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## **500/9568/7 Level 2 NVQ Certificate in Rail Services (Passenger Services)**

### OVERVIEW

- What does this qualification cover?

This qualification is aimed at anyone who wants to prove competence at the level of skills and knowledge required to work competently in a passenger services job role.

The key activities addressed by this qualification are:

- Ensuring safety on train and that it is ready for departure.
- Safe despatch of trains from platforms ensuring a safe and secure environment for customers.
- Ticket sale and inspection.
- Providing customer service at stations and on trains.
- Preventing fraudulent travel.
- Maintaining a clean and tidy environment, on trains and at stations.
- Responding correctly to out of course and emergency situations on platforms and trains in service.

Due to the safety critical nature of the rail industry, it is indispensable that they are able to prove their competence at this level, not only the knowledge but the practical skills required for the role as well in the workplace.

This is a Framework qualification.

- Who could take this qualification?

This qualification is aimed at those working in the rail industry in a passenger services role. Upon completion of this qualification, learners will have proved competence in one of the following occupations at their work place:

- Train Conductor
- Train Despatcher
- Ticket Office Agent
- Customer/Passenger Service Assistant

### WHAT COULD THIS QUALIFICATION LEAD TO?

Learners will be able to progress into a supervisory or managerial role, where they will be able to prove competence by taking up the 600/2650/9 Level 3 NVQ Diploma in Rail Services.

In addition, they could also move onto a higher level qualification through the Institute of Leadership and Management (ILM) to progress even further into a leadership and management role.

### WHO SUPPORTS THIS QUALIFICATION?

The following organisations support this qualification as it allows learners to work to their own ability and show progression to the next level within the industry nationally:

The Freight Training Association represents the views and interests of over 13,000 companies: from large multinationals and household names to small and medium businesses. It is one of the largest trade associations in the UK, with members moving goods by road, rail, sea, and air, in the UK and abroad through its National Councils which comprise the British Shippers Council, the Rail Freight Council, the Road Freight Council, and the Freight Council.