

Apprenticeship Level 4

Passenger Transport Operations Manager

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 in the first 6 months of their apprenticeship.

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.

How does it work?

- The programme is over 15 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 14 face-to-face teaching days or online sessions approximately every 4 weeks for apprenticeship Standard content, including attendance at rail expert led CIRO Certificate in Railway Operations Management modules, plus online mid module workshop sessions
- Regular reviews with the CIRO coach and 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
- 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

Apprenticeship Overview



Apprenticeship

Passenger Transport Operations
Manager Level 4



Start Date

Multiple start dates per year



Duration

15 months, + 1 month for
Gateway & 4 months for EPA



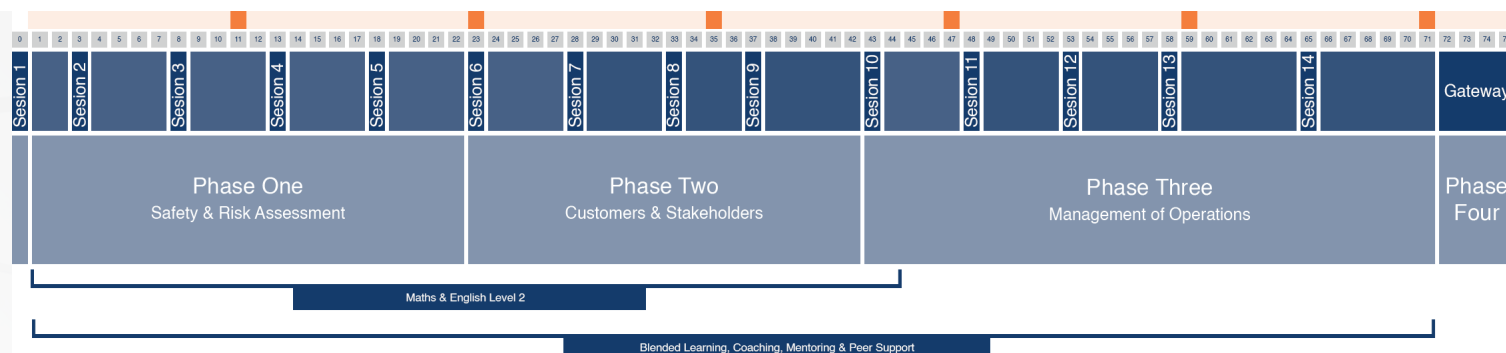
Delivery

Hybrid



Assessment

On-Programme & EPA



Key:

Tripartite Review (Including Line Manager)



Gateway & EPA

Following the 15 month programme, a further 1 month is taken to complete gateway and 4 months for EPA.

EPA is an independent assessment where apprentices demonstrate new knowledge by delivering a work based project and completing a professional review of their apprenticeship learning.



Blended Learning

CIRO blended learning consists of a combination of online learning, in-person workshops and progress reviews.



Management Training

The programme will provide core knowledge around management and leadership to enable the development of effective management skills and behaviours.



Maths and English

Maths and English functional skills may be included in your apprenticeship programme depending on the programme requirements and your prior attainment level.

Course Contents

- CIRO Introduction to Rail
- Customer and Stakeholder Delivery in Rail
- Introduction to Compliance, Safety and Risk
- Management Skills on the Railway
- Quality in a High Performing Railway
- Accident investigation
- Safe working practices
- Procuring and Managing Resources
- Project Management

Apprenticeship Achievements

**Level 4 (Certificate) in Rail
System Operations
Management**
from the Chartered Institution of
Railway Operators Awarding
Organisation

**CIRO Certificate in Railway
Operations Management**

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

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

CIRO membership
level upgrade to Associate