

Sector guidance for centres

NVQ

Edexcel Level 3 NVQ in Road Passenger Transport
Operations

November 2009

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Section 1: Edexcel Level 3 NVQ in Road Passenger Transport Operations

Introduction

This document contains information that is specific to the Edexcel Level 3 NVQ in Road Passenger Transport Operations. It should be read in conjunction with the *Edexcel NVQ general guidance for centres*, *Edexcel NVQ guidance for candidates* and the relevant candidate logbook (see *Section 5: Further information*).

National Occupational Standards and NVQs

The standards, assessment strategy and award structures for Road Passenger Transport Operations are owned by *GoSkills*, who reviewed these National Occupational Standards. The NVQ has been developed from the National Occupational Standards.

The Edexcel Level 3 NVQ in Road Passenger Transport Operations gives recognition of candidates' skills, knowledge and understanding. It allows candidates to gain a qualification in the workplace that relates to their job area and promotes good working practice.

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

GoSkills
Concorde House
Trinity Park
Solihull
West Midlands B37 7UQ

Telephone: 0121 635 5520
Fax: 0121 635 5521
Email: info@goskills.org
Website: www.goskills.org

Section 2: About this NVQ

Edexcel NVQs are designed to be assessed in the workplace, or in conditions resembling the workplace, for example:

- a training provider
- an industry-based training operation.

In a further education or training situation, assessment is occasionally achieved through simulation. Simulation must be carried out in conditions resembling the workplace. These conditions are described as being a 'realistic working environment' (RWE). For guidance on the use of simulation, see *Section 3*.

Which Edexcel NVQs in Road Passenger Transport Operations are available?

Edexcel NVQs in Road Passenger Transport Operations are available as follows:

- Edexcel Level 2 NVQ in Road Passenger Transport Operations
- Edexcel Level 3 NVQ in Road Passenger Transport Operations.

In addition to these NVQs, other Edexcel NVQs in the Road Passenger Transport suite are available as follows:

- Edexcel Level 2 NVQ in Road Passenger Vehicle Driving
- Edexcel Level 2 NVQ in Passenger Carrying Vehicle Driving (Bus and Coach)
- Edexcel Level 3 NVQ for Managing in Road Passenger Transport
- Edexcel Level 4 NVQ for Managing in Road Passenger Transport.

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

Who is this Edexcel NVQ for?

This NVQ is intended for people who are employed in providing a passenger transport operations service by road, for example:

- Passenger Check-In Officer
- Passenger Services Supervisor
- Road Transport Manager
- Transport Planner or Scheduler.

What progression does this Edexcel NVQ offer?

NVQ qualifications allow candidates to progress within employment, to other NVQs or to vocationally-related qualifications.

Candidates completing the Edexcel Level 3 NVQ in Road Passenger Transport Operations may wish to progress onto another NVQ within the Road Passenger Transport suite such as the:

- Edexcel Level 3 NVQ for Managing in Road Passenger Transport
- Edexcel Level 4 NVQ for Managing in Road Passenger Transport.

or onto generic management qualifications such as the:

- Edexcel Level 2 NVQ in Team Leading
- Edexcel Level 3 in Management
- Edexcel Level 4 in Management.

What is the structure of the Edexcel Level 3 NVQ in Road Passenger Transport Operations

To achieve the whole qualification at Level 3, a candidate must prove competence in **four** mandatory units and **five** option units.

Candidates must choose **one** unit from Section A and **one** unit from Section B, plus **three** further option units from any of the units available in Sections A or B.

Note: a maximum of **three** units only is permissible from Section A.

Mandatory units for the Edexcel Level 3 NVQ in Road Passenger Transport Operations

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

Unit number	Title	Element number	Title
Unit 4	Ensure Health and Safety and Deal with Incidents, Accidents and Emergencies in Your Work Environment in Road Passenger Transport Operations	4.1	Identify Hazards and Assess Risks to Health and Safety
		4.2	Take Action to Deal with Incidents, Accidents and Emergencies
		4.3	Limit Risk of Injury or Harm to People and Property
Unit 5	Develop Productive Working Relationships with Colleagues		
Unit 6	Manage Operator Risks and Liabilities in Road Passenger Transport Operations	6.1	Plan and Implement Due Diligence
Unit 7	Provide Leadership for Your Team		

Option units for the Edexcel Level 3 NVQ in Road Passenger Transport Operations

Candidates must choose **one** unit from Section A and **one** unit from Section B, plus **three** further option units from any of the units available in Sections A or B.

Note: a maximum of **three** units only is permissible from Section A.

Section A option units

Unit number	Title	Element number	Title
Unit 3	Provide Professional Customer Service in Road Passenger Transport Operations	3.1	Follow Dress and Behaviour Codes
		3.2	Develop Professional Relationships with Customers
		3.3	Communicate Effectively with Customers
Unit 9	Develop and Maintain Your Work Skills and Knowledge in Road Passenger Transport Operations	9.1	Develop and Maintain Your Work Skills and Knowledge
Unit 10	Manage Conflict in Road Passenger Transport Operations	10.1	Assess Situations and Decide on Action Needed
		10.2	Take action to Deal with Conflict
Unit 12	Support Learners by Mentoring in the Workplace	12.1	Plan, Provide and Maintain the Mentoring Process
Unit 13	Resolve Customer Service Problems	13.1	Spot Customer Service Problems
		13.2	Pick the Best Solution to Resolve Customer Service Problems
		13.3	Take Action to Resolve Customer Service Problems
Unit 14	Process Customer Service Complaints	14.1	Recognise the Signs that a Query or Problem is About to Produce a Complaint
		14.2	Deal with a Complaint Effectively
Unit 18	Support Customer Service Improvements	18.1	Use Feedback to Identify Potential Customer Service Improvements
		18.2	Implement Changes in Customer Service
		18.3	Assist with the Evaluation of Changes in Customer Service

Section B option units

Unit number	Title	Element number	Title
Unit 28	Allocate and Check Work in Your Team		
Unit 29	Manage and Administer Small Businesses in Road Passenger Transport Operations	29.1	Plan and Operate a Small Business
		29.2	Manage Accounting and Administration Functions
Unit 30	Plan Timetables for Scheduled Road Passenger Transport Services	30.1	Prepare New and Modified Timetables
Unit 31	Plan Road Passenger Transport Routes for Customers	31.1	Understand a Customer's Journey
		31.2	Communicate with Customers About Routes
Unit 32	Plan Road Passenger Transport Schedules	32.1	Plan the Scheduling of Road Passenger Transport
Unit 33	Generate Sales of Products and Services in Road Passenger Transport Operations	33.1	Identify Contacts to Make and Increase Sales
		33.2	Sell Road Passenger Transport Products and Services
		33.3	Evaluate Your Success in Increasing Sales
Unit 34	Manage and Store Information	34.1	Use, Research and Store Information
		34.2	Present Information
Unit 35	Supervise the Cleaning of Road Passenger Transport Vehicles	35.1	Supervise the Effective Cleaning of Vehicles
		35.2	Ensure Good Health and Safety Practices are Maintained when Cleaning the Vehicle
Unit 36	Improve the Customer Service Relationship	36.1	Improve Communications with Your Customers
		36.2	Balance the Needs of Your Customer and Your Organisation
		36.3	Exceed Customer Expectations to Develop the Relationship
Unit 37	Operate an IT System in Road Passenger Transport Operations	37.1	Use an IT System

Section 3: Assessment strategy

Introduction

The Assessment Strategy for this NVQ has been established by *GoSkills* in agreement with awarding bodies.

This Assessment Strategy sets out recommendations and specifications for the assessment and quality control of the Road Passenger Transport Operations suite of National Occupational Standards (NOS) across the UK. This strategy should be read in conjunction with the following documents:

- *Edexcel NVQ general guidance for centres*
- *Edexcel NVQ guidance for candidates*
- Edexcel Level 3 NVQ in Road Passenger Transport Operations – logbook for candidates.

The NOS referred to underpin the National Vocational Qualifications (NVQs) at Level 3. This includes the Edexcel BTEC Level 3 NVQ in Road Passenger Transport Operations.

The following sections outline the principles that underpin the assessment of the above standards and qualifications with regard to:

- external quality control
- workplace assessment
- the use and characteristics of simulation
- the required occupational expertise of assessors and verifiers.

These principles are in addition to the generic criteria that awarding bodies must meet for the delivery of NVQs, as required by the Qualifications and Curriculum Development Agency (QCDA) current guidance and requirements.

Assessment Strategy for N/SVQs based on GoSkills

National Occupational Standards for Road Passenger Transport Operations

1 Introduction

GoSkills, as the Sector Skills Council for the Passenger Transport Sector, is responsible for developing an assessment strategy for the N/SVQs based on its occupational standards.

This responsibility means that *GoSkills* must:

- a) recommend how external quality control of assessment will be achieved
- b) define which aspects of the national standards must always be assessed through performance in the workplace
- c) define the extent to which simulated working conditions may be used to assess competence and any characteristics that simulations should have, including definitions (where appropriate) of what would constitute a 'realistic working environment' (RWE) for the qualifications concerned
- d) define the occupational expertise requirements for assessors and verifiers in consultation with industry and in agreement with awarding bodies.

This Assessment Strategy for the N/SVQ Level 2 and 3 in Road Passenger Transport Operations addresses the four areas indicated above.

2 Review and evaluation of this strategy

GoSkills and awarding bodies will continually monitor the effectiveness of this strategy. It will be reviewed annually and revised where necessary every two years. *GoSkills* will therefore establish arrangements for awarding bodies to provide feedback which will assist in the evaluation and review of this strategy. This feedback will also be used to evaluate assessment and verification practices, identify and promulgate good practice and inform any improvements to be made to this strategy.

Awarding bodies and their approved centres will be encouraged to submit comments and suggestions for improvements. This will be through formal dialogue between *GoSkills* and the awarding bodies.

3 External quality control of assessment

The quality of the assessment process is the responsibility of the awarding bodies. *GoSkills* encourages flexibility and innovation of approach alongside robust systems to support quality control. However awarding bodies must detail their approach to each of the following.

3.1 External verification

External verifiers (EVs) should verify assessments at approved centres. The normal frequency of external verification visits is two per year. However, the exact frequency should be determined by the risk assessment.

The N/SVQ at Levels 2 and 3 for Road Passenger Transport Operations consists of both mandatory and optional units. At Level 2 there are three mandatory units and five optional units whereas at Level 3 there are four mandatory units and five optional units. *GoSkills* acknowledges that it would not be possible for an EV to sample evidence towards every unit on each visit. Awarding bodies should establish systems that ensure and record that EVs sample evidence provided for all units over a two-year period. Awarding bodies may vary sampling rates in response to risk assessments of individual centres.

The verification should include inspection of the records of evidence and assessment. Awarding bodies should consider rotating their external verifiers in order to encourage standardisation, independence of assessment and the sharing of good practice.

3.2 Risk assessment

In order to promote appropriate levels of monitoring of centres, *GoSkills* requires awarding bodies to adopt a risk management system. This approach is consistent with the approach taken by the regulatory authorities. Where there is a risk to the quality and consistency of assessment (for example as a result of commercial interests or as a result of relationships between candidates and assessors) awarding bodies should ensure that appropriate mechanisms are in place to ensure the reliability of the assessment. Awarding bodies should show that a risk assessment has been carried out for each approved centre and that a strategy to minimise any identified risk has been implemented.

3.3 Awarding body forum

GoSkills will arrange regular awarding body meetings. The aim of the meetings will be to promote consistency in the assessment process. All awarding bodies offering N/SVQs in Road Passenger Transport Operations will be required to attend the awarding body forum at least once per year.

4 Evidence

4.1 Evidence from workplace performance

Wherever possible, evidence of occupational competence should be generated and collected through performance under workplace conditions. These conditions would be those typical of the candidate's normal place of work. The evidence collected under these conditions should also be as naturally occurring as possible.

It is accepted that not all employees have identical work place conditions and therefore there cannot be assessment conditions that are identical for all candidates. However, assessors must ensure that, as far as possible, the conditions for assessment should be those under which the candidate usually works. Assessment of an individual against the N/SVQ standard must not put that individual under more, or less, pressure than found normally in the workplace. It could be the case that the individual could feel more pressure simply because he or she is being assessed. However, it is the skill of the assessor to reduce this pressure to a minimum.

4.2 Use of simulation in assessments

As stated above, it is intended that N/SVQ candidates should be assessed under normal workplace conditions. However, there are situations where the actual workplace may not be appropriate, or where waiting for naturally occurring evidence is impractical. Therefore, the setting up or devising of assessment situations will be allowed, when it can be demonstrated that the following circumstances require it in areas related to:

- *safety*
- *legislation*
- *regulation*
- *contingency*
- *cost*
- *significant interruption to candidate's or employer's business.*

It is recognised that there may be other assessment situations where simulation may have to be used. In such instances, awarding bodies should give consideration to the reliability and validity of the likely evidence before agreeing to simulation. In all cases, the centre should agree its plans for simulation with the EV to ensure that it is satisfactory.

5 Competence of Assessment Personnel

GoSkills acknowledges the very important role and responsibility that assessors and verifiers have in maintaining the quality and integrity of N/SVQs. Awarding bodies and other stakeholders therefore have to have confidence in the actions and decisions of assessors and verifiers.

5.1 Competence of external verifiers

A primary responsibility of the external verifier is to assure quality of internal verification and assessments across the centres for which they are responsible. External verifiers therefore need to have a thorough understanding of quality assurance and assessment practices as well as in depth technical knowledge related to the qualifications that they are externally verifying.

It will be the responsibility of the awarding body to select and appoint external verifiers. Potential external verifiers should:

- hold (or be working towards) an appropriate qualification as specified by the appropriate authority, confirming their competence to externally verify N/SVQ assessments
- have an up to date and working understanding of the occupational area they are externally verifying together with a sound and in-depth knowledge of the occupational standards
- demonstrate their commitment to maintaining their industry knowledge by ongoing professional development, for example through undertaking training courses

5.2 Competence of internal verifiers

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

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

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

5.3 Competence of assessors

The primary responsibility of the assessor is to assess candidates to the required quality and consistency, against the National Occupational Standard. It is important that an assessor can recognise occupational competence as specified by the national standard. Assessors therefore need to have a thorough understanding of assessment and quality assurance practices, as well as have in-depth technical understanding related to the qualifications for which they are assessing candidates.

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

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

5.4 Continued personal and professional development

It is important that verifiers and assessors continue their own development to help them in their respective N/SVQ roles. It is expected that each approved centre will provide development programmes for its assessors and internal verifiers to maintain their technical or occupational expertise. Awarding bodies should provide development programmes, workshops, seminars, etc to promote good practice, quality and consistent assessments.

Section 4: Recording forms

Introduction

This section contains the following exemplar forms which have all been partially completed in the context of the Road Passenger Transport Operations standards.

- Form 1: Portfolio title page
- Form 2: Personal profile
- Form 3: Contents checklist
- Form 4: Index of evidence
- Form 5: Unit assessment plan
- Form 6: Unit progress and sign-off record
- Form 7: Element achievement record
- Form 8: Knowledge evidence record
- Form 9: Personal statement
- Form 10: Observation record
- Form 11: Witness testimony
- Form 12: Expert witness evidence record
- Form 13: Record of questions and candidate's answers.

The forms and advice and guidance about completing them are in the *Edexcel NVQ general guidance for centres* which is on the Edexcel website and is normally available on a sector-specific CD ROM, which can be obtained from our publications department (see *Section 5: Further information*).

Example form 1 – Portfolio title page

NAME: Mr John Wilson	
JOB TITLE: Shift supervisor/controller	
NAME OF EMPLOYER/TRAINING PROVIDER/COLLEGE: Speedy Private Hire	
THEIR ADDRESS: 57 Old Course Road Sandcastle Oldshire POSTCODE: SO38 6XL	
TELEPHONE NUMBER (HOME): 01234 567890	(WORK): 01234 567890
EMAIL ADDRESS: jwilson@speedyph.co.uk	FAX NUMBER: 01234 567891
NVO: Road Passenger Transport Operations Level: 3	
UNITS SUBMITTED FOR ASSESSMENT: Unit 4 - Ensure Health and Safety and Deal with Incidents, Accidents and Emergencies in Your Work Environment in Road Passenger Transport Operations Unit 5 - Develop Productive Working Relationships with Colleagues Unit 6 - Manage Operator Risks and Liabilities in Road Passenger Transport Operations Unit 7 - Provide Leadership for Your Team Unit 10 - Manage Conflict in Road Passenger Transport Operations Unit 12 - Support Learners by Mentoring in the Workplace Unit 18 - Support Customer Service Improvements Unit 34 - Manage And Store Information Unit 35 - Supervise The Cleaning Of Road Passenger Transport Vehicles	

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MENTOR: Peter Coach

(PLEASE PROVIDE DETAILS OF MENTOR'S EXPERIENCE):

Line manager with 15 years' experience in the taxi and private hire industry. Undertaken a number of in-company training courses, including Auriga Evocab and customer service principles. Peter has also studied and successfully gained the ECDL Level 1 and 2 ITQ Awards and recently obtained his internal verifier award.

ASSESSOR: Glen Carr

DATE: 06/01/09

Example form 2 – Personal profile

NAME: Mr John Wilson	
ADDRESS: 18 The Fairways Sandcastle Oldshire	
POSTCODE: SO57 6XL	
TELEPHONE NUMBER (HOME): 01234 567890	(WORK): 01234 567890
EMAIL ADDRESS: jwilson@speedyph.co.uk	FAX NUMBER: 01234 567891
JOB TITLE: Shift supervisor/controller	
RELEVANT EXPERIENCE	
DESCRIPTION OF YOUR CURRENT JOB:	
<p>I work as a night shift supervisor/controller in a large private hire company. My hours of work are from 10pm to 6am. During my shift I can be responsible for up to 15 operators who will be processing incoming calls, taking bookings and dispatching drivers. Co-ordinating the allocation of dispatch work is one of my responsibilities, including a front desk for customers who 'drop in' and request a vehicle booking. During busy periods it can become very stressful as many customers want a vehicle almost immediately; if vehicles are a few minutes late the operators come under intense pressure from customers whose vocal tone and manner can be upsetting and abusive. Where difficulties arise between operators, customers or drivers it will be my responsibility to resolve any difficulties or disputes, to 'take the heat out of situations' and smooth things over, and ensure that customer service is maintained.</p> <p>At times I will be asked to train a new operator in our computerised dispatch system; I enjoy this type of work and take great satisfaction in seeing a new member of staff learning on the job and acquiring new skills.</p> <p>Corporate account customers are important to a private hire company as they bring regular income and work to the drivers. I will often be asked by my manager to provide feedback or opinion on suitable drivers who may be asked to undertake school runs or other sensitive work such as social service contracts and NHS work.</p> <p>Other responsibilities include routinely checking drivers' badges, driver licenses, vehicle plates, MOTs and valid insurance for expiry dates. I send each driver a reminder of the relevant expiry dates to his datahead; if in the unusual event they forget to renew an essential document I have the authority to prevent the driver logging on and therefore barring them from further work.</p> <p>Summarising I see my job role as sharing skills and leading by example.</p>	

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PREVIOUS WORK EXPERIENCE OR ATTACH COPY OF A CURRENT CV:

4 years - telephone operator/dispatcher

3 years - taxi driver

QUALIFICATIONS AND TRAINING AND/OR ATTACH COPY OF A CURRENT CV:

5 GCSEs

BTEC Award in Transporting Passengers by Taxi and Private Hire

Auriga Systems - Evocab Training; Motorola training, ECDL Level 1

NEBOSH Award in Health and Safety at Work

VOLUNTARY WORK/INTERESTS: *Golfing and gardening*

NAME OF EMPLOYER/TRAINING PROVIDER/COLLEGE: *Speedy Private Hire*

ADDRESS:

57 Old Course Road
Sandcastle
Oldshire

POSTCODE: *SO38 6XL*

TELEPHONE NUMBER (WORK): *01234 567890*

FAX NUMBER: *01234 567891*

EMAIL ADDRESS: *jwilson@speedyph.co.uk*

TYPE OF BUSINESS, IF EMPLOYER:

Private hire operator with 350 vehicle fleet including four executive vehicles, two funeral cars, two minibuses for social service work and 25 wheelchair accessible vehicles.

NUMBER OF STAFF: *25 full- and part time staff*

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

Management and HR - 6

Shift supervisors - 4

Drivers and cleaners - 4 full-time employed

Telephonists and dispatchers - 8-15 full- and part time

Sub-contracted drivers - 75+ full- and part time

Example form 3 – Contents checklist

NVQ TITLE: Edexcel Level 3 in Road Passenger Transport Operations		
CANDIDATE: Mr John Wilson		
	Completed?	Page/section number
Title page for the portfolio	y	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 	y y y y	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 	y y y	8 8 6
Unit progress records		8
Index of evidence (with cross-referencing information completed)		5
Evidence (with reference numbers) <ul style="list-style-type: none"> • observation records • details of witnesses (witness testimony sheets) • personal statements 	y y y	6-15 6-16/17 6-14

Example form 4 – Index of evidence

NVQ TITLE AND LEVEL: Edexcel Level 3 in Road Passenger Transport Operations				
CANDIDATE: Mr John Wilson				
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
3	Personal statement	Yes	10; 10.1,10.2	Ian Copley 10/09/09
4	Observation record	Yes	35; 35.1	Ian Copley 25/09/09
11	Witness testimony	Yes	4; 4.2	Ian Copley 18/07/09
15	Expert witness	Yes	6; 6.1	Ian Copley 10/07/09
22	Record of questions and answers	Yes	18; 18.1	Ian Copley 26/09/09

Example form 5 – Unit assessment plan

NVQ TITLE: Edexcel Level 3 in Road Passenger Transport Operations			
UNIT: Unit 4 - Ensure Health and Safety and Deal with Incidents, Accidents and Emergencies in Your Work Environment in Road Passenger Transport Operations			
CANDIDATE: Mr John Wilson		ASSESSOR: Glen Carr	
NORMAL WORKING ACTIVITIES PERFORMED			
TYPICAL EVIDENCE	WORK AREA	EXPECTED COMPLETION DATE	LINKS TO OTHER UNITS/ELEMENTS
ELEMENT: 4.1 IDENTIFY HAZARDS AND ASSESS RISKS IN THE WORKPLACE			
Observations, witness testimony, hard copy inspection notes on routine inspections of workplace hazards including fire, electrical, transport and manual handling	General office, booking areas, vehicle parking, disability access, fire evacuation access and mustering points	15/02/09	6; 6.1
ELEMENT: 4.2 TAKE ACTION TO DEAL WITH INCIDENTS, ACCIDENTS AND EMERGENCIES			
Witness testimony, customer testimonial, professional discussion, Q&A, company procedures	Control room, computer workstation and company private phone line to drivers and clients	17/03/09	6; 6.1
ELEMENT: 4.3 LIMIT THE RISK OF INJURY OR HARM TO PEOPLE AND PROPERTY			
Witness testimony, taped professional discussion, copy of typed reports to management	Control room, computer workstation, senior management meeting room		6; 6.1 5
ACTIVITIES NEEDING TO BE PERFORMED			
ELEMENT: 4.1 IDENTIFY HAZARDS AND ASSESS RISKS IN THE WORKPLACE			
Three health and safety inspection reports to management including details on legal implications, cost benefits and possible disruption to the business	Control room, booking office, customer facilities, washbays, first aid post, company vehicles, on board disability equipment	25/04/09	

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TYPICAL EVIDENCE	WORK AREA	EXPECTED COMPLETION DATE	LINKS TO OTHER UNITS/ELEMENTS
ELEMENT: 4.2 TAKE ACTION TO DEAL WITH INCIDENTS, ACCIDENTS AND EMERGENCIES			
Evidence that you can take decisions that will safeguard passengers, vehicles and company standing by implementing and following through on action plans, contingency plans, and emergency procedures	Workstation, control room connected to - schools, parents or guardians, local authorities, licensing officers and emergency services	15/05/09	
ELEMENT: 4.3 LIMIT THE RISK OF INJURY OR HARM TO PEOPLE AND PROPERTY			
Presentation to management of health and safety inspections/reports with recommendations on possible areas of improvement	Management meeting/board room	10/06/09	
<p>ADDITIONAL COMMENTS</p> <p>In this unit John has to demonstrate that he has the knowledge and experience to undertake health and safety inspections and be able to respond to incidents and emergencies. Evidence of health and safety checks, following H&S company procedures, contingency planning and assisting management in their statutory duties to limit risk.</p> <p>Verbal questioning and answers (taped) will be used to cover the knowledge content.</p>			
ASSESSOR'S SIGNATURE: <i>Glen Carr</i>		DATE: 30/06/09	
CANDIDATE'S SIGNATURE: <i>John Wilson</i>		DATE: 30/06/09	

Example form 6 – Unit progress and sign-off record

NVQ TITLE AND LEVEL: Edexcel Level 3 in Road Passenger Transport Operations									
CANDIDATE: Mr John Wilson									
ASSESSOR: Glen Carr									
To achieve the whole qualification, you must prove competence in 4 mandatory units and 5 option units.									
Unit checklist: list here the units you will be undertaking, then circle the reference number of each unit as you complete it.									
Mandatory	4	5	6	7					
Sections A, B and C	18	34							
Option	10	12	35						

Circle the reference numbers as you complete each unit. You can then easily see what stage you have reached in your NVQ.

Mandatory units			
Unit number	Title	Assessor's signature	Date
4	Ensure Health and Safety and Deal with Incidents, Accidents and Emergencies in Your Work environment in Road Passenger Transport Operations	Glen Carr	30/06/09
5	Develop Productive Working Relationships with Colleagues	Glen Carr	05/07/09
6	Manage Operator Risks and Liabilities in Road Passenger Transport Operations	Glen Carr	06/08/09
7	Provide Leadership for Your Team	Glen Carr	09/09/09

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Example form 7 – Element achievement record

NVQ TITLE AND LEVEL: Edexcel Level 3 in Road Passenger Transport Operations				
CANDIDATE: Mr John Wilson				
ASSESSOR: Glen Carr				
UNIT TITLE: Unit 5: Develop Productive Working Relationships with Colleagues				
ELEMENT: No elements or range				
Performance criteria: You need to show that:		<i>(Assessor to insert date each time competence is demonstrated)</i>		
1	Establish working relationships with all colleagues who are relevant to the work being carried out	01/04/09	05/05/09	
2	Recognise, agree and respect the roles and responsibilities of colleagues	01/04/09	05/05/09	
3	Understand and take account of the priorities, expectations and authority of colleagues in decisions and actions			
4	Fulfil agreements made with colleagues and let them know	01/04/09	05/05/09	
5	Advise colleagues promptly of any difficulties, or where it will be impossible to fulfil agreements			
6	Identify and sort out conflicts of interest and disagreements with colleagues in ways that minimise damage to the work being carried out			
7	Exchange information and resources with colleagues to make sure that all parties can work effectively			
8	Provide feedback to colleagues on their performance and seek feedback from colleagues on your own performance in order to identify areas of improvement			

continued overleaf...

Evidence requirements:				
Evidence over an extended period that on at least 3 occasions you were able to demonstrate that you took positive measures to develop productive relationships with working colleagues: <ul style="list-style-type: none"> • testimonials • witness statements • written memos, correspondence, information exchange 				
Professional discussion on behaviours that underpin effective performance				
Range: No range given, examples provided		<i>(Use the boxes to record range with reference to element requirements)</i>		
New employee				
Existing team members				
Written and verbal communication				
Holidays, work rotas, grievances, training, appraisals				

Feedback/comments:	
To date you have approached this element with enthusiasm and commitment. Please complete the action plan we agreed within the date I have proposed. I see no problems in completing this element and unit within the target date.	
ASSESSOR'S SIGNATURE: <i>Glen Carr</i>	DATE: 02/10/09
CANDIDATE'S SIGNATURE: <i>John Wilson</i>	DATE: 02/10/09

Example form 8 – Knowledge evidence record

NVQ TITLE AND LEVEL: Edexcel Level 3 in Road Passenger Transport Operations	
CANDIDATE: John Wilson	ASSESSOR: Glen Carr
<p>UNIT TITLE: Manage Operator Risks and Liabilities in Road Passenger Transport Operations</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 legislation and codes of practice/bye laws that apply to your business, eg CPC for PCV drivers, 'O' licence for PSV/PCV									y
b The evidence required to comply with legislative and other requirements, eg evidence to work in the UK, CRB checks, valid driving licence, MOT tests etc							05/06/09		
c How to develop and implement procedures to ensure compliance with legislative and other requirements									y
d How to operate an effective administration system for the checking and, monitoring and storing of relevant information							07/06/09		
e The importance and implementation of an effective data protection system, eg compliance with the Data Protection Act 1998							03/08/09		

continued overleaf...

Knowledge and understanding for this unit:	Type of evidence								
	EI	O	P	WT	S	APEL	Q&A Date	EWE	PD
f The role and powers of those in authority, eg enforcement officers and police etc. with regard to operating a passenger carrying service				y					
g The consequences of non-compliance				y					
h The purpose and importance of due diligence				y					

FEEDBACK/COMMENTS:

You have successfully completed the knowledge evidence for Unit 6 Element 6.1 We will now update your assessment plan to complete the remaining part of this unit.

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: *John Wilson*

DATE: 01/06/09

ASSESSOR'S SIGNATURE: *Glen Carr*

DATE: 01/06/09

INTERNAL VERIFIER'S SIGNATURE: *Ian Copley*

DATE: 15/06/09

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

NVQ TITLE AND LEVEL: Edexcel Level 3 in Road Passenger Transport Operations				
UNIT/ELEMENT(S): 10/10.1, 10.2				
CANDIDATE: John Wilson				
PURPOSE OF STATEMENT: To support the knowledge and understanding evidence for Unit 10				
EVIDENCE INDEX NUMBER: 3				
Date	Evidence index number	Details of statement	Links to other evidence (enter numbers)	Units, elements and PCs covered
27/07/09	3	<p>Control room staff can have a particularly difficult time in appeasing impatient customers who have booked a vehicle and for a variety of justifiable reasons it is running a few minutes late.</p> <p>Usually it takes the form of abusive language, though it can lead to shouting and some personal threats.</p> <p>Staff are trained to handle impatient callers, this is to ensure that good customer service is maintained, however there will be times when I will personally take charge of the situation. This will involve making a decision whether the client is intoxicated and liable to be a danger to our driver.</p> <p>I would contact the driver and inform him or her that I am ready to abort the booking for the following reasons:</p> <ul style="list-style-type: none"> • unable to guarantee their safety • there is likelihood that the vehicle will be fouled • there is strong possibility that the customer will try to 'bilk' the fare (run off without paying). <p>Customers who have abused our staff or drivers, or have run off etc will be entered on a 'blacklist' which I have the authority to maintain and update. These people are barred from booking or hiring vehicles.</p>		<p>10; 10.1 PC 1, 2, 3, 4, 5, 6, 8</p> <p>10; 10.2 PC 1, 2, 3, 5, 7</p>
CANDIDATE'S SIGNATURE: John Wilson			DATE: 10/09/09	
ASSESSOR'S SIGNATURE: Glen Carr			DATE: 10/09/09	

Example form 10 – Observation record

NVQ TITLE AND LEVEL: <i>Edexcel Level 3 in Road Passenger Transport Operations</i>	
UNIT/ELEMENT(S): <i>35.1 Supervise the Cleaning of Road Passenger Transport Vehicles</i>	
CANDIDATE: <i>John Wilson</i>	DATE OF OBSERVATION: <i>21/09/09</i>
EVIDENCE INDEX NUMBER: <i>4</i>	
Skills/activities observed:	PCs and range covered:
<i>Giving instructions in a clear and concise manner, ensuring safe practices are observed, all vehicles cleaned internally and externally to a professional standard</i>	<i>35.1 (1, 2, 3, 4, 5)</i>
Knowledge and understanding apparent from this observation:	
<i>Knowledge of the Health and Safety at Work Act and the COSHH regulations</i>	
Other units/elements to which this evidence may contribute:	
<i>35.2</i>	
Assessor comments and feedback to candidate:	
<i>Your performance in this observation was very good; you ensured that the drivers were operating the power washer correctly and they were wearing personal protection to guard against chemical and high pressure spray. The vehicles were cleaned to a standard expected by the licensing authority and the travelling public.</i>	
<i>I can confirm the candidate's performance was satisfactory.</i>	
ASSESSOR'S SIGNATURE: <i>Glen Carr</i>	DATE: <i>21/09/09</i>
CANDIDATE'S SIGNATURE: <i>John Wilson</i>	DATE: <i>21/09/09</i>

Example form 11 – Witness testimony

NVQ TITLE AND LEVEL: Edexcel Level 3 in Road Passenger Transport Operations	
CANDIDATE NAME: John Wilson	
EVIDENCE INDEX NUMBER: 11	
WHERE APPLICABLE, EVIDENCE NUMBER TO WHICH THIS TESTIMONY RELATES:	
UNIT: 4	
ELEMENT(S): 4.1	
RANGE: PC 1-7	
DATE OF EVIDENCE: 17/03/09	
WITNESS NAME: Karen Callis	
RELATIONSHIP TO CANDIDATE: Line manager	
<p>DETAILS OF TESTIMONY:</p> <p>I have worked with John for 3 years, during that time he has successfully undertaken routine safety inspections; where there was a possible health and safety risk to staff or customers this was duly noted and if the risk was immediate John dealt with it by quickly isolating the hazard or risk.</p> <p>During his shift John has responsibility for safety inspections, accident book details, first aid replenishment and any evacuation procedures. All of which John has carried out successfully.</p>	
I can confirm the candidate's evidence is authentic and accurate.	
WITNESS SIGNATURE: Karen Callis	
NAME: Karen Callis	DATE: 17/03/09
CONTACT TELEPHONE NUMBER: 01234 567890	
<i>Please tick (✓) the appropriate box.</i>	
<input type="checkbox"/>	QUALIFIED AS AN ASSESSOR FOR WORKPLACE PERFORMANCE
<input checked="" type="checkbox"/>	FAMILIAR WITH THE NVQ STANDARDS TO WHICH THE CANDIDATE IS WORKING

Example form 12 – Expert witness evidence record

NVQ TITLE AND LEVEL: Edexcel Level 3 in Road Passenger Transport Operations
CANDIDATE NAME: John Wilson
EVIDENCE INDEX NUMBER: 15
WHERE APPLICABLE, EVIDENCE NUMBER TO WHICH THIS TESTIMONY RELATES:
UNIT: 6
ELEMENT(S): 6.1
DATE OF EVIDENCE: 10/07/09
EXPERT WITNESS NAME: Mr Driver
RELATIONSHIP TO CANDIDATE: Manager and owner of Speedy Private Hire
DETAILS OF TESTIMONY: <p>Most of our drivers are self-employed, however when they contract with our company we have to ensure that as an operator we operate within the law. John has responsibility for ensuring that new and existing drivers are working within the law, this requires John to ensure that:</p> <ul style="list-style-type: none">• their CRB check and medical is completed and they have a driver licence• they are registered with the ISA if working a school run• their vehicle is licensed and has a current MOT• they know their local licensing conditions and statutory regulations. <p>John maintains a database of all expiry dates of drivers licence details, MOTs and forthcoming medicals for those aged 45 and over. John diligently contacts each driver through their on-board data-head to inform them of forthcoming expiry dates so that they and our company remain within the law.</p> <p>Johns dedication to his work has kept our company within the law and given the local licensing authority the confidence to extend our operator licensing period.</p>

continued overleaf...

I can confirm the candidate's evidence is authentic and accurate.

EXPERT WITNESS SIGNATURE: David Driver

NAME: David Driver (manager)

DATE: 10/07/09

CONTACT TELEPHONE NUMBER: 01234 567 890

Please tick (✓) the appropriate box.

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

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

NVQ TITLE AND LEVEL: <i>Edexcel Level 3 in Road Passenger Transport Operations</i>	
CANDIDATE NAME: <i>John Wilson</i>	
UNIT: <i>18</i>	ELEMENT(S): <i>18.1</i>
EVIDENCE INDEX NUMBER: <i>22</i>	
CIRCUMSTANCES OF ASSESSMENT: <i>These questions are to clarify some of the points and issues that arose during our professional discussion on customer service improvements.</i>	
List of questions and candidate’s responses:	
<p>Q: <i>Will you explain in more detail how you obtain customer feedback to improve your service to your clients?</i></p> <p>A: <i>Both our account customers and a randomised selection of private hire customers are contacted regularly by phone/questionnaire to ask their opinion of our service. This information is used to identify weaknesses in our system such as the need for driver training or the requirement for more accessible vehicles.</i></p>	
<p>Q: <i>How is the customer experience influenced by the way the service is delivered?</i></p> <p>A: <i>A customer wants to see excellent customer service, this will include a friendly and informative booking system, that customer details are accurate as regards destination, a quick response time (within 10-12 minutes), competitive pricing, and a courteous driver who is obliging and helpful.</i></p>	
<p>Q: <i>Are there any other ways you could improve the service based on information and feedback you have gathered?</i></p> <p>A: <i>While the company has invested heavily in modern booking and dispatch systems there are still opportunities in Autobook and I-booking to make hiring a vehicle more flexible and responsive to the customer.</i></p>	
ASSESSOR’S SIGNATURE: <i>Glen Carr</i>	DATE: <i>26/09/09</i>
CANDIDATE’S SIGNATURE: <i>John Wilson</i>	DATE: <i>26/09/09</i>

Section 5: Further information

What else should you read?

The following publications provide additional information directly relevant to the provision of NVQs.

Publications	Publication code
<i>The Accreditation of Prior Learning (APL)</i>	80-092-0
Edexcel Information Manual	revised annually (also available on Edexcel's website)
<i>Edexcel NVQ guidance for centres</i>	on the website
<i>Edexcel NVQ guidance for candidates</i>	on the website
<i>Edexcel NVQ logbook for candidates</i> , by qualification, by level	on the website

For some NVQs we provide a CD ROM containing all the relevant materials. Details of these can be found on our website (see below).

To order a CD ROM (when available), logbooks or other publications, please contact:

Edexcel Publications
Adamsway
Mansfield
Nottinghamshire
NG18 4FN

Telephone: 01623 467467
Fax: 01623 450481
Email: publications@linney.com
Website: www.edexcel.com/quals/nvq/Pages/default.aspx

How do you contact us?

For further information about NVQs and our other qualifications, please contact Customer Services. Our Customer Services numbers are:

BTEC and NVQ	0844 576 0026
GCSE	0844 576 0027
GCE	0844 756 0025
The Diploma	0844 576 0028
DIDA and other qualifications	0844 576 0031

Calls may be recorded for training purposes.

You can also contact us through Ask Edexcel at www.edexcel.com/ask.

List of annexes

Annexe A: Qualification codes

Annexe B: Mapping to key skills

Annexe C: Mapping to the wider curriculum

Annexe D: Evidence requirements

Annexe E: Glossary of terms

Annexe A: Qualification codes

Each qualification title, or suite of qualification titles with endorsements, is allocated two codes, as are the individual units within a qualification.

QCDA codes

The QCDA National Qualifications Framework (NQF) code is known as a Qualification Accreditation Number (QAN). This is the code that features in the DfES Funding Schedule – Sections 96 and 97 and is to be used for all qualification funding purposes. Each unit within a qualification will also have a QCDA NQF unit code.

The QCDA qualification and unit codes will appear on the candidate's final certification documentation.

The QAN for the qualification in this publication is: 500/7546/9

Edexcel codes

The Edexcel codes enable approval, registration, assessment and certification, they will appear on documentation such as the Student Report Form (SRF) and the programme definition. The Edexcel codes are not provided in this publication. The Edexcel codes will link automatically to the QCA codes for certification purposes.

Annexe B: Mapping to key skills

Introduction

The mapping indicates where the knowledge and skills achieved during this NVQ can support the development of key skills.

Edexcel Level 3 NVQ in Road Passenger Transport Operations – signposting to key skills

Key skills	Unit 3	Unit 4	Unit 5	Unit 6	Unit 7	Unit 9	Unit 10	Unit 12	Unit 13	Unit 14	Unit 18	Unit 28	Unit 29
Application of number													X
Communication	X	X	X	X	X	X	X	X	X	X	X	X	
Improving own learning and performance			X			X							
Information and communication technology		X		X									X
Problem solving					X			X	X		X	X	
Working with others			X	X	X		X	X		X	X	X	

Key skills	Unit 30	Unit 31	Unit 32	Unit 33	Unit 34	Unit 35	Unit 36	Unit 37
Application of number	X							
Communication	X	X	X	X	X	X	X	
Improving own learning and performance								
Information and communication technology	X	X	X	X	X		X	X
Problem solving							X	
Working with others			X			X	X	

Annexe C: Mapping to the wider curriculum

Edexcel Level 3 NVO in Road Passenger Transport Operations

	Unit 3	Unit 4	Unit 5	Unit 6	Unit 7	Unit 9	Unit 10	Unit 12	Unit 13	Unit 14	Unit 18
Spiritual											
Moral	X		X		X		X	X	X	X	X
Ethical	X		X	X	X		X	X	X	X	X
Cultural	X		X		X		X	X			
Environmental		X									
Health and safety		X		X				X			
European											

	Unit 28	Unit 29	Unit 30	Unit 31	Unit 32	Unit 33	Unit 34	Unit 35	Unit 36	Unit 37
Spiritual										
Moral	X	X				X	X		X	
Ethical	X	X				X	X		X	
Cultural										
Environmental				X				X		
Health and safety	X							X		X
European										

Annexe D: Evidence requirements

Road Passenger Transport Operations			Performance requirements							Knowledge and understanding requirements		
Unit number	Unit title	Element number	Simulation allowed?	Observation	Witness testimony	Response to questions written/oral	Professional discussion	Written evidence	Product evidence	Oral questions	Written questions	Professional discussion
3	Provide Professional Customer Service in Road Passenger Transport Operations	3.1	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
		3.2	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
		3.3	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
4	Ensure Health and Safety and Deal with Incidents, Accidents and Emergencies in Your Work Environment in Road Passenger Transport Operations	4.1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		4.2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		4.3	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
5	Develop Productive Working Relationships with Colleagues	5.1	X	X	✓	✓	✓	✓	✓	✓	✓	✓
6	Manage Operator Risks and Liabilities in Road Passenger Transport Operations	6.1	X	✓	✓	✓	✓	✓	✓	✓	✓	✓

Road Passenger Transport Operations			Performance requirements							Knowledge and understanding requirements		
Unit number	Unit title	Element number	Simulation allowed?	Observation	Witness testimony	Response to questions written/oral	Professional discussion	Written evidence	Product evidence	Oral questions	Written questions	Professional discussion
7	Provide Leadership for Your Team	7.1	X	X	✓	X	✓	✓	✓	✓	✓	✓
9	Develop and Maintain Your Work Skills and Knowledge in Road Passenger Transport Operations	9.1	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
10	Manage Conflict in Road Passenger Transport Operations	10.1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		10.2	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
12	Support Learners by Mentoring in the Workplace	12.1	X	✓	✓	X	✓	X	X	✓	✓	✓
13	Resolve Customer Service Problems	13.1	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
		13.2	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
		13.3	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
14	Process Customer Service Complaints	14.1	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
		14.2	X	✓	✓	✓	✓	✓	✓	✓	✓	✓

Road Passenger Transport Operations			Performance requirements							Knowledge and understanding requirements		
Unit number	Unit title	Element number	Simulation allowed?	Observation	Witness testimony	Response to questions written/oral	Professional discussion	Written evidence	Product evidence	Oral questions	Written questions	Professional discussion
18	Support Customer Service Improvements	18.1	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
		18.2	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
		18.3	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
28	Allocate and Check Work in Your Team	28.1	X	X	✓	✓	✓	✓	✓	✓	✓	✓
29	Manage and Administer Small Businesses in Road Passenger Transport Operations	29.1	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
		29.2	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
30	Plan Timetables for Scheduled Road Passenger Transport Services	30.1	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
31	Plan Road Passenger Transport Routes for Customers	31.1	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
		31.2	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
32	Plan Road Passenger Transport Schedules	32.1	X	✓	✓	✓	✓	✓	✓	✓	✓	✓

Road Passenger Transport Operations			Performance requirements							Knowledge and understanding requirements		
Unit number	Unit title	Element number	Simulation allowed?	Observation	Witness testimony	Response to questions written/oral	Professional discussion	Written evidence	Product evidence	Oral questions	Written questions	Professional discussion
33	Generate Sales of Products and Services in Road Passenger Transport Operations	33.1	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
		33.2	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
		33.3	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
34	Manage and Store Information	34.1	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
		34.2	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
35	Supervise the Cleaning of Passenger Transport Vehicles	35.1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
		35.2	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
36	Improve the Customer Service Relationship	36.1	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
		36.2	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
		36.3	X	✓	✓	✓	✓	✓	✓	✓	✓	✓
37	Operate an IT System in Road Passenger Transport Operations	37.1	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Annexe E: Glossary of terms

This section provides explanations and definitions of the key words used in this NVQ. 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 in a centre designated to be responsible for collecting evidence of candidate's competence, judging it and recording achievement.
Authentication	the process by which an advisor or assessor confirms that assessment activity has been undertaken by a particular candidate and that all regulations governing the assessment have been observed.
Candidate	the person enrolling for an Edexcel NVQ, the college,
Centre	training organisation, school or workplace where Edexcel qualifications are delivered and assessed.
Evidence	materials the candidate has to provide as proof of their competence against specified 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 groups of similar 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.
Performance criteria portfolio	statements which describe the standard to which candidates must perform the activities a compilation of evidence which can form the basis for assessment. The portfolio is commonly used in NVQ 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.

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