

PASSENGER TRANSPORT DRIVER - BUS, COACH AND TRAM

APPRENTICESHIP STANDARD

Standard Code ST0338
Course Level 2
Work Based
Funding Level £6000
Duration 18mths including EPA

Course Description

Passenger Transport (PCV) Drivers provide high quality, accessible and safe transport service to all customers. Working in a range of settings may be required to work in shifts and will usually work alone. They operate in many different localities such as inner city, towns, and rural locations. They are responsible for the integrity of the vehicle by applying correct procedures for road, health and safety. Passenger Transport (PCV) Drivers are service professionals they make a difference by acquiring the ability to work with people from a range of backgrounds, good communication and people skills, friendly, courteous, responsible and honest, a good sense of direction, good driving skills and knowledge of defensive driving techniques.

Passenger Transport (PCV) Drivers strive to meet expectations by providing a quality service that encourages repeat business, showing drive and energy even when challenges arise. Individuals in this role are highly competent in using industry-recognised systems (such as systems for reporting defects) and associated services.

The Standards outline the essential core knowledge, skills and behaviours that all Passenger Transport (PCV) Drivers are required to demonstrate, regardless of their occupational area, depending on the type of transport system the employer undertakes, this could be driving buses, coaches or trams.

Course Details:

This qualification has been developed in line with the latest DVSA Passenger Carrying Vehicles Driver standards to support candidates undertaking a Driving apprenticeship. Minibuses Category D1 - drive vehicles with no more than 16 passenger seats a maximum length of 8 metres a trailer up to 750kg.

Category D1E - Drive D1 category vehicles with a trailer over 750kg MAM. The combined MAM of both cannot exceed 12,000kg.

Buses Category D - You can drive any bus with more than 8 passenger seats (with a trailer up to 750kg MAM).

Category DE - You can drive D category vehicles with a trailer over 750kg.

Develop a range of essential skills applied and refined in a real working environment.

Building capabilities to motivate teams and influence with confidence.

Gaining key KSB: - Knowledge, Skills and Behaviours in Passenger Transport/Logistics to underpin and support growth and performance.

Off the Job Training

A key requirement of an Apprenticeship is Off-the-job training. This must make up at least 20% of the apprentice's contracted hours, over the total duration of the apprentice's planned training period. Off-the-job training must be directly relevant to the apprenticeship standard and must take place within the apprentice's normal working hours.

The new learning must be documented and reflected on through the Learner Journal on their e-portfolio.

Entry Requirements

The Apprentice will need to be in a relevant role and show a willingness to undertake the knowledge, skills and behaviours required. Apprentices without Level 1 English and maths will need to achieve this level and take the test for Level 2 English and maths prior to taking the end-point assessment. They will also need to be prepared to attend a block study period for Maths and English if this is required.

Apprentices may be required to attend an interview and undertake relevant skills assessments.

Apprentices must hold a valid UK driving licence (at least Cat B - Car Licence) in order to access the apprenticeship and must be 18 years old by the time they are to gain their provisional vocational licence.

All students must obtain a PCV/HGV Medical and provisional entitlements Category D's – Select 1 option route Bus, Coach, Tram.

Once they have been accepted on to the programme all apprentices will be required to attend a Lincoln College Induction. Apprentices will require access to a tablet/computer to access their e-portfolio.

Knowledge, Skills and Behaviours

KNOWLEDGE

CORE KNOWLEDGE AND UNDERSTANDING

- Understand what is required of you to ensure you and your customers comply with relevant rules, procedures, regulations and laws that can impact on the transport environment and its safe operation.
- Understand the range of services available and have an appreciation of the commercial transport environment.
- Understand the diverse range of customers within the transport services industry, their needs, rights and expectations and how to provide an excellent customer service that promotes the transport industry.
- Know the preparation, tests and checks required to ensure a vehicle is brought into service safely and on time.
- Understand the range of route features, characteristics, systems and equipment, and the different conditions and restrictions that may occur when driving.
- Know the different vehicle types, features, systems and equipment and the responsibilities and the range of actions required of the driver to ensure delays are minimised and the journey is undertaken safely and securely.
- Know the range of situations, failures and incidents and emergencies that could occur and the actions and considerations to be taken when these have been identified and the procedures to follow.

SKILLS

SAFETY

Self-Management

- Prepare and organise work to ensure duties can be performed in a safe and efficient manner.
- Identify and check all relevant notices are read, understood and acted upon.

Awareness

- Maintain safe working practices and comply with all relevant Health & Safety procedures.
- Recognise inappropriate behaviour that could lead to a conflict and remain alert for breaches of security and emergency situations, taking prompt and appropriate action to ensure safety.

Decision Making

- Act appropriately during incidents and emergency situations to minimise risk.
- Evaluate situations which impact on the transport service and provide solutions to restore operations.

QUALITY

Time Management

- Carry out all preparations for the shift have been undertaken in time.
- Prioritise own duties to ensure activities are completed to time and the service is maintained.

Professionalism

- Maintain professional appearance and conduct.
- Check and maintain a clean, tidy and suitable transport environment.
- Identify and safeguard lost property.

Continuing Development

- Review progress and performance and develop yourself within your role.
- Obtain feedback on performance from others, identifying skills and knowledge gaps.

CUSTOMER SERVICE

Effective Communication

- Provide information that supports the safe operation of the transport service and is inclusive of all groups.
- Identify the nature of an enquiry and seek clarification when needed.
- Respond in a timely, positive and helpful manner to enquiries, complaints and compliments.

Interpersonal

- Recognise when circumstances could lead to confusion, panic or conflict.
- Providing assistance that is considerate of risk and reassurance that is sympathetic and promotes good will.

Teamwork

- Respond to colleagues in a way that supports the safe operation of the transport service and promotes professionalism.
- Ensure choice of words, actions and behaviours promote equality and diversity.
- Present a cohesive and collective approach to achieve team and business results.

OPERATING A PASSENGER VEHICLE

Preparation

- Seek out and verify information and documentation relating to planned activities.
- Follow the appropriate rules and procedures for locating and safely accessing the vehicle, ensuring the appropriate personal protective equipment is worn.
- Complete the required tests, checks and observations prior to commencing the journey to ensure the vehicle is safe, meets the standards required and the correct documentation is in place.

Driving

- Drive safely and efficiently at all times, including operating the vehicle in restricted spaces and all weather conditions.
- Show consideration for other road users.

Information Management

- Hand over a vehicle to the control of others by ensuring appropriate procedures are followed and the required information and documents are complete.
- Prepare and submit documents, reports and logs containing performance, incident and technical information.
- Make timely and clear announcements to ensure passengers are kept informed of delays and interruptions to the service and implications to the timetable.
- Ensure the vehicle displays the correct destination, signage and information
- Interpret information and respond to on-board enquiries.

Analytical Interpretation

- Monitor the instrumentation and ensure the vehicle is operating efficiently, responding to signals, signage and instructions.
- Respond to warning and indications, adopt a systematic approach to diagnose and rectify faults and failures using approved methods and techniques.

Technical Problem Solving

- Start and control the vehicle safely and efficiently, responding to signals, signage and instructions.
- Ensure information, comfort and ancillary systems are operational and controlled and adjusted as appropriate during the journey.
- Make scheduled stops that comply with legislation and regulation and provide assistance to customers that require it.
- Take appropriate action when external factors interfere with the planned journey.
- Take appropriate action when emergency situations arise ensuring that priority is given to the safety of passengers and other road users.
- Take a vehicle out of service by delivering it to the appropriate location ensuring it is positioned, immobilised, shut down and secured.

BEHAVIOURS

- **Be approachable** and friendly at all times.
- **Be a good listener**, respectful of other's beliefs and personal circumstances.
- **Be aware of risks** and hazards impacting on passenger safety and remain calm under pressure when issues occur.
- **Be confident** of their role regarding passenger safety and organised in its delivery.
- **Be passionate** about providing quality passenger services and a role model to colleagues.
- **Pay attention** to detail and take pride in providing a quality service.

Assessment

Assessment is done through a combination of practical tasks, written assignments, oral discussions and online tests throughout the programme. To ensure that we can support you to meet these, we will complete an in-depth initial skills analysis to ensure that we can tailor our delivery to meet these unique requirements. We will then use the most relevant delivery methods to support your learners which include:

- One to one coaching from a dedicated, professional assessor/instructor allocated to the learner for the duration of the programme.
- Work based assignments and projects to be completed in an e-portfolio.
- Knowledge – Skills & Behaviours.
- E-Learning via Driving Theory 4 All & the DVSA.
- DVSA Tests Hazard Perception, Multiple Choice Theory, Case studies.
- DVSA Tests Practical Safety demonstration, Knowledge, Skills, Behaviours.
- DVSA Tests Practical Driving, Knowledge, Skills Behaviours.
- Job shadowing and mentoring.
- Review of progress every 4 – 10 weeks.
- Employer led in house training for the Passenger Transport/logistics environment.
- Independent learning and research as directed by the assessor/instructor.

End Point Assessment

There will be an End Point Assessment (EPA) as the final stage of an Apprenticeship. The Apprentice must demonstrate their learning to an independent end point assessor and the overall grade available is distinction, pass or fail.

Customer feedback – Recordings – Manager Statements – Witness Statements

The apprentice attends a formal meeting to complete gateway readiness (1hr)

Structured Competency Based Interview

The core knowledge requirements within the Standard will be tested using a structured series of questions to assess the apprentice's knowledge.

End Point Assessment

English and Maths components successfully completed by the apprentice.

Completion of Category D Licence.

Employer confidence all knowledge skills and behaviours have been developed.

Assessment methods:

KBT Knowledge and Behaviours Test

- Multiple choice and short answer questions (1hr) (The multiple choice knowledge test will be available online or paper-based).

PDA Practical Driving Assessment (1hr)

- A series of different scenarios and situations will be used, with a series of questions requiring responses which will demonstrate the apprentice's knowledge.

Portfolio of evidence

- A completed portfolio will clearly demonstrate knowledge and understanding of real work environments and the behaviours needed. It will also comprise a collection of online evidence which may include: DVSA PASS * Certificates Modules 1a, 1b, 2, 3 & 4 Written statements Observations - Professional discussion Performance reviews Feedback from line manager, direct reports, colleagues, customers and stakeholders (captured through discussion) Peer feedback – 180/360 degree assessment type approach.

Professional Discussion relating to continuing professional development

The apprentice will provide evidence of any additional learning/ CPD undertaken during the apprenticeship, which will include:

- Activity undertaken during the level 2 Passenger Transport Driver.
- Details of any formal or informal learning undertaken.
- Details of any professional discussions undertaken or support provided through professional bodies.

Progression

On completion, the apprentices may choose to acquire additional upskill in licence category C+E, to support their professional career development and progression.

Fees

As an Apprentice, you will pay no course fees. However, your employer may have to pay towards your training as well as providing you with a wage. All Apprentices must receive a minimum wage of £4.30 per hour within their first year of training from their employer, although they can, and often do, pay more. In the second and subsequent years of an Apprenticeship programme, the national minimum wage for your age would apply.

If you are an employer and want to find out more information regarding employer contributions and any further costs related to the Apprenticeship programme, please contact our dedicated Apprenticeship team at employers@lincolncollege.ac.uk

Business Benefits

Employers have designed the Apprenticeship Standards to meet the needs of the sector and industry. Ensuring they include:

- Relevant Knowledge, skills and behaviours ensure that the Standard is relevant to the occupation.
- Widening participation Apprenticeship standards provide opportunities to employees that may not previously have been available.
- Development tools A cost effective way to train your employees to undertake specific roles in your business.
- Return on Investment On average, an apprentice who has completed their course will increase business productivity by £214 per week (CEBR, 2015).