

Apprenticeship Level 4

Passenger Transport Operations Manager

Achievements:

Level 4 Passenger Transport Operations Manager Apprenticeship certificate from Institute for Apprentices and Technical Education (IfATE)

Certificate of Higher Education in Railway Operations Management from Glasgow Caledonian University (GCU)

Level 5 Award in Management and Leadership from Chartered Management Institute (CMI)

Introduction to Rail certificate from Institution of Railway Operators (IRO)

Who is it for?

The Passenger Transport Operations Manager apprenticeship is for people who would like to learn how to provide a high quality, accessible, safe and modern transport service. They will gain a detailed understanding of the operational transport service, its targets and obligations, its infrastructure and its assets.

Requirements for study:

- 20% of contracted time spent in off-the-job training
- An apprentice who does not yet have Maths and English qualifications at GCSE equivalent will undertake additional learning to complete Functional Skills level 2

Course Contents:

- Introduction to Rail
- Foundations of Personal and Professional Development
- Customer and Stakeholder Delivery in Rail
- Introduction to Compliance, Safety and Risk
- Management Skills on the Railway
- Quality in a High Performing Railway
- Planning a Work Based Project
- Business and Information Management
- Stakeholders and Communication

Main Personal Benefit:

You will have opportunities to stand out at work during the apprenticeship as you showcase your work in a portfolio of real improvement projects and you will have a nationally recognised accreditation.

How does it work?

- The programme is over 18 months, plus 4 months for End Point Assessment (EPA)
- The apprenticeship standard includes a focus on skills and competences around four themes: Safety, Quality, Customer Service and Management
- IRO deliver the apprenticeship with an embedded Certificate of Higher Education in Railway Operations Management from our partner university Glasgow Caledonian University (GCU).
- Apprentices attend 18 face-to-face teaching days or online sessions approximately every 4 weeks for apprenticeship Standard content, including Certificate of Higher Education in Railway Operations Management modules, plus online mid module workshop sessions
- Regular 4-week reviews with IRO coach and every 12 weeks with line manager for support and to guide development opportunities
- Access to online learning resources and webinars for further learning and management behaviours development
- OneFile portfolio development
- Access to IRO Rail Academy Introduction to Rail online course
- Access to CMI Management Direct management resource portal
- Preparation for EPA. EPA is with an independent assessment where apprentices demonstrate their new knowledge, skills and behaviours by delivering a work-based project and have a professional review of their apprenticeship learning

Main Company Benefits:

This apprenticeship programme allows students to gain an understanding of the wider industry and how their role fits within it; from understanding the basics of what a performing railway is and how it serves its' customers and is organised, how it copes with variability and the importance of interface management. By increasing their awareness and appreciation of the complexity of the rail environment, employees can work closer together and understand the issues each other face in their duties.