

Apprenticeship

Level 4

Passenger Transport Operations Manager



**Chartered Institution
of Railway Operators**

Achievements:

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

Introduction to Rail certificate from Chartered Institution of Railway Operators (CIRO)

CIRO membership level upgrade to Associate

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:

- A minimum of 6 hours per week 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

How does it work?

- The programme is over 18 months, plus 1 month for Gateway and 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
- Apprentices attend 15 face-to-face teaching days or online sessions approximately every 4 weeks for apprenticeship Standard content, including attendance at rail expert led knowledge sessions
- Regular 4-week reviews with CIRO 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 CIRO Rail Academy Introduction to Rail online course
- 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

Apprenticeship Contents:

- CIRO Introduction to Rail
- Corporate responsibility and dynamic risk assessment
- Comply with Security procedures
- Safe working practices
- Monitoring and managing resources
- Team training needs analysis and support
- Business improvement
- Stakeholders and communication
- Accident investigation

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.

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.