

## Apprenticeship Standard: Passenger Transport Service Operations Manager Level 4



### Who is the programme for?

This apprenticeship is aimed at people who are working as or moving into roles such as station manager, depot manager, operations manager or transport manager. A passenger transport services operations manager is required to have a detailed understanding of the operational transport service, its targets and obligations, the relevant transport infrastructure and its assets.

Your role may involve financial and budget responsibilities, day-to-day operational management of a passenger transport environment, compliance and quality checks and people management.

This programme is a great opportunity to acquire the skills, knowledge and behaviours that play a vital role in providing a high quality, accessible, safe and modern transport service.

### Duration?

The Apprenticeship is designed to be delivered over 12-18 months.

### How is it delivered?

You will be assigned a tutor who will plan an individual learning programme with you. Your tutor is responsible for training and supporting you to ensure that you have the knowledge, skills and behaviours to be able to successfully undertake your End Point Assessment. You will have regular tutorials each month and you will use online learning resources to support your learning.

We will collect evidence of the 'Off The Job' training you receive during your programme, which can include your online learning, completing activities and questions, work shadowing, mentoring and a range of other activities that can be undertaken whilst still being within your workplace and which should take place within your working hours. Your manager will be asked to support you with this before you start your programme.

### Entry requirements?

You should be aged 16 or over and be working or applying to work with a company where you will be in a role that enables you to have exposure to the responsibilities listed in the table over the page. There are no formal qualifications required, but you will need to have a minimum standard of level 1 English and maths in order to cope with the requirements of this programme.

If you don't already have a level 2 English and/or maths qualification, we will train and support you to achieve this as part of your programme. Those with any level of prior education, including degrees, may wish to apply and we will check your eligibility and suitability. As much of this programme is delivered online, you should be comfortable using IT.

### Progression?

Depending on your circumstances, you may wish to progress on to a higher level leadership and management programme.

### Cost?

Apprenticeship Levy paying customers (companies with a digital account) can use their Levy to cover the full cost of training and End Point Assessment. Companies who have already utilised their Levy will contribute 5% of the full value of the programme, the balance (95%) is contributed by the government. Please contact us to confirm the value.

### Contact us

Please contact us using the details below and we can provide you with further information and discuss how to apply.

## What will my programme cover?

We have summarised some key elements below. A full set of standards can be provided upon request.

Knowledge	
<b>Safety</b>	Understand how to ensure you and your customers, contractors and stakeholders comply with relevant rules, procedures, regulations and laws and the effect of non-compliance on the business.
<b>Quality</b>	Understand the range of products and services and how value and increased efficiency can affect commercial transport environments and how this can be improved upon.
<b>Customer service</b>	Understand the diverse range of customers, contractors and stakeholders and their needs, rights and expectations. Understand how to provide an excellent service that promotes the transport industry.
<b>Management</b>	Understand your role and responsibilities within the organisation, the wider transport network, its targets, performance measures and obligations. This could include managing a busy station and responsibility for operational performance.
Quality skills and competence	
<b>Problem solving</b>	Monitor and review the availability of facilities and services and implement plans to meet demand and minimise disruption to the transport service. Monitor and evaluate information and feedback, recognise trends and suggest improvements to transport services and products.
<b>Professionalism</b>	Recognise opportunities and implement plans to improve the customer experience within the transport environment. Develop a network of contacts within the transport environment and associated industries with clear personal and organisational benefits.
<b>Continuing improvement</b>	Review processes and procedures to improve performance of service. Encourage a culture of continuous improvement and identify efficiencies. Assess your team's current skills, knowledge and competence against business needs. Customer service skills and competence.
<b>Communication and negotiation</b>	Analyse and interpret management information. Present relevant and specific information to key network stakeholders, ancillary services, groups of staff and customers. Conduct negotiations with key stakeholders to meet objectives and inspire confidence in the transport industry.
<b>Interpersonal</b>	Identify and assess situations that may lead to confusion, panic and conflict and provide management intervention in a way that maintains the safe operation of the transport environment. Identify and assess when teams and/or individuals require support, the techniques for dealing with this and the potential impact of a lack of support.
<b>Delivery</b>	Encourage customer service actions that comply with transport industry standards and promote a positive image of the transport environment. Assess the outcomes of both negative and positive customer feedback and implement improvements to the customer experience.
Management skills and competence	
<b>Financial</b>	Prepare for and support compliance checks and audits and take corrective action. Monitor the performance of contracts including resource requirements and take action when variations occur. Investigate and take action when fraud is suspected or has been identified.
<b>Leadership</b>	Build and maintain a team which meets the needs and the strategic objectives of the business and the safe operation of the transport environment. Set objectives, provide support and monitor and review the progress of the team and department.
<b>Performance</b>	Manage the control of resources, equipment and materials, determining the quality, quantity and suitability for the benefit of transport service delivery. Build staff commitment to organisational values and goals and encourage collaboration. Evaluate and deal with the performance issues affecting team members.

## Behaviours

A passenger transport manager needs to:

- Be analytical in their approach to maintaining a safe transport environment, able to remain calm under pressure and process challenges systematically.
- Focus on quality, with a keen attention to detail.
- Build relationships that motivate others to deliver quality.
- Be approachable and customer focused, able to negotiate and influence to achieve the best outcomes.
- Be adaptable, driven and confident to deliver effective management.

## End Point Assessment

When you have completed your training period with TSP Learn, you will sign off your 'Gateway' with your tutor and line manager, which means you are ready to complete your End Point Assessment. The End Point Assessment in this apprenticeship consists of:

**A project-based assignment** The project should normally be based on a business problem that forms part of the apprentice's role. It should cover key activities, which include; Operational management; Quality and compliance; Managing customer safety

**A professional review** Primarily focused on the apprentice's knowledge and understanding, but also covering and confirming skills and behaviours, which are implicit with this.

The apprentice must pass both components of the EPA in order to pass.

0118 984 4638 | [info@tsplearn.co.uk](mailto:info@tsplearn.co.uk) | [www.tsplearn.co.uk](http://www.tsplearn.co.uk)

