



# End Point Assessments by DriveTech

Information for Employers and  
Apprenticeship Training Providers

**DriveTech**  
From the **AA**. Driven to keep people safe

Level 2 Passenger Transport Driver for bus, coach and tram

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## Introduction

An apprenticeship is a job with training to industry standards. It involves a substantial programme of on and off-the-job training and the apprentice's occupational competence must be tested by an independent End Point Assessment organisation at the end of their apprenticeship.

DriveTech is an End Point Assessment Organisation (EpAO), approved on the Education and Skills Funding Agency (ESFA) Register of End Point Assessment Organisations (RoEpAO).

We independently assess apprentices on the Passenger Transport Driver apprenticeship standard. We work with both the employer and the provider, but we are not involved in the training delivery.

## Overview of the Passenger Transport Driver Apprenticeship

The Passenger Transport Driver apprenticeship standard is a level 2 apprenticeship encompassing typically, but no less than, 12 months training. It was designed by an employer group made up of the following:

- Virgin Trains
- Northern Rail
- East Midlands Trains
- Transport for London (TfL)
- South Eastern Railway
- First Group PLC
- Southwest Trains
- Stagecoach
- Peter Brett Associates
- Webber Bus
- Berry Coaches
- Arriva plc
- Crossrail
- Nottingham City Council
- Merseytravel
- RMT

The apprenticeship was approved for delivery by the Institute for Apprenticeships (now the Institute for Apprenticeships and Technical Education) in August 2017 and has been awarded a funding band of £6,000 which covers the training in the knowledge, skills and behaviours and the independent end point assessment.

Within the Passenger Transport Driver apprenticeship there are 2 occupational areas, which determine which knowledge, skills and behaviours are applicable. The occupational areas are bus, coach and tram.

## About DriveTech & End Point Assessments

“DriveTech serves the business driver community in the UK and internationally, providing a range of driver risk management and driver training services.

That is why we are so pleased to offer End Point Assessments (often abbreviated to EPA) for apprenticeships.

In order to help passenger transport companies with their apprenticeship delivery, we can conduct End Point Assessments for Bus, Coach and Tram Drivers.”



**Nick Butler,**  
**Fleet Director**

### What do you need to know?

- DriveTech is an approved End Point Assessment Organisation
- We are included on the Register of End Point Assessment Organisations
- Our capabilities cover the Apprenticeship Standards for the Level 2 Passenger Transport Driver – Bus, Coach and Tram.
- Verified by the UK government’s Education & Skills Funding Agency

### Our Vision

“Working together to eliminate road deaths and serious injuries”

### Our Mission

“To provide the most effective and innovative solutions, using education and technology, to minimise risk for all road users”

## Our History

DriveTech, part of the AA, is a market leader in fleet risk and safety management, and driver training. We are also the UK’s largest provider of driver offender retraining courses.

With 25 years of successful experience, DriveTech now offers fleet consultancy, driver assessment and training services in over 95 countries and in 35 languages through over 40 partners. These products and services improve driver safety, reduce fleet running costs and ensure compliance with legal obligations and duty of care responsibilities.

In the UK, we provide educational courses to people who have committed a motoring offence or crashed. DriveTech directly serves 12 UK police forces and Transport for London and indirectly supports 34 UK forces through NDORS (National Driver Offender Retraining Scheme).

Our products are specifically designed for people who are driving for work or professionally in a variety of different vehicles including:

- Cars
- Vans
- Trucks
- Buses
- Coaches
- 4x4s
- Scooters/mopeds
- Taxis
- Trams



## Why choose DriveTech?

DriveTech, part of the AA, is a national and trusted name in motoring. We are a leading driver training and risk management provider. We've worked with companies in the passenger transport industry for over 11 years to ensure two things:

1. To ensure their drivers receive relevant training to reduce their on-road risk; and
2. To assess their workplace practices via Fleet Risk Audits and Driver Quality Monitoring (DQM)

Our experience in conducting audits and driver quality monitoring means we already have the technical ability and rigorous assessment processes in place.

DriveTech has an experienced bookings team who are always on hand, and happy to help.

In advance of your apprenticeship candidates being ready to be assessed, our quick and easy booking process will be one less thing for you to worry about. As a result of our experience of working in the bus and coach industry, we have the flexibility and know-how to accommodate your business scheduling requirements – to minimise down time for your operation.

You also have the added confidence that should you need a helping hand one of our booking team will be able to support you.

## DriveTech Accreditations & Standards

Our ISO and training accreditations, standard certificates:



ID:A00421

### DriveTech are a FORS Associate Member.

Associates are specialist suppliers who offer products and services that are aligned to requirements of the FORS Standard. Associates work with FORS to help their members become safer, compliant, more efficient and environmentally friendly.

The Fleet Operator Recognition Scheme (FORS) is a voluntary accreditation scheme encompassing all aspects of safety, fuel efficiency, vehicle emissions and improved operations. FORS helps fleet operators to measure and monitor performance and alter their operations in order to demonstrate best practice. It is open to operators of

vans, lorries, mini-buses, coaches and other vehicles, and to the organisations that award contracts to those operators.

All DriveTech's courses are designed with the FORS standards in mind.



### DriveTech are a JAAPT Approved Centre.

Only approved courses taken with approved training centres will count towards periodic training.

DriveTech has developed a suite of JAAPT-approved courses for drivers of LGV and PCV courses. These courses can therefore contribute toward your drivers' 35 hours.

## Training Accreditations

- **City & Guilds: Centre No. 051788** – qualification for teaching driver awareness education
- **Driving Vehicle Standards Agency (DVSA)** – Induction Training and Fleet Driver Trainer Register
- **Education & Skills Funding Agency (ESFA)** – qualification to be an end point assessor (EPA) for PVCs
- **Joint Approvals Unit for Periodic Training (JAAPT): Centre No. AC00032** – Periodic Driver CPC training
- **National Driver Offender Retraining Scheme (NDORS)** - certified training provider

## International Standard Certifications

- **ISO 9001:2015** – Quality Management
- **ISO 14001:2004** – Environmental Management
- **ISO 27001:2013** – Information Security Management (Licence Verification and Police Contracts)
- **OHSAS 18001:2007** – Occupational Health and Safety



## Assessor Skills & Competence

The assessor of the end point assessment activities will be chosen by DriveTech. They will be independent of the apprentice, their training provider and you (the employer).

**In accordance with the assessment plan, the assessors will have the following skills and experience:**

- Have occupational expertise and knowledge, at the relevant level of the occupational areas they are assessing, which has been gained through working within the industry
- Hold qualifications, or have undertaken training, that has legislative and technical relevance to the Passenger Transport Driver Apprenticeship Standard

**Specifically, DriveTech require the following qualifications, experience and skills:**

- Relevant assessing qualifications e.g. A1 Award (or equivalent), D32 (or equivalent), TAQA (or equivalent), NVQ Level 3 qualification (or equivalent) or Level 3 Award in Teaching and Education (Formally PTLLS) and or above/equivalent
- Car and PCV licence class 1, or equivalent
- Working knowledge of passenger transport driver roles (i.e. vehicle checks, customer service and driving)
- Experience of the bus driving industry and wider road safety initiatives
- Completion of DriveTech bus sector centre induction programme

- Soft skills relating to equality & diversity, customer service, data protection, managing challenging
- Behaviours and presentation skills (if applicable)
- LGV PCV advanced driver
- DVSA Fleet Driver trainer

In addition, assessors are required to attend assessor training and standardisation at least every 6 months, delivered by DriveTech, and carry out continuing professional development to ensure their occupation expertise remains up to date. All assessors must maintain a record of their CPD and submit it to DriveTech on an annual basis as part of their approval to operate as an assessor for DriveTech. Examples of CPD include, but are not limited to:

- Internal work placements
- External visits
- Achievement of new or updated training or qualifications
- Trade fairs and conferences
- Attendance at development days

DriveTech assessors must be independent and free from conflict of interest. DriveTech assessors' complete declarations in line with our conflict of interest policy. Contact us to find out more.

# EPA & the Employer

## EPA Timescales

The following chart summarises the employer timescales from the point of registration, through to certification:

Register with DriveTech 90 days	Book End Point Assessment 30 days	Gateway 10 days	Learner Journey Log 10 days	EPA Assessment	Certification 10 days plus
Employers should register apprentices for End Point Assessment with DriveTech a minimum of 90 days prior to assessment.	Employer completes the DriveTech Booking Form 30 days before the End Point Assessment.	At this point, the employer, apprentice and trainer confirm that the apprentice is ready for End Point Assessment.  DriveTech requires completion of the Gateway Form 10 days prior to the assessment.	DriveTech requires receipt of the apprentices' Learner Journey Log 10 days prior to the assessment.  The Learner Journey Log and Gateway Form should be sent together.	The Assessor will complete both an observation and professional review with each apprentice.  The results and assessment documentation will then be sent to DriveTech internal quality assurance team.	If the apprentice passes, DriveTech will send details to their employer, followed up with a certificate.  If the apprentice fails, DriveTech will send feedback to their employer, including next steps.
See: How to Register & Book	See: How to Register & Book	See: Reaching Gateway	See: Learner Journey Log	See: End Point Assessment	See: Grading & Certification

## How to Register & Book

DriveTech has an experienced bookings team who are always on hand, and happy to help.

In advance of your apprenticeship candidates being ready to be assessed, our quick and easy booking process will be one less thing for you to worry about. As a result of our experience of working in the bus and coach industry, we have the flexibility and know-how to accommodate your business scheduling requirements – to minimise down time for your operation.

You also have the added confidence that should you need a helping hand one of our booking team will be able to support you.

## Reaching Gateway

End Point Assessment should only take place when the employer is confident that the apprentice has met all the knowledge, skills and behaviours as set out in the standard, and met the gateway requirements of the standard. The gateway requirements for this standard are as follows:

- Completion of a minimum of 12 months training
- Achievement of level 1 English and Maths
- Evidence of undertaking tests for level 2 English and Maths
- Copy of valid UK driving licence (at least Cat B) – this is an entry requirement to the apprenticeship rather than a gateway requirement, but the evidence will need to be retained to be checked at gateway
- Copy of valid UK driving licence Category D (for bus and coach drivers)
- Copy of operators licensing and permits
- Copy of driver certificate of professional competence CPC (EU Directive)
- Copy of completed Journey Log

The employer's decision that the apprentice is ready to enter end-point assessment must be formally recorded.

At the point the apprentice reaches the gateway, you can contact DriveTech to:

- Collectively refresh the understanding of the end-point assessment process
- Confirm the facility, resource and access requirements for the end-point assessment activities
- Agree the dates for end-point assessment activities (observation & professional review), ensuring sufficient time for the assessor to also review the apprentice journey log
- Allocate an independent assessor and reconfirm that there are no conflicts of interest
- Answer any questions or concerns the apprentice or employer may have

## Learner Journey Log

An apprentice must record their achievements on the knowledge skills and behaviours of the standard as they progress through their apprenticeship. This is because they will have learnt things in live situations and incidents which may not be possible to be tested during the end point assessment observation.

The learner log itself is not assessed; however, it is a mandatory requirement to provide the assessor with evidence of how the learner has worked towards the apprenticeship standard.

The log should contain a range of evidence of the various methods including observations, witness testimonies, formal discussions and worksheets etc.

A copy of the Apprentice's Learner Log should be provided to DriveTech alongside a copy of their Gateway Form. These should be received a minimum of 10 working days before the End Point Assessment is due.

It is important to remember that, as an End Point Assessment Organisation, DriveTech cannot be involved in any of the training activity.

## End Point Assessment

End Point Assessment is the name given to the independent final assessment for an apprentice, through a series of tests, to prove they have the knowledge, skills and behaviours to be safe and competent in the job they have been trained for.

The assessment can only be delivered by an organisation approved on the government register of End Point Assessment organisations and must be selected by the employer of the apprentice. DriveTech is approved on the Government Register of End Point Assessment organisations.

## EPA Assessment Activities

Within this apprenticeship there are 2 assessment activities. All assessment activities must be independent and can only be carried out once training is completed, and the employer has confirmed the apprentice is ready to enter End Point Assessment through their gateway review:

### 1. Observational Review (lasting 1 hour)

- This takes place in the apprentice's normal place of work
- Completing a thorough vehicle check – both internal and external to identify key points on the vehicle that are critical to driver and passenger safety
- Bringing a vehicle in and out of service, including handing over the vehicle to another driver
- An observational drive to see how the candidate interacts with passengers, and other colleagues. The assessor will also evaluate the driver's ability to deliver a high level of vehicle safety and control in line with the industries Driver Quality Monitoring (DQM) standards.

### 2. Professional Review (lasting 1 hour)

- This involves sitting down with the candidate in a quiet room away from their normal place of work. The assessor will run through their workbooks and have a discussion to assess the knowledge, skills and behaviours they have learnt.

Ideally both assessments will be carried out on the same day. The Observation will always be first, followed by the professional Review, not more than 7 days after the Observation. Wherever possible DriveTech will use the same assessor for the Observation and Professional Review.

All End Point Assessment activities include any re-sits and re-takes must be taken within 6 months of the gateway.

## Reasonable Adjustments during End Point Assessment

DriveTech is committed to ensuring that all assessments are a fair test of an individual's knowledge, skills and behaviours. DriveTech recognises that in agreed and specified instances certain apprentices may require alternative arrangements for aspects of their end point assessments so that they are not disadvantaged by the assessment format itself. This is known as 'reasonable adjustments'.

DriveTech have a policy and application process in place for reasonable adjustment, please contact us for details.

It is the responsibility of the employer and provider to notify DriveTech of any reasonable adjustments that need to be made for an apprentice. Reasonable adjustments must be notified in advance of end point assessment, either at Gateway or no less than 10 working days in advance of the end point assessment activity, whichever is longer.

## Planning the End Point Assessment

A set-up meeting will take place between the employer, provider and DriveTech once the gateway has been passed to:

- Refresh employer understanding of the End Point Assessment process
- Confirm the facility, resource and access requirements for the end point assessment activities
- Agree the process and timeframes for the scheduling of end-point assessment activities (observation and Professional Review), ensuring sufficient time for the assessor to review the apprentice journey log to plan the Professional Review Questions
- Allocate independent assessor(s) and reconfirm that there are no conflicts of interest
- Answer any questions or concerns the apprentice / employer / provider may have about end point assessment

## Grading & Certification

The apprentice will be awarded either a pass or a fail in the apprenticeship. They must pass both the Observation and the Professional Review in order to pass the apprenticeship.

The final grade will be notified to the employer and apprentice after all assessments have been carried out, the assessment reports moderated, and a final grade decision awarded.

The final moderated grade will be notified no less than 10 working days after the professional review.

DriveTech will apply for the apprentice certificate via the Education and Skills Funding Agency. The certificate will contain the Institute for Apprenticeships and Technical Education logo, the apprenticeship title and level, the apprentice name and achievement date, and will be sent to the apprentice's employer.

## Re-sits and re-takes

If an apprentice does not pass one or more of the components there will be opportunity to re-sit/re-take, at the discretion of the employer.

Apprentices must have a supportive action plan in place with their employer and provider identifying any further learning before additional end point assessments take place.

## Definition

- Re-sit – the re-sit of an end-point assessment activity where additional training does not take place
- Re-take – the retake of an end point assessment activity where additional training does take place

## Timeframes

The apprentice may re-sit/retake one or more elements within six months of the EPA taking place. Further re-takes/re-sits would be at the discretion of the employer following a 1:1 review with the apprentice to determine the suitability of the apprentice for further assessment.

Resits/retakes outside of the six-month end point assessment period will require all elements to be re-assessed.

## Employer Handbook

Separate to this document, if you choose DriveTech as your End Point Assessment organisation, you will receive a handbook from DriveTech. This handbook will be essential for you to help prepare yourselves, and your apprentices for their journey.

The handbook will contain, but is not limited to:

- The Apprenticeship Standard
- How Each Element of the Standard is Assessed
- The Apprenticeship Assessment Plan
- How to Register & Book
- Journey Log Template
- Gateway Declaration Template
- Observation Specification
- Observation Assessment Summary
- Professional Review Specification
- Professional Review Assessment Summary

Final Grade Decision – Moderation

# EPA & the Apprentice

## The Journey of an Apprentice

This chart summarises the journey from recruitment and induction, through training and onto End Point Assessment:

Entry Requirements	Induction	Training	Gateway	End Point Assessment	Certification
Apprentices must hold a valid UK driving licence (at least Cat B)	Carried out by the Training provider and employer	Carried out by the Training provider and employer	Gateway Review, conducted by the employer and supported by the provider	Delivered by DriveTech as an approved end-point assessment organisation on the government register	End point assessment moderation and final grade award by the end point assessment organisation
Apprentices must be 18 years old by the time they are ready to gain their provisional vocational licence (Bus and Coach only).	Initial Assessment & Skills diagnostics	Training on the knowledge, skills & behaviours listed in the Standard	Confirmation that all learning is complete, that they minimum duration has been met and that they are competent in their role	Apprentice Observation by an independent assessor	End point assessment organisation request for certificate from the Education and Skills Funding Agency
	Confirmation of occupational area bus/coach or tram	Maths & English up to level 2, if not already achieved	Submission of Journey Log to DriveTech	Professional review of the apprentice by an independent assessor	Institute for Apprenticeships and Technical Education apprenticeship certificate for the apprentice is printed, and sent to the apprentice's employer
	Learning Plan	Building up the apprentice Journey Log	Achievement of Maths & English at level 1 (plus evidence of taking tests for level 2)	Re-sits/re-takes where required	
	Apprentice contracts	Ongoing reviews, feedback and reflective learning	Category D driving licence (Bus and Coach Driver)		
		Assuming DriveTech has been chosen as your EPA Organisation, they have no involvement at this stage other than to provide information & guidance on how to prepare for & what to expect during end-point assessment)	Agreement of any required reasonable adjustments during end-point assessment		

## Apprentice Rights during End Point Assessment

DriveTech has a range of policies and procedures in place to safeguard apprentices throughout their end point assessment, all of which are available on request from DriveTech. They include, but are not limited to:

- Data Sharing and Protection Policy
- Reasonable Adjustments Policy
- Special consideration policy
- Complaints and Appeals Policy
- Re-sit and re-take policy

## Apprentice Handbook

Separate to this document, if you choose DriveTech as your End Point Assessment organisation, your apprentices will receive a handbook from DriveTech. This handbook will be essential for their preparation for their journey. The handbook will contain, but is not limited to:

- The Apprenticeship Standard
- How Each Element of the Standard is Assessed
- The Apprenticeship Assessment Plan
- Journey Log Template
- Gateway Declaration Template



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