

Apprenticeship Standard: Passenger Transport Onboard & Station Team Member • Level 2



Who is the programme for?

This apprenticeship is aimed at people who are in or starting roles with a responsibility to provide high quality customer service within the safety critical transport environment. Their primary duty is the safety of themselves, the passengers, their customers and their colleagues.

You need to be aware of the operational passenger transport service, its targets and obligations, the relevant infrastructure and its assets. At a busy station you could be responsible for ensuring passengers board the correct service, that services are dispatched properly and when on board, that customers have the best possible experience.

You will be the face of the passenger transport service, delivering front line customer services onboard or in stations. This programme is your first step to a great career in a dynamic and exciting industry.

Duration?

The Apprenticeship is designed to be delivered over 12-15 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 entry level 3 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 level 3 customer service or 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	
Understand what is required to ensure you and your customers comply with relevant procedures, regulations and laws that impact on the transport environment and its operation.	
Understand the range of services available and an appreciation of the commercial transport environment.	
Understand the diverse range of customers within the transport services industry, their needs, rights and expectations and how to provide an excellent service that promotes the transport industry.	
Understand the needs of customers who may need assistance including those who have disabilities and particular requirements.	
Understand assistance that can be provided and the relevant legislation and responsibilities of the organisation and those who work there.	
Understand the range and types of products and services available, how they are advertised and sold. Understand the customer requirements and entitlements and the effect of the product or service range, type and availability on the customer experience.	
Understand the different types of systems and equipment, their operating methods and techniques and the security and legal regulations for storing and securing data.	
Quality skills and competence	
Time management Prepare for shifts and prioritise own duties to ensure service is maintained.	
Professionalism Maintain professional appearance and conduct. Maintain a clean, tidy and suitable transport environment. Identify and safeguard lost property.	
Continuing development Review progress and performance, obtain feedback from others identifying knowledge and skills gaps.	
Customer service skills and competence	
Effective communication Provide information that supports the safe operation of the transport service and is inclusive of all groups. Respond in a timely positive and helpful manner to complaints and compliments.	
Interpersonal Recognise when circumstances could lead to confusion, panic or conflict, providing assistance that is considerate of risk and reassurance that is sympathetic and promotes good will.	
Teamwork Respond to colleagues in a supportive way, ensure words, actions and behaviours promote equality and diversity. Present a cohesive and collective approach to achieve team and business results.	

Choose your route based on your job role:

Station or depot knowledge	Skills
Know the procedure for safe dispatching of trains (rail only).	Contribute to the safe dispatch of trains from a platform (rail only).
Know the process for a turnaround service.	Contribute to the vehicle turnaround service.
Know how to sell and issue tickets and understand the equipment used.	Contribute to the sale and issue of tickets, receipts or passes using the appropriate equipment, recording transactions and dealing with errors.
Understand the impact of fraud and the procedures taken when identified.	Support revenue inspections in line with company and legal requirements.
Onboard knowledge	Skills
Know how to direct and escort passengers. Know information regarding seat reservation, timetables and on board services and facilities, and how to appropriately present it.	Direct and escort passengers to their seats, answering queries relevant regarding seat reservations, timetables, on-board services and the range of facilities available.
Understand the importance of routine checks and process and procedures for carrying them out. Know the procedure for dealing with evidence of illegal substances.	Carry out routine checks to customer areas, dealing with any irregularities such as obstructions, missing or faulty equipment, left items and evidence of illegal substances.
Understand how to provide professional catering service.	Provide a catering service, displaying products in line with brand guidelines and procedures, accepting and reconciling payments.

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:

An observation Primarily focused on the apprentice's skills and behaviours, but also covering knowledge which is implicit through their demonstration.

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.

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