



# **Level 2 Certificate in Professional Bus Driving for London (3302-02)**

## **Assessor Guide**

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## **1. Assessors and Internal Quality Assurers (IQAs)**

Assessors involved in the delivery of this qualification should be able to fulfill all of the following functions to ensure a quality learning experience for the driver:

- identify training and development needs of the driver
- plan for, design and develop learning and development opportunities
- provide high quality learning opportunities
- facilitate and support driver progress and achievements
- assess driver performance
- review the effectiveness of learning opportunities
- contribute to the quality assurance process

Therefore, it is required that assessors are:

- skilled, knowledgeable and experienced in learning delivery, assessment and quality assurance
- able to demonstrate good practice in accordance with relevant Professional Standards
- show current evidence of continuing professional development

Internal quality assurance is key to ensuring accuracy and consistency of assessors. Internal Quality Assurers (IQAs) monitor the work of all assessors involved with a qualification to ensure they are applying standards consistently throughout assessment activities. Internal Quality Assurers (IQAs) involved in this qualification should be able to fulfill all of the following functions to ensure a quality and robust programme:

- ensuring that assessors follow the assessment guidance provided
- advising and supporting assessors to assist them in interpreting and applying the standards/syllabus correctly and consistently
- regularly sampling assessment activities, methods and records to monitor consistency of assessment decisions
- providing assessors with prompt, accurate and constructive feedback on their assessment decisions
- undertaking an active role in raising issues of good practice in assessment
- ensuring that equal opportunities and anti-discriminatory practices are upheld in the assessment process
- liaising with other staff members and the EQA to implement the requirements of the assessment system
- ensuring that all driver achievement records and centre documentation are completed in accordance with requirements

Therefore, it is required that IQAs are:

- skilled, knowledgeable and experienced in learning delivery, assessment and quality assurance
- able to demonstrate good practice in accordance with relevant Professional Standards
- show current evidence of continuing professional development

### ***Assessor and IQA signatures***

Assessors and IQAs can sign the document in each assessment booklet or produce one list that can be centrally held by the centre.

## 2. Mapping

The mapping document in the Assessment Workbook tracks the individual driver achievement. Centres should also record and track the progress and achievement of the full cohort of drivers.

## 3. Confirmation of Achievement

### *Confirmation of Exam*

- The exam must take no longer than 90 minutes.
- The exam must be taken under exam conditions.
- If a driver is required to re sit an exam they must wait 3 days before resitting the test.
- If a driver fails the exam they are not allowed to re sit the same version of the exam in the same week. The versions of exam papers must be rotated.
- Completed exam papers must be retained by the centre until the External Quality Assurer (EQA) has sampled the assessment decisions. Papers **must not** be given back to drivers' as they are live papers.

The assessor should confirm the exam result in the Assessment Workbook. If a driver does not pass the exam the result should still be recorded and general feedback should be provided.

Feedback should not make reference to any specific exam question, as the papers are 'live' and they will not be resitting the same version of the paper. Feedback can make reference to the topic areas of learning as stated in the specification.

### *Confirmation of Driving Test (PCV Driving Test or driving assessment)*

The confirmation of the PCV Driving Test form should be completed for new drivers who have passed their test. All other drivers are required to complete a driving assessment.

## 4. Tasks

### *General*

Tasks can be completed in any order however assessments must take place after all the learning for each unit is complete. The assessments are summative and draw on all learning outcomes and assessment criteria for each unit. Assessments comprise of:

- 1 exam
- 10 assessment tasks
- 2 observations of the drivers' performance covering
  1. Unit 203 LO4 AC4.1, 4.2, 4.3 & 4.4
  2. Unit 204 LO2 AC2.1, 2.2, 2.3 & 2.4
- Confirmation of passing a PCV Driving Test or passing a driving assessment

The assessment is outlined in the Assessment Workbook which includes all tasks and documentation.

Drivers can word process or handwrite their responses. Assessment decisions should relate to the quality of the evidence in relation to each assessment criteria rather than the presentation of the drivers work.

Bus operators may change the format of the Workbook, however all tasks must still be covered.

Centres may choose to photocopy the self reflective logs (and weekly planners if required). Providing copies of these documents to drivers may avoid the Assessment Workbook getting damaged or lost.

**Task 1** (*Unit 202 LO3 AC3.3; Unit 203 LO3 AC3.2*)

Drivers are to take the role of a mystery customer. They are required to observe another bus driver on a route for a minimum of 16 minutes. The driver being observed can work for the same bus operator as the driver. Alternatively other bus operators can be used.

The drivers should not complete this task until they have completed all the learning for units 202 and 203 and have developed the relevant knowledge and skills to effectively evaluate the performance of bus drivers. Drivers must be aware of the expected customer service standards in order to make an appropriate judgement.

The box referring to the positioning at bus stops relates to Unit 203 LO3 AC3.2. The evidence in this section must be a judgement as the assessment criterion is 'assess'. The evaluation of 'another driver' must take into account different factors using the knowledge and experience developed plus the evidence from the mystery customer observation.

It is recommended that learning activities provide drivers with the opportunity to practice completing driver observations and discuss the findings to help them understand the expected standards.

**Task 2** (*Unit 202 LO1 AC1.1, AC1.3; LO2 AC2.1, 2.2, 2.3, 2.4; LO3 AC3.2, 3.4*)

For unit 202, drivers are required to complete six self reflective logs. The self reflective logs are included in the assessment booklet. The logs must be completed over a 12 week period. The self reflective logs can be copied and given to drivers and inserted in the Assessment Workbook.

Drivers are required to use the information documented in the self reflective logs and feedback to complete the summative assessment i.e. the self evaluation and questions reflecting on personal performance (task 2).

The first self reflective log should be completed during training. At least three logs must be completed whilst in service. The logs should be customer focused. The evidence in the self reflective logs is to be used to help drivers complete a self evaluation. The content within the reflective logs will not be assessed.

Feedback should be given throughout the learning and completion of the self reflective logs in order to support the driver's development.

There should be two formal meetings with the driver to discuss performance and progress. These meetings should be with someone who has observed the driver and can provide constructive performance feedback e.g. an assessor, mentor, trainer. The feedback could be combined with PDRs (Performance Development Review or appraisal).

The feedback should include the following:

- Customer service performance
- Personal attitude
- Personal knowledge
- Driving skills
- Time management

Those completing the feedback must be instructed on the requirements of the meeting and given clear details of the end assessment.

Drivers are permitted to use an unlimited number of self reflective documents to complete task 2 eg. diary entries, personal planning documents, comment cards, PDR, observation feedback.

To successfully pass task 2 drivers must:

1. summarise how they met their personal and work responsibilities
2. complete the personal evaluation completing all questions in the form and use information gathered in the self reflective logs and feedback from the two formal meetings
3. complete at least six logs over a 12 week period.

The summary of responsibilities must be applied and reflect on how the driver met their own responsibilities.

The evaluation must draw conclusions from the self reflective logs and feedback from the two meetings. Describing job roles and what the driver has completed over the past 12 weeks would not be sufficient evidence as it would not be evaluative. All boxes must be completed.

### **Task 3** (Unit 203 LO3 AC3.1)

Drivers are required to plan their personal and work responsibilities over a 7-day period. Drivers can use the plan provided or use their own plan providing that it includes the same level of information e.g. providing hourly detail.

When marking the evidence the timings must be realistic and take account of the drivers' work and personal responsibilities.

In order to evidence realistic planning as is required in this task, if drivers have limited real activities to plan then 'fake' activities may be added eg. a dental appointment, a night class, party.

**Task 4** (Unit 203 LO1 AC1.1)

Credit should only be given to evidence relating to how the driver has applied the principles of customer service. A theoretical statement of the principles is not sufficient.

**Task 5** (Unit 203 LO1 AC1.2, 1.3)

The task requires a description of how the driver dealt with three customers with specific needs. Drivers should be advised to select three different customer types ie. local, UK and overseas customers; customers with specific needs you can observe; customers with specific needs you cannot observe; vulnerable customers defined by groups or situation.

To meet the requirements of the task, evidence must have some detail and demonstrate a good level of knowledge of customer needs. Credit should not be given for stating what bus operators provide for customers with specific needs. The evidence needs to describe what the needs are (information, advice, access, communication, safety and comfort on board the bus) and what the driver did to support each customer. Simply stating a customer need is insufficient.

**Task 6** (Unit 203 LO1 AC1.4)

Drivers are to choose three situations from the list provided in the Assessment Workbook. The situations selected should be those the driver has had experience of dealing with. Different situations can be given to drivers if required however they must relate to those in the specification i.e.

- Inappropriate customer behaviour
- Capacity on board (safety by moving people in the bus, maximum numbers)
- Communication with customers
- Disruptions to the customer journey
- Problems

For each situation the evidence must be a description of how the driver managed the bus effectively. To meet the requirements of the task the evidence needs to be applied rather than theoretical.

**Task 7** (Unit 203 LO2 AC2.1)

Drivers must select **four** different factors. Different factors can be given to drivers if required. Factors given must relate to the specification i.e. they must relate to one of the following:

- Bus management with regard to customers
- Cleanliness of the bus
- Seating
- Reliability
- Validity of travel
- Bus driver professionalism e.g. attitude, smoothness of ride, safety, driver distractions
- Bus driver knowledge
- Bus not stopping

To successfully meet the requirements of the task the driver evidence must be a judgement and relate to the customer experience.

**Task 8** (Unit 203 LO2 AC2.2)

To meet the requirements of the task the evidence must be an explanation of the benefits of meeting customer expectations. There should be some consideration of the benefits in relation to the following:

- The customer
- The bus operator
- TfL
- London
- Self

**Task 9** (Unit 203 LO3 AC3.1)

The explanation of how the driving forces used on the bus affect the customer experience should be applied and use specific examples. To meet the requirements of the task the evidence must relate to the customer experience rather than simply explain what each of the driving forces are.

**Task 10** (Unit 203 LO3 AC3.3)

Drivers are to select three situations. Different situations can be given to drivers if required however they must relate to the specification i.e. they must relate to the following:

- Traffic
- Weather
- Road layout
- Other road users

To meet the requirements of the task each explanation should provide some level of detail and reasoning.



## **5. Observation forms**

Centres are permitted to produce their own design of observation forms however they must cover the same criteria requirements and standards.

### ***Unit 203***

Drivers must be observed dealing with 'real' customers. This includes the use the PA system. The observation cannot be simulated. The observation is from a customer perspective.

DQM cannot be used as evidence for this unit unless the centre has arranged for the necessary criteria and standards to be added within the observation. There must be emphasis on the customer experience rather than driving. The DQM documentation must be adapted and include all the targeted assessment criteria and standards used in the observation form.

### ***Unit 204***

Drivers must be observed carrying out a pre service check.

The evidence of the reporting of defects and the recording of service checks is likely to take place over a period of time. Feedback of the performance may need to be confirmed and/or assessed by a Yard/Garage Supervisor or equivalent.

For new drivers ONLY a copy of the PCV Module 4 can be used as evidence for LO2 AC2.1 and AC2.2.

Supplementary evidence for this observation could include a photo of the pre service check record.

## **6. Assessment declaration**

Assessors must ensure that all drivers complete an assessment declaration. Centres can use the assessment declaration included in the assessment workbook or design their own form.

## **7. Driver feedback**

Drivers should be provided with feedback for each task. The feedback should relate to the targeted assessment criteria. Centres can devise their own feedback sheets or use those included in the assessment booklet.

## 8. Glossary of terms

<b>Verb</b>	<b>Meaning</b>
Analyse	To study or examine something in detail in order to discover more about it e.g. examine the cause and effect or relationship.
Assess	To judge or decide the amount, value, quality or importance of something.
Describe	To 'paint a picture' of someone or something in words in.
Evaluate	To review, judge or calculate the quality, importance, amount or value of something and then bring it together to form a conclusion.
Explain	To detail the meaning of something with reasons. Usually considering 'how' or 'why'.
Identify	To recognise someone or something and say or prove who or what they are.
Outline	To provide a clear but brief description.
Plan	To set out and communicate activities and timelines what require to be completed.
Suggest	To put forward ideas or alternatives for consideration with justification.
Summarise	To sum up or put information in your own words to create a précis of information discussed.