



STANDARD ASSESSMENT SPECIFICATION

Level 4
Passenger Transport
Operations Manager

Disclaimer note

Information made accessible through this document is as provided from the current published standard and assessment plan.

Guidance throughout our specification will be subject to final amends once there is an updated published standard and assessment plan.

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Introduction

Innovate Awarding

Innovate Awarding is an End-point Assessment Organisation (EPAO) approved by the Education and Skills Funding Agency (ESFA) and a nationally regulated Awarding Organisation with a collaborative approach to doing business. We work with employers and providers to deliver fit for purpose End-point Assessment and qualification services in a number of sectors. For further information, please see our website, www.innovateawarding.org/apprenticeship-standards/end-point-assessment.

Apprenticeship overview

Overview of the standard including what's involved and key elements of the standard.

Standard Name	Passenger Transport Operations Manager
Level	4
Sector	Transport and Logistics
Programme duration	18-20 Months
Minimum time on programme	12 Months
EPA Duration	4 Months
EPA Methods	<ul style="list-style-type: none"> • Project Based Assignment • Professional Review
Outcomes	Fail/Pass
External Quality Assuring Centre	Institute for Apprenticeships and Technical Education

Who is the apprenticeship for?

Passenger Transport Service Managers oversee the daily operation of the station or depot, ensuring business objectives are met and customers are able to travel safely, on time and in comfort from the beginning to the end of their chosen journey. An apprenticeship in passenger transport services is a great opportunity to acquire the skills, knowledge and behaviours that play a vital role in providing a high quality, accessible, safe and modern transport service. A career in passenger transport services allows you to follow a profession in Rail, Bus, Coach and Tram.

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 stop to a great career in an exciting and dynamic industry.

Role of Innovate Awarding

We are the End-point Assessment organisation and will complete the entirety of the End-point Assessment requirements for the apprenticeship. We will provide information on the processes to enable employers and training providers to support the apprentice to achieve the End-point Assessment.

Support Materials

Support materials that we will provide include:

- Guides for assessment methods
- Assessment specifications
- Assessment manual
- Exemplar assessments

On Programme Requirements

The on-programme learning and development will be agreed between the training provider and employer, or internally if training is delivered by an employer provider.

For this standard, it is recommended/mandatory that you complete:

- Level 2 English and Maths
- A Journey Log to evidence experiences and achievements towards competence across the standard

Gateway

To qualify for End-point Assessment, the apprentice must pass through the gateway. To do this, they need to: -

- Ensure completion of Level 2 English and Maths
- Submit completed Journey Log

The employer and training provider/employer provider must confirm that the apprentice is ready to complete the End-point Assessment before they can pass through to the gateway. This will be completed at the gateway meeting and documented on EPA Pro. This notifies Innovate Awarding that the apprentice is ready for their End-point Assessment.

Before the apprentice enters the gateway, they should be comfortable with the assessments they will complete and ready to demonstrate they can achieve the standard of the apprenticeship.

Module Overview

The modules are the titles of the knowledge, skills and behaviours highlighted in the standards [coverage should be indicated by tick or cross based on the detail in the assessment plan]

Modules	ASSESSMENT METHODS	
	Project Based Assignment	Professional Review
Safety	✓	✓
Quality	✓	✓
Customer Service	✓	✓
Management	✓	✓
Behaviours	✓	

End-point Assessment

The End-point Assessment requires the apprentice to demonstrate that they have achieved the standard requirements.

What will the End-point Assessment look like?

A planning meeting will take place once the gateway has been passed and the apprentice has been deemed ready for the End-point Assessment. The purpose is to: -

- plan when the assessments will take place
- identify the requirements of each assessment method
- answer any questions/concerns the apprentice may have about the assessment process
- aid in the preparation requirements (e.g. arranging access, facilities and resources)

This meeting is conducted remotely.

What is the “Project-based assignment”

The project-based assignment provides a substantive evidence base from a business-related project to demonstrate the application of skills, knowledge and behaviours.

The project should normally be based on a business problem that forms part of the apprentice’s role. It should cover key activities, which include:

- Operational management
- Quality and compliance
- Managing customer safety

All projects must:

Contain an analysis of the problem

- Outline the steps taken to address the problem and the outcome
- Provide a review of what was done and lessons learnt
- Have a word count of 3000 with a +/- 10% variance permitted.

At gateway the apprentice should submit a synopsis of their proposed project which will be reviewed the End-point Assessor to ensure the apprentice will have the opportunity to meet all of the knowledge, skills and behaviours covered by this component.

The apprentice has 3 months in which to complete their project. Sufficient time should be set aside by the employer for the apprentice to plan, undertake and write up their project, which will typically be undertaken at the employer’s premises. The employer and training provider must ensure that the apprentice has access to the tools and systems required to complete the tasks within the project

What is the “Professional Review”

The professional review should take place within 3 weeks of the submission of the project.

The professional review will be conducted in a ‘controlled environment’ i.e. a quiet room suitable for assessment. This can be on the employer’s premises, provided the apprentice is not distracted by their day to day role. The professional review can take place remotely and where the discussion is not face-to-face, End-point Assessors will ensure adequate controls are in place to maintain fair and accurate assessment.

The professional review will last for 1 hour +/- 10% and will consist of a minimum of nine questions to cover the areas of the standard assigned to this component, based on the assessor’s review of the apprentice’s journey log. The End-point Assessor may ask follow-up questions to satisfy themselves each tested knowledge/skill is met or not.

Apprenticeship Standard Amplification

Module A Safety

ASSESSMENT CRITERIA

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
K1	Explain how to ensure that customers, contractors, and stakeholders comply with current legislation, policy and guidance	Safety	S1	Evaluate the transport environment and ensure it complies with relevant laws and contractual obligations	Safety
K2	Explain the consequences of regulatory non-compliance on the organisation	Safety	S2	Ensure checks to the transport environment are performed and that teams are working in a safe and efficient manner	Safety
			S3	Comply with procedures regarding personal preparation prior to undertaking a role in the transport environment	Safety
			S4	Comply with security procedures and systems	Safety
			S5	Take appropriate action when a security breach has occurred or is suspected	Safety
			S6	Monitor and review safe working practices and make suitable recommendations for change	Safety
			S7	Recognise when behaviour is inappropriate and could lead to conflict or a dangerous situation and take prompt actions to ensure safety	Safety
			S8	Conduct a transport environment risk assessment	Safety
			S9	Investigate the nature and level of an incident or emergency and determine the likely cause based on the evidence and ensure corrective action is taken with preventative controls put in place	Safety
			S10	Act appropriately and effectively during incidents and emergency situations to minimise risks to people and the environment	Safety

DELIVERY & GUIDANCE CONTENT

Ref	Knowledge	Maps to standard	Ref	Skill	Maps to standard
K1	Legislation, policies and procedures relevant to apprentice's role. According to the transport environment these may include: The Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990 Conditions of Carriage Code of Practice Customer Charter Workplace Risk Assessments Route Risk Assessments Public Service Vehicle (PSV) Operators Licence Commercial contracts Low Bridge Guidance Working Time Directive Drivers Hours Regulations Driver CPC Requirements -Joint Approvals Unit for Periodic Training (JAUPT) Health & Safety Legislation Accident Investigation Accident Reporting Procedures (RIDDOR) Competence Management Systems Safety Critical Work Regulations Railway Non-Technical Skills ORR Risk Maturity Model Railway Group Standards (including Rule Book) Railway Guidance Documentation (ORR / RSSB) Railway Codes of Practice (ORR / RSSB) Command & Control Structures Incident Management Roles (RIO/SIO/TOLO, etc.) ROGS Safety Critical Communication Protocols	Safety	S1 S2	Apprentices should be able to evaluate performance against legal and contractual requirements, whilst considering the competency and training of staff. Evaluation and compliance should consider: Safety Critical Competence Assessments Safety Critical Competence Quality Assurance Railway Non-Technical Skills Assessment	Safety

DELIVERY & GUIDANCE CONTENT

Ref	Knowledge	Maps to standard	Ref	Skill	Maps to standard
K2	K2 Legislation, Policies and Procedures relevant to transport environment such as; Risk Management Internal Audit Systems The Public Service Vehicles (Conduct of Drivers, Inspectors, Conductors and Passengers) Regulations 1990 Conditions of Carriage Code of Practice Customer Charter Public Service Vehicle (PSV) Operators Licence Commercial contracts Driver CPC Requirements -Joint Approvals Unit for Periodic Training (JAUPT) Recruitment & Selection Working Time Directive Attendance Management Disciplinary Procedures Competence Management Systems Safety Critical Work Regulations Railway Non-Technical Skills ORR Risk Maturity Model Railway Group Standards (including Rule Book) Railway Guidance Documentation (ORR / RSSB) Railway Codes of Practice (ORR / RSSB) Command & Control Structures Incident Management Roles (RIO/SIO/TOLO, etc.) ROGS Safety Critical Communication Protocols	Safety	S4 S5 S6	Security procedures and safe working practices should consider situational awareness, Apprentices should be able to demonstrate how to comply with security procedures and systems and explain the appropriate action required to ensure safety	Safety
			S8	Risk assessments should reflect command and control procedures Evidence should include use of recognised risk management tools and techniques to show how risks can be reduced	Safety

Module B Quality

ASSESSMENT CRITERIA

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
K1	Explain the range of products and services offered by the organisation	Quality	S1	Monitor and review the availability of facilities and services	Quality
K2	Analyse how value and efficiency can affect commercial transport environments	Quality	S2	Implement plans to meet demand and minimise disruption to the transport service	Quality
K3	Explain how value and efficiency can be improved	Quality	S3	Monitor and evaluate information and feedback, recognise trends and suggest improvements to transport services and products	Quality
			S4	Recognise opportunities and implement plans to improve the customer experience within the transport environment	Quality
			S5	Develop a network of contacts within the transport environment and associated industries	Quality
			S6	Review processes and procedures to improve performance of services	Quality
			S7	Encourage a culture of continuous improvement and identify efficiencies	Quality
			S8	Assess the team's current skills, knowledge and competence against business needs	Quality

DELIVERY & GUIDANCE CONTENT

Ref	Knowledge	Maps to standard	Ref	Skill	Maps to standard
			S4	Within the transport environment should include developing effective relationships with managers and staff across other departments such as commercial, marketing engineering and training	Quality

DELIVERY & GUIDANCE CONTENT

Ref	Knowledge	Maps to standard	Ref	Skill	Maps to standard
K2 K3	The requirements of audit arrangements relevant to the transport environment should be considered		S5	Networks – apprentices are expected to demonstrate active involvement with Professional Bodies such as Institute for Railway Operators (IRO), Institution of Railway Signal Engineers (IRSE), IEE, Institute for Mechanical Engineers (ImechE)	Quality
			S8	Apprentices will need to identify team member’s strengths and existing level of knowledge and competence to enable development in the workplace. Evidence could include SWOT analysis, appraisals, one to ones, team meetings, training sessions, personal development plans, coaching records, staff development programmes etc.	Quality

Module C Customer Service

ASSESSMENT CRITERIA

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
K1	Explain the types of customers, contractors and stakeholders in the transport environment	Customer service	S1	Analyse and interpret management information	Customer service
K2	Explain the needs, rights and expectations of customers, contractors and stakeholders	Customer service	S2	Present relevant and specific information to key network stakeholders, ancillary services, groups of staff and customers	Customer service
K3	Explain how to provide an excellent service that promotes the transport industry	Customer service	S3	Conduct negotiations with key stakeholders to meet objectives and inspire confidence in the transport industry	Customer service
			S4	Identify and assess situations that may lead to confusion, panic and conflict and provide management intervention in a way that maintains the safe operation of the transport environment	Customer service
			S5	Identify and assess when teams and/or individuals require support, the techniques for dealing with these and the potential impact of a lack of support	Customer service
			S6	Encourage customer service actions that comply with transport industry standards and promote a positive image of the transport environment	Customer service
			S7	Assess the outcomes of both negative and positive customer feedback and implement improvements to the customer experience	Customer service

DELIVERY & GUIDANCE CONTENT

Ref	Knowledge	Maps to standard	Ref	Skill	Maps to standard
K1	Customers, contractors and stakeholders relevant to the transport environment	Customer service	S1 S2	Collate, analyse and interpret data from a variety of reports such as; <ul style="list-style-type: none"> • Total mileage operated • Lost mileage • Revenue • Customer complaints 	Customer service
K2	Needs, rights and expectations may reference engagement tools such as National Rail Passenger Transport Survey	Customer service	S3	Key stakeholders may include commercial, operations or marketing managers within transport setting	Customer service
K3	Service delivery including the interface with customer representative bodies	Customer service	S4	Situations may include incidents, emergencies, ticketing issues or customer complaints	Customer service

Module D Management

ASSESSMENT CRITERIA

Ref	Knowledge Apprentices will need to:	Maps to standard	Ref	Skill Apprentices will need to demonstrate that they can:	Maps to standard
K1	Explain own role and responsibilities within the organisation in the context of the wider transport network, its targets, performance measures and obligations	Management	S1	Prepare for and support compliance checks and audits and take corrective action	Management
			S2	Monitor the performance of contracts including resource requirements and take actions when variations occur	Management
			S3	Investigate and take action when fraud is suspected or has been identified	Management
			S4	Build and maintain a team which meets the needs and the strategic objectives of the business and the safe operation of the transport environment	Management
			S5	Set objectives, provide support, and monitor and review the progress of the team and department	Management
			S6	Manage the control of resources, equipment and materials, determining the quality, quantity and suitability for the benefit of transport service delivery	Management
			S7	Build staff commitment to organisational values and goals and encourage collaboration	Management
			S8	Evaluate and deal with the performance issues affecting team members ensuring courses of action are in line with professional codes of conduct	Management

DELIVERY & GUIDANCE CONTENT

Ref	Knowledge	Maps to standard	Ref	Skill	Maps to standard
K1	Wider transport network should include railway franchising, regulation and command	Management	S1	Audits should reflect Railway Audit Arrangements or other audit arrangements appropriate to the transport environment	Management
			S2	Monitoring of performance may include reporting requirements and escalation processes	Management
			S3	Actions should be in line with processes and procedures	Management
			S4	Apprentices will need to identify team member's strengths and enabling development in the workplace. Evidence could include appraisals, one to ones, team meetings, training sessions, personal development plans, coaching records etc.	Management
			S5	Strategies could include training, support, mentoring guidance, coaching. Evidence examples could include key performance indicators, team meetings, one to ones, appraisals etc.	Management
			S8	Performance review in line with organisational procedures Evidence could include key performance indicators, one to one, appraisals etc	Management

BEHAVIOURS

B1	Be analytical in their approach to maintaining a safe transport environment, able to remain calm under pressure and process challenges systematically
B2	Focus on quality, with a keen attention to detail
B3	Build relationships that motivate others to deliver quality
B4	Be approachable by customers and able to negotiate and influence to achieve best outcomes
B5	Be adaptable, driven and confident to deliver effective management

End-point Assessment Coverage

Each End-point Assessment component will cover the assessment criteria of the modules within the standard. The coverage (example – K 1.1 – 1.5) is taken from the amplification above.

Project-based assignment

The Project-based assignment will cover the following modules of the standard:

	MODULE	COVERAGE
Module A	Safety	S1, S4, S5
Module B	Quality	S1, S2, S6, S7
Module C	Customer Service	K1, K2, K3 S1
Module D	Management	K1 S6
Behaviours		B1, B2, B3, B4, B5

Professional review

The Professional review will cover the following modules of the standard:

	MODULE	COVERAGE
Module A	Safety	K1, K2 S2, S7, S9, S10
Module B	Quality	S4
Module C	Customer Service	S4
Module D	Management	K1 S3, S8

Re-Assessment

Apprentices who fail one or more assessment method will be offered the opportunity to take a re-sit or a re-take.

A re-sit does not require further learning, whereas a re-take does. The maximum grade awarded to a re-sit or re-take will be pass, unless the EPAO identifies exceptional circumstances accounting for the original fail. Apprentices should have a supportive action plan to prepare for the re-sit or a re-take. The apprentice's employer will need to agree that either a re-sit or re-take is an appropriate course of action.

An apprentice who fails an assessment method, and therefore the EPA in the first instance, will be required to re-sit or re-take any failed assessment method only.

The timescales for a resit or retake is agreed between the employer and EPAO. A resit is typically taken within 6 months of the EPA outcome notification. The timescale for a retake is dependent on how much

re-training is required and is typically taken within 6 months of the EPA outcome notification.

For a list of the re-sit costs, please see the Innovate website. It is the responsibility of the employer and the employer provider/training provider to ensure that apprentices are ready to pass the End-point Assessments and Innovate Awarding will provide support materials to help prepare apprentices for their assessments.

Assessment Overview

The End-point Assessor will review the evidence for each apprentice and grade the apprentice on the following scale: Pass/Fail. The End-point Assessor will make the final decision as to whether the standard has been met or not.

All apprentices must participate in all elements of the End-point Assessment and achieve a minimum of a Pass for each component.

ASSESSMENT METHOD	ASSESSED BY	WEIGHTING	MARKS
Professional review	Independent End-point Assessor	50%	Pass/Fail
Professional review	Independent End-point Assessor	50%	Pass/Fail

Grading

Each component of End-point Assessment will be graded independently. The grades of both components will then be combined to determine the apprentice's overall grade as outlined below:

PROFESSIONAL DISCUSSION	OBSERVATION OF LEADERSHIP	OVERALL GRADE FOR EPA
Fail	Fail	Fail
Pass	Fail	Fail
Fail	Pass	Fail
Pass	Pass	Pass

Grading Requirements

Project-based assignment

To pass this assessment, apprentices must achieve all of the pass criteria for the knowledge, skills and behaviours covered in this component.

Professional Review

To pass this assessment, apprentices must achieve all of the pass criteria for the knowledge, skills and behaviours covered by this component.

Internal Quality Assurance

Internal quality assurance is conducted by Innovate Awarding. All assessments completed by an apprentice are subject to Innovate Awarding's Internal Quality Assurance Policy.

External Quality Assurance

The external quality assurance organisation for the Passenger Transport Operations Manager standard is the Institute for Apprenticeships. The external quality assurance organisation may require access to an apprentice's assessments and they may require to speak to the apprentice directly. Innovate Awarding has a responsibility to accommodate any reasonable request made by the external quality assurance organisation.

Further Information

www.innovateawarding.org/apprenticeshipstandards

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