

# PASSENGER TRANSPORT EMPLOYEES

## Train, Air, Bus and Coach workers – get recognition for your skills

**Heard of NVQs? These are National Vocational Qualifications, which means that you can achieve them while you work – and there is one that fits the passenger carrying industry. This qualification is equivalent to 5 GCSEs at grades A – C with no studying or college attendance!**

Many customer-facing employees have already taken the step and qualified with an NVQ, and many more are registering – so why not you?

At the moment qualifications are not a legal requirement. However, be ahead of the game – it will help! Train to Gain offers you exclusive access to funded NVQs. If the qualification becomes mandatory at any time, then the Train to Gain service will be unable to fund it. So take advantage of the funding now as this qualification could cost you anything up to £1,000!

### **You can access funded NVQs if you meet the following eligibility criteria:**

- you must be over the age of 19
- be a British citizen or resident in the EU for the last 3 years
- you should not already have a level 2 qualification or the equivalent, which is 5 GCSEs at grades A – C

### **What does the NVQ look like?**

The NVQ consists of a number of units, including underpinning knowledge in supplying a good customer service, contribution to health & safety, giving a positive impression of yourself and your organisation, living up to customers' expectations, dealing with emergencies and incidents, as well as helping passengers with special needs.

### **So what will you have to do to achieve the qualification?**

Basically, your job! Sounds simple doesn't it? The NVQ process is an 'assess, train, assess' model. An Assessor, who has experience with customers, will travel with you on a few journeys, watch you work doing the things you do every day.

They will discuss your job with you and be able to tell you which units you meet. They will let you know how you are progressing and offer help and guidance on achieving the full qualification – an NVQ 2 in Customer Service.

### **Interested - what happens next?**

Answer the questions over and return the sheet to the station or office if appropriate, or you can send or fax to the Train to Gain team. We will contact you as soon as possible.



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Please answer all of the following questions

**PASSENGER TRANSPORT**

The name of the Company you work for (if appropriate) .....

Main place of work: Devon, Cornwall & Somerset  Swindon & Wiltshire  Gloucestershire   
Bristol, South Gloucestershire & North Somerset (formally Avon)

Your name .....

Address .....  
.....  
.....

Postcode ..... Date of birth .....

Telephone ..... Mobile No. ....

Name of training provider (if known) .....

NVQ additional support: Literacy  Numeracy  English Speaking (ESOL)

*Do you hold or are you working towards any of the following (you must tick either yes or no):*

An NVQ Level 2 or above  YES  NO

BTEC/SCOTVEC First or General Diploma  YES  NO

BEC General Certificate with Credit  YES  NO

BEC Diploma with Credit  YES  NO

C&G Higher Operative or Craft  YES  NO

GNVQ (Intermediate or above)  YES  NO

RSA Diploma or Pitman's Intermediate level 2  YES  NO

One or more subject at A Level or above  YES  NO

More than one subject at AS Level  YES  NO

Five or more GCSEs or 'O' levels at grades A\* to C  YES  NO

Are you aged 19 or over?  YES  NO

Are you a British citizen or have you been resident in the EU for the last 3 years?  YES  NO

Are you self-employed?  YES  NO

Are you full-time or part-time?  Full-time  Part-time

Signed ..... Date .....

I confirm that all the information on this form is correct and I declare that I do not already have a full Level 2 qualification or above. (If you have provided inaccurate information this may lead to funding being withdrawn). We will use the information that we collect about you/the business for administration, research and customer service purposes and keep it for a reasonable period of time so as to enable us to contact you about our services. You have a right to ask for a copy of the information that we hold and to correct any inaccuracies.

**FOR OFFICE USE ONLY:**

PROPOSAL NO:

URN:

BROKERED BY: