

apprenticeship FRAMEWORK

Rail Services (England)

IMPORTANT NOTIFICATION FOR ALL APPRENTICESHIP STARTS FROM 21 SEPTEMBER 2018

Modifications to SASE came into effect on 21 September 2018. Accordingly, SASE publication DFE-00236-2018 applies **both** to new Apprenticeship starts from 21 September 2018 **and** all Apprenticeships commenced before and not completed by 21 September 2018.

Latest framework version?

For any previous versions of this framework: https://acecerts.co.uk/framework_library

Issue date: 26 August 2014

Issued By:
People 1st for GoSkills

Apprenticeship Certificates
England

https://acecerts.co.uk/framework_library

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Rail Services

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Framework information

Information on the Issuing Authority for this framework:

People 1st for GoSkills

The Apprenticeship sector for occupations in passenger transport.

Issue number: 4	This framework includes:
Framework ID: FR01679	Level 2 <input checked="" type="checkbox"/> Level 3 <input checked="" type="checkbox"/> Level 4-7 <input type="checkbox"/>
Date this framework is to be reviewed by: 31/07/2017	This framework is for use in: England

Short description

This Intermediate and Advanced Level Apprenticeship has been developed to train new entrants and upskill the existing workforce to the industry recognised standard of competency in Rail Services, to meet current and future skills. Intermediate Level Apprentices will train in Passenger Services, Driving, Signal Operations, Shunting, Control Room Operations jobs. Advanced Level Apprentices will train as a Rail Supervisor.

Contact information

Proposer of this framework

People 1st for GoSkills has taken over responsibility from GoSkills, the developer of the original framework for Rail Services. GoSkills used its own employer consultation mechanisms to develop this framework which has been developed following demand from London Underground and is available for use across the rail industry.

Developer of this framework

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Revising a framework

Why this framework is being revised

This framework has been revised to add and remove a CMI qualification.

Summary of changes made to this framework

This framework has been revised to add and remove a CMI qualification:

- CMI Level 3 Certificate in First Line Management

Qualifications removed

- CMI Level 3 Certificate in First Line Management - QAN 500/4118/6

Qualifications added

- CMI Level 3 Certificate in First Line Management - QAN 600/9679/2

Qualifications that have been extended

None.

Purpose of this framework

Summary of the purpose of the framework

Defining Apprenticeships

An Apprenticeship is a job with an accompanying skills development programme designed by employers in the sector. It allows the apprentice to gain technical knowledge and real practical experience, along with functional and personal skills, required for their immediate job and future career. These are acquired through a mix of learning in the workplace, formal off the job training and the opportunity to practice and embed new skills in a real work context. This broader mix differentiates the Apprenticeship experience from training delivered to meet narrowly focused job needs.

All apprentices commencing their Apprenticeship must have an Apprenticeship Agreement between the employer and the apprentice. This can be used to reinforce the understanding of the requirements of the Apprenticeship.

On completion of the Apprenticeship the apprentice must be able to undertake the full range of duties, in the range of circumstances appropriate to the job, confidently and competently to the standard set by the industry.

The Rail Industry

The rail industry has been experiencing strong growth in passenger journeys, putting pressure on available resources. The industry, therefore, recognises that it needs staff with the right skills to deal with the ever increasing demands. The challenges facing the industry in order to increase productivity and profitability includes the need to:

- enabling succession planning to attract new recruits into rail services roles within the sector;
- providing career and progression opportunities in the industry;
- providing a structured training programme to help develop and upskill the workforce;
- establishing and maintaining common national standards that enable individuals to move between employers in the rail industry;
- developing transferable and employability skills;
- to support retention, motivation and performance through employer investment in apprentices.

Employer support for this Apprenticeship

This framework has been designed with the help of London Underground to train new entrants and upskill the existing workforce to the industry recognised standard of competency in Rail Services.

Specific job roles for apprentices

Intermediate Level apprentices will train as:

- Pathway 1: Passenger Services - Train Conductor/Manager, Train Despatcher, Ticket Office Agent or Customer/Passenger Service Assistant;
- Pathway 2: Driving - Train Driver or Operator;
- Pathway 3: Signal operations - Signal Operator;
- Pathway 4: Shunting - Shunter;
- Pathway 5: Control Room Operations - Control Room Operator.

Advanced Level apprentices will train as:

Pathway 1: Rail Supervision:

- Station Supervisor/Manager;
- Control Room Supervisor;
- Trains Supervisor/Manager;
- Signalling Supervisor;
- Revenue Protection/Control Supervisor.

Aims and objectives of this framework (England)

The aim of this framework is to train new entrants and upskill the existing workforce to the industry recognised standard of competency in Rail Services to meet their current and future skills needs.

The objectives of this framework are to:

- attract and retain new recruits into rail services roles to help employers with succession planning and increase the diversity of the workforce;
- provide career and progression opportunities in the industry;
- provide a structured training programme to help develop and upskill the workforce;
- provide training to a common national standard that enable individuals to move between employers in the rail industry;
- develop transferable and employability skills.

Entry conditions for this framework

Employers are looking to attract applicants who have a keen interest in working in rail services and a willingness to work shifts. Apprentices will need to have basic literacy and numeracy skills on which this Apprenticeship will build. Applicants will be a mix of age and experience and examples of entry conditions include:

- work or work experience; OR
- training and/or experience which could include a portfolio showing what they have done; OR
- achieved foundation learning at level 1; OR
- achieved any of the Key Skills or Functional Skills; OR
- successfully completed a Young Apprenticeship; OR
- any of the (14-19) Diplomas OR
- academic qualification(s) such as one or more GCSEs.

Initial Assessment

Training providers and employers will use initial assessment to ensure that applicants have a fair opportunity to demonstrate their ability and to tailor programmes to meet individual needs. This process will identify prior qualifications and experience which may count towards achievement of the framework. Where this is the case, apprentices will be encouraged to undertake new learning at a higher level and develop new skills.

Level 2

Title for this framework at level 2

Intermediate Level Apprenticeship in Rail Services

Pathways for the framework at level 2:

- | | |
|------------|-------------------------|
| Pathway 1: | Passenger Services |
| Pathway 2: | Driving |
| Pathway 3: | Signal Operations |
| Pathway 4: | Shunting |
| Pathway 5: | Control Room Operations |

Level 2, Pathway 1: Passenger Services

Description of this pathway

Rail Services (Passenger Services)

Total minimum credits: 49 credits, representing:

- Competence: 28 credits;
- Knowledge: 11 credits
- Functional Skills in English and Maths: 10 credits

Entry requirements for this pathway in addition to the framework entry requirements

There are no additional entry requirements for this pathway.

Job title(s)	Job role(s)
Train conductor/manager	Responsible for safety on train, ensuring train is ready for departure, ticket sale and inspection
Train Despatcher	Responsible for providing information and assistance to customers; safe despatch of trains from platforms; ensuring a safe and secure environment for customers
Ticket Office Agent	Responsibilities may include: providing products to customers including tickets, season passes, travel advice; securing payments, opening and closing point of sale, maintaining accurate reconciliation of accounts
Customer/Passenger Service Assistant	Responsibilities may include: helping customers deal with ticketing problems and preventing fraudulent travel; providing accurate customer information using PA notices and face-to-face communication; ensuring a safe and secure environment for customers

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 NVQ Certificate in Rail Services (Passenger Services) QCF

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9568/7	City and Guilds	28	201	N/A
C1b	600/4368/4	ITEC	28	201	N/A

C2 - Level 2 NVQ Diploma in Rail Services (Passenger Services) QCF

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C2a	500/9554/7	City and Guilds	37	264	N/A
C2b	600/4585/1	ITEC	37	249	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Award in Rail Services (QCF)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/6208/6	City and Guilds	11	110	N/A
K1b	600/4361/1	ITEC	11	110	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

The Level 2 Award in Rail Services provides the underpinning knowledge and understanding for all competence qualifications in this framework. The rail industry is complex and requires apprentices across all job roles in this framework to have this core knowledge.

- *Competence qualification: Level 2 NVQ Certificate in Rail Services (Passenger Services) OR the Level 2 NVQ Diploma in Rail Services (Passenger Services)*
- *Knowledge qualification: Level 2 Award in Rail Services.*

Apprentices do not have to select the same Awarding Organisation for both the competence and knowledge qualifications.

Transferable skills (England)

Apprentices must complete, or have completed, one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications in order to successfully complete their Apprenticeship.

The list of acceptable qualifications may vary depending on the Apprentice's completion date of their Apprenticeship. Please check the qualifications that are acceptable for each Apprentice.

If Apprentices do not have acceptable evidence of the achievement of these mandatory qualifications, at the required grade/level, an Apprenticeship certificate cannot be awarded.

ENGLISH

For the current list of acceptable English qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require English achievement above the minimum SASE requirement?

YES

If YES, please state the grade/level required for English:

Click here to enter text.

MATHS

For the current list of acceptable Maths qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require Maths achievement above the minimum SASE requirement?

YES

If YES, please state the grade/level required for Maths:

Click here to enter text.

Inclusion of Information and Communications Technology (ICT)

Is ICT a framework requirement? **YES** **NO**

ICT

For the current list of acceptable ICT qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require ICT achievement above the minimum SASE requirement

YES

If YES, please state the grade/level required for ICT:

Click here to enter text.

Progression routes into and from this pathway

Progression into this Intermediate Level Apprenticeship in Passenger Services

Examples of progression routes into this pathway include:

- training and/or experience which could include a portfolio showing what they have done;
- achieved foundation learning at level 1;
- achieved any of the Key Skills or Functional Skills;
- successfully completed a Young Apprenticeship;
- any of the (14-19) Diplomas;
- academic qualification(s) such as one or more GCSEs.

Apprentices will undergo an initial assessment to identify prior learning and experience which may count towards the achievement of this Apprenticeship.

Progression from the Intermediate Level Apprenticeship in Passenger Services

Jobs:

On completion of the Apprenticeship, apprentices will be competent to work as one of the following:

- train conductor;
- train despatcher;
- ticket office agent;
- passenger service assistant.

Following further training and development, apprentices could progress beyond level 3 could be to management roles within the rail industry.

Advanced Apprenticeships:

- Advanced Level Apprenticeship in Rail Services.

For further information about careers and progression in passenger transport, visit the People 1st website at www.careersthatchmove.co.uk

Employee rights and responsibilities

ERR Delivery

The nine outcomes for ERR are embedded as an additional unit within the knowledge qualification in the framework - Unit: L/602/5934 Employment Rights and Responsibilities in the Passenger Transport Sector.

The apprentice's induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the knowledge qualification for all pathways, therefore, evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. The knowledge certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed declaration that ERR has been achieved. Download the declaration form at: <https://acecerts.co.uk/web/form-s-documentation>

Certification Requirements for ERR

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the Apprentice's apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

Level 2, Pathway 2: Driving

Description of this pathway

Rail Services (Driving)

Total minimum credits: 80 credits, representing:

- Competence: 59 credits;
- Knowledge: 11 credits;
- Functional Skills in English and Maths: 10 credits.

Entry requirements for this pathway in addition to the framework entry requirements

There are no additional entry requirements for this pathway.

Job title(s)	Job role(s)
Train Driver/Operator	Drive and/or operate train in accordance with rules and procedures to high standards of safety and customer service

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 NVQ Diploma in Rail Services (Driving) (QCF)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9557/2	City and Guilds	59	522	N/A
C1b	600/4367/2	ITEC	59	522	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Award in Rail Services (QCF)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/6208/6	City and Guilds	11	110	N/A
K1b	600/4361/1	ITEC	11	110	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

Train Driver/Operator:

- Competence qualification: Level 2 NVQ Diploma in Rail Services (Driving);
- Knowledge qualification: Level 2 Award in Rail Services

Apprentices do not have to select the same Awarding Organisation for both the competence and knowledge qualifications.

Transferable skills (England)

Apprentices must complete, or have completed, one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications in order to successfully complete their Apprenticeship.

The list of acceptable qualifications may vary depending on the Apprentice's completion date of their Apprenticeship. Please check the qualifications that are acceptable for each Apprentice.

If Apprentices do not have acceptable evidence of the achievement of these mandatory qualifications, at the required grade/level, an Apprenticeship certificate cannot be awarded.

ENGLISH

For the current list of acceptable English qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require English achievement above the minimum SASE requirement?

YES

If YES, please state the grade/level required for English:

Click here to enter text.

MATHS

For the current list of acceptable Maths qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require Maths achievement above the minimum SASE requirement?

YES

If YES, please state the grade/level required for Maths:

Click here to enter text.

Inclusion of Information and Communications Technology (ICT)

Is ICT a framework requirement? **YES** **NO**

ICT

For the current list of acceptable ICT qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require ICT achievement above the minimum SASE requirement

YES

If YES, please state the grade/level required for ICT:

[Click here to enter text.](#)

Progression routes into and from this pathway

Progression into the Intermediate Level Apprenticeship in Rail Services - Driving

Examples of progression routes into this pathway include:

- training and/or experience which could include a portfolio showing what they have done;
- achieved foundation learning at level 1;

- achieved any of the Key Skills or Functional Skills;
- successfully completed a Young Apprenticeship;
- any of the (14-19) Diplomas;
- academic qualification(s) such as one or more GCSEs;

Apprentices will undergo an initial assessment to identify prior learning and experience which may count towards the achievement of this Apprenticeship.

Progression from the Intermediate Level Apprenticeship in Rail Services - Driving

Jobs:

- on completion of the Apprenticeship, apprentices will be competent to work as a train driver or train operator;
- following further training and development, apprentices could progress beyond level 3 to management roles within the rail industry;
- further progression opportunities may include becoming assessors, trainers or mentors. They may also move from train driving to signalling.

Advanced Apprenticeships:

- Advanced Level Apprenticeship in Rail Services.

For further information about careers and progression in passenger transport, visit the People 1st website at www.careerthatmove.co.uk

Employee rights and responsibilities

ERR Delivery

The nine outcomes for ERR are embedded as an additional unit within the knowledge qualification in the framework - Unit: L/602/5934 Employment Rights and Responsibilities in the Passenger Transport Sector. The knowledge qualification is the Level 2 Award in Rail Services.

The apprentice's induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the knowledge qualification for all pathways, therefore, evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. The knowledge certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed declaration that ERR has been achieved. Download the declaration form at: <https://acecerts.co.uk/web/form s-documentation>

Certification Requirements for ERR

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the Apprentice's apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

Level 2, Pathway 3: Signal Operations

Description of this pathway

Rail Services (Signal Operations)

Total credits: 70 credits, representing:

- Competence: 49 credits;
- Knowledge: 11 credits;
- Functional Skills in English and Maths: 10 credits.

Entry requirements for this pathway in addition to the framework entry requirements

There are no additional entry requirements for this pathway.

Job title(s)	Job role(s)
Signal Operator	Operation and monitoring of signal control equipment to control movement of trains and maintain progress against timetables safely.

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 NVQ Diploma in Rail Services (Signal Operations) QCF					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9558/4	City and Guilds	49	295	N/A
C1b	600/4501/2	ITEC	49	295	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Award in Rail Services QCF					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/6208/6	City and Guilds	11	110	N/A
K1b	600/4361/1	ITEC	11	110	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

Signal Operator:

- Competence qualification: Level 2 NVQ Diploma in Rail Services (Signal Operations);
- Knowledge qualification: Level 2 Award in Rail Services.

The Award in Rail Services provides the underpinning knowledge and understanding for all competence qualifications in this framework. The rail industry is complex and requires apprentices across all job roles in this framework to have this core knowledge.

Apprentices do not have to select the same Awarding Organisation for both the competence and knowledge qualifications.

Transferable skills (England)

Apprentices must complete, or have completed, one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications in order to successfully complete their Apprenticeship.

The list of acceptable qualifications may vary depending on the Apprentice's completion date of their Apprenticeship. Please check the qualifications that are acceptable for each Apprentice.

If Apprentices do not have acceptable evidence of the achievement of these mandatory qualifications, at the required grade/level, an Apprenticeship certificate cannot be awarded.

ENGLISH

For the current list of acceptable English qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require English achievement above the minimum SASE requirement?

YES

If YES, please state the grade/level required for English:

Click here to enter text.

MATHS

For the current list of acceptable Maths qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require Maths achievement above the minimum SASE requirement?

YES

If YES, please state the grade/level required for Maths:

Click here to enter text.

Inclusion of Information and Communications Technology (ICT)

Is ICT a framework requirement? **YES** **NO**

ICT

For the current list of acceptable ICT qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require ICT achievement above the minimum SASE requirement

YES

If YES, please state the grade/level required for ICT:

Click here to enter text.

Progression routes into and from this pathway

Progression into the Intermediate Level Apprenticeship in Rail Services - Signal Operations

Examples of progression routes into this pathway include:

- training and/or experience which could include a portfolio showing what they have done;
- achieved foundation learning at level 1;
- achieved any of the Key Skills or Functional Skills;
- successfully completed a Young Apprenticeship;
- any of the (14-19) Diplomas;
- academic qualification(s) such as one or more GCSEs.

Apprentices will undergo an initial assessment to identify prior learning and experience which may count towards the achievement of this Apprenticeship.

Progression from the Intermediate Level Apprenticeship in Rail Services - Signal Operations

Jobs:

- on completion of the Apprenticeship, apprentices will be competent to work as a signals operator;
- following further training and development, apprentices could train as assessors, trainers or mentors, or move from signalling to train driving or control room operations and progress beyond level 3 to management roles within the rail industry.

Advanced Apprenticeships:

- Advanced Level Apprenticeship in Rail Services.

For further information about careers and progression in passenger transport, visit the People 1st website at www.careersthatchange.co.uk

Employee rights and responsibilities

ERR Delivery

The nine outcomes for ERR are embedded as an additional unit within the knowledge qualification in the framework - Unit: L/602/5934 Employment Rights and Responsibilities in the Passenger Transport Sector. The knowledge qualification is the Level 2 Award in Rail Services.

The apprentice's induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the knowledge qualification for all pathways, therefore, evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. The knowledge certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed declaration that ERR has been achieved. Download the declaration form at: <https://acecerts.co.uk/web/form-s-documentation>

Certification Requirements for ERR

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the Apprentice's apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

Level 2, Pathway 4: Shunting

Description of this pathway

Rail Services (Shunting)

Total credits: 53, representing:

- Competence: 32 credits;
- Knowledge: 11 credits;
- Functional Skills in English and Maths: 10 credits.

Entry requirements for this pathway in addition to the framework entry requirements

There are no additional entry requirements for this pathway.

Job title(s)	Job role(s)
Shunter	Assist in the preparation of rail vehicles and trains; manoeuvring/parking of train vehicles; check trains are correctly coupled and prepared for movement

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 NVQ Certificate in Rail Services (Shunting) QCF					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9539/0	City and Guilds	32	246	N/A
C1b	600/4366/0	ITEC	32	246	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Award in Rail Services (QCF)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/6208/6	City and Guilds	11	110	N/A
K1b	600/4361/1	ITEC	11	110	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

Shunter:

- Competence qualification: Level 2 NVQ Certificate in Rail Services (Shunting);
- Knowledge qualification: Level 2 Award in Rail Services.

The Award in Rail Services provides the underpinning knowledge and understanding for all competence qualifications in this framework. The rail industry is complex and requires apprentices across all job roles in this framework to have this core knowledge.

Apprentices do not have to select the same Awarding Organisation for both the competence and knowledge qualifications.

Transferable skills (England)

Apprentices must complete, or have completed, one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications in order to successfully complete their Apprenticeship.

The list of acceptable qualifications may vary depending on the Apprentice's completion date of their Apprenticeship. Please check the qualifications that are acceptable for each Apprentice.

If Apprentices do not have acceptable evidence of the achievement of these mandatory qualifications, at the required grade/level, an Apprenticeship certificate cannot be awarded.

ENGLISH

For the current list of acceptable English qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require English achievement above the minimum SASE requirement?

YES

If YES, please state the grade/level required for English:

Click here to enter text.

MATHS

For the current list of acceptable Maths qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require Maths achievement above the minimum SASE requirement?

YES

If YES, please state the grade/level required for Maths:

Click here to enter text.

Inclusion of Information and Communications Technology (ICT)

Is ICT a framework requirement? **YES** **NO**

ICT

For the current list of acceptable ICT qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require ICT achievement above the minimum SASE requirement

YES

If YES, please state the grade/level required for ICT:

Click here to enter text.

Progression routes into and from this pathway

Progression into the Intermediate Level Apprenticeship in Rail Services - Shunting:

Examples of progression routes into this pathway include:

- work or work experience and/or previous experience of working in the rail industry;
- training and/or experience which could include a portfolio showing what they have done;
- achieved foundation learning at level 1;
- achieved any of the Key Skills or Functional Skills;
- successfully completed a Young Apprenticeship;
- any of the (14-19) Diplomas;
- academic qualification(s) such as one or more GCSEs.

Apprentices will undergo an initial assessment to identify prior learning and experience which may count towards the achievement of this Apprenticeship.

Progression from the Intermediate Level Apprenticeship in Rail Services - Shunting:

Jobs:

- on completion of the Apprenticeship, apprentices will be competent to work as a Shunter;
- following further training and development, apprentices could train as a train driver, assessors, trainers or mentors or progress beyond level 3 to management roles within the rail industry such as Station Supervisor or Revenue Protection Manager.

Advanced Apprenticeships:

- Advanced Level Apprenticeship in Rail Services.

For further information about careers and progression in passenger transport, visit the People 1st website at www.careerthatmove.co.uk

Employee rights and responsibilities

ERR Delivery

The nine outcomes for ERR are embedded as an additional unit within the knowledge qualification in the framework - Unit: L/602/5934 Employment Rights and Responsibilities in the Passenger Transport Sector. The knowledge qualification is the Level 2 Award in Rail Services.

The apprentice's induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the knowledge qualification for all pathways, therefore, evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. The knowledge certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed declaration that ERR has been achieved. Download the declaration form at: <https://acecerts.co.uk/web/form-s-documentation>

Certification Requirements for ERR

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the Apprentice's apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

Level 2, Pathway 5: Control Room Operations

Description of this pathway

Rail Services (Control Room Operations)

Total credits: 71 credits, representing:

- Competence: 50 credits;
- Knowledge: 11 credits;
- Functional Skills in English and Maths: 10 credits.

Entry requirements for this pathway in addition to the framework entry requirements

There are no additional entry requirements for this pathway.

Job title(s)	Job role(s)
Control Room Operator	Monitor and ensure the provision of train services; identify and respond to deviations from planned service; implement plans to meet operational requirements; operate control room equipment

Qualifications

Competence qualifications available to this pathway

C1 - Level 2 NVQ Diploma Rail Services (Control Room Operations) QCF					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	500/9555/9	City and Guilds	50	336	N/A
C1b	600/4567/X	ITEC	50	336	N/A

Knowledge qualifications available to this pathway

K1 - Level 2 Award in Rail Services (QCF)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	500/6208/6	City and Guilds	11	110	N/A
K1b	600/4361/1	ITEC	11	110	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

Control Room Operator:

- Competence qualification: Level 2 NVQ Diploma Rail Services (Control Room Operations);
- Knowledge qualification: Level 2 Award in Rail Services.

The Award in Rail Services provides the underpinning knowledge and understanding for all competence qualifications in this framework. The rail industry is complex and requires apprentices across all job roles in this framework to have this core knowledge.

Apprentices do not have to select the same Awarding Organisation for both the competence and knowledge qualifications.

Transferable skills (England)

Apprentices must complete, or have completed, one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications in order to successfully complete their Apprenticeship.

The list of acceptable qualifications may vary depending on the Apprentice's completion date of their Apprenticeship. Please check the qualifications that are acceptable for each Apprentice.

If Apprentices do not have acceptable evidence of the achievement of these mandatory qualifications, at the required grade/level, an Apprenticeship certificate cannot be awarded.

ENGLISH

For the current list of acceptable English qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require English achievement above the minimum SASE requirement?

YES

If YES, please state the grade/level required for English:

Click here to enter text.

MATHS

For the current list of acceptable Maths qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require Maths achievement above the minimum SASE requirement?

YES

If YES, please state the grade/level required for Maths:

Click here to enter text.

Inclusion of Information and Communications Technology (ICT)

Is ICT a framework requirement? **YES** **NO**

ICT

For the current list of acceptable ICT qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require ICT achievement above the minimum SASE requirement

YES

If YES, please state the grade/level required for ICT:

Click here to enter text.

Progression routes into and from this pathway

Progression into the Intermediate Level Apprenticeship in Rail Services - Control Room Operations:

Examples of progression routes into this pathway include:

- work or work experience and/or previous experience of working in the rail industry;
- training and/or experience which could include a portfolio showing what they have done;
- achieved foundation learning at level 1;
- achieved any of the Key Skills or Functional Skills;
- successfully completed a Young Apprenticeship;
- any of the (14-19) Diplomas;
- academic qualification(s) such as one or more GCSEs.

Apprentices will undergo an initial assessment to identify prior learning and experience which may count towards the achievement of this Apprenticeship.

Progression from the Intermediate Level Apprenticeship in Rail Services - Control Room Operations:

Jobs:

- on completion of the Apprenticeship, apprentices will be competent to work as a Control Room Operator;
- following further training and development, apprentices could train as assessors, trainers or mentors, become involved in the provision of control room services in other industries or progress beyond level 3 to management roles within the rail industry such as Control Room Supervisor/Manager

Advanced Apprenticeships:

- Advanced Level Apprenticeship in Rail Services.

For further information about careers and progression in passenger transport, visit the People 1st website at www.careersthatmove.co.uk

Employee rights and responsibilities

ERR Delivery

The nine outcomes for ERR are embedded as an additional unit within the knowledge qualification in the framework - Unit: L/602/5934 Employment Rights and Responsibilities in the Passenger Transport Sector. The knowledge qualification is the Level 2 Award in Rail Services.

The apprentice's induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the knowledge qualification for all pathways, therefore, evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. The knowledge certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed declaration that ERR has been achieved. Download the declaration form at:

<https://acecerts.co.uk/web/form s-documentation>

Certification Requirements for ERR

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the Apprentice's apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

Level 3

Title for this framework at level 3

Advanced Level Apprenticeship in Rail Services

Pathways for the framework at level 3:

Pathway 1: Rail Supervision

Level 3, Pathway 1: Rail Supervision

Description of this pathway

Rail Services (Rail Supervision).

Total minimum credits: 61, representing:

- Competence: 38 credits;
- Knowledge: 13 credits;
- Functional Skills in English and Maths: 10 credits

Entry requirements for this pathway in addition to the framework entry requirements

Applicants must have:

- experience of working in a Rail Services role, for example: Train Despatcher, Train Driver/Operator, Signal Operator, Shunter, Control Room Operator; OR
- the Intermediate Level Apprenticeship in Rail Services; OR
- experience of working in a complex industry which uses heavy machinery and involves delivering to customers 24 hours a day, for example, rail, manufacturing and catering industries.

Job title(s)	Job role(s)
Station Supervisor/Manager	Ensure the safe operation of the station or group of stations; ensure it is presented to company standards; ensure the customer receives the agreed service; supervise a team
Control Room Supervisor	Ensure the train service and /or equipment is operating to the company standards; deal with changes to train services; deal with emergencies in the area of control; liaise with Trains and Signalling colleagues to ensure service delivery
Trains Supervisor/Manager	Ensure the train is presented and operating to meet company standards; ensure the staff operating the trains are competent; deal with emergencies affecting the trains in operation
Signalling Supervisor	Ensure the signalling system is operated safely and to company standards; deal with signalling failures and emergencies; liaise with Control colleagues to restore services
Revenue Protection / Control Supervisor	Ensure that the customer holds the correct documentation for the journey; deal with customers who do not have correct documentation; supervise a team

Qualifications

Competence qualifications available to this pathway

C1 - Level 3 NVQ Diploma in Rail Services (QCF)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
C1a	600/2650/9	City and Guilds	38	209	N/A

Knowledge qualifications available to this pathway

K1 - Level 3 Certificate in First Line Management (QCF)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K1a	600/9679/2	CMI	13	40	N/A

K2 - Level 3 Certificate in Management (QCF)					
No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K2a	501/0113/4	Edexcel	13	130	N/A
K2b	600/2145/7	NCFE	13	130	N/A

K3 - Level 3 Certificate in Principles of Management (QCF)

No.	Ref no.	Awarding organisation	Credit value	Guided learning hours	UCAS points value
K3a	600/1921/9	Skillsfirst	13	130	N/A
K3b	600/2281/4	ProQual	13	130	N/A

Combined qualifications available to this pathway

N/A

Relationship between competence and knowledge qualifications

All job roles in this pathway will undertake the Level 3 NVQ Diploma in Rail Services competence qualification.

Employers can select from two knowledge qualifications:

- The Level 3 Certificate in First Line Management
- The Level 3 Certificate in Management

Transferable skills (England)

Apprentices must complete, or have completed, one of the English transferable skills qualifications and one of the Mathematical transferable skills qualifications in order to successfully complete their Apprenticeship.

The list of acceptable qualifications may vary depending on the Apprentice's completion date of their Apprenticeship. Please check the qualifications that are acceptable for each Apprentice.

If Apprentices do not have acceptable evidence of the achievement of these mandatory qualifications, at the required grade/level, an Apprenticeship certificate cannot be awarded.

ENGLISH

For the current list of acceptable English qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require English achievement above the minimum SASE requirement?

YES

If YES, please state the grade/level required for English:

Click here to enter text.

MATHS

For the current list of acceptable Maths qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require Maths achievement above the minimum SASE requirement?

YES

If YES, please state the grade/level required for Maths:

Click here to enter text.

Inclusion of Information and Communications Technology (ICT)

Is ICT a framework requirement? **YES** **NO**

ICT

For the current list of acceptable ICT qualifications and appropriate **minimum** grade/level requirements, please refer to the most recent version of [SASE](#) on the www.gov.uk website. Additional guidance materials can be found on the [Knowledge Base](#) section of the [ACE](#) website.

Does this framework require ICT achievement above the minimum SASE requirement

YES

If YES, please state the grade/level required for ICT:

[Click here to enter text.](#)

Progression routes into and from this pathway

Progression into the Advanced Level Apprenticeship in Rail Services - Rail Supervision

Applicants must have:

- experience of working in a Rail Services role, for example: Train Despatcher, Train Driver/Operator, Signal Operator, Shunter, Control Room Operator; OR
- the Intermediate Level Apprenticeship in Rail Services; OR
- experience of working in a complex industry which uses heavy machinery and involves delivering to customers 24 hours a day, for example, rail, manufacturing and catering industries.

Apprentices will undergo an initial assessment to identify prior learning and experience which may count towards the achievement of this Apprenticeship.

Progression from the Advanced Level Apprenticeship in Rail Services - Rail Supervision

Jobs:

On completion of the Apprenticeship, apprentices will be competent to work as a:

- Rail Supervisor;
- Station Supervisor/Manager;
- Control Room Supervisor;
- Trains Supervisor/Manager;
- Signalling Supervisor;
- Revenue Protection/Control Supervisor.

Following further training and development, apprentices could progress beyond level 3 to management roles within the rail industry, such as Shift Manager, or to a management role in service planning or other support services.

Further and Higher Education:

- General management qualifications
- Rail industry related degrees

For further information about careers and progression in passenger transport, visit the People 1st website at www.careersthatmove.co.uk

Employee rights and responsibilities

ERR Delivery

The nine outcomes for ERR are covered by the Employment Rights and Responsibilities in the Passenger Transport Sector additional unit L/602/5934 within the Level 3 Diploma in Rail Services.

The apprentice's induction is an important way of meeting some of the ERR requirements and apprentices must cover health and safety at the beginning of the Apprenticeship.

Recording

Providers must ensure that apprentices use an awarding organisation portfolio of evidence to record where and how they have learned about ERR.

Evidence of ERR

The ERR unit is contained within the knowledge qualification for all pathways, therefore, evidence for this will be the certificate for this qualification with the ERR unit listed on the certificate as having been completed. The knowledge certificate must be submitted to People 1st when applying for an Apprenticeship completion certificate, together with a signed declaration that ERR has been achieved. Download the declaration form at: <https://acecerts.co.uk/web/forms-documentation>

Certification Requirements for ERR

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the Apprentice's apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

The remaining sections apply to all levels and pathways within this framework.

How equality and diversity will be met

Throughout the workforce, 75% of employees in the Rail Services industry are male and 12% of employees are from Black and other Minority Ethnic Groups (BAME). This is mainly caused by a perception of industry as being a predominantly white male workforce.

Profile of apprentices

London Underground, the main user of this framework to date has been working to remove barriers, by adopting a positive action approach to recruitment e.g. targeting ethnic areas for marketing and advertising recruitment opportunities in women's magazines. This approach has clearly contributed towards removing barriers, as data recently gathered on apprenticeships at London Underground suggests 78% representation from BAME groups.

People 1st for GoSkills will promote the framework through a range of approaches, including:

- Raising awareness of the industry in schools through the (14-19) Diploma in Engineering;
- Identifying employer champions;
- Careers That Move website which will highlight careers opportunities and relevant apprenticeship frameworks visit www.careersthatchange.co.uk
- developing case studies and encouraging employers to promote the sector to those from under-represented groups;
- promoting Apprenticeship Awards to both providers and employers delivering the programme in the sector;
- producing a step-by-step guide to setting up an Apprenticeship Programme aimed at employers;
- DVD highlighting the benefits of an Apprenticeship to both employers and learners;
- working with employers and learning providers to develop case studies highlighting the Apprenticeship and its benefits which have been promoted via our website, external websites, events and newsletters;
- The Women 1st programme, which has developed a network of mentees and mentors as well as 'step-up' training programmes to help support more women reach more senior well as 'step-up' training programmes to help support more women reach more senior positions in the sector (www.people1st.co.uk/business-and-training-support/women-1st);
- Employment 1st - nearly 30 large sector employers have signed up to the Service Academy approach, which larger employers felt was an opportunity to take pre-employment training into their own hands in order to maximise the employment opportunities of jobseekers, as well as to benefit smaller employers by providing trained and experienced individuals (www.people1st.co.uk/business-and-training-support/employment-1st) .

Apprenticeships are seen as a vital route to attract a greater diversity of individuals into the industry, therefore, entry conditions to this framework have been made extremely flexible. Mentoring has been recommended as part of off the job guided learning to offer additional support to increase the chances of apprentices achieving the framework and staying with the employer.

Training providers and employers MUST comply with the Equality Act 2010 to ensure that applicants are not discriminated against in terms of entry to and promotion within, the Industry, using the 9 protected characteristics of:

1. Age
2. Disability
3. Gender
4. Gender reassignment
5. Marriage and civil partnerships
6. Pregnancy and maternity
7. Race
8. Religion and Belief
9. Sexual orientation

Download the guidance on the Equality Act here:

<http://www.equalityhumanrights.com/advice-and-guidance/new-equality-act-guidance/>

People 1st for GoSkills will monitor take up and achievement of all Apprenticeships through its industry expert groups and take steps to address any barriers to take up and achievement.

On and off the job guided learning (England)

Total GLH for each pathway

Intermediate Level Apprenticeship

Pathway 1: Passenger Services

1. Minimum recommended duration of the programme is 12 months;
2. Total of 431 minimum GLH;
3. Breakdown of this pathway as follows:
 - Competence: 201 GLH;
 - Knowledge: 110 GLH;
 - Functional Skills in English and Maths: 90 GLH;
 - Company training, appraisals and mentoring: 30 GLH.

Pathway 2: Driving

1. Minimum recommended duration of the programme is 18 months;
2. Total of 752 minimum GLH; 501 in the first 12 months and 251 in the final 6 months;
3. Breakdown for this pathway as follows:
 - Competence: 522 GLH;
 - Knowledge: 110 GLH;
 - Functional Skills in English and Maths: 90 GLH;
 - Company training, appraisals and mentoring: 30 GLH.

Pathway 3: Signal Operations

1. Minimum recommended duration of the programme is 18 months;
2. Total of 525 minimum GLH; 350 in the first 12 months and 175 in the final 6 months;
3. Breakdown for this pathway as follows:
 - Competence: 295 GLH;
 - Knowledge: 110 GLH;
 - Functional Skills in English and Maths: 90 GLH;
 - Company training, appraisals and mentoring: 30 GLH.

Pathway 4: Shunting

1. Minimum recommended duration of the programme is 18 months;
2. Total of 476 minimum GLH; 317 in the first 12 months and 159 in the final 6 months;
3. Breakdown for this pathway as follows:
 - Competence: 246 GLH;
 - Knowledge: 110 GLH;
 - Functional Skills in English and Maths: 90 GLH;
 - Company training, appraisals and mentoring: 30 GLH.

Pathway 5: Control Room Operations

1. Minimum recommended duration of the programme is 18 months;
2. Total of 566 minimum GLH; 377 in the first 12 months and 189 in the final 6 months;
3. Breakdown for this pathway as follows:
 - Competence: 336 GLH;
 - Knowledge: 110 GLH;
 - Functional Skills in English and Maths: 90 GLH;
 - Company training, appraisals and mentoring: 30 GLH.

Advanced level Apprenticeship

Pathway 1: Rail Supervision

1. Minimum recommended duration for the programme is 18 months;
2. Total of 420 minimum GLH; 280 in the first 12 months and 140 in the final 6 months
3. Breakdown for this pathways as follows:
 - Competence: 209 GLH;
 - Knowledge: 40 GLH;
 - Functional Skills English and Maths: 90 GLH;
 - Company training, appraisals and mentoring: 81 GLH;
 - NB if the knowledge qualification with the minimum of 40 GLH is achieved, then the company training, appraisals and mentoring must total 81 GLH to ensure that the total minimum GLH is 420 for this pathway.

General statement about Guided Learning Hours: GLH:

- must be planned, reviewed and evaluated jointly between the apprentice and tutor, teacher, mentor or manager;
- must allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;
- are delivered through one or more of the following methods: individual and group

teaching, e-learning, distance learning, coaching, mentoring; feedback and assessment; collaborative/networked learning with peers; guided study; refer to “how this requirement will be met” in the off the job and on the job GLH sections;

- completed in relation to accredited components of the framework achieved prior to the apprenticeship training may count towards the GLH requirement for the framework;
- where an apprentice completes an Apprenticeship part way through the final 12 month period (which is after the first 12 months), an apprentice must receive a proportion of the minimum of 280 GLH which is at least equal to the proportion of the final 12 month period spent on the Apprenticeship.

Recommendations about the minimum duration, minimum hours of employment and new skills and learning:

- GLH are delivered during contracted working hours;
- the minimum hours of employment for an apprentice should be at least 30 hours per week. By exception, where the individual’s circumstances or the particular nature of employment in a given sector makes this impossible, then an absolute minimum of 16 hours must be met. In such cases the duration of the Apprenticeship should be extended;
- **apprentices aged between 16 - 18**, the Apprenticeship must last at least 12 months in order to stretch the candidate;
- **apprentices aged 19 and over** - the Apprenticeship must be at least 12 months, unless relevant prior learning is recorded. Where this is the case, Apprenticeships will not be less than six months and must include new skills and new learning in order to stretch the candidate;
- where an apprentice has prior learning accredited, the programme must include new skills and learning;
- where an apprentice does not have level 2 Functional Skills in Maths and English, they are given the opportunity to progress towards this.

Minimum off-the-job guided learning hours

Intermediate Level Apprenticeship

Pathway 1: Passenger Services

1. Minimum recommended duration of the programme is 12 months;
2. Total of 230 minimum off the job GLH;
3. Breakdown for this pathway as follows:
 - Knowledge: 110 GLH;
 - Functional Skills in English and Maths: 90 GLH;
 - Company training, appraisals and mentoring: 30 GLH.

Pathway 2: Driving

1. Minimum recommended duration of the programme is 18 months;
2. Total of 230 minimum off the job GLH, 153 in the first 12 months and 77 in the final 6 months;
3. Breakdown for this pathway as follows:
 - Knowledge: 110 GLH;
 - Breakdown for this pathway as follows:
 - Functional Skills in English and Maths: 90 GLH;
 - Company training, appraisals and mentoring: 30 GLH.

Pathway 3: Signal Operations

1. Minimum recommended duration of the programme is 18 months;
2. Total of 230 minimum off the job GLH, 153 in the first 12 months and 77 in the final 6 months;
3. Breakdown for this pathway as follows:
 - Knowledge: 110 GLH;
 - Functional Skills in English and Maths: 90 GLH;
 - Company training, appraisals and mentoring: 30 GLH.

Pathway 4: Shunting

1. Minimum recommended duration of the programme is 18 months;
2. Total of 230 minimum off the job GLH, 153 in the first 12 months and 77 in the final 6 months;
3. Breakdown for this pathway as follows:
 - Knowledge: 110 GLH;
 - Functional Skills in English and Maths: 90 GLH;
 - Company training, appraisals and mentoring: 30 GLH.

Pathway 5: Control Room Operations

1. Minimum recommended duration of the programme is 18 months;
2. Total of 230 minimum off the job GLH, 153 in the first 12 months and 77 in the final 6 months;
3. Breakdown for this pathway as follows:
 - Knowledge: 110 GLH;
 - Functional Skills in English and Maths: 90 GLH;
 - Company training, appraisals and mentoring: 30 GLH.

Advanced Level Apprenticeship

Pathway 1: Rail Supervision

1. Minimum recommended duration of the programme is 18 months;
2. Total of 211 minimum off the job GLH, 140 in the first 12 months and 71 in the final six months;
3. Breakdown for this pathway as follows:
 - Knowledge: 40 GLH (minimum GLH)
 - Functional Skills English and Maths: 90 GLH
 - Company training, appraisals and mentoring: 81 GLH
 - NB if the knowledge qualification with the minimum of 40 GLH is achieved, then the company training, appraisals and mentoring must total 81 GLH to ensure that the total GLH is 420 for this pathway.

How this requirement will be met

Off the job GLH should :

- achieve clear and specific outcomes which contribute directly to the successful achievement of the framework and this may include accredited and non-accredited elements of the framework;
- be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager;
- allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;
- be delivered through one or more of the following methods: individual and group, teaching; e-learning; distance learning; coaching; mentoring; feedback and assessment; collaborative/networked learning with peers; guided study;
- mentoring often increases the chances of apprentices completing the programme, therefore, as a guide, it is recommended that apprentices receive about one hour a week mentoring, although some apprentices will need more than this at the beginning and this will decrease as they progress.

Evidence of off the job GLH at Level 2 (for all pathways):

- Level 2 knowledge certificate for the relevant pathway (with completion of the ERR Unit listed);
- Level 1 Functional Skills Certificates for Maths and English or equivalent;
- Declaration signed by the apprentice and provider that the off the job GLH has been completed. Download from <https://acecerts.co.uk/web/form s-documentation>

Evidence of off the job GLH at Level 3 (for all pathways):

- Level 3 knowledge certificate for the relevant pathway (with completion of the ERR Unit listed);
- Level 2 Functional Skills Certificates for Maths and English or equivalent;
- Declaration signed by the apprentice and provider that the off the job GLH has been completed. Download from <https://acecerts.co.uk/web/forms-documentation>

Minimum on-the-job guided learning hours

Intermediate Level Apprenticeship

Pathway 1: Passenger Services

1. Minimum recommended duration of the programme is 12 months;
2. Total minimum on the job GLH is 201 for the duration of the programme;
3. Breakdown for this pathway as follows:

- Competence: 201 GLH.

Pathway 2: Driving

1. Minimum recommended duration of the programme is 18 months;
2. Total minimum on the job GLH is 522; 348 in the first 12 months and 174 in the final 6 months;
3. Breakdown for this pathway as follows:

- Competence: 522 GLH.

Pathway 3: Signal Operations

1. Minimum recommended duration of the programme is 18 months;
2. Total of 295 minimum on the job GLH, 197 in the first 12 months and 98 in the final 6 months;
3. Breakdown for this pathway as follows:

- Competence: 295 GLH.

Pathway 4: Shunting

1. Minimum recommended duration of the programme is 18 months;
2. Total of 246 minimum on the job GLH, 164 in the first 12 months and 82 in the final 6 months;
3. Breakdown for this pathway as follows:
 - Competence: 246 GLH.

Pathway 5: Control Room Operations

1. Minimum recommended duration of the programme is 18 months;
2. Total of 336 minimum on the job GLH, 224 in the first 12 months and 112 in the final 6 months;
3. Breakdown for this pathway as follows:
 - Competence: 336 GLH.

Advanced Level Apprenticeship

Pathway 1: Rail Supervision

1. Minimum recommended duration of the programme is 18 months;
2. Total of 209 minimum on the job GLH; 139 in the first 12 months and 70 in the final 6 months;
3. Breakdown for this pathway as follows:
 - Competence: 209 GLH.

How this requirement will be met

On the job GLH:

- should achieve clear and specific outcomes which contribute directly to the successful achievement of the framework and this may include accredited and non-accredited elements of the framework;
- should be planned, reviewed and evaluated jointly between the apprentice and a tutor, teacher, mentor or manager; allow access as and when required by the apprentice either to a tutor, teacher, mentor or manager;
- should be delivered through one or more of the following methods: individual and group teaching; e-learning; distance learning; coaching; mentoring; feedback and assessment; teaching; e-learning; distance learning; coaching; mentoring; feedback and assessment; collaborative/networked learning with peers; guided study;
- include a coaching and mentoring record, log or diary - not required at certification;
- include PLTS learning and recorded using a log book or diary – not required at certification.

Evidence for on-the-job GLH :

LEVEL 2 INTERMEDIATE LEVEL APPRENTICESHIP - all pathways

- Certificate for one of the Level 2 competence qualifications for the relevant pathway;
- Declaration signed by the apprentice and provider that the on the job GLH has been completed. Download from <https://acecerts.co.uk/web/forms-documentation>

LEVEL 3 ADVANCED LEVEL APPRENTICESHIP - all pathways

- Certificate for one of the Level 3 competence qualifications for the relevant pathway;
- Declaration signed by the apprentice and provider that the on the job GLH has been completed. Download from <https://acecerts.co.uk/web/forms-documentation>

Certification Requirements for GLH

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the apprentice's Apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

Personal learning and thinking skills assessment and recognition (England)

Summary of Personal Learning and Thinking Skills

Apprentices must be introduced to all Personal Learning and Thinking Skills (PLTS) during induction so that they learn to recognise for themselves when and where they are practicing these skills.

Evidencing and recognition of each PLTS

All six PLTS are embedded in the mandatory units in the competence qualification and knowledge qualifications for all pathways and levels framework.

Each of the PLTS is cross-referenced within the unit's assessment documentation and also cross-referenced to the mandatory unit's documentary evidence. The assessors will take a holistic approach to assessment of all PLTS and they will document this on the evidence sheet which is signed off by the Apprentice and the assessor. This process will therefore mean that:

- all areas of each of the PLTS are met with the achievement of the competence and knowledge qualifications which is required to be completed as part of this apprenticeship;
- the evidence that PLTS has been achieved will be the certificate for the competence qualification and confirmation of PLTS is contained in the certificate application form declaration: Download from <https://acecerts.co.uk/web/form s-documentation>

Please see each individual PLTS below for further information.

Certification Requirements for PLTS

All providers and apprentices must complete the Apprenticeship Consent Form when claiming for the apprentice's Apprenticeship certificate. The universal form covers declarations for the apprentice to:

- confirm the existence of an Apprenticeship Agreement between themselves and their employer;
- confirm their achievement of all ERR requirements;
- confirm their achievement of all 6 PLTS;
- confirm that they have received at least the minimum levels of GLH set out in their framework and have undertaken training both on and off the job.

All apprentices must sign this form at the end of programme to give their authority for the claimant, named on the form, to make a claim, on their behalf, for their Apprenticeship completion certificate.

Creative thinking

People think creatively by generating and exploring ideas, making original connections. They try different ways to tackle a problem, working with others to find imaginative solutions and outcomes that are of value.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Generate ideas and explore possibilities;
- Ask questions to extend their thinking;
- Connect their own and others' ideas and experiences in inventive ways; Question their own and others' assumptions;
- Try out alternatives or new solutions and follow ideas through; Adapt ideas as circumstances change.

Independent enquiry

People process and evaluate information in their investigations, planning what to do and how to go about it. They take informed and well-reasoned decisions, recognising that others have different beliefs and attitudes.

Skills, behaviours and personal qualities for apprentices:

- Identify questions to answer and problems to resolve;
- Plan and carry out research, appreciating the consequences of decisions; Explore issues, events or problems from different perspectives;
- Analyse and evaluate information, judging its relevance and value;
- Consider the influence of circumstances, beliefs and feelings on decisions and events; Support conclusions, using reasoned arguments and evidence.

Reflective learning

People evaluate their strengths and limitations, setting themselves realistic goals with criteria for success. They monitor their own performance and progress, inviting feedback from others and making changes to further their learning.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Assess themselves and others, identifying opportunities and achievements;
- Set goals with success criteria for their development and work;
- Review progress, acting on the outcomes;
- Invite feedback and deal positively with praise, setbacks and criticism; Evaluate experiences and learning to inform future progress;
- Communicate their learning in relevant ways for different audiences.

Team working

People work confidently with others, adapting to different contexts and taking responsibility for their own part. They listen to and take account of different views. They form collaborative relationships, resolving issues to reach agreed outcomes.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Collaborate with others to work towards common goals;
- Reach agreements, managing discussions to achieve results;
- Adapt behaviour to suit different roles and situations, including leadership roles; Show fairness and consideration to others;
- Take responsibility, showing confidence in themselves and their contribution;
- Provide constructive support and feedback to others.

Self management

People organise themselves, showing personal responsibility, initiative, creativity and enterprise with a commitment to learning and self-improvement. They actively embrace change, responding positively to new priorities, coping with challenges and looking for opportunities.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Seek out challenges or new responsibilities and show flexibility when priorities change;
- Work towards goals, showing initiative, commitment and perseverance;
- Organise time and resources, prioritising actions;
- Anticipate, take and manage risks;
- Deal with competing pressures, including personal and work-related demands;
- Respond positively to change, seeking advice and support when needed;
- Manage their emotions, and build and maintain relationships.

Effective participation

People actively engage with issues that affect them and those around them. They play a full part in the life of their school, college, workplace or wider community by taking responsible action to bring improvements for others as well as themselves.

To demonstrate these skills, behaviours and personal qualities, apprentices should:

- Discuss issues of concern, seeking resolution where needed;
- Present a persuasive case for action;
- Propose practical ways forward, breaking these down into manageable steps;
- Identify improvements that would benefit others as well as themselves;
- Try to influence others, negotiating and balancing diverse views to reach workable solutions;
- Act as an advocate for views and beliefs that may differ from their own.

apprenticeship **FRAMEWORK**

For more information visit-
www.acecerts.co.uk/framework_library