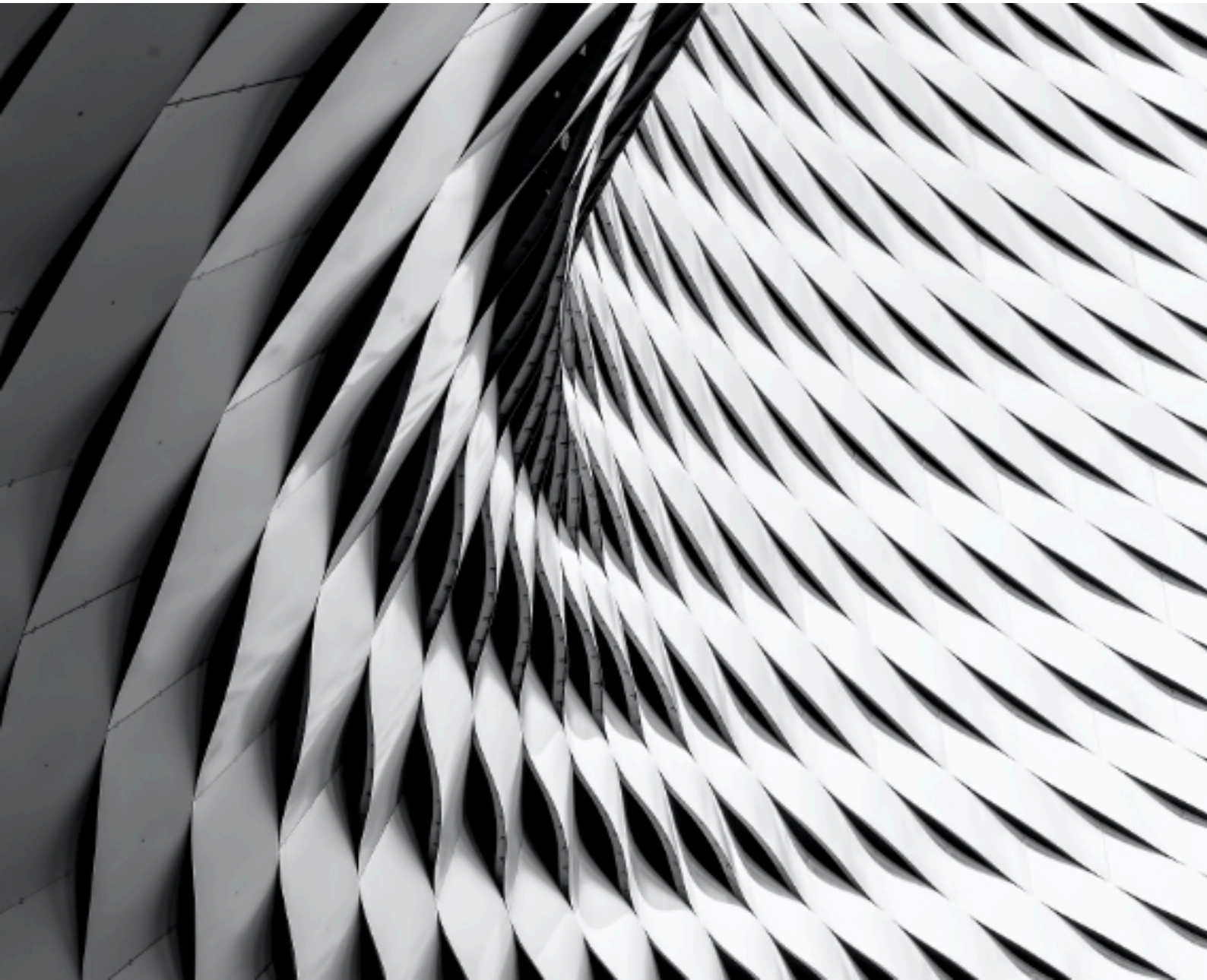
Bus Driver SJT

A candidate report for:

Sam Sample

Created 10 July 2025



Introduction

This report is confidential and is intended to provide you with feedback on your results.

This test is designed to evaluate competencies that are important for success in the role of a Bus Driver. The competencies assessed are defined below.

Bus Driver Competencies

Customer Service

- Listen and respond clearly and sensitively to customers and colleagues
- Prioritise customer needs, esp. during delays / disruptions
- Provide an individualised and respectful service to all customers
- Negotiate fluently and calmly

Performing Effectively

- Be reliable / responsible in management of tasks, interactions, health etc.
- Routinely make sound / justifiable decisions, esp. in challenging circumstances
- Be proactive and flexible at all times, esp. during emergencies / disruptions
- Provide accurate and timely information to colleagues during disruptions

Performing Safely

- Ensure the safe status of the working environment
- Ensure all relevant regulatory and presentation standards are maintained
- Always be alert to safety and security risks, and adhere to local instructions
- Report hazards / faults immediately, and ensure safety of customers and colleagues

The results of this exercise are valid for 12 months and can be used to support recruitment decisions.

How To Use This Report

This report provides you with feedback from the Bus Driver SJT. It contains 'behavioural interpretation' that you can use to help you understand how you have performed on the exercise and 'development opportunities' to inform your development priorities, should you wish to improve your skills in specific areas.

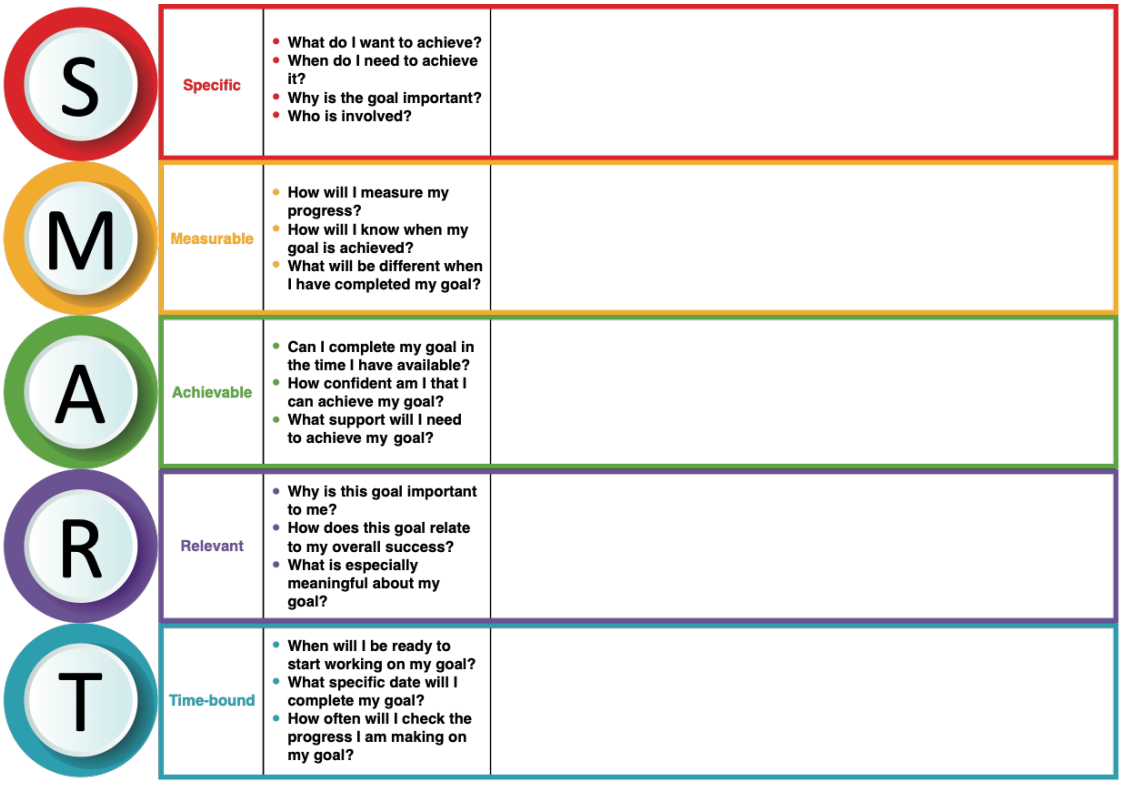
Behavioural Interpretation

For each competency measured by the Bus Driver SJT, an interpretation (four bullet points) has been provided to help you better understand the decisions you made on the exercise. Not every bullet point may apply equally to you, but you should consider them all, at least initially, and then decide which are most relevant for you.

Development Opportunities

You have also been provided with some ideas to help improve the competencies. The suggestions are intended to support you in your career progression, so working through these suggestions and identifying your own ideas for improving your skills should help you create a relevant development plan. When creating your development plan, it is best to set SMART Goals:

- **S = Specific:** Clearly defined and unambiguous
- **M = Measurable:** Contains specific criteria that you can use to measures your progress and goal accomplishment
- **A = Achievable:** Attainable in the timeframe you have set yourself and not impossible to achieve
- **R = Relevant:** Relevant to your goal, career or what you want to achieve
- **T = Time-bound:** Has a clear start and end date



Feedback

Performing Effectively

Your responses suggest that you:

- Politely and effectively handle customers who seek to break company rules
- Act calmly under pressure, thinking clearly and carefully about the best course of action to take
- Thoughtfully and proactively offer colleagues support
- Are positive and clam when independently dealing with unexpected situations and questions

To develop your skills further in this area you might wish to consider:

- Design and run a training course on the importance of following company procedures
- Share how you deal with some of the more challenging aspects of your role with your colleagues
- Mentor a junior colleague to help them improve their performance
- Make a list of the most challenging aspects of your role and consider how you can improve your performance in these areas

Performing Safely

Your responses suggest that you:

- Take responsibility for your own health, considering what you need to do to operate safely
- Discuss factors that might negatively impact your own well-being and the safety of your passengers
- Are alert to potential hazards and risks
- Treat the safety of customers as a key priority

To develop your skills further in this area you might wish to consider:

- Attend a training course on identifying safety and security risks at work
- Discuss with your colleagues how they deal with potential safety hazards
- Ask a more senior colleague to mentor you about safety and security risks
- Make a list of the most challenging safety and security risks in your role and consider how you can improve your approach to these

Customer Service

Your responses suggest that you:

- Might question the validity of common customer complaints, rather than quickly seeking to resolve their concerns
- May over extend an offer to help customers in distress, inconveniencing other customers and neglecting the core priorities of a Bus Driver
- Can act somewhat impatiently with customers who are not well informed about Bus procedures
- Might directly confront challenging customers, potentially escalating a problem into a conflict situation

To develop your skills further in this area you might wish to consider:

- Talk to your colleagues and find out how they deal with common customer complaints
- Set up 3-4 monthly meetings with an experience colleague, so you can understand how they manage customers when they are distressed or irritated
- Put yourself 'in the shoes' of your customers and consider what changes you could make to your interactions with them that would improve their customer experience
- Attend a training course on how to effectively deal with challenging customers