

# Passenger Transport Operative Level 2

## Apprenticeship Overview

### KEY INFORMATION

#### Content:

- Three pathways are available:
  - Dispatch - Dispatch and turnaround transportation safely and effectively.
  - Ticketing - Understand and promote a full range of products and services.
  - Onboard - Take responsibility for the passenger environment. Check tickets.
- Providing information and assistance.
- Contribute to services running compliantly.
- Identify and assist passengers with special needs/requirements.
- Assist response to emergencies or incidents.
- Contribute to minimising criminality.

#### Delivery:

- Training period 13 months.
- Online group workshops x 4
- Online one to one tutorials.
- Assignments & activities to prepare for end point assessment.

#### End Point Assessment:

- Completed within 1-3 months with 2 elements:
- Observation.
- Interview underpinned by portfolio.

#### Cost:

This apprenticeship can be funded using levy/digital account funds.

### Who is the apprenticeship suitable for?

- This apprenticeship is aimed at those who work as transport operatives in a wide variety of settings that enable customers to travel on the public transport network, working at stations or on-board trains, trams, buses and coaches.
- Passenger transport operatives help customers travel safely, on time and in comfort from the beginning to the end of their chosen journey. Passenger transport operatives work within safety-critical environments. They provide high quality services to customers, ensuring that safety, customer care, and commercial standards are met. They assist other staff and identify customer needs, particularly during a disruption in service.
- We will check every individual applicant's eligibility and suitability to join the apprenticeship programme through our comprehensive initial assessment and on boarding process.

### How long is the apprenticeship?

- Training will be completed within 13 months. The end point assessment process is completed within 1-3 months.

### How is the apprenticeship delivered?

- TSP can enrol apprentices and start a programme in any month.
- Apprentices will be assigned a personal tutor and agree an individualised training plan that details all of the training components, assignments and training activities required to prepare for the end point assessment.
- Four bi-monthly online group workshops will be provided that will cover key areas of the core and optional knowledge and skills requirements. These sessions are also recorded to provide a useful catch up service.
- Personal tutors will meet with candidates monthly for tutor checkpoints, providing support, monitoring and collecting evidence of the completion of the training activities that are set at each workshop. This can include online learning, quizzes, assignments, project work, work shadowing and mentoring and a range of other learning activities and revision. These are examples of what is termed 'off the job training' and it is a requirement of the apprenticeship that at least 6 hours of 'off the job training' take place each week within working hours. Our training plans ensure that this is achieved.

### What professional recognition and progression routes can this apprenticeship provide?

- Progression routes to higher apprenticeships in customer service or passenger transport operations management and qualifications (Awards, Certificates and Diplomas) are available.

# Programme Content

TSP's apprenticeships are underpinned by high quality online training and assessment materials. Our delivery team consists of experienced tutors that provide apprentices with the breadth of support that they need to ensure success. This apprenticeship consists of a set of themed standard areas that cover a broad range of knowledge and skills used in passenger transport operations. In addition, the standard focuses on core behaviour competencies that include: Safety first mindset, passenger focused mindset, being respectful and courteous, resilience and professional conduct.

## Know Your Passengers

- Understand the full range of passengers, their needs and rights.
- Purpose of customer service.
- Balancing organisation and customer needs.
- Adapting your service to meet customer needs.

## Address Safety & Security Issues

- Educate passengers to keep safe within the travel environment.
- Contribute to minimising criminality.
- Monitor safety and efficiency of vehicle dispatch and turnarounds (Dispatch pathway).

## Contribute to Transport Services Operations

- Maintain a safety compliant service.
- Make travel service announcements.
- Assist the response to disruption, emergencies and incidents.
- Provide support to ensure service arrive and leave on time.



## Pathway Options Available:

- **Dispatch:** Oversee and control vehicle traffic within a station or depot. Deliver necessary turnaround requirements.
- **Ticketing:** Sell full range of products. Handle payments.
- **Onboard:** Keep people safe. Respond to incidents and check tickets.

## Regulations & Legislation.

- Health & Safety - Safety First mindset.
- Equity, diversity and inclusion.
- Data protection.
- The prevent duty.
- Safeguarding principles.



## Functional Skills & Wider Skills

- If you do not already have a level 1 or level 2 English or Maths qualification, we can provide training to achieve Functional Skills Certificates as part of your apprenticeship.
- We have a responsibility to look after the welfare and wellbeing of our learners and we take our safeguarding responsibilities seriously through our personal tutor team.
- All of our programmes contain content relating to the Prevent Duty and British Values.

## We also provide: Levy Funded Apprenticeship Delivery

- Leadership & Management Level 3-5
- Customer Service Level 2-3
- Business Administration Level 3
- Facilities Management Level 2-4
- Hygiene Cleaning Operative Level 2
- Professional Security Operative Level 2
- Security First Line Manager Level 3
- Passenger Transport Operations/Management Level 2-4

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