

TRANSPORT SERVICES

Level 2 – Rail Infrastructure Operator Standard

Rail Infrastructure Operators support and regulate the safe operation of the Rail network through the use of: signalling control systems, electrical control systems, and responding to incidents, where the operational integrity of the UK rail transport network is affected. Rail Infrastructure Operators will be required to work closely with stakeholders e.g. controllers, train drivers, maintenance staff, power companies and specialists e.g. emergency services in order to respond effectively to incidents.

- [Rail Infrastructure Operator Standard and End Point Assessment](#)

Level 2 – Network Operations Standard

Those working within Network Operations support the safe and efficient operation of the bus, coach and rail transport networks. Adhering to rigorous rules and guidelines, which comply with commercial and legal frameworks, Network Operators design, develop and monitor the performance of timetables and transport services ensuring they meet the requirements of stakeholders and customers. This apprenticeship adopts a core and options approach to allow flexibility for employers and enable transferability between roles and employers for apprentices.

- [Network Operations Standard and End Point Assessment](#)

Level 2 – Passenger Transport Driver (bus, coach, rail) Standard

Depending on the type of transport system your employer is responsible for, you could be driving buses, trains or coaches. Your duties will include the effective and efficient operation of a passenger transport vehicle, driving legally and safely with a high attention to detail and prioritising on the safety of the passengers and the wider public. An apprenticeship in passenger transport services is your first step to a great career in the transport industry.

- [Passenger Transport Driver Standard and End Point Assessment](#)

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Level 2 – Passenger Transport Station & On-Board Team Member

A passenger transport services operations on board/station team member is required to provide high quality customer service within the safety critical transport environment. Their primary duty is to the safety of themselves, the passengers, their customers and their colleagues. They need to be aware of the operational passenger transport service, its targets and obligations, the relevant infrastructure and its assets. With this apprenticeship you will be the face of the passenger transport service, delivering front line customer services on-board or in stations. 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. An apprenticeship in passenger transport services is your first step to a great career in a dynamic and exciting industry.

- [Passenger Transport Station & On-Board Team Member Standard and End Point Assessment](#)

Level 3 – Transport Planning Technician Standard

Transport planning technicians provide technical support to professional transport planners in the preparation, assessment and implementation of policies, plans and projects to manage and improve local, regional, national and international transport systems, services and their connections with land use planning to support economic growth, protect the environment and support social cohesion. All Transport Planning Technicians will have a broad skills base, however, it is likely that some technicians may specialise in a particular element. This breadth of skills reflects that of professional transport planners, who come from a wide variety of backgrounds including mathematics, engineering and the social sciences. Transport planning technicians work both for public sector authorities and private sector companies.

- [Transport Planning Technician Standard and End Point Assessment](#)

Level 4 – Passenger Transport Operations Manager Standard

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. Their role may involve financial and budget responsibilities, day-to-day operational management of a passenger transport environment, compliance and quality checks and people management. An apprenticeship in passenger transport services is your first step to a great career in an exciting and dynamic industry.

- [Passenger Transport Operations Manager Standard and End Point Assessment](#)

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Level 2 – Passenger Transport Driver (bus, coach, tram) Standard

(This standard is in development and is not yet ready to use)

- Rail & Rail Systems Engineer Standard

Detailed Required Documents

- Behavioural Assessment

Level 3 – Train Driver Standard

(This standard is in development and is not yet ready to use)