

the  
apprenticeship  
college



**PASSENGER**

**TRANSPORT OPERATIONS**

**MANAGER L4**

a quantet group company

At The Apprenticeship College, we are all about the learner! We break the mould of apprenticeship programmes, each apprenticeship is designed to make a real difference through fun and innovative learning. We aim to build trusted partnerships with our clients and become a key part of your training delivery and enhance the performance and capabilities of your people.

**/// TRAINERS AND COACHING STAFF PLAN TEACHING CAREFULLY SO THAT APPRENTICES DEVELOP THEIR SKILLS IN A LOGICAL SEQUENCE. THEY MAKE ACTIVITIES INTERESTING AND STIMULATING SO THAT APPRENTICES CAN RECALL WHAT THEY HAVE LEARNED. /// OFSTED 2020**

We understand that employers have a choice in who they pick to deliver their apprenticeship training. That is why we provide a training experience that is different, memorable and impactful. We don't just use the same trainer to deliver an entire programme, but have different specialist trainers delivering our workshops because we feel our learners deserve the best. All of our trainers deliver commercial training and so our apprenticeship delivery is all of commercial quality.

Our apprenticeships are thematic. Our training is designed to improve

personal effectiveness and communication skills. It also provides skills to deliver high quality services to customers, ensuring that safety, customer care and commercial standards are met.

Theatre based learning forms a part of all of our programmes, the amount depends on the subject area. We use professional actors to deliver scenario based training. In a safe environment, learners are able to observe our actors recreate their world in front of their eyes and experience a real work situation with the purpose of developing your workforce.

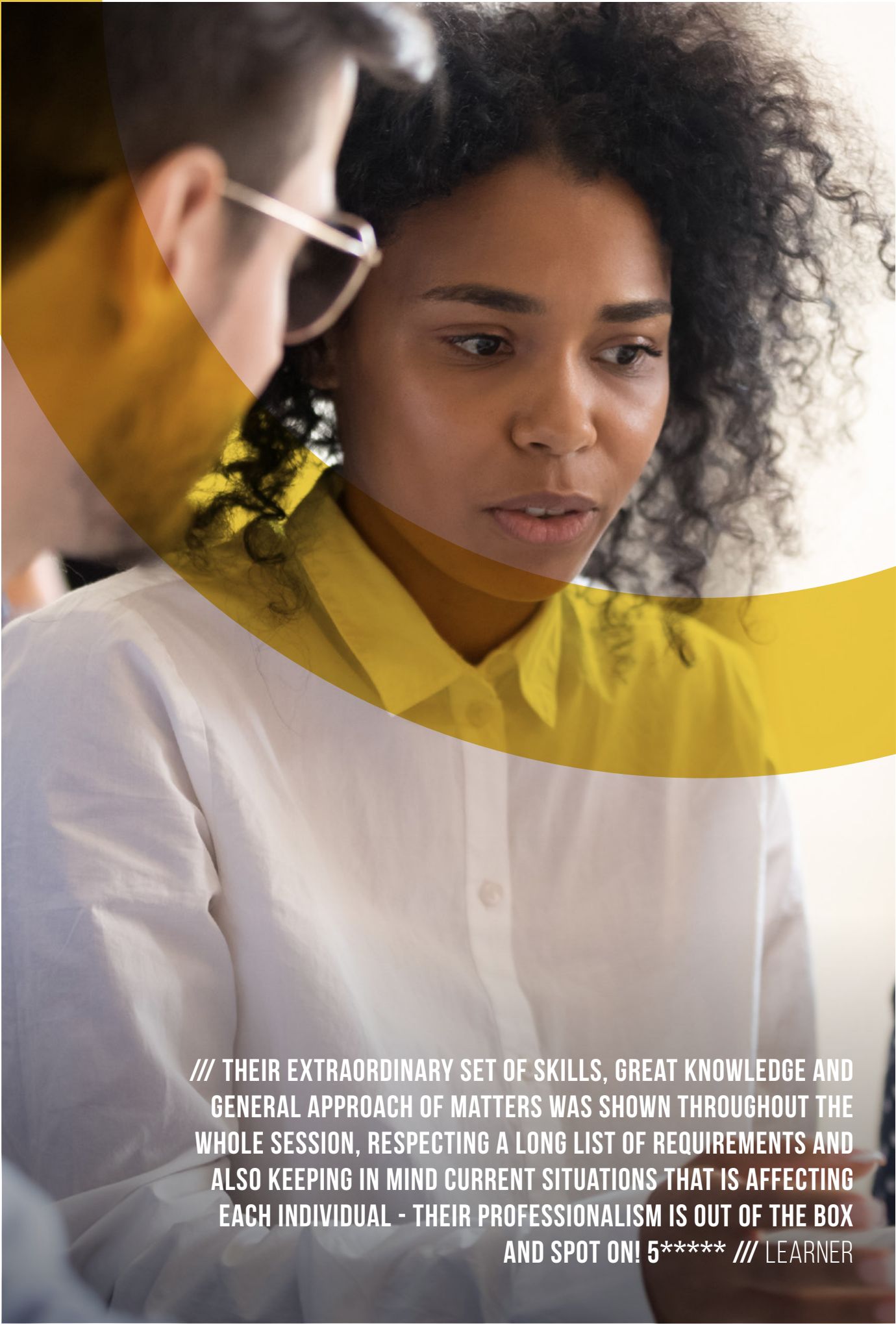
There are a number of principles that guide and govern how we design and deliver learning. We take time up front to understand current capability and experience, and tailor the experience to meet the development needs of each individual on the programme.

The workshop experience will be delivered in a fun and creative way to build learner engagement, whilst also doing what it needs to do – building skills, knowledge and behaviours. The experiences will aim to meet all learning preferences, using a range of techniques – face to face sessions, live-virtual sessions, coaching and peer learning, to suit the topic, context and desired outcome. Every module, conversation and activity will aim to make a difference, have 'real-world' context and be immediately actionable back in the day job.

Learners are supported at every stage of their journey – we want individuals to feel they can ask the questions and seek the help they need to get the results they want.

# THE APPRENTICESHIP COLLEGE





/// THEIR EXTRAORDINARY SET OF SKILLS, GREAT KNOWLEDGE AND GENERAL APPROACH OF MATTERS WAS SHOWN THROUGHOUT THE WHOLE SESSION, RESPECTING A LONG LIST OF REQUIREMENTS AND ALSO KEEPING IN MIND CURRENT SITUATIONS THAT IS AFFECTING EACH INDIVIDUAL - THEIR PROFESSIONALISM IS OUT OF THE BOX AND SPOT ON! 5\*\*\*\*\* /// LEARNER

Travel and how we travel impacts millions of people every day in the UK. Whether that is to get to work, go on holiday or to meet friends and family, it is a vital part of our day to day lives. The work that goes into ensuring travel is safe and efficient is vast, passenger transport service managers are a key part of this operation.

This apprenticeship is aimed at those individuals who are already working or wish to work in the Rail, Bus, Coach and Tram Industries in a management role.

This programme has been designed for those who oversee the daily operation of a service, station, or depot, this includes everything from ensuring business objectives are met, customers are able to travel safely, in comfort and services run on time.

An apprenticeship in passenger transport services is a great opportunity to acquire the skills and competencies required to deliver in such a role. 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 and people management. It requires a varied set of skills and attributes.

## COURSE SUMMARY

^ LEVEL:	4
🕒 DURATION:	19 MONTHS (INCLUDING END POINT ASSESSMENT)
£ LEVY VALUE:	£12,000
£ CO-FUNDED VALUE:	£600
👤 INDUCTION:	1
★ MASTERCLASS:	1
🔧 WORKSHOPS:	9
⚙️ SKILLS COACHING:	COACHING SESSIONS & CONTINUOUS SUPPORT
➕ SUPPLEMENTARY LEARNING:	ONLINE DIGITAL SESSIONS



# LEARNER JOURNEY



## WORKSHOPS

Every apprenticeship programme we deliver can be facilitated via a blended approach – face to face and/or live-virtual delivery.

Each workshop covers a specific topic area designed to build knowledge, develop key skills and behaviours needed to be an effective Coach. Each workshop is designed carefully to enhance the capabilities of the learner and to be utilised as soon as they return to work.



## SKILLS COACHING

All of our learners are supported by a dedicated Skills Coach. They will support individuals through the learning journey, be there to answer any questions, assess all work produced and guide each learner to a successful outcome.

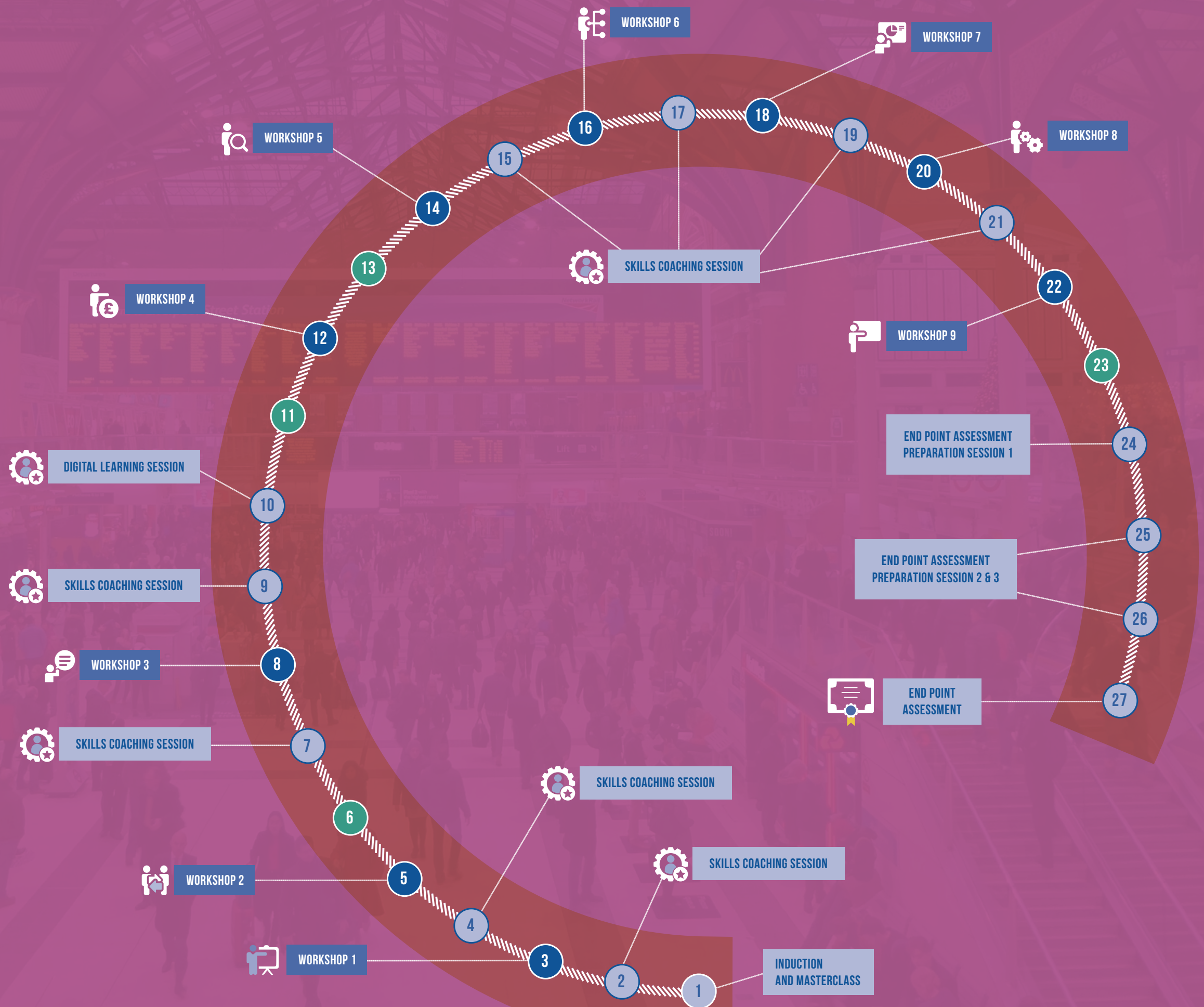


## FUNCTIONAL SKILLS

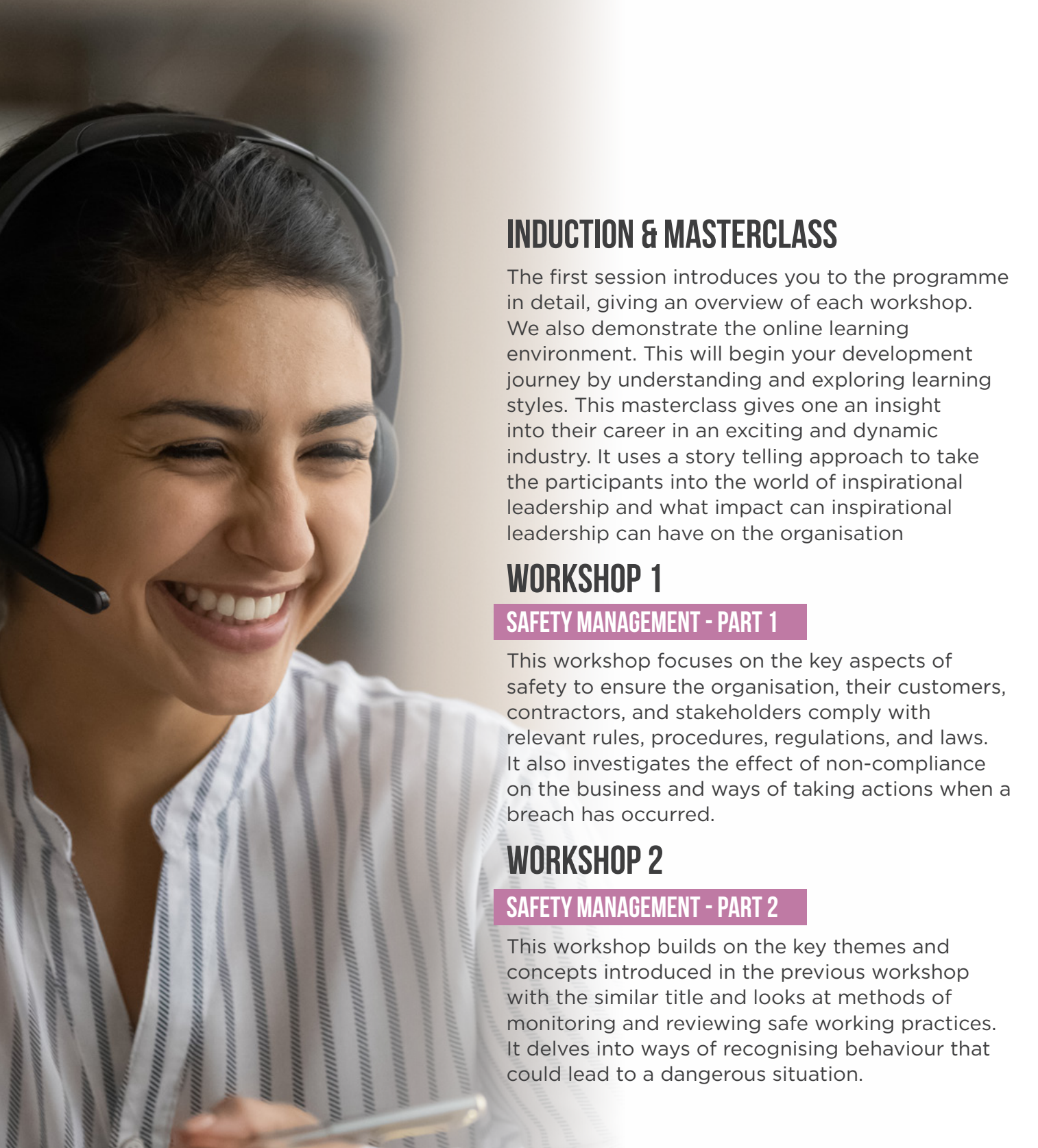
All government funded apprenticeship programmes require learners to achieve the appropriate standard of Maths and English. Learners will be supported by one of our Functional Skills Tutors who will ensure individuals are equipped to complete the English and Maths.

**PROGRESS REVIEWS** are carried out every 12 weeks to assess progress and plan next steps

**NOTE:** Full titles and workshop descriptions can be found on the following pages







## INDUCTION & MASTERCLASS

The first session introduces you to the programme in detail, giving an overview of each workshop. We also demonstrate the online learning environment. This will begin your development journey by understanding and exploring learning styles. This masterclass gives one an insight into their career in an exciting and dynamic industry. It uses a story telling approach to take the participants into the world of inspirational leadership and what impact can inspirational leadership can have on the organisation

### WORKSHOP 1

#### SAFETY MANAGEMENT - PART 1

This workshop focuses on the key aspects of safety to ensure the organisation, their customers, contractors, and stakeholders comply with relevant rules, procedures, regulations, and laws. It also investigates the effect of non-compliance on the business and ways of taking actions when a breach has occurred.

### WORKSHOP 2

#### SAFETY MANAGEMENT - PART 2

This workshop builds on the key themes and concepts introduced in the previous workshop with the similar title and looks at methods of monitoring and reviewing safe working practices. It delves into ways of recognising behaviour that could lead to a dangerous situation.

**/// APPRENTICES UNDERSTAND HOW TO IMPROVE THEIR PRACTICAL AND WRITTEN WORK AND CAN USE IT CONFIDENTLY IN THEIR WORKPLACE ///** OFSTED 2020

## WORKSHOP 3

#### RISK MANAGEMENT

This workshop explores the risks in this industry; including the investigation of its likely causes and ways of mitigating them. It imparts the knowledge to conduct a thorough transport environment risk assessment.

## WORKSHOP 4

#### IMPROVING TEAM PERFORMANCE - PART 1

This workshop looks at understanding and utilising key policies, procedures and organisational values around building and managing a team to meet the strategic objectives of the business. It also focusses on conflict management & performance issues within a team.

### WORKSHOP 5 THEATRE BASED LEARNING

#### IMPROVING TEAM PERFORMANCE - PART 2

This theatre based workshop extends the learning of the previous workshop by offering opportunities to practice the necessary skills in managing team performance. Various bespoke scenarios are written and acted out to embed the necessary skills.

## WORKSHOP 6

#### BUSINESS DEVELOPMENT & STAKEHOLDER MANAGEMENT

This workshop focusses on the key principles of building the business through networking and maintaining the interest of key stakeholders. This can be in the transport and associated industries to bring a clear result in personal and organisational benefits.

## WORKSHOP 7

#### LEADERSHIP & MANAGEMENT

This workshop explores how to analyse and interpret management information including compliance checks and audits. It also focusses on managing resources, equipment and materials for optimised transport service delivery.

### WORKSHOP 8 THEATRE BASED LEARNING

#### CUSTOMER SERVICE SKILLS

This workshop gives you the opportunity to understand and put into practice the skills required to deliver top-notch customer service. This workshop employs theatre-based learning techniques to cover communication, negotiation, and interpersonal skills necessary for managers in this industry.

## WORKSHOP 9

#### CONTINUOUS IMPROVEMENT

This workshop will cover the knowledge & skills to encourage a culture of continuous improvement and identify efficiencies. It will also focus on recognising opportunities and implement plans to improve the customer experience, transport products & services.



# YOU HAVE TO TAKE THE JOURNEY TO REACH THE DESTINATION

All of our development programmes, whether that be an apprenticeship, a shorter commercial course or a one day workshop are all designed to work together to deliver a development path for your workforce and their career aspirations.

The Apprenticeship College will develop a learning journey that achieves the expectations of the learner and the employer.

Starting with the Coaching Professional programme develops knowledge, skills and behaviours that can set the foundation for building a rewarding and successful path as a coach. We understand that a career path is not linear, the good news is that there is an apprenticeship available to support individuals on whatever path they choose.

Our learning offer covers a wide variety of knowledge, skills and behaviours and can cater for any level or job role in your business. Anyone from senior directors, mid-level managers, operations assistants or new employees can benefit from our commercial sessions.

They are designed to compliment our apprenticeship programmes too and can add value and dimension to the apprenticeship delivery. They can also be delivered as stand-alone workshops and support ongoing learning and development for your workforce.





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