



Assessment Strategy
for
Passenger Carrying Vehicle Driving
SVQs based on
GoSkills
National Occupational Standards

1. Introduction

GoSkills, as the Sector Skills Council for the Passenger Transport Sector, is responsible for developing an assessment strategy for the qualifications 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 SVQ level 2 in Passenger Carrying Vehicle Driving 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. The following information is provided by *GoSkills* as guidance to awarding bodies. *GoSkills* encourages flexibility and innovation of approach alongside robust systems to support quality control.

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 SVQ for PCV (Driving) is made up of 8 mandatory units. *GoSkills* acknowledges that it would not be possible for an EV to sample evidence towards every mandatory unit on each visit. Awarding bodies should establish systems that ensure and record that EVs sample evidence provided for all 8 mandatory 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 (eg 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 the 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 SVQs in PCV Driving 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

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 Evidence from achievement of the Initial Driver Certificate of Professional Competence (CPC)

From September 2008, all new professional PCV drivers will be required to achieve an Initial Driver CPC. The “syllabus” for the Initial Driver CPC is laid out in Annex B of the EU Directive on initial and periodic training for professional drivers. The National Occupational Standards for PCV Driving have been revised to ensure that the NOS provide full coverage of the syllabus prescribed in the Directive. A mapping to the Directive syllabus is provided in the introduction to each relevant unit of the NOS. A summary of the NOS units which include common content with the Directive syllabus is provided in Annex A.

In order to achieve the Initial Driver CPC, drivers will have had to undertake four assessment modules. As the content of the Directive syllabus is embedded in the PCV Driving NOS, the assessment modules therefore provide some overlap with the skills, knowledge and understanding that are assessed through the PCV Driving SVQ. From September 2008, many drivers undertaking the SVQ in PCV Driving will have achieved their Initial Driver CPC professional licence and will therefore have already undertaken assessment in many common areas of knowledge and understanding.

In order to minimise duplication of assessment, *GoSkills* has developed a summary of the evidence that is provided by achievement of the Initial Driver CPC. This summary is provided in Annex B. Where drivers have achieved their Initial Driver CPC within five years of starting the SVQ, then the Initial Driver CPC can be taken as evidence towards all of the requirements identified in Annex B. No further evidence will be needed.

Awarding bodies should note that the ongoing Periodic Training to retain Drivers CPC does **not** provide automatic evidence towards the SVQ as Periodic Training is flexible training that does not have to provide full coverage of the Directive syllabus and which is not assessed. There is therefore no automatic evidence towards the SVQ.

4.3 Use of Simulation in Assessments

As stated above, it is intended that 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 Assessors and Verifiers

GoSkills acknowledges the very important role and responsibility that assessors and verifiers have in maintaining the quality and integrity of 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 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 eg through undertaking training courses and/or membership of industry organisations.

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 SVQ assessments;
- hold (or be working towards) an appropriate qualification confirming their competence to assess 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 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 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.

ANNEX A - MAPPING BETWEEN PCV DRIVING STANDARDS AND EU DIRECTIVE FOR DRIVER TRAINING

EU Directive for Driver Training Objectives		PCV Driving Standards Units									
		1	2	3	4	5	6	7	8	9	10
1.1	To know the characteristics of the transmission system in order to make the best possible use of it								8.2g		
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								8.2h		
1.3	Ability to optimise fuel consumption								8.2i		
1.4	Applies to C Licences only										
1.5	Ability to ensure the comfort and safety of your passengers			3.3f 3.3g		5.1g			8.2b		
1.6	Ability to load the vehicle with due regard for safety rules and proper vehicle use								8.3f 8.3g		
2.1	To know the social environment of road transport and the rules governing it				4.2g						
2.2	Applies to C Licences only										
2.3	To know the regulations governing the carriage of passengers			3.3h							
3.1	To make drivers aware of the risks of the road and accidents at work		2.1b 2.1c								
3.2	Ability to prevent criminality and trafficking in illegal immigrants		2.1i								
3.3	Ability to prevent physical risks		2.1j								
3.4	Awareness of the importance of physical and mental ability								8.1b		
3.5	Ability to assess emergency situations										10.1
3.6	Adopt behaviour to help enhance the image of the company			3.1e							
3.7	Applies to C Licences only										
3.8	To know the economic environment of the carriage of passengers by road and the organisation of the market			3.1f							

ANNEX B – EVIDENCE PROVIDED BY ACHIEVEMENT OF THE INITIAL DRIVERS CPC

Note: Achievement of the Initial Driver CPC should have taken place within five years of the start of the N/SVQ in PCV Driving programme

✓ indicates evidence is provided by the Initial Driver CPC.

PCV Driving Unit 1 – Maintain effective working relationships with colleagues

Element 1.1 – Maintain effective working relationships with your colleagues			
Performance Requirements	Initial CPC	Knowledge and understanding	Initial CPC
1 - behave towards colleagues in a way that maintains goodwill		a - the need for effective working relationships and goodwill in the workplace	
2 - respond to requests from colleagues promptly and willingly		b - your organisation's standards and guidelines relating to behaviour in the workplace	
3 - meet any undertakings you have given to colleagues within the agreed way and timescale		c - how to balance giving help to colleagues with your own workload	
4 - provide information your colleagues ask for that is accurate, clear and given promptly		d - the limits of your own responsibilities and those of colleagues	
5 - take part as necessary in discussions about working relationships		e - the learning needs of colleagues who are being trained	
6 - support colleagues who are learning, to develop their skills and knowledge		f - the procedures for dealing with and discussing difficulties in working relationships	
7 - discuss problems with the appropriate person if there are difficulties in working relationships, or work practices			
Element 1.2 – Maintain effective communications with your colleagues			
1 - get the information you need from colleagues, using agreed procedures		a - the need for accurate and relevant information to be communicated within the workplace	
2 - give information to colleagues that is correct, relevant and will meet their needs		b - methods of getting and giving information between colleagues	
3 - communicate information in a format that meets these needs		c - the limits of your authority in relation to providing information	
4 - confirm that you are authorised to give the information you provide		d - the different formats in which you can communicate information and their uses	
5 - get help in cases where you have difficulty in communicating effectively with your colleagues		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	
Element 1.3 – Integrate your work activities with your colleagues work activities			
1 - confirm the limits of your responsibilities in your role		a - the limits of your own responsibilities and those of your work colleagues	✓
2 - get advice from the appropriate person when you have problems with agreeing your work activities or responsibilities, or those of others		b - the procedures for giving colleagues information they need in their work	
3 - give colleagues information on time and which is appropriate to their needs		c - the responsibility of other people you have to work with	
4 - help colleagues in their work role, in line with agreed limits		d - typical events that may need you to change your plans	✓
5 - respond effectively to situations that need you to change your plans		e - the procedures for dealing with and reporting difficulties in agreeing work activities or responsibilities	

PCV Driving Unit 2 – Contribute to health and safety in your work environment

Performance requirements	Initial CPC	Knowledge and Understanding	Initial CPC
Element 2.1 – Identify risks to health and safety			
1 - identify actual and possible risks to health and safety in your normal work area	✓	a - typical risks and dangers to health and safety that are likely to happen in your normal workplace	✓
2 - decide on the level of risk, using operator guidelines	✓	b - where most injuries and accidents occur both on the road and in the depot	✓
3 - get help from an appropriate person when you are not certain of the level of the risk		c - the comparative statistics for accidents involving bus, coach and other forms of road transport	✓
4 - take action (if it is appropriate and safe to do so) that reduces, as far as possible, the possible effects of the risk		d - how to decide on the level of risks	
5 - record enough details of the risks so that appropriate action can be taken		e - the details you should record and report relating to risks and dangers	✓
6 - report full and accurate details of risks to the appropriate person		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	✓
		i - the relevant law and penalties for allowing the trafficking of illegal immigrants and the methods used by the authorities to prevent such practices	✓
		j - how to avoid personal injury, including correct seat positioning, manual handling techniques and proper use of personal protection facilities such as, radios, alarms and screens, where fitted	✓
Element 2.2 – Limit danger and damage to people and property			
1 - take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others		a - when it is safe and appropriate to take immediate action, without putting yourself or others in danger	✓
2 - be certain that the action you take is within your limits of authority and ability		b - what action you can take, and are authorised to take, to limit danger	✓
3 - follow instructions or guidelines for limiting danger or damage		c - your organisation's instructions or guidelines relating to dealing with and reporting dangerous situations	

4 - get immediate help if you cannot deal effectively with the danger		d - how to use appropriate equipment and alarm systems to limit danger	✓
5 - give clear information or instructions to others to allow them to take appropriate action		e - methods of effective and appropriate communication to let others know about the danger	
6 - record and report details of the danger in line with operator guidelines		f - where and how to get help in dealing with dangerous situations	✓
7 - report any difficulties you have keeping to your organisation's health and safety instructions or guidelines, giving full and accurate details			

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

Performance Requirements	Initial CPC	Knowledge and Understanding	Initial CPC
Element 3.1 – Follow codes of dress and behaviour			
1 - behave towards customers in a polite and helpful way	✓	a - the relevant codes of dress, appearance and behaviour	✓
2 - consistently follow the relevant code of dress and personal presentation	✓	b - why it is important to have and follow codes of appearance and behaviour	✓
3 - put across a professional image to your customers by behaving appropriately at all times	✓	c - how to recognise opportunities to improve the service you provide to customers	
4 - hold conversations with customers in a way that promotes goodwill		d - how to deal with difficulties in meeting codes of dress and behaviour	
5 - carry out your work in a way that reduces inconvenience to your customers as far as possible		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	✓
Element 3.2 – Develop and maintain your work skills and knowledge			
1 - identify and describe your needs to develop the skills needed in your role		a - the standards of skills and knowledge needed in your role	✓
2 - balance your needs and the needs of your business		b - how to measure your current skills and identify areas needing development	
3 - discuss and agree with the appropriate person in your organisation how you will receive the development you need		c - the processes within your organisation for discussing and agreeing your development plans	
4 - carry out activities to develop your skills in line with an agreed plan		d - how to monitor your progress against your development plans	
5 - get feedback and advice on your progress in developing your skills		e - how to get feedback from others that will help you in your development	
6 - take action if your progress is below the necessary standard		f - how to identify and get agreement for further development activities when you are not meeting the necessary standard	

Element 3.3 – Develop professional relationships with customers			
1 - acknowledge customers promptly and politely, and speak to them in a way that promotes confidence in your organisation		a - your operator's policy and procedures for promoting customer service	
2 - give customers information that is within your own limits of authority		b - the limits of your own authority, knowledge and responsibility in matters related to customer service	✓
3 - refer customers to other appropriate people if you do not have the knowledge to help them or if their need goes beyond your responsibilities		c - what customer service information will benefit, or is needed by, your employer	
4 - follow approved procedures and policies for promoting customer service		d - the sorts of difficulties or problems that can arise in promoting customer service	✓
5 - record, accurately and completely, information from customers that relates to your business		e - the procedures for referring or reporting customer service issues to other appropriate people in your organisation	
6 - identify and report, to the appropriate person, possible difficulties that could affect customers		f - how to identify the needs of passengers 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	✓
		h - the relevant regulations concerning the rights of passengers. This will include; the Disability Discrimination Act, Private Hire and Touring Paperwork, domestic and continental, Safety Belts, Fire Extinguishers and First Aid Equipment, Carrying Alcohol	✓

PCV Driving Unit 4 – Prepare for passenger carrying journeys

Performance Requirements	Initial CPC	Knowledge and Understanding	Initial CPC
Element 4.1 – Confirm that the vehicle is roadworthy			
1 - confirm that the vehicle's service or defect record is current and meets approved requirements		a - servicing schedules that are relevant to the vehicles you drive	
2 - carry out vehicle handover checks in line with approved procedures		b - statutory vehicle-testing requirements	✓
3 - take action that is within your ability and authority to put the problem right		c - the nature and schedules of vehicle checks you have to carry out	
4 - decide when not to use a vehicle because it is unfit	✓	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	✓
5 - get another vehicle if your vehicle is not fit to use (using your organisation's approved procedure)		e - how to recognise actual or possible defects	✓
6 - promptly refer actual or possible defects to the appropriate person in enough detail so they can diagnose the problem		f - what action you have the 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	
Element 4.2 – Confirm the legal status of the driver and the vehicle			
1 - confirm that the driver holds a current and valid licence to drive the vehicle	✓	a - the different types of, and regulations for, licences to drive passenger carrying vehicles	✓
2 - fully declare any medical or other condition that might affect the driver's ability to drive safely	✓	b - the different types of insurance cover, including the relevant minimum legal requirements, particularly for passenger carrying vehicles	✓
3 - fully declare the details of any convictions against the driver that would affect driving a passenger carrying vehicle	✓	c - the medical conditions and causes that could affect the driver's ability to drive safely	✓
4 - confirm the vehicle excise licence is valid for the vehicle and displayed as needed by law	✓	d - vehicle test, registration and licensing requirements relating to the vehicles being driven	✓
5 - confirm that the vehicle test certificate, insurance details, registration documents and tachograph charts	✓	e - organisational systems for recording vehicle documents particularly related to test certificates,	

(where fitted) meet legal requirements		insurance and licences	
6 - decide when not to use a vehicle because its documents do not meet relevant legal requirements	✓	f - the procedures for dealing with situations where any documents do not meet requirements	✓
		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	✓

PCV Driving Unit 5 – Help passengers who have special needs

Performance Requirements	Initial CPC	Knowledge and Understanding	Initial CPC
Element 5.1 – Recognise passengers’ special needs			
1 - recognise when it is obvious that someone needs your help, before you are asked		a - the importance of providing help to passengers when necessary to ensure comfort and safety	✓
2 - offer your help promptly and in a way that is polite and considerate		b - passengers who may need help including those who use wheelchairs; people who are partially sighted or blind; 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	
3 - treat passengers who need help in a way that promotes good customer service		c - the requirements of relevant legislation and codes of practice when providing help	✓
4 - decide on the type and amount of help you will give, which should be within your ability and responsibility		d - the limits of your ability and responsibility when providing help to passengers	✓
5 - take appropriate action when you cannot provide the help needed		e - how to communicate with passengers who need your help	
6 - keep to relevant legislation and codes of practice when deciding on the help you will give		f - equal opportunities and the rights of all 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	✓
Element 5.2 – Respond to passengers who have special needs			
1 - give help to passengers in line with relevant legislation and codes of practice	✓	a - the importance of giving help to passengers when needed	✓
2 - give help promptly and in a way that promotes good customer service		b - the requirements of relevant legislation and codes of practice when providing help	✓
3 - follow accepted procedures for giving help to passengers, and keep within the limits of your ability and responsibility		c - passengers who may need help including: passengers who use wheelchairs; people who are partially sighted or blind; people who have hearing difficulties or are deaf ; people who have difficulty walking; people who have learning difficulties; people who have physical disabilities or speech difficulties	
4 - use special equipment or systems as needed in line		d - how to use special equipment and systems for	✓

with approved methods		giving help to passengers	
5 - confirm that passengers' needs are met after giving help		e - how to communicate with passengers while giving help	
6 - get appropriate advice or help when you cannot meet passengers' needs		f - equal opportunities and the rights of disabled passengers to travel in safety and comfort	✓

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

Performance Requirements	Initial CPC	Knowledge and Understanding	Initial CPC
Element 6.1 – Access and share information			
1 - get all the information you need to start your duty and confirm that it is complete		a - why you need to share complete and accurate information before and after duties	
2 - make sure any radio equipment you use to pass on information is working before the journey		b - how to confirm that radio equipment is working properly, if it is used	
3 - use the approved methods to get information or advice during the journey		c - how to provide and record information your organisation needs to support the service it provides	
4 - act on information you receive during the journey in line with approved procedures		d - your organisation's procedures for communicating information related to duties and running the service	
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			
Element 6.2 – Transfer responsibility for service duty			
1 - transfer responsibility for the vehicle with the authorised person in line with approved procedures		a - your organisations approved procedures for transferring responsibility for the vehicle	
2 - search for and deal with lost property, including suspect packages, in line with your organisations approved procedures		b - your organisations approved procedures for dealing with lost property, including suspect packages	
3 - inspect for and report damage or defects to the vehicle in line with your organisations approved procedures		c - how to inspect and report damage and defects to vehicles	
4 - present the vehicle for cleaning, refuelling or servicing in line with your organisations approved procedures		d - your organisations approved procedures for presenting vehicles for refuelling, cleaning and servicing	
5 - fill in clearly, and hand in promptly, all documents relating to your duty		e - how to fill in the documents related to your duty	
6 - find out and record the details of your next duty in line with your organisations approved procedures			

PCV Driving Unit 7 – Deal effectively with difficult passengers

Performance Requirements	Initial CPC	Knowledge and Understanding	Initial CPC
Element 7.1 – Assess situations and decide on action needed			
1 - promptly recognise situations that involve inappropriate behaviour by passengers		a - possible situations involving passenger behaviour which you might have to deal with	✓
2 - prioritise the action to be taken, in line with approved organisational guidelines		b - the action you can take and are authorised to take	
3 - make sure the action you plan to take, wherever possible, meets approved organisational guidelines or procedures		c - the approved procedures and guidelines for dealing with and recording incidents involving passenger behaviour	
4 - consider the needs of other passengers when dealing with the situation as far as possible		d - the organisational and relevant legal responsibilities you have when dealing with emergencies and incidents	✓
5 - get help from the appropriate sources in situations outside your own authority or ability to deal with		e - at what point and how to get help when needed	
6 - maintain the morale and goodwill of other passengers and customers in line with approved organisational guidelines		f - the things that affect customer morale and goodwill in emergencies or incidents	
Element 7.2 – Take action to deal with difficult passengers			
1 - carry out action to deal with passengers' inappropriate behaviour in line with approved procedures and guidelines		a - the action you can take and are authorised to take	
2 - take action in a way that does not make the situation worse		b - the organisational and relevant legal responsibilities you have when sorting out passenger-related incidents	✓
3 - take control of the situation in a way that reduces, as far as possible, any possible conflict		c - how to carry out positive responsive action to deal with passenger-related incidents	
4 - get help from the appropriate sources in situations that are outside your own authority or ability to deal with		d - at what point and how you should get help when necessary	
5 - consider the needs of other passengers, as far as possible, when taking action		e - how to maintain your safety and security, and that of others and your vehicle	✓
6 - maintain your safety and security, and that of others and the vehicle, while taking action		f - the things that affect customer care and goodwill in emergencies or incidents, including giving advice to passengers	✓
7 - report the details of any events in line with approved procedures		g - the approved procedures and guidelines for dealing with and reporting emergencies and incidents	✓

PCV Driving Unit 8 – Drive passenger carrying vehicles safely and efficiently

Performance Requirement	Initial CPC	Knowledge and Understanding	Initial CPC
Element 8.1 – Prepare to drive the vehicle			
1 - make sure that you meet the legal and medical requirements to drive the vehicle	✓	a - current legislation about your medical fitness to drive passenger carrying vehicles	✓
2 - make sure that you have the appropriate current and valid driving licence to drive the vehicle	✓	b - the relevant legal requirements and your organisation's procedures relating to fitness for duty	✓
3 - make sure that the vehicle's documents meet current legislation	✓	c - current driver-licensing legislation related to the vehicles you drive	✓
4 - carry out the normal pre-drive checks to the vehicle in line with approved procedures		d - current legislation about the vehicle documents you need	✓
5 - get all the information you need related to starting your duty and confirm it is complete		e - how to confirm that relevant documents are in order and displayed such as: registration, operator licences, vehicle fitness and tax	✓
6 - use the approved procedures correctly for reporting vehicle defects or problems with documents		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 organisation's procedures for reporting defects or problems	✓
Element 8.2 – Drive the vehicle			
1 - move off while considering other road users and your passengers		a - why it is important to drive your vehicle while considering your passengers	✓
2 - respond to the anticipated actions of other road users in a safe and polite way		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	✓
3 - give timely and clear signals if you intend to change direction or the position of your vehicle		c - how your driving style affects how efficiently the vehicle runs	✓
4 - make visual checks around your vehicle so you can decide on the safety of your immediate environment		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	✓
5 - drive your vehicle in a way that does not put other road users at risk		e - how to adapt your driving style to different traffic conditions such as heavy traffic, slow moving and high speed vehicles	✓

6 - maintain the speed and position of your vehicle in a way that is appropriate to the current road and traffic conditions		f - the requirements of relevant laws and codes of practice related to driving including: speed, position, signalling and considering other road users	✓
7 - meet all relevant legal requirements and relevant codes of practice related to driving passenger carrying vehicles safely and efficiently	✓	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	✓
Element 8.3 – Pick up and set down passengers			
1 - make scheduled stops where practical and possible		a- the relevant legislation and regulations relating to stopping and waiting on the highway	✓
2 - keep to regulations, signs and directions related to stopping and waiting	✓	b - the relevant legislation and regulations relating to carrying passengers	✓
3 - take account of the safety and comfort of passengers, pedestrians and other road users		c - how to recognise and adapt to possibly dangerous situations related to moving off or stopping	✓
4 - avoid possible dangerous situations caused by other vehicles and obstacles		d - how to adapt your driving style to suit different passengers, especially when moving off or stopping	✓
5 - pick up and set down passengers in a way that promotes good customer service, including when you cannot accept passengers for any reason		e - how to deal with possible problems in situations where you cannot accept passengers	✓
6 - keep to current legislation, regulations and codes of practice relating to carrying 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	✓
7 - keep a record of journey details as necessary		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	✓
Element 8.4 – Complete your driving duty			
1 - park or hand over the vehicle in line with approved procedures		a - the procedures for parking and handing over your vehicle	
2 - leave the driver's cab in a clean condition and free from dangers		b - the approved procedures for dealing with lost property, including suspect packages	✓
3 - search for and deal with lost property, including		c - how to inspect for, and report, damage and defects	

suspect packages, in line with approved procedures		to vehicles	
4 - inspect for, and report, damage or defects to the vehicle in line with approved procedures		d - the approved procedures for presenting vehicles for refuelling, cleaning and servicing	
5 - present the vehicle for cleaning, refuelling or servicing in line with approved procedures		e - how to fill in the documents related to ending your duty, including tachograph charts where fitted	
6 - fill in clearly, and hand in promptly, all documents relating to your duty			

PCV Driving Unit 9 – Operate the passenger systems and service

Performance Requirements	Initial CPC	Knowledge and Understanding	Initial CPC
Element 9.1 – Prepare to operate the service			
1 - report for your duty at the correct time and place		a - how to get, and confirm as complete, the information you need related to running the service	
2 - get information on routes and schedules, including information on poor conditions, and confirm it is complete		b - why it is important to keep to the official route and schedules	
3 - deal with, beforehand, any foreseeable difficulties in operating the service		c - approved procedures for altering routes or schedules	
4 - confirm that passenger-information systems provide the correct details of the service		d - how to assess possible difficulties in running the service	
5 - get advice on alternative routes from the appropriate person if planned routes and schedules are affected		e - how to communicate to passengers when and why you need to change the route	
6 - let passengers know promptly about any disruption or alteration to the service in a way that promotes goodwill		f - how to operate passenger-information systems	
Element 9.2 – Manage the passenger comfort systems			
1 - confirm the passenger-comfort systems are in approved working order before starting service operation		a - how to control passenger-comfort systems to benefit your passengers	✓
2 - operate the passenger-comfort systems in line with operating instructions and approved guidelines		b - the approved guidelines for operating passenger-comfort systems	✓
3 - operate the comfort systems to suit the needs of passengers and adjust them to take account of changing conditions		c - how to communicate with your passengers in a way that maintains goodwill	✓
4 - where appropriate, tell your passengers about the comfort systems controls they can use		d - the procedures for dealing with operational problems with passenger comfort systems	✓
5 - deal with any problems with operating passenger-comfort systems in line with approved procedures			
Element 9.3 – Operate the service			
1 - operate the service at the correct time		a - where and how to get information that could negatively affect the service, including updates	✓

2 - keep to the running schedules as far as current conditions allow		b - how to maintain customer care and goodwill	✓
3 - get updates of information that help you operate the service		c - how to operate passenger-information systems	✓
4 - get advice on alternatives to the service from the appropriate person when necessary		d - your organisation's procedures for changing planned services	
5 - give details of any disruption, delays or changes to passengers promptly and politely		e - how to use of your organisation's internal forms and documents	
6 - give details of any disruption, delays or changes to your organisation in line with approved guidelines, and use internal documents when necessary			
Element 9.4 – Pick up and set down passengers			
1 - keep to scheduled stops where practical and possible		a - the relevant legislation and regulations relating to stopping and waiting on the highway	✓
2 - keep to regulations, signs and directions related to stopping and waiting		b - the relevant legislation and regulations relating to carrying passengers	✓
3 - take account of the safety and comfort of passengers, pedestrians and other road users		c - how to recognise and adapt to possibly dangerous situations related to moving off or stopping	✓
4 - avoid possible dangerous situations caused by other vehicles and obstacles		d - how to deal with possible problems in situations where you cannot accept passengers	✓
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			
Element 9.5 – Deal with incidents during a journey			
1 - respond promptly and effectively to passengers who let you know about unexpected incidents		a - the need to deal promptly and effectively with incidents during a journey, particularly to reassure passengers	✓
2 - take appropriate action if a passenger is injured or becomes ill in line with approved guidelines		b - how to assess and consider the options within your ability and responsibility when dealing with incidents during a journey	✓

3 - make arrangements for parking the vehicle safely if you or a colleague cannot continue to drive, in line with approved guidelines		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	✓
4 - reduce, as far as possible, any passenger inconvenience or concern, particularly if you need to transfer passengers		d - your organisation's requirements for dealing with unaccompanied children	
5 - deal with vehicle and passenger booking and reservation problems, in line with approved guidelines		e - how to put passengers at ease and reduce their concerns as far as possible	
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			
Element 9.6 – Communicate effectively with passengers			
1 - communicate with your passengers in a way that is appropriate to their needs		a - the forms of verbal and non-verbal communication	
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		b - procedures for keeping passengers informed	✓
3 - give your passengers the information they ask for, which should be within your limits of your knowledge and authority		c - how to confirm understanding with passengers and interpret (verbal and non-verbal) signals from them	
4 - confirm with your passengers that the information you have given is helpful and understood		d - where to get help from to deal with communication difficulties	
5 - deal effectively with communication problems in line with approved guidelines, which could include getting help or advice		e - your organisation's service standards	
6 - behave towards your passengers in line with your organisation's code of customer care	✓	f - your organisation's standards and codes for behaviour and customer care	✓

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

Performance Requirement	Initial CPC	Knowledge and Understanding	Initial CPC
Element 10.1 – Assess situations and decide on what action is needed			
1 - promptly recognise emergencies or incidents	✓	a - 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	✓
2 - prioritise the action to take, in line with your organisation's guidelines	✓	b - the action you can take and are authorised to take	✓
3 - make sure the action you take, meets approved guidelines or procedures	✓	c - the approved procedures and guidelines for dealing with and recording emergencies and incidents	✓
4 - consider the needs of individuals and the rest of the group as far as possible		d - the organisational and relevant legal responsibilities you have when dealing with emergencies and incidents	✓
5 - maintain the morale of customers in line with approved guidelines		e - the things that affect passengers' morale in emergencies or incidents	✓
6 - get help from the appropriate person in situations that are outside your own authority or ability to deal with		f - at what point and how you should get help when needed	✓
7 - maintain and process accurate records of emergencies or incidents in line with approved procedures			
Element 10.2 – Take action to deal with roadside checks by the police or VOSA			
1 - recognise the authority of the officer (or officers) asking you to stop	✓	a - possible incidents you might have to deal with	✓
2 - make sure the action you take meets the relevant statutory requirements and is within your company's guidelines	✓	b - the action you can take and are authorised to take	✓
3 - maintain the morale of passengers in line with approved guidelines		c - the relevant legislation related to roadside checks and the minimum information and assistance you must give by law	✓
4 - get guidance from the appropriate person in situations outside your own authority		d - the limits of authority of a police officer or a VOSA official	✓
5 - maintain and process accurate records of the incident in line with approved procedures		e - the things that affect passengers' morale in such incidents	

		f - at what point you should get help and how you should get help when needed	✓
Element 10.3 – Take action to deal with emergencies and incidents			
1 - carry out action to deal with emergencies and incidents in line with approved procedures and guidelines		a - the action you can take and are authorised to take	✓
2 - take action that reduces, as far as possible, inconvenience to passengers		b - how to carry out action to deal with emergencies and incidents	✓
3 - consider the needs of individuals and the rest of the group as far as possible when taking action		c - how to reduce, as far as possible, any possible dangers in typical travel-related emergencies and incidents	✓
4 - reassure passengers whose journey or service cannot continue, in a way that promotes good customer service		d - the approved procedures and guidelines for dealing with and reporting emergencies and incidents	✓
5 - report details of emergencies or incidents in line with approved procedures		e - the organisational and relevant legal responsibilities you have when dealing with emergencies and incidents	✓
6 - tell all the relevant and appropriate people about changes made to journeys or services		f - the things that affect customer service in emergencies or incidents	
7 - get help from the appropriate sources in situations that are outside your own authority or ability		g - at what point and how you should get help when you need it	✓

PCV Driving Unit 11 – Negotiate and agree tour itineraries with clients

Performance Requirement	Initial CPC	Knowledge and Understanding	Initial CPC
Element 11.1 – Negotiate and agree tour briefs with clients			
1 - negotiate and agree the main features of clients' tour needs		a - the features of different clients' groups in relation to their tour needs	
2 - confirm that you can meet the clients' needs		b - how to communicate and negotiate with others effectively	
3 - identify and gain the co-operation needed, if any, from others connected with the tour		c - the limits of your own authority, ability and responsibility when negotiating and agreeing tours	
4 - identify how much responsibility and authority you have in relation to the tour		d - how to match tour features with clients' needs	
5 - negotiate and agree appropriate reporting arrangements between you and the client		e - the organisation of services and resources involved in tours	
6 - confirm the brief with the client in writing or in another format as necessary		f - the various contractual arrangements between tour operators and tourists	
7 - keep any negotiations and agreement relating to the brief confidential		g - possible situations that could mean you need to make other tour arrangements	
Element 11.2 – Negotiate and agree tour routes and timings			
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		a - the features of different clients' groups in relation to their tour needs	
2 - confirm that co-operation from others is available if necessary		b - how to communicate and negotiate with others effectively	
3 - take account of necessary stops and possible events in the routes and timings		c - the limits of your own authority, ability and responsibility when negotiating and agreeing routes and timings	
4 - agree what you are responsible for and are authorised to do in relation to the routes and timings		d - how to match tour routes and timings with clients' needs	
5 - present the itinerary details in a format that is appropriate to anyone who could receive it		e - the logistic factors involved in tour routes and timings	
6 - confirm the routes and timings with the client in writing or in another format as necessary		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	

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

Performance Requirement	Initial CPC	Knowledge and Understanding	Initial CPC
Element 12.1 – Receive fares and issue receipts and tickets			
1 - carry out calculations for fares and payments correctly in line with approved guidelines		a - your organisation's procedures for paying fares, and how to follow them, including methods of payment	
2 - tell your passengers clearly what the total payment is and the appropriate payment methods in a way that promotes understanding and goodwill		b - the need to give correct information to your passengers about fares and payments	
3 - accept and acknowledge payments from your passengers in line with approved procedures		c - the different ways of paying, such as cash, cheques, charge cards, debit cards and credit cards, including tokens and pre-paid cards	
4 - confirm that payment amounts are correct, and identify and deal with problems in line with approved procedures		d - your own authority for dealing with problems relating to paying fares	
5 - give the correct change to your passengers, with a valid receipt if necessary		e - the security requirements for storing payments	
6 - store all payments in an approved place		f - regulations and policies relating to concessionary fares	
Element 12.2 – Process valid passenger tickets and passes			
1 - confirm that the equipment used for processing tickets is in an approved operational condition		a - how to operate the equipment for processing fares	
2 - follow the emergency ticket procedures if equipment breaks down		b - how to follow the emergency ticket procedure	
3 - issue tickets, and confirm that prepaid tickets and passes are valid for the journey		c - customer-care policies and procedures	
4 - recognise and report when tickets or passes have been misused and when passengers have not paid fares, in line with approved procedures		d - approved procedures for when tickets or passes have been misused	
5 - follow any concessionary fare schemes in line with approved procedures		e - relevant regulations and policies relating to concessionary fares	
Element 12.3 – Account for fares and payments			
1 - promptly pay in the money and vouchers you collected in line with approved procedures		a - procedures for accounting for ticket sales and vouchers	

2 - account for non-payments, mistakes on tickets and withdrawn passes in line with approved procedures		b - the importance of, and how to carry out, security and personal safety checks	
3 - carry out adequate security checks to make sure you are safe before you move money		c - the procedures to check the money you have received, particularly in relation to problems	
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			

PCV Driving Unit 13 – Manage financial transactions on coach journeys

Performance Requirement	Initial CPC	Knowledge and Understanding	Initial CPC
Element 13.1 – Receive cash advances and make cash payments			
1 - confirm that the advances you receive will cover your needs		a - how to check requests for payment and work out the amounts due	
2 - confirm that the amounts you have received match the relevant documents		b - the relevant documents (including cheques, counterfoils and petty-cash records) and how to fill them in	
3 - take account of agreed special arrangements when offering amounts to suppliers and others where appropriate		c - the relevant confidentiality procedures	
4 - make payments only according to the amounts due		d - appropriate security procedures	
5 - confirm that all appropriate documents are complete, accurate and up to date			
6 - keep relevant documents secure			

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

Performance Requirement	Initial CPC	Knowledge and Understanding	Initial CPC
Element 14.1 – Prepare for journeys with passengers who have special needs			
1 - make sure the details of destinations, routes, timings and any special information about your passengers is complete and in the approved format		a - the importance of having correct and relevant details of the passengers you are carrying	✓
2 - confirm vehicle seating plans for your journeys are correct		b - the relevant legal requirements and relevant codes of practice for transporting passengers who use wheelchairs	✓
3 - confirm that you have the correct type and amount of equipment for seating and securing passengers and wheelchairs before starting your journeys		c - the reasons for and use of different types of equipment for seating and securing passengers and wheelchairs	✓
4 - carry out approved safety checks on that equipment		d - how to carry out approved safety checks on equipment for seating and securing passengers and wheelchairs	✓
5 - use the approved procedures for reporting defects to your vehicle or its equipment		e - the relevant parts of the Disability Discrimination Act and how the act applies to the role of the driver in transporting passengers	✓
6 - confirm that all documents relating to your journeys are correct and in line with organisational requirements			
Element 14.2 – Provide the service for passengers who have special needs			
1 - keep to running schedules as far as conditions allow		a - appropriate methods of offering and giving help to passengers who have special needs	
2 - help passengers onto and off the vehicle in line with relevant legislation and codes of practice, and in a way that promotes goodwill		b - equal opportunities and the rights of passengers who have special needs to travel in safety and comfort	✓
3 - use passenger lifts and equipment in line with approved procedures		c - the requirements and importance of using passenger lifts and equipment	
4 - deal with fares and waybills where needed, in line with approved procedures		d - approved procedures for dealing with defective passenger-safety equipment	
5 - make sure you drive the vehicle in a way that maintains the safety and comfort of passengers		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	
6 - take appropriate action if any passenger is not at		f - the relevant parts of the Disability Discrimination Act	✓

their agreed pick up-point		and how the act applies to the role of the driver in transporting passengers	
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			
Element 14.3 – Deal with incidents during a journey involving passengers who have special needs			
1 - respond promptly and effectively to passengers who let you know about unexpected incidents		a - the need to deal promptly and effectively with incidents during a journey, particularly to reassure passengers	✓
2 - take appropriate action if a passenger is injured or ill, in line with approved guidelines	✓	b - how to assess and consider the options within your ability and responsibility when dealing with incidents during a journey	✓
3 - make arrangements for parking the vehicle safely if you cannot to continue to drive, in line with approved guidelines		c - the approved procedures for dealing with passenger injuries or illness, incidents where you cannot continue to drive, and transferring passengers	✓
4 - reduce passenger inconvenience or concern as far as possible, particularly if passengers need to be transferred		d - the relevant legal requirements for dealing with unaccompanied children	
5 - deal with vehicle booking and reservation problems in line with approved guidelines		e - how to put passengers at ease and reduce their concerns as far as possible	
6 - let the appropriate person know if other services could be affected by the incident		f - the relevant parts of the Disability Discrimination Act and how the act applies to the role of the driver in transporting passengers	✓
7 - get help from the appropriate person if you cannot deal effectively with the incident			
Element 14.4 – Communicate effectively with passengers who have special needs			
1 - communicate with your passengers in a way that is appropriate to their needs		a - the forms of verbal and non-verbal communication	
2 - respond to your passengers' requests for information in a positive and helpful way, and one which gives a positive image of your organisation		b - procedures for keeping passengers informed	
3 - give your customers the information they ask for, which should be within your limits of knowledge and authority		c - how to confirm that passengers understand information and interpret (verbal and non-verbal) signals from them	

4 - confirm, with your passengers, that the information you have given them was enough and that they understood it		d - where to get help to deal with communication difficulties	
5 - deal effectively with communication problems in line with approved guidelines, which could include getting help or advice		e - your organisation's service standards	
6 - behave towards your passengers in line with your organisation's code of behaviour		f - your organisation's standards and codes for behaviour and customer care	
		g - the relevant parts of the Disability Discrimination Act and how the act applies to the role of the driver in transporting passengers	✓

PCV Driving Unit 15 – Transport accompanied luggage

Performance Requirement	Initial CPC	Knowledge and Understanding	Initial CPC
Element 15.1 – Accept and load luggage for transporting			
1 - confirm that, where appropriate, the labelling of luggage meets the necessary standard		a - the approved procedures for safely lifting and handling luggage safety	✓
2 - let passengers know in a polite and helpful way when you cannot accept luggage (for example, dangerous material)		b - the approved procedures for dealing with damaged or problem luggage	
3 - let passengers know about damaged or problem luggage, before loading		c - relevant safe practices for loading luggage onto vehicles, including using equipment	✓
4 - load luggage by using the approved methods and safe practices, including using equipment correctly	✓	d - relevant safe practices for distributing luggage, in particular to help unload the vehicle	✓
5 - load luggage taking account of which passengers are getting off when and where	✓	e - the regulations related to transporting particular items	✓
6 - distribute the weight of luggage to keep to safe practice	✓	f - approved customer-care procedures for dealing with luggage	
7 - confirm that the way you transport any item (depending on particular relevant regulations) keeps to regulations	✓	g - your own responsibilities for correctly loading the vehicle and its security	✓
8 - confirm that luggage stowed inside the vehicle or on trailers is secured safely	✓		
Element 15.2 – Unload and handover luggage			
1 - avoid damaging luggage while unloading	✓	a - the approved procedures for lifting and handling luggage safely	✓
2 - unload luggage by using the approved methods and safe practices, including using equipment correctly	✓	b - relevant safe practices for unloading luggage from vehicles, including using equipment	✓
3 - ask others for help if necessary, in a way that promotes goodwill		c - the approved procedures for dealing with luggage that is damaged while being transported	
4 - confirm that each parcel or piece of luggage is handed over to the right person		d - relevant safe practices for distributing luggage	✓
5 - obtain a receipt for luggage if necessary, in line with approved procedures		e - approved guidelines for asking for help from others when dealing with luggage	✓
6 - distribute and secure remaining luggage in line with	✓	f - your own responsibilities for loading the vehicle	✓

safe practice		correctly and its security	
7 - confirm that the vehicle and immediate area are clear of luggage that is to be unloaded and waiting to be handed over	✓		
Element 15.3 – Deal with unclaimed luggage			
1 - search for and deal with unclaimed luggage in line with approved procedures		a - the approved procedures for dealing with unclaimed luggage, including suspect packages	✓
2 - try to identify and promptly contact the owner of unclaimed luggage or any person who is entitled to receive the property		b - approved customer care procedures related to unclaimed luggage or lost property	
3 - help passengers search for or claim luggage in line with approved procedures		c - how to protect people if you discover a suspect package	✓
4 - fill in documents related to unclaimed luggage in line with approved procedures		d - your organisations regulations on lost property	
5 - deal with suspect packages in line with approved procedures, including making sure you and others are safe	✓		

PCV Driving Unit 16 – Transport unaccompanied parcels

Performance Requirement	Initial CPC	Knowledge and Understanding	Initial CPC
Element 16.1 – Accept and load parcels for transporting			
1 - confirm that, where appropriate, the labelling of parcels meets the necessary standard (for example, 'fragile' and 'right way up' labels are in place)		a - the approved procedures for handling parcels safely	
2 - let customers know in a polite and helpful way when parcels cannot be accepted		b - the approved procedures for dealing with damaged or problem parcels	
3 - let customers know about damaged or problem parcels, before loading		c - relevant safe practices for loading parcels onto vehicles	✓
4 - load parcels by using the approved methods and safe practices	✓	d - relevant safe practices for distributing parcels	✓
5 - confirm that the way you transport any item (depending on particular regulations) keeps to regulation	✓	e - the regulations related to transporting particular items	✓
6 - confirm that parcels stowed inside the vehicle are secured safely	✓	f - approved customer-care procedures for dealing with parcels	
		g - your own responsibilities for correctly transporting parcels and their security	✓
Element 16.2 – Unload and handover parcels			
1 - avoid damaging parcels during unloading	✓	a - the approved procedures for lifting and handling parcels safely	✓
2 - unload parcels by using the approved methods and safe practices, including using equipment correctly	✓	b - relevant safe practices for unloading parcels from vehicles, including using equipment	✓
3 - ask others for help if necessary, in a way that promotes goodwill		c - the approved procedures for dealing with parcels that have been damaged while being transported	
4 - confirm that each parcel is handed over to the right person		d - relevant safe practices for distributing parcels and luggage	✓
5 - get a receipt for parcels if necessary, in line with your organisations approved procedures		e - approved guidelines for asking for help from others when dealing with parcels	
6 - distribute and secure the remaining parcels or luggage in line with safe practice	✓	f - your own responsibilities for loading the vehicle correctly and its security	✓
7 - confirm that the vehicle and immediate area are	✓		

clear of parcels that are to be unloaded and waiting to be handed over			
Element 16.3 – Deal with unclaimed parcels			
1 - search for and deal with unclaimed parcels in line, with your organisations approved procedures		a - the approved procedures for dealing with unclaimed parcels, including suspect packages	✓
2 - try to identify and promptly contact the owner of unclaimed parcels or any person who is entitled to receive the property		b - approved customer care procedures related to unclaimed or lost property	
3 - help passengers search for or claim parcels, in line with your organisations approved procedures		c - how to protect people if you discover a suspect package	✓
4 - fill in documents related to unclaimed parcels, in line with your organisations approved procedures		d - regulations on lost property	
5 - deal with suspect packages in line with approved procedures, including making sure you and others are safe	✓		

PCV Driving Unit 17 – Operate a schools service by bus or coach

Performance Requirement	Initial CPC	Knowledge and Understanding	Initial CPC
Element 17.1 – Confirm and operate schedules			
1 - report for your duty at the correct time and place		a - how to get and assess the information you need related to routes and schedules	
2 - get information on routes and schedules, including information on poor conditions, and confirm that it is complete		b - why it is important to keep to planned routes and schedules	
3 - get advice on alternative journeys from the appropriate person if planned routes and schedules are affected		c - approved procedures for changing routes or schedules	
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		d - how to communicate to schools and passengers when you need to change planned journeys	
5 - confirm that passenger-information systems provide the correct details of the planned journey		e - how to operate passenger-information systems	
Element 17.2 – Pick up and set down passengers			
1 - arrange scheduled stops where practical and possible		a - the relevant legislation and regulations relating to stopping and waiting on the highway	✓
2 - keep to regulations, signs and directions on stopping and waiting		b - the relevant legislation and regulations relating to carrying school children	✓
3 - take account of the safety and comfort of passengers, pedestrians and other road users		c - how to recognise and adapt to possibly dangerous situations related to moving off or stopping	✓
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			
Element 17.3 – Deal with incidents during a journey			
1 - respond promptly and effectively to passengers who let you know about unexpected incidents		a - the need to deal promptly and effectively with incidents during a journey, particularly to reassure	✓

		passengers	
2 - take appropriate action in the case of injury or illness, in line with approved guidelines		b - how to assess and consider the options within your ability and responsibility when dealing with incidents during a journey	✓
3 - make arrangements for the vehicle to be parked safely, if you cannot continue to drive, in line with your organisations approved guidelines		c - the approved procedures for dealing with injury or illness, and incidents where you cannot continue to drive, and transferring passengers	✓
4 - reduce, as far as possible, any learner inconvenience or concern, particularly if you need to transfer them		d - your organisation's requirements for dealing with unaccompanied children	
5 - let the appropriate person know if your or other services could be affected by the incident		e - how to put passengers at ease and reduce their concerns as far as possible	
6 - get help from the appropriate person if you cannot deal effectively with the incident		f - the limits of authority when dealing with badly behaved passengers	✓
7 - respond positively and firmly with bad behaviour by passengers on the journey			

PCV Driving Unit 18 – Drive passenger carrying vehicles on international journeys

Performance Requirement	Initial CPC	Knowledge and Understanding	Initial CPC
Element 18.1 – Prepare to drive the vehicle			
1 - make sure that you meet the relevant legal and medical requirements to drive the vehicle	✓	a - current, relevant legislation in the country in which you are driving that relates to your medical fitness to drive passenger carrying vehicles	✓
2 - make sure that you have the appropriate current and valid driving licence to drive the vehicle	✓	b - current, relevant driver-licensing legislation in the country in which you are driving related to the vehicles you drive	✓
3 - make sure that the vehicle's documents meet current legislation	✓	c - current, relevant legislation in the country in which you are driving that relates to the vehicle documents you need	✓
4 - carry out the normal pre-drive checks to the vehicle in line with approved procedures	✓	d - the requirements of pre-drive checks to the vehicle	✓
5 - obtain all the information you need related to starting your duty and confirm that it is complete		e - approved procedures for reporting defects or problems	✓
6 - use the approved procedures correctly for reporting vehicle defects or problems with documents		f - how to use tachograph recording equipment	✓
7 - prepare and insert your personal tachograph chart			
Element 18.2 – Drive the vehicle			
1 - move off while considering other road users and your passengers		a - why it is important to drive your vehicle while considering your passengers	✓
2 - respond to the anticipated actions of other road users in a safe and polite way		b - how your driving style affects the comfort and safety of your passengers	✓
3 - give timely and clear signals if you intend to change direction or the position of your vehicle		c - how your driving style affects other road users	✓
4 - make visual checks around your vehicle so you can decide how safe your immediate environment is		d - how to adapt your driving style to different road and traffic conditions	✓
5 - drive your vehicle in a way that does not put other road users at risk		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	✓
6 - maintain the speed and position of your vehicle in a way that is appropriate to the current road and traffic conditions		f - the road signs and highway systems of the relevant countries	✓

7 - meet all relevant legal requirements and relevant codes of practice related to driving passenger carrying vehicles	✓		
Element 18.3 – Pick up and set down passengers			
1 - make scheduled stops where practical and possible		a - the local legislation and regulations relating to stopping and waiting on the highway in the country in which you are driving	✓
2 - keep to regulations, signs and directions on stopping and waiting	✓	b - the local legislation and regulations relating to carrying passengers in the country in which you are driving	✓
3 - take account of the safety and comfort of passengers, pedestrians and other road users		c - how to recognise and adapt to possibly dangerous situations related to moving off or stopping	✓
4 - avoid possible dangerous situations caused by other vehicles and obstacles		d - how to adapt your driving style to suit different passengers, especially when moving off or stopping	✓
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		e - how to deal with possible problems in situations where you cannot accept passengers	✓
6 - keep to current legislation, regulations and codes of practice relating to carrying passengers	✓		
7 - keep a record of journey details as necessary			
Element 18.4 – Complete your driving duty			
1 - park or hand over the vehicle in line with your organisations approved procedures		a - your organisations approved procedures for parking and handing over your vehicle	
2 - leave the driver's cab in a clean condition and free from dangers		b - your organisations approved procedures for dealing with lost property, including suspect packages	✓
3 - search for and deal with lost property, including suspect packages, in line with your organisations approved procedures		c - how to inspect for, and report, damage and defects to vehicles	
4 - inspect for, and report, damage or defects to the vehicle in line with your organisations approved procedures		d - your organisations approved procedures for presenting vehicles for refuelling, cleaning and servicing	
5 - present the vehicle for cleaning, refuelling or servicing in line with your organisations approved procedures		e - how to fill in the documents related to finishing your duty, including tachograph charts	

6 - fill in clearly, and hand in promptly, all documents relating to your duty			
7 - fill in your personal tachograph chart			
Element 18.5 – Take action to deal with checks by the police or border guards			
1 - recognise the authority of the official (or officials) asking you to stop	✓	a - possible incidents you might have to deal with	✓
2 - make sure the action you take meets that country's statutory requirements and is within your company's guidelines	✓	b - the action you can take and are authorised to take	✓
3 - maintain the morale and goodwill of passengers in line with approved guidelines		c - the relevant local legislation covering actions by the police and border guards in the country in which you are driving	✓
4 - get guidance from the appropriate person in situations outside your own authority		d - at what point, how and where you should get help when needed	✓
5 - maintain and process accurate records of the incident in line with approved procedures			