



Policies

Railway Competence Group

Train Driver Apprenticeship Standard Specification

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Introduction

This document sets out the requirements for Railway Competence Group's independent end-point assessment for the Train Driver Level 3 apprenticeship standard. This end-point assessment specification explains the end-point assessment requirements in determining whether an apprentice has developed the knowledge, skills and behaviours required of a competent train driver.

The detail in this specification has relevance to a wide range of people including train driver apprentices, employers, training providers and Railway Competence Group staff as it provides information about the assessment requirements and the respective roles and responsibilities of those involved in the end-point assessment process.

The apprenticeship comprises of two stages:

- On-programme stage that develops the underpinning knowledge, skills, and behaviours of an apprentice, and
- End-point assessment stage.

The train driver apprenticeship will typically take 12-18 months to complete, with the end-point assessment being undertaken during the final six months of the apprenticeship.

On-programme

This stage develops the underpinning knowledge, skills and behaviours of a train driver apprentice including working towards Level 2, English, Maths, and ICT.

Gateway Review

Prior to undertaking their EPA, the employer and training provider must ensure that the apprentice has passed the gateway review. The employer conducts this review and is supported by the training provider, who in turn will have a continuing duty of care for the apprentice as they undertake EPA. As part of the process of passing the gateway review, the employer must agree that the apprentice:

- Is in their view competent in the role and therefore ready to do the endpoint assessment.
- Has achieved mandatory on-programme qualifications (where applicable).
- Has achieved other specific requirements where these are listed in the assessment plan.

Prior to taking the end-point assessment the apprentice must have achieved at least level 2 qualifications in English, Maths and ICT and obtained a valid Train Driver Licence and Certificate.

Employer must fill in and sign the Gateway Declaration form confirming the above have been completed. Managing Partner - Delivery must make sure all the above has been completed. This can be checked on ACE360.

Once Managing Partner - Delivery is happy that the gateway requirements have been met then the apprentice can be put forward for EPA. ACE360 will be used to facilitate this.

Once gateway requirements have been satisfied, RCG will deliver end point assessment in line with the timings and requirements set out in the assessment plan.

Where an EPA has taken place and the apprentice has 'failed', this must be recorded in the apprenticeship service, and only once the apprentice has 'passed' can the certificate be claimed following verification. ACE360 will be used to facilitate this.

Retakes and Resits:

Please see resit policy.

End-Point Assessment

The end-point assessment (EPA) comprises of the following assessment methods, which are undertaken in the order shown below:

- An on demand online test, which will be in multiple-choice format. Managed by the independent assessor remotely.
- An observation of planned, degraded and emergency working. Carried out by the independent assessor.
- Professional discussion managed and carried out by an independent assessor.

Assessment Method	Area Assessed
Online Test	Multiple choice test split into Safety & Security and Driving, covering a range of knowledge and skills.
Observation	Apprentices will be observed on planned, degraded and emergency working. The independent assessor will ask questions about the actions and choices the apprentice has made.
Professional Discussion	The professional discussion is a structured discussion between the apprentice and the independent assessor covering a range of knowledge, skills and behaviours.

Apprentices must pass each of the above end-point assessment methods to successfully complete their apprenticeship. All assessment methods will be completed on the same day.

RCG will be responsible for coordinating and carrying out the end-point assessment. We will appoint appropriately qualified and experienced independent assessors to conduct the end-point assessment, as defined in this specification.

Independent assessors involved in the end-point assessment must not have had direct involvement with the apprentice, prior to their EPA. To ensure this, a conflict-of-interest declaration is made prior to each EPA. If a conflict is identified the EPA will not take place until a fully independent assessor is arranged.

Successful achievement of the end-point assessment will lead to final certification of the apprenticeship and will demonstrate that the apprentice is a fully competent train driver as per the apprenticeship standard. Certification process is facilitated by Ace360.

Online Test

The independent assessor appointed by RCG will invigilate the online test using the Testinvite software. The online test will be undertaken on the same day as the other EPA components.

- The online test will ensure the apprentice is competent in a range of knowledge and skills identified in Annex A.
- The online test will be an on-demand test, in a multiple-choice format and computer marked ensuring validity and reliability, providing consistent, efficient and timely allocation of marks/overall score.
- Apprentices will complete their tests online, with remote invigilation by the assessor.
- The online test will be for one hour and forty minutes; 50 multiple-choice knowledge and scenario-based questions and split into two sections with 25 questions in each. Each individual test will be marked out of 25. The whole test will be marked out of 50. One mark per question. The two tests will assess for competence in the knowledge and skills outlined within the standard. The two tests are:
 - Safety & Security

- Driving
- There will be a minimum overall pass level of 85%, the apprentice must achieve a score of 80% or above in each individual test.
- The question bank will cover the knowledge and skills identified in Annex A.
- RCG have developed a practical specification bank of sufficient size to prevent predictability and review question banks as necessary within standardisation meetings and at least twice a year to coincide with industry rule book updates.
- Each question will have four options but only one option will be the correct answer.
- The online test will be a closed book test.
- Tests will be invigilated remotely by the independent assessor.
- Questions have been written using the language, tone and style expected for a level 3 qualification, using Blooms taxonomy and Ofqual level descriptors to create accurate “stems” and distractors etc.
- RCG will ensure apprentices taking the test will be given a proportional sample of these questions which reflect general coverage of the standards to demonstrate competence within the given time constraints. This can be ensured using the Testinvite system.
- The online test will be conducted in a ‘controlled environment’ and will consider other requirements such as lighting, space, privacy, and the requirements for an invigilator to follow a best practice process. Housekeeping / room checking / ID check performed prior to online test being facilitated.
- The results of the online test will be communicated to the apprentice and employer along with the results of the other EPA components within 7 days of the EPA taking place.
- The results will be uploaded to ACE360.

Observation – Planned, Degraded, Emergency

- The observation will be managed and assessed by an RCG independent assessor.
- The observation will cover planned, degraded and emergency working, the assessment criteria can be found in Annex B.
 - Planned: Prepare a train for service at a depot or stabling point.
 - Degraded: Identify and respond to a simulated infrastructure hazard or defective equipment.
 - Emergency working: Conduct a simulated emergency call.
- If late dispensation due to COVID 19 pandemic has been put in place for the planned observation. This has since been extended (December 2023) and is likely to remain the method of work for this standard due to issues with independent assessors accessing train depots across the industry and the additional workload required for operators requiring chaperones etc. As such the Planned observation component has been replaced with a witness testimony and Question and Answer session between the assessor and apprentice.
- The total observation will take two hours (+/- 10%) and it is for the independent assessor to ensure the apprentice has had the opportunity to demonstrate all the knowledge, skills and behaviours being assessed.
- The observation assessment will synoptically assess the knowledge, skills and behaviours identified in Annex A.
- During the observation the independent assessor will ask questions about the actions the apprentice has taken/choices made in response to the situations outlined as per the standard. Evidence of which will be documented within the assessment competence pack.
- The results of the observation will be communicated to the apprentice and employer at the end of the end-point assessment process within 7 days of the EPA taking place.
- The results will be uploaded to ACE360.

Professional Discussion

The professional discussion is a synoptic assessment testing the knowledge, skills, and behaviours outlined within the apprenticeship standard.

- The professional discussion will include KSBs across planned, degraded and emergency working criteria.
- The professional discussion will synoptically assess the knowledge, skills and behaviours identified in Annex A.
- The professional discussion will be carried out over a one-hour period (+/- 10%).
- Assessors will select ten questions from a bank of forty standardised scenario-based questions to ensure a consistent approach is adopted, as well as ensuring all required pass criteria are appropriately covered.
- A standard question template will be developed and will be used to ensure consistency and allow independent assessors to focus on key areas for confirmation of performance and effective appraisal of the evidence base. This will ensure that consistent approaches are taken and that all key areas are appropriately explored.
- The independent assessor will document the questions asked as well as the apprentice's responses within the competence pack, mapping to the appropriate KSB's.
- As with the other assessment methods the professional discussion will be conducted remotely, this will be done via a Teams call.
- 'Practical specification banks' of sufficient size have been developed to prevent predictability. These will be reviewed as necessary at a minimum of biannually to account for any rule book updates.
- After the professional discussion the independent assessor will make a judgement as to whether the apprentice successfully met the requirements of the end-point assessment
- The results of the professional discussion will be communicated to the apprentice and employer at the end of the end-point assessment process.
- The results will be uploaded to ACE360.

Marking

Railway Competence Group will be responsible for carrying out the end-point assessment. RCG assessors will review the outcomes from all end-point assessment components and decide if the apprentice has met the L3 train driver standard and award a pass or fail grade as appropriate.

The independent assessor is responsible for the preliminary grade.

Marking schemes are provided for each assessment component.

Preliminary grade assigned to each EPA component on ace360. Managing Partner Delivery will change / uphold the preliminary decision.

Independence

The results for each of the three end-point assessment methods require independent assessment and judgement. Independence and impartiality by RCG appointing assessors who are independent of the apprentices and their employers. See conflict of interest policy.

RCG are responsible for the recruitment and performance of the independent assessors who will conduct the train driver end-point assessments. Any appeals regarding the outcome of the end-point assessment grading will be dealt with in accordance with our Complaints and Appeals policy.

End-Point Grading

See Grading policy.

Online test

Online test is computer marked. Results will be downloaded from the Testinvite system and uploaded to Ace360 and the appropriate grade assigned.

Observation Planned

Witness testimony will be reviewed by assessor. Additional questions asked to ascertain knowledge, skills and behaviours pass criteria. Questions used and answers given will be recorded in the competence pack. All criteria are to be graded either pass or fail.

Observation Emergency

Emergency call simulation and follow up question and answer session to cover all pass criteria for appropriate KSB's. All criteria are to be graded either pass or fail.

Observation Degraded

Hazard identification exercise, follow up question and answer session to cover all pass criteria for appropriate KSBs. All criteria are to be graded either pass or fail.

Professional Discussion

Of each of the Ten questions to be asked the assessor can choose 4 variances of each question. This complies with the Train Driver Standard to ensure a bank of 40 questions. The assessor can choose any question which must be documented within the competence pack.

If the pass criteria aren't hit by the apprentice in their initial answer the assessor can prompt / ask, follow up questions to ascertain competence.

Each pass criteria must be marked either pass or fail.

All component evidence and assigned grades are stored and facilitated by Ace360.

Certification process

Ace360 facilitates the certification process by utilising the ESFA certification API. Managing Partner Delivery will action this after allocating the final grade. Please see Certification policy for more information..

Train Driver Remote EPA Delivery

Prior to joining the EPA the apprentice will be sent a pre assessment checklist containing the following requirements that the apprentice must ensure are actioned.

- That their computer has adequate charge or is plugged in.
- That any other smart device is turned off/on silent and out of sight.
- That they have their photographic ID with them. Driving licence or passport.
- That their room is well lit and free from distractions.
- That their desk area is clear of any printed materials and personal belongings.
- That they have no food on their desk area.
- That all drinks must be in a transparent bottle or container, with no labelling.
- That they are alone - there is no one else in the same room as them.
- That they are not wearing a headset/earphone.
- That if they are wearing a hearing aid, they've notified us in advance of their exam.
- They have been to the toilet. Breaks are not permitted once each component starts. Breaks are allowed between components. Room checks must be redone post any breaks.

Introductions and ID verification

To check the above have been actioned the assessor will complete a standardized assessor checklist once the EPA starts which includes the following:

- Apprentice Software check (Microsoft Teams checking if working correctly).

- Apprentice ID check and screenshots taken and stored and referenced by IQA during observational and summative sample.
- Room check (room checked for the above criteria stipulated in the apprentice checklist) documented on the assessment log if any issues found.
- Screen share check.
- Conflict of interest declaration (to ensure independence).

Briefing

Conflict of Interest

Please see conflict of interest policy.

Administering the Online Test

- Apprentice asked to share screen and keep Microsoft Teams active during the online test for remote proctoring.
- The assessor will send an email with a link and log on details for the online test.
- The apprentice will then be talked through the log on procedure and be reminded that they can start the test in their own time.
- No breaks are permitted during the test.

Permitted Materials and Equipment

Online Test

- Please see RCG guidance documents.

Observation

- Please see RCG guidance documents.

Professional Discussion

- Please see RCG guidance documents.

Monitoring

The Assessor should continuously monitor the assessment through video and audio. They may ask the apprentice to take further scans of the room if they suspect someone has entered the room or any other infraction has occurred.

Confidentiality

Apprentices are not allowed to take any assessment material or photos away from the test. Apprentices will be reminded not to discuss the assessments with other apprentices as we are continually changing the content and it may disadvantage them.

Appeals Procedure

If an apprentice/employer/training provider believes the apprentice has been treated unfairly, harshly marked they can appeal the assessment decision. Please see complaints and appeals policy.

Annexes

Annex A – End-Point Assessment Methods Table

Key: OT = Online Test, OB = Observation, PD = Professional Discussion

Knowledge and understanding to be assessed		Method of Assessment		
K1	A good understanding of relevant health and safety legislation, stay operating regulations within own role and organisation and how to monitor it. E.g. industry procedures and safety requirements and instructions.	OT		
K2	Requirements and process for ensuring rail safety and security on the line, trains and at stations and depots. E.g. evacuation points.	OT		
K3	Knowledge of legislation, in-depth understanding and competency in the rules applicable to rail operation, safety and licensing and certification of train drivers.			PD
K4	Know and understand procedures and methods to ensure transfer of information to different stakeholders e.g. using report forms, phonetic alphabet, codes and numbering.		OB	
K5	Understand the importance of making accurate, timely decisions and know how to lead and manage operational incidents and emergencies during degraded and emergency working. Understanding of their role within the incident response teams and emergency services.			PD
K6	A sound awareness of the specific professional and personal demands, such as working alone, with others, shift work over a 24-hour cycle, individual protection and security, reading and updating documents.	OT		
K7	An in-depth working knowledge of the trains to be driven e.g. bringing a train into service, shunting operations, operating, stopping and taking a train out of service. An in-depth understanding of how to mobilise and immobilise, identify faults or errors and any remedial action to be taken.		OB	
K8	A thorough knowledge of the procedures associated with train dispatch.	OT		
K9	A thorough knowledge of the principles of route learning	OT		
K10	Recognise when to report a train fault or failure, infrastructure hazard or defective equipment on track or at a station. Fully understand the actions, responsibilities and reporting procedures necessary to minimise the impact to services.			PD
K11	A good understanding of dangerous goods relevant to a range of rail operations and how to convey and deal with them effectively in an emergency	OT		
K12	Good knowledge and understanding of the special conditions of carriage relevant to your role.			PD
K13	arrangements, railway organisations, rail specific terminology, business goals, personal impact within the company.			PD
K14	A good understanding of professional development planning and responsibilities for maintaining personal competency.			PD
K15	Understand the risk of ill health and the impact of wellbeing on the safety of an individual, others at work and the public. Understand strategies for fatigue management e.g. sleep quality and environment, healthy lifestyle, diet, time and stress management.			PD
K16	A good understanding of information relating to company products and services. Understand how to recognise both company internal and external customers, focusing on the manner in which the message is delivered.			PD

Skills to be assessed		Method of Assessment		
S1	Continuously monitor area of responsibility to ensure compliance with rail legislation and organisational procedures. Overall responsibility of passengers, staff and goods to enable compliance with regulations through safe and effective rail operation. Constructively challenge unsafe practice at all levels and report through the necessary channels.	OT		
S2	Constantly maintain a secure environment and respond to security issues and take appropriate action in the event of a breach of security and review how effective the methods and actions have been e.g. safe systems of work, closing gates and doors when entering secured premises, securing cab doors when leaving trains on main lines and stations.	OT		
S3	Monitor compliance with legislation, procedures and regulations in a rail environment within own area of responsibility. Keep up to date with all relevant train legislation and retaining vast amounts of information			PD
S4	Clearly and accurately carry out verbal communications, face to face and by using written methods and procedures e.g. using the PA system or train radio.		OB	
S5	Follow procedures to lead and manage incidents and emergencies until incident response teams arrive onsite e.g. overall responsibility for protecting passengers, other staff the train when deciding which line/s are blocked and making a decision as to which line/s to protect first.			PD
S6	Considers and responds appropriately to the needs and safety of themselves and others e.g. wears appropriate personal protective equipment, uses authorised walking routes, informs all relevant parties of hazards when these are observed. Supports other colleagues in demanding work situations e.g. be cooperative and give guidance to colleagues and managers and communicate effectively.	OT		
S7	Make instant complex autonomous decisions during normal, degraded and emergency working. Check and monitor rail systems effectively, diagnosing and resolving problems upon identification of faults or errors in a timely manner to minimise risk and a delay to services. Remain alert at all times and have the ability to perceive any hazards, which may occur during the journey. Locate and prepare trains for service, marshal and shunt trains, drive trains on main lines, depots and sidings, deal with operational incidents, emergencies and berth trains.		OB	
S8	Dispatch trains under different circumstances e.g. Driver only operated services and guard operated services from staffed and unstaffed stations.	OT		
S9	Ability to learn and memorise routes features within required timescales e.g. signalling types, principle junctions, tunnels, names of running lines and line-speeds.			PD
S10	Make autonomous decisions and work through altered methods of working when in operation, communicate details of the hazard/defective equipment to necessary stakeholders using appropriate methods. Ensure the safe operation of the train in degraded situations and carry out any necessary protection arrangements according to the situation.	OT		
S11	Effectively manage dangerous goods in own area of competency, report and protect other lines in a dangerous goods emergency.	OT		
S12	Able to identify and comply with relevant special conditions of carriage e.g. speed restrictions, heavy axle weight, dangerous			PD

	goods, tunnels and bridges			
S13	Identify and manage individual development needs, maintain and develop skills, knowledge and behaviours, in compliance with the competency management system			PD
S14	Manage own fitness and lifestyle to enable work to be carried out competently in order to reduce the risk to health and safety to self and all stakeholders			PD
S15	Deal with customer enquiries promptly and politely Redirect customer complaints and/or enquiries to the appropriate personnel when unable to personally deal with them			PD
S16	Manage the speed, braking and driving of trains to optimise fuel economy, reduce maintenance costs and minimise financial penalties for late or wrong time arrivals or departures and fail to call at scheduled stops.			PD

Behaviours to be assessed		Method of Assessment		
B1	Act professionally, demonstrating dependability, determination, honesty and integrity			PD
B2	Display a self-disciplined, self-motivated, proactive approach to work and your own health and wellbeing			PD
B3	Be risk aware, mitigate risks by checking information, concentrating on the task, maintaining an awareness of changing circumstances and remaining calm under pressure		OB	
B4	Willing to learn new skills and to adjust to change			PD
B5	Be approachable, respect others, act ethically and contribute to sustainable development		OB	
B6	Always seeks to support business goals and maintain an awareness of economic challenges			PD

Annex B – Observation Criteria

	Planned Working	Criteria
K7	An in-depth working knowledge of the trains to be driven, understand how to mobilise and immobilise, identify faults or errors and any remedial action to be taken	1. Prepare a train for service at a depot or stabling point 2. Ensure the train is safe to enter service 3. Check all safety systems are operating correctly The assessor must observe: <ol style="list-style-type: none"> 1. Setting up and testing cab radio systems 2. Purpose and location safety and emergency equipment on train type operated 3. Testing safety systems and equipment 4. Brake continuity tests required for train type operated 5. Know what fault indications during preparation can affect the train types fitness for service 6. Know what action to take if safety equipment is not working correctly 7. Procedure for reporting and recording train faults 8. Key systems and equipment that must be operational to enter service from a depot, siding or station 9. Action to take if train is unserviceable How to enter and exit train in a safe manner
S7	Check and monitor rail systems effectively, diagnosing and resolving problems upon identification of faults or errors in a timely manner to minimise risk and a delay to services. Locate and prepare trains for service, marshal and shunt trains, drive trains on main lines, depots and sidings, deal with operational incidents and emergencies, berth trains	
B3	Be risk aware, mitigate risks by checking information, concentrating on the task, maintaining an awareness of changing circumstances and remaining calm under pressure	
B5	Be approachable, respect others, act ethically and contribute to sustainable development	
	Degraded Working	Criteria
K4	Know and understand procedures and methods to ensure transfer of information to different stakeholders	Identify and respond to a simulated infrastructure hazard or defective equipment, one of the following: <ul style="list-style-type: none"> • Broken line or track defect • Signals incorrectly displayed or obscured • Missing line side signage, displayed incorrectly or obscured • Failed level crossing • Obstruction of the line such as large animals within the boundary fence The assessor must observe: <ol style="list-style-type: none"> 1. Identification of infrastructure hazards, defective equipment or failures Details of the hazard/ defective equipment communicated to the necessary persons using the appropriate form of communication 3. Actions, considerations and reporting process for infrastructure hazards, defective equipment or failures
S4	Clearly carry out verbal communications, face to face and by using written methods and procedures, choosing the appropriate form of communication for the situation	
B3	Be risk aware, mitigate risks by checking information, concentrating on the task, maintaining an awareness of changing circumstances and remaining calm under pressure	
B5	Be approachable, respect others, act ethically and contribute to sustainable development	
	Emergency Working	Criteria
K4	Know and understand procedures and methods to ensure transfer of information to different stakeholders	Conduct a simulated emergency call, one of the following: <ul style="list-style-type: none"> • Emergency brake application • Emergency brake application not applied by the driver e.g. train safety system, passenger emergency alarm • Station overrun • Train passed a signal at danger The assessor must observe:
S4	Clearly carry out verbal communications, face to face and by using written methods and procedures, choosing the appropriate form of communication for the situation	
B3	Be risk aware, mitigate risks by	

	checking information, concentrating on the task, maintaining an awareness of changing circumstances and remaining calm under pressure	1. Identification and appropriate action for operating incidents 2. Communication of the emergency situation - how, when and to whom to communicate an emergency situation
B5	Be approachable, respect others, act ethically and contribute to sustainable development	3. Identification and respond correctly to an emergency situation 4. How to receive and respond to an emergency call 5. Effective communication with customers to mitigate the consequences of the accident /emergency 6. Accurate, brief and clear communication Correct terminology used e.g. phonetic alphabet

Annex C – Grading Descriptors

Apprentices need to meet all pass characteristics in each of the methods in order to pass the apprenticeship overall. Details of both pass and fail characteristics are shown below for each assessment method.

Online Test

The following criteria will demonstrate a **pass** for the online test:

Pass - in order to pass the online test, the apprentice will demonstrate 85% or more overall

Fail – if an apprentice scores 79% or less in any one section and the overall score is 84% or less, this will demonstrate a fail

Safety and Security – 25 questions K1, K2, K6, K11, S1, S2, S6, S10	
Pass	Fail
80% or more	Less than 80%
Driving – 25 questions K8, K9, S8, S9	
Pass	Fail
80% or more	Less than 80%
Overall	
Pass	Fail
85% or more	Less than 85%

Observation

The following criteria will demonstrate a **pass** for the observation:

Pass - in order to pass the observation, the apprentice will demonstrate all of the criteria, in the pass column

Fail – fails to provide sufficient evidence to meet knowledge, skills and behaviour evidence; fails to provide one or more of the requirements of Annex B. An automatic fail can be awarded during the observation if the apprentice is seen to undertake any action which would endanger themselves or the lives of others and/or which is in violation of any legislation and/or regulation.

	Knowledge, skills and behaviours	Pass
	Planned Working	
K7	An in-depth working knowledge of the trains to be driven, understand how to mobilise and immobilise, identify faults or errors and any remedial action to be taken	Demonstrates a good awareness of staff roles and operating instructions for locations where trains are stabled Able to carry out preparation/ mobilisation/ service safety checks of train unit operated within timescales Demonstrates a good core safety and protection requirements of trains within a depot, siding or station including the appropriate authority to be gained prior to preparing the train
S7	Check and monitor rail systems effectively, diagnosing and resolving problems upon identification of faults or errors in a timely manner to minimise risk and a delay to services. Locate and prepare trains for service,	

	marshal and shunt trains, drive trains on main lines, depots and sidings, deal with operational incidents and emergencies, berth trains	<p>Able to identify potential safety hazards when entering and exiting a train</p> <p>Able to identify safety requirements when carrying out train preparation, service safety check or train mobilisation</p> <p>Able to use reference documents which provide information required for preparation, mobilisation or service safety checks</p> <p>Accurately follows the operating instructions for the location where the train is stabled and able to locate train in the allocated time</p> <p>Confidently looks for depot / train protection systems and follows the correct procedures</p> <p>Able to prepare and/or mobilise the train to the required standard in the allocated time in accordance with the specification for the train type</p> <p>Ensures train is formed correctly in accordance with operational requirements</p> <p>Able to identify irregularities with systems and equipment, problems are recorded and promptly reported using approved methods</p> <p>Demonstrates the remedial action to be taken where the train is unserviceable and the appropriate person is informed promptly</p>
B3	Be risk aware, mitigate risks by checking information, concentrating on the task, maintaining an awareness of changing circumstances and remaining calm under pressure	<p>Routinely follows standardised procedures</p> <p>Concentrates on immediate task at hand</p> <p>Remains calm and professional when under pressure</p> <p>Recognises signs of loss of attention and proactively addresses</p> <p>Can make rational, logical, and clear decisions under pressure situations and does this proactively</p>
B5	Be approachable, respect others, act ethically and contribute to sustainable development	<p>Proactively shares information, which can be trusted at all times</p> <p>Attitude is respectful & positive and never has a negative impact on other people</p> <p>Maintains a positive approach to requirements</p> <p>Openly supports change and recommends areas for improvement</p> <p>Considers impact of own actions on other people or activities</p> <p>Listens to and acts upon feedback</p>
	Degraded Working	
K4	Know and understand procedures and methods to ensure transfer of information to different stakeholders	
S4	Clearly carry out verbal communications, face to face and by using written methods and procedures, choosing the appropriate form of communication for the situation	<p>Demonstrates effective communication, specifically in relation to observing the safety critical communication protocols</p> <p>Responds to a situation/event in accordance with the relevant rules and regulations</p> <p>Demonstrates a good understanding of incidents that can occur on station platforms or during train dispatch</p> <p>A thorough understanding of actions and reporting procedures when responding to degraded working</p>

		<p>Demonstrates a thorough understanding of impact of own actions on others and the train service</p> <p>Reaches a clear understanding through appropriate use of questioning, summarising and read backs</p> <p>Involves all relevant parties in the activity; communicating clearly and working together as required</p>
B3	Be risk aware, mitigate risks by checking information, concentrating on the task, maintaining an awareness of changing circumstances and remaining calm under pressure	<p>Routinely follows standardised procedures</p> <p>Concentrates on immediate task at hand</p> <p>Remains calm and professional when under pressure</p> <p>Recognises signs of loss of attention and proactively addresses</p> <p>Can make rational, logical, and clear decisions under pressure situations and does this proactively</p>
B5	Be approachable, respect others, act ethically and contribute to sustainable development	<p>Proactively shares information, which can be trusted at all times</p> <p>Attitude is respectful & positive and never has a negative impact on other people</p> <p>Maintains a positive approach to requirements</p> <p>Openly supports change and recommends areas for improvement</p> <p>Considers impact of own actions on other people or activities</p> <p>Listens to and acts upon feedback</p>
Emergency Working		
K4	Know and understand procedures and methods to ensure transfer of information to different stakeholders	<p>Responds to a situation/event in accordance with the relevant rules and regulations</p> <p>Demonstrates the ability to maintain personal and other team member's safety</p> <p>Can demonstrate breadth of experience within the context of a competent train driver</p> <p>Able to control an incident and identify the correct type of response</p> <p>Able to operate a safe working environment for emergency working</p> <p>Uses clear and engaging communication to establish a good rapport with stakeholders</p>
S4	Clearly carry out verbal communications, face to face and by using written methods and procedures, choosing the appropriate form of communication for the situation	
B3	Be risk aware, mitigate risks by checking information, concentrating on the task, maintaining an awareness of changing circumstances and remaining calm under pressure	<p>Routinely follows standardised procedures</p> <p>Concentrates on immediate task at hand</p> <p>Remains calm and professional when under pressure</p> <p>Recognises signs of loss of attention and proactively addresses</p> <p>Can make rational, logical, and clear decisions under pressure situations and does this proactively</p>
B5	Be approachable, respect others, act ethically and contribute to sustainable development	<p>Proactively shares information, which can be trusted at all times</p> <p>Attitude is respectful & positive and never has a negative impact on other people</p> <p>Maintains a positive approach to requirements</p> <p>Openly supports change and recommends areas for improvement</p> <p>Considers impact of own actions on other</p>

		people or activities Listens to and acts upon feedback
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Professional Discussion

The following criteria will demonstrate a **pass** for the profession discussion:

Pass - in order to pass the professional discussion, the apprentice will demonstrate all of the criteria, in the pass column

Fail – if an apprentice fails to demonstrate all of the pass criteria, this will be a fail

	Knowledge, skills and behaviours	Pass
	Planned Working	
S9	Ability to learn and memorise routes features within required timescales	Demonstrates a full understanding of route features and risks applicable to the routes
B4	Willing to learn new skills and to adjust to change	signed by the apprentice Demonstrates how to maintain route knowledge and process for requesting refresh
K13	Awareness of how the rail industry works, such as; franchising arrangements, railway organisations, rail specific terminology, business goals, personal impact within the company	Demonstrates sound knowledge of the company structure, franchise length, owning company and their role within the company Demonstrates understanding of specific railway terminology e.g. TOC, FOC, IRO, RSSB, BTP etc.
S16	Manage the speed, braking and driving of trains to optimise fuel economy, reduce maintenance costs and minimise financial penalties for late or wrong time arrivals or departures and fail to call at scheduled stops.	Adopts the correct driving techniques to maximise efficiencies and reduce costs whilst maintaining safety as a priority Is cooperative and helpful to colleagues and managers
B6	Always seeks to support business goals and maintain an awareness of economic challenges	
K16	Understand information relating to company products and services Understand how to recognise both company internal and external customers	Able to ask relevant questions to determine customer and stakeholder needs Confidently communicates knowledge of their occupational role and where that sits in the wider rail industry
S15	Deal with customer enquiries promptly and politely Redirect customer complaints and/or enquiries to the appropriate personnel when unable to personally deal with them	Uses clear and engaging communication to establish a good rapport with customers Able to ask relevant questions to determine customer needs
K14	Understand professional development planning and responsibilities for maintaining personal competency	Demonstrates a good knowledge of the opportunities for progression from the Driver grade (to Driver Mentor/Instructor, Driver Manager etc.) and the skills and qualifications needed to do so
S13	Identify and manage individual development needs, maintain and develop skills, knowledge and behaviours, in compliance with the competency management system	Continuously reflects on opportunities for continuous improvement e.g. records/logs details of actions in accordance with written down procedures
K15	Understand the risk of ill health and the impact of wellbeing on the safety of an individual, others at work and the public. Understand strategies for fatigue management	Demonstrates a good understanding of the company fatigue policy Able to recognise the common signs and symptoms of fatigue A good understanding of the causes of fatigue and

S14	Manage own fitness and lifestyle to enable work to be carried out competently in order to reduce the risk to health and safety to self and all stakeholders	associated risks Recognises potentially serious situations and chooses the best course of action appropriate to the situation or task Considers impact of own actions on other people or activities Demonstrates reflective learning Knows own limitations, and when to ask for help or escalate Shares learning points
B2	Display a self-disciplined, self-motivated, proactive approach to work and your own health and wellbeing	
B1	Act professionally, demonstrating dependability, determination, honesty and integrity	Proactively shares Information, which can be trusted Goes out of their way to represent the business Promotes value of core behaviours Openly supports change and recommends areas for improvement
Degraded Working		
K10	Recognise when to report a train fault or failure, infrastructure hazard or defective equipment on track or at a station. Actions and reporting procedures necessary to minimise the impact to services	Demonstrates good knowledge of their company's Defective On Train Equipment (DOTE) policy for three different on-train faults Adopts a safe and systematic approach to identify, diagnose or rectify faults/ failures in systems and equipment using approved methods and procedures
K12	Know and understand the special conditions of carriage relevant to your role	Demonstrates a good understanding of the different types of special conditions of carriage Demonstrates the different types of special conditions of carriage within their area of responsibility
S12	Able to identify and comply with relevant special conditions of carriage	
Emergency Working		
K3	Knowledge of legislation, in-depth understanding and competency in the rules applicable to rail operation and safety, requirements and procedures regarding the licensing and certification of train drivers	Demonstrates in-depth knowledge and understanding of the Train Driver Licences and Certificate Regulations A good ability to comply and monitor with legislation, procedure and regulations, such as, The Railway and Other Guided Transport Systems Regulations (ROGS) Ensures awareness of changes to rules/ regulations and operating instructions
S3	Monitor compliance with legislation, procedures and regulations in a rail environment within own area of responsibility. Keep up to date with all relevant train legislation and retaining vast amounts of information	
K5	Understand the importance of making accurate, timely decisions and know how to lead and coordinate operational incidents and emergencies Understanding of their role within the incident response teams and emergency services	Understands how to lead and control an incident or emergency and identify the correct type of response until incident response teams arrive Involves all relevant parties in the activity: communicating clearly and working together as required Demonstrates ability to maintain system safety throughout
S5	Follow procedures to lead and coordinate incidents and emergencies until incident response teams arrive onsite	

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