimes statements on evidence of achievement and evidence. (see <i>Outcomes</i>).
Evidence	materials the candidate has to provide as proof of his or her competence against specified achievement criteria.
Evidence requirements	specify the evidence that must be gathered to show that the candidate has met the standards laid down in the achievement criteria.
External verifier	the person appointed by Edexcel who is responsible for the quality assurance of a centre's provision. An external verifier is often appointed on a subject area basis or for cognate groups of units.
Instrument of assessment	a means of generating evidence of the candidate's performance.
Internal verifier	the person appointed from within the centre who ensures that assessors apply the standards uniformly and consistently.
Mentor	a person who carries out, either singly or in combination, the functions of advising a candidate, collecting evidence of his or her competence on behalf of the assessor and authenticating the work candidates have undertaken. A mentor might also provide witness testimony.

Observation	a means of assessment in which the candidate is observed carrying out tasks that reflect the performance criteria.
Outcomes	statements which describe the standard to which candidates must perform the activities.
Portfolio	a compilation of evidence which can form the basis for assessment. The portfolio is commonly used in SVQ awards and in alternative routes to assessment such as APL and credit transfer.
Product evaluation	a means of assessment which enables the quality of a product produced by the candidate, rather than the process of producing it, to be evaluated.

