

Passenger Carrying Vehicle Driving Bus and Coach S/NVQ Level 2

GoSkills Units

The units for Passenger Carrying Vehicles have been created by the Sector Skills Council. Some units have been transposed from the previous award Road Passenger Transport (Bus and Coach Routes) where these units have been used the evidence requirement has been imported in full or part.

Performance Evidence Requirements Sufficiency of Evidence

Assessments should take place over a period of time* sufficient for the candidate to demonstrate their competence in all units undertaken for the award. Competence must be demonstrated consistently

*Not less than 3 months

Coverage of Performance Requirements

All the performance requirements for an element must be achieved unless stated. Candidates and Assessors should plan to cover all of the performance requirements relating to the element during the assessment. However, it is recognised that this may not always be possible on one single occasion thus there should be a minimum of 2 assessments which includes at least two observations supported by other forms of evidence.

Evidence should be obtained from a variety of sources.

Type of Evidence Workplace Performance

Workplace performance is naturally occurring evidence that happens as part of the candidate's normal work. It includes direct observation of the candidate under normal workplace conditions, examining the physical products of work (such as reports, plans, correspondence) it is acceptable for this type of evidence to be signposted in the candidate's portfolio.

Witness Testimony

Witness testimony may be provided by:

Expert Witness; an experienced or qualified person in the occupational area.

Witnesses; someone who has observed the event taking place (such as a customer).

Simulation

Simulation may be used where indicated in the evidence requirements. In all cases, the centre should agree its plans for simulation with the External Verifier (EV) to ensure that it is satisfactory.

Questioning

You may be asked oral and written questions to confirm your performance, knowledge and understanding.

Product Evidence

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

organisation.

Professional Discussion

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

National Occupational Standards for Passenger Carrying Vehicle Driving (Bus and Coach) Unit Titles

Evidence requirements are included in this document for the following units

1	Maintain effective working relationships with colleagues
2	Contribute to the health and safety in your work environment
3	Provide professional customer service in the bus and coach industry
4	Prepare for passenger carrying journeys
5	Help passengers who have special needs
6	Sharing information on the operation of the bus or coach services
7	Deal effectively with difficult passengers
8	Drive passenger carrying vehicles safely and efficiently
9	Operate the passenger systems and services
10	Deal with emergencies and incidents during a bus or coach journey
11	Negotiate and agree tour itineraries with clients
12	Process fares and receive and match fare payments to tickets
13	Manage financial transactions on coach journeys
14	Provide a transport service for passengers who have special needs
15	Transport accompanied luggage
16	Transport unaccompanied parcels
17	Operate a schools service by bus or coach
18	Drive passenger carrying vehicles on international journeys

Unit 1 Maintain Effective Working Relationships with Colleagues

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

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

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

Simulation is not acceptable for performance evidence in this unit

Unit 1	Maintain effective working relationships with colleagues
Element 1.1	Maintain effective working relationships with your colleagues
Performance Requirements	You must provide evidence of work you have carried out in the workplace. The appropriate evidence will be by observation and witness testimony
Element 1.2	Maintain effective communications with your colleagues
Performance Requirements	You must provide evidence from within the workplace. The appropriate evidence will be by observation, witness testimony, and professional discussion
Element 1.3	Integrate your work activities with your colleagues' work activities
Performance Requirements	You must provide evidence of work you have carried out in the workplace. The appropriate evidence will be by observation, product evidence and responses to questions.

Knowledge and understanding requirements

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

Unit 2 Contribute to Health and Safety in Your Work Environment

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

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

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

Simulation is acceptable for performance evidence in this unit in agreement with the EV.

Unit 2	Contribute to health and safety in your work environment
Element 2.1	Identify risks to health and safety
Performance Requirements	The evidence must be derived from different situations over a period and include customers, passengers and general public. The appropriate evidence will be by professional discussion, product evidence, responses to questions and observation.
Element 2.2	Limit danger and damage to people and property
Performance Requirements	You must provide evidence from within the workplace. The appropriate evidence will be by professional discussion, responses to questions and observation. If workplace performance evidence is not available simulation may be used

Knowledge and understanding requirements

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

Unit 3 Provide Professional Customer Service in the Bus and Coach Industry

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

Simulation is not acceptable for performance evidence in this unit

Unit 3	Provide professional customer care in the bus and coach industry
Element 3.1	Follow codes of dress and behaviour
Performance Requirements	The evidence must be derived from different situations over a period and include customers, and work colleagues and supervisors. The appropriate evidence will be by professional discussion, responses to questions and observation.
Element 3.2	Develop and maintain your work skills and knowledge
Performance Requirements	The evidence may be derived from different situations over a period of time. This could be observation reports by your assessor, records of training or appraisal outcomes. A witness testimony from your supervisor/manager and by professional discussion, product evidence and responses to questions.
Element 3.3	Develop professional relationships with customers
Performance Requirements	You must provide evidence of work you have carried out in the workplace. The appropriate evidence will come from observation, witness testimony, personal statements and reports and responses to questions.

Knowledge and understanding requirements

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

Unit 4 Prepare for Passenger Carrying Journeys

This unit is about how you ensure the vehicle and yourself meet company requirements in order for going into passenger carrying service. As well as checking all relevant documents and vehicle condition in accordance with your organisations and legal procedures.

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

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

Simulation is not acceptable for performance evidence in this unit

Unit 4	Prepare for passenger carrying journeys
Element 4.1	Confirm that the vehicle is roadworthy
Performance Requirements	You must provide evidence of work you have carried out in the workplace. The appropriate evidence will come from observation by your assessor and responses to questions together with your organisations reporting procedures and product evidence.
Element 4.2	Confirm legal status of the driver and the vehicle
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be product evidence and records of oral or written questions that show you have a clear understanding of the legislation, and regulations for yourself and the vehicle.

Knowledge and understanding requirements

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

Unit 5 Help Passengers who have Special Needs

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

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

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

Simulation is acceptable for performance evidence in this unit in agreement with the EV.

Unit 5	Help passengers who have special needs
Element 5.1	Recognise passengers' special needs
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony and responses to questions.
Element 5.2	Respond to passengers who have special needs
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be by observation, witness testimony and responses to questions.

Knowledge and understanding requirements

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

Unit 6 Sharing Information on the Operation of the Bus or Coach Service

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

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

Simulation is not acceptable for performance evidence in this unit

Unit 6	Sharing information on the operation of the bus or coach service
Element 6.1	Access and share information
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony and responses to questions.
Element 6.2	Transfer responsibility for service duty
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be by observation, witness testimony, product evidence and responses to questions.

Knowledge and understanding requirements

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

Unit 7 Deal Effectively with Difficult Passengers

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

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

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

Simulation is acceptable for performance evidence in this unit in agreement with the EV.

Unit 7	Deal effectively with difficult passengers
Element 7.1	Assess situations and decide on action needed
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be witness testimony from your supervisor which confirms your ability to deal with such incidents. Product evidence and questioning by your assessor.
Element 7.2	Take action to deal with difficult passengers
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be witness testimony from your supervisor which confirms your ability to deal with such incidents, product evidence and questioning by your assessor.

Knowledge and understanding requirements

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

Unit 8 Drive Passenger Carrying Vehicles Safely and Efficiently

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

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

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

Simulation is not acceptable for performance evidence in this unit

Unit 8	Drive passenger carrying vehicles safely and efficiently
Element 8.1	Prepare to drive the vehicle
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony product evidence and responses to questions oral or written.
Element 8.2	Drive the vehicle
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor and witness testimony.
Element 8.3	Pick up and set down passengers
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor and witness testimony.
Element 8.4	Complete your driving duty
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor, product evidence and witness testimony.

Knowledge and understanding requirements

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

Unit 9 Operate the Passenger Systems and Service

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

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

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

**Simulation is not acceptable for performance evidence in this unit
Element 9.5, performance criteria 5 is not applicable to the bus pathway**

Unit 9	Operate the passenger systems and service
Element 9.1	Prepare to operate the service
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor and responses to questions
Element 9.2	Manage the passenger-comfort systems
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor, and responses to questions.
Element 9.3	Operate the service
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor.
Element 9.4	Pick up and set down passengers
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor.
Element 9.5	Deal with incidents during a journey
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor, product evidence, witness testimony and questioning.
Element 9.6	Communicate effectively with passengers
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation by your assessor and questioning.

Knowledge and understanding requirements

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

Unit 10 Deal with Emergencies and Incidents during a Bus or Coach Journey

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

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

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

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

Unit 10	Deal with emergencies and incidents during a bus or coach journey
Element 10.1	Assess situations and decide on what action is needed
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions by your assessor.
Element 10.2	Take action to deal with roadside checks by the police or the VOSA
Performance Requirements	You must provide evidence of work from within the workplace. If evidence cannot be provided simulation will be acceptable or questioning/professional discussion.
Element 10.3	Take action to deal with emergencies and incidents
Performance Requirements	You must provide evidence of work from within the workplace. If evidence cannot be provided simulation will be acceptable or questioning/professional discussion.

Knowledge and understanding requirements

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

Unit 11 Negotiate and Agree Tour Itineraries with Clients

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

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

Simulation is not acceptable for performance evidence in this unit

Unit 11	Negotiate and agree tour itineraries with clients
Element 11.1	Negotiate and agree tour briefs with clients
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions by your assessor.
Element 11.2	Negotiate and agree tour routes and timings
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions by your assessor.

Knowledge and understanding requirements

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

Unit 12 Process Fares and Receive and Match Fare Payments to Tickets

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

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

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

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

Simulation is not acceptable for performance evidence in this unit

Unit 12	Process fares and receive and match fare payments to tickets
Element 12.1	Receive fares and issue receipts or tickets
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony and inspection of outcomes.
Element 12.2	Process valid passenger tickets and passes
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony and responses to questions by your assessor.
Element 12.3	Account for fares and payments
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony and responses to questions by your assessor.

Knowledge and understanding requirements

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

Unit 13 Manage Financial Transactions on Coach Journeys

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

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

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

Simulation may be used as performance evidence for this unit in agreement with the EV.

Unit 13	Manage financial transactions on coach journeys
Element 13.1	Receive cash advances and make cash payments
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, supervisory witness testimony, product evidence and inspection of outcomes.

Knowledge and understanding requirements

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

Unit 14 Provide a Transport Service for Passengers who have Special Needs

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

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

Simulation is acceptable for performance evidence in this unit in agreement with the EV.

Unit 14	Provide a transport service for passengers who have special needs
Element 14.1	Prepare for journeys with passengers who have special needs
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.
Element 14.2	Provide the service for passengers who have special needs
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, and responses to questions.
Element 14.3	Deal with incidents during a journey involving passengers who have special needs
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.
Element 14.4	Communicate effectively with passengers who have special needs
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, and responses to questions.

Knowledge and understanding requirements

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

Unit 15 Transport Accompanied Luggage

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

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

Simulation is not acceptable for performance evidence in this unit

Unit 15	Transport accompanied luggage
Element 15.1	Accept and load luggage for transporting
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.
Element 15.2	Unload and hand over luggage
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.
Element 15.3	Deal with unclaimed luggage
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.

Knowledge and understanding requirements

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

Unit 16 Transport Unaccompanied Parcels

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

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

Simulation is not acceptable for performance evidence in this unit.

Unit 16	Transport unaccompanied parcels
Element 16.1	Accept and load parcels for transporting
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.
Element 16.2	Unload and hand over parcels
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.
Element 16.3	Deal with unclaimed parcels
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.

Knowledge and understanding requirements

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

Unit 17 Operate a Schools Service by Bus or Coach

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

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

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

Simulation is not acceptable for performance evidence in this unit

Unit 17	Operate a schools service by bus or coach
Element 17.1	Confirm and operate schedules
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.
Element 17.2	Pick up and set down passengers
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.
Element 17.3	Deal with incidents during a journey
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.

Knowledge and understanding requirements

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

Unit 18 Drive Passenger Carrying Vehicles on International Journeys

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

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

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

Simulation is not acceptable for performance evidence in this unit

Unit 18	Drive passenger carrying vehicles on international journeys
Element 18.1	Prepare to drive the vehicle
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.
Element 18.2	Drive the vehicle
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony,
Element 18.3	Pick up and set down passengers
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, and responses to questions.
Element 18.4	Complete your driving duty
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.
Elements 18.5	Take action to deal with checks by the police or border guards
Performance Requirements	You must provide evidence of work from within the workplace. The appropriate evidence will be observation, witness testimony, product evidence and responses to questions.

Knowledge and understanding requirements

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