

Passenger Transport Operative

Level 2

Overview:

The Level 2 Passenger Transport Operative apprenticeship Standard is designed to provide individuals with the essential skills and knowledge needed to work in the passenger transport industry. This apprenticeship focuses on the safe and efficient operation of various passenger transport services, including buses, coaches, and trains. Apprentices will gain expertise in customer service, safety procedures, and operational tasks, ensuring they can deliver a high-quality experience for passengers while adhering to industry standards and regulations. Upon completion, apprentices will be equipped to support the smooth running of transport services, manage customer needs, and contribute to the safety and satisfaction of passengers.

There are 3 different pathways within this Standard:

- Option 1:** Ticketing operative
- Option 2:** Onboard operative
- Option 3:** Dispatch operative

What to expect from Linden:


- Bespoke content customised for your organisation and its goals.
- Support from a dedicated Trainer who will support with learning, skill competency and developing evidence. Always aiming for Distinction grade at EPA.
- Individual support and mentoring to make every apprenticeship a success.
- Access to our virtual learning environment.
- Live workshops delivered by specialist Trainers.
- Dedicated Account manager.
- Blended learning approach, distance and face to face visits from your Trainer to suit the employer and learner needs.


Key Information:

 Level: **Level 2**

 Duration: **12 months**
(Not including EPA period)

 Format / Delivery: **Blended learning model**

 Funding band: **£6,000**

 Contextualisation available: **Yes**

Functional skills

Maths and English Functional skills qualifications are available at Level 1 and 2 for eligible learners aged 19+. Apprentices aged 16-18 must complete these qualifications as a mandatory part of their programme. For more information, please contact the Linden team.

Relevant to:

Dispatch Operative Guard, Passenger Transport Operative, Ticketing Operative, Transport Onboard Team Member, Transport Operational Team Member, Transport Station Team Member.

What is included in the Standard:

Knowledge

- Principles of identifying and complying with relevant legislation/procedures.
- The importance of compliance and potential consequences of non-compliance.
- Routine checks required to ensure a safe and secure working environment.
- Principles for ensuring health and safety in a regulated travel environment.
- Techniques for identifying the wider organisational response to live incidents.
- Reporting accidents/incidents.
- Own responsibilities when responding to an emergency, disruption or other incident.
- Passenger conduct in a safety critical environment.
- Techniques for managing inappropriate passenger/public behaviour.
- Principles of conflict management.
- Techniques and procedures for managing suspicious/threatening activity.
- Procedures for responding to the impact of criminal activity on the transport network.
- Identifying the signs of passenger/public vulnerability.
- Safeguarding principles.
- Techniques for engaging potentially vulnerable passengers/public.
- The range of services available to support vulnerable people.
- Techniques for identifying and responding to vulnerable passengers who may need assistance.
- How delayed travel services can adversely impact the passenger.
- Expected performance standards.
- The diverse range of passengers who may access transport services.
- Techniques for directing passengers.
- Techniques for communicating information using various methods.
- The range of roles and responsibilities that work together to deliver effective transport services.
- The different types of travel systems.
- The national travel network and range of available tickets.

- The range of products and services available for sales or promotion.
- Techniques for diagnosing passenger travel requirements.
- The principles of route planning.
- The principles of offering a travel solution that is in the passengers best interests and without bias.
- The techniques used for sales and promotion.
- Cash handling regulations.
- Principles of balancing sales records.
- How to maintain a high quality onboard environment.
- Own limits, authority, and responsibility with regard to ticket checks.
- The process for on-board checking of tickets.
- The procedures for the safe arrival and dispatch.
- The wider considerations and factors that contribute to a safe dispatch environment.
- The methods and reasons for stopping a vehicle during an emergency.
- The procedures for transport service turnaround.

- Diagnose passenger related issues.
- Educate passengers to keep safe within the travel environment.
- Select from a range of communication methods to tailor messages to the audience.
- Utilise available equipment and systems in accordance with operational requirements.
- Recommend an impartial travel solution.
- Promote the benefits of products and services to eligible passengers.
- Determine and sell appropriate products and services to passengers.
- Handle cash in accordance with regulations.
- Account for the balance of payments during your shift.
- Identify and respond to onboard environmental circumstances.
- Carry out ticket checks within limits of responsibility & when practical to do so.
- Ready the service for turnaround in line with procedures.
- Receive and dispatch services in line with procedures and prevailing circumstances.
- Stop a vehicle to reduce the risk to those potentially affected by an emergency situation.

Skills & Practical Application

- Maintain safe and compliant working practices.
- Prepare own work area.
- Recognise and manage inappropriate passenger/public.
- Identify passenger/public behaviour that indicates vulnerability.
- Respond to incidents and emergency situations in line with requirements.
- Identify potential incidents, breaches of security and emergency situations, and take appropriate action to ensure safety.
- Prepare for your next shift in accordance with operational requirements and own organisations procedures.
- Assist vulnerable passengers.
- Respond to enquiries and complaints.

Behaviours

- Safety first mindset.
- Responsible for own actions.
- Passenger-focused mindset.
- Respectful and supportive of others.
- Resilient in challenging & fast-changing travel situations.
- Acts professionally in line with expectations.



Typical learner journey:

| | | | |
|---|---|---|--|
|  | <p>1. Enquiry / Consultation Prospective learners and employers begin their Linden journey with an exploration session to better understand goals and objectives.</p> |  | <p>5. Learning journey commences With enrolment and induction completed, learners start their learning journey by engaging with regular session, workshops, projects, assignments and reviews, with full guidance and support from their dedicated Trainer.</p> |
|  | <p>2. Programme Introduction Learners are invited along with their line managers to an Introduction. This session provides a full programme overview, opportunity for Q&A and agreement of next steps.</p> |  | <p>6. EPA Prep and Gateway Learners prepare for their End Point Assessment (EPA) by reviewing key concepts and skills essential for demonstrating competency against the skills, knowledge and behaviours set out in the Standard.</p> |
|  | <p>3. Onboarding / Enrolment Learners are sent links to our online enrolment form, skills gap analysis and functional skills diagnostic assessments.</p> |  | <p>7. End Point Assessment The End Point Assessment is the final evaluation where learners showcase their acquired skills, knowledge and behaviours.</p> |
|  | <p>4. Induction Learners participate in a comprehensive induction with their dedicated Trainer. This session supports understanding of expectations and resources (including an introduction to the e- portfolio).</p> |  | <p>8. Achievement / Progression Upon successful completion of the EPA, learners celebrate their achievement and may choose to progress to a higher level within the same sector or explore new pathways.</p> |

End Point Assessment:

The EPA process consists of two assessment processes:

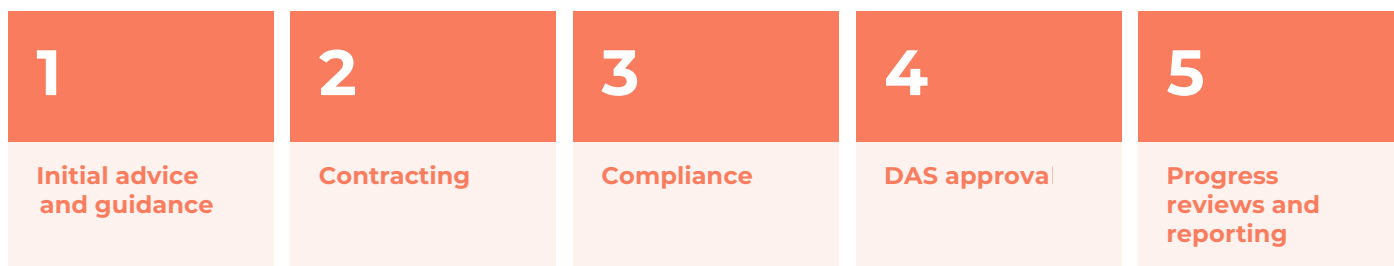
| Assessment method | Areas assessed | Weighting |
|------------------------------------|---------------------------------|-----------|
| Observation with questioning | Knowledge / Skills / Behaviours | 50% |
| Interview underpinned by portfolio | Knowledge / Skills / Behaviours | 50% |



Employer contracting:

All employers who want to utilise the Apprenticeship Levy or Co-investment model are required to contract with a ROATP approved provider and follow the Government approval process for onboarding new learners and securing funding for each apprenticeship Standard in the Digital Apprenticeship Service.

5 steps to employer contracting:



Discussions around apprenticeship intent and requirements of the Standard. Dedicated Linden account manager support from inception through to EPA.

Contract for services issued online for review and electronic signature.

Employer to complete Health & Safety compliance and provide Insurance Liability certification for the apprentices workplace.

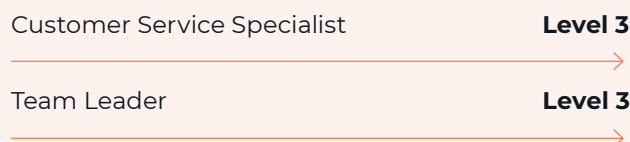
Agreeing learners to enrol and approval on the Digital Apprenticeship Service.



Employers will be invited to attend progress reviews and receive updates throughout their apprentices journey.

Progression options:

On completion of your apprenticeship you may choose to advance to a higher level within the same subject area or explore a completely new pathway.



What our learners have to say:



I'd love to give feedback and praise to my tutor and L7 leadership course I haven't long completed. I gained a distinction and wouldn't have been able to have done it without the support and guidance of my trainer. Patient, understanding, supportive and empathetic, she never lost faith in me.

Karen



I feel confident that I have been equipped to pass with a good mark at the end and look forward to continuing my apprenticeship journey with Linden.

Lauren



Contact us today:

For more information about Apprenticeships at Linden, call us on **0800 2980632** or visit our website at: **lindenmanagement.org.uk**

