

PASSENGER TRANSPORT OPERATIONS MANAGER

LEVEL 4 APPRENTICESHIP



APPRENTICESHIP PROGRAMME OVERVIEW

Is This Programme for You?

Are you ready to advance your career in rail? This rail contextualised programme is your pathway to becoming an effective operations manager. You'll gain a solid understanding of rail operations, the entire rail system, and your role within it.

We cover all the essential knowledge, skills, and behaviours needed to succeed as a department head or operations manager. If you're eager to lead and make an impact in the rail industry, this programme is for you!

What You Will Learn

You will develop the skills necessary to become an effective operations manager. Throughout the apprenticeship, you will gain a detailed understanding of the rail system and its operations, including key areas such as targets and obligations, infrastructure, and assets.

The programme also emphasises leadership and people management, equipping you with the ability to make informed decisions by understanding the complex relationships within the rail sector.

This comprehensive training will provide you with the knowledge, skills, and behaviours needed to become a confident and decisive operations manager, fully prepared for succession within the rail industry.

HOW IS THE PROGRAMME DELIVERED?

Cohort Delivery We deliver to cohorts from mixed rail employers or a single employer (minimum numbers apply).



Face-to-Face
& Online
Workshops



Self-Directed
Learning



Skills
Development
Assessments



Digital
Learning



Flipped
Classroom



Coaching

Includes Complimentary Awards:

- ✓ CIRRO Connect Certificate of Achievement
- ✓ CIRRO Intro to Rail Certificate
- ✓ CIRRO Membership - Upgrade to Associate
- ✓ CMI Qualification - Level 5 Award in Leadership & Management



CORE CONTENT



Safety

Understanding the importance of ensuring that you, your customers, stakeholders, and contractors are aware of the impact of non-compliance on the business and adhere to relevant rules, procedures, regulations, and laws.

Key Learning Outcomes:

Compliance: Developing the ability to assess the transport environment and ensure that your teams operate safely and efficiently, in line with all relevant standards.

Awareness: Gaining skills to monitor and review safe working practices, identify potential conflicts or hazardous situations, and take prompt action to prevent them.

Decision Making: Learning how to conduct thorough risk assessments, investigate incidents effectively, and implement appropriate measures to minimise risks to both people and the environment.



Quality

Understanding the range of products and services, how value and increased efficiency can affect commercial transport environments and how this can be improved upon.

Key Learning Outcomes:

Problem Solving: Learning how to monitor and evaluate information, recognise trends and suggest improvements.

Professionalism: Learning how to recognise opportunities and implement plans to improve the customer experience and develop your network of contacts.

Continuing Improvement: Identifying service efficiencies and performance improvements.



Customer Service

Understanding the diverse range of customers, contractors, and stakeholders, along with their rights, needs, and expectations, is essential. This knowledge is key to providing excellent services that enhance the reputation of the transport industry.

Key Learning Outcomes:

Communication & Negotiation: Developing the ability to analyse and present information to stakeholders, and effectively negotiate with them.

Interpersonal Skills: Acquiring the skills to identify and assess situations, teams, and incidents to support and maintain the safe operation of the transport environment.

Delivery: Learning how to use both positive and negative customer feedback to improve customer service and promote a positive image of the transport industry.



Management

Understanding Your Role: Develop a thorough understanding of your responsibilities within your organisation and the wider transport network, including its targets, performance measures, and regulatory obligations. Ensuring effective operational performance.

Key Learning Objectives:

Financial Management: Learn how to support compliance with financial regulations, conduct audits, manage contracts, and prevent fraud, thereby contributing to the organisation's financial integrity.

Leadership: Gain the skills to build, monitor, and support a team by setting clear objectives, tracking progress, and providing necessary guidance. Learn how to foster collaboration and address performance issues effectively.

Performance Management: Understand how to manage resources, equipment, materials, and team dynamics. Develop strategies to enhance staff commitment, encourage teamwork, and handle performance challenges efficiently.

