



RCG

Train Driver Specification

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Railway Competence Group are an Ofqual regulated end-point assessment organisation (EPAO). Approved to assess the train driver apprenticeship standard.

This specification has been created to provide employers, training providers and apprentices information regarding our Train Driver EPA offering.

Typical Job Titles

- Passenger train driver,
- Depot driver,
- Freight train driver
- On-track machine driver

Train Drivers are responsible for driving trains in a safe, punctual, economic manner over various routes in accordance with rail rules, regulations and procedures. A Train Driver could work in a number of rail environments, such as high speed, passenger, freight, underground, metro, suburban, cross border, depots, sidings or maintenance sheds; moving passengers, goods, empty coaching stock or driving on-track machines to perform infrastructure maintenance work.

Train Drivers can be required to work for long periods of time on their own, they must be able to maintain a high level of concentration and be able to make instant complex decisions quickly during normal and degraded conditions e.g. severe weather conditions, infrastructure failures and emergency working. They must be able to communicate clearly and accurately with stakeholders and may be required to supervise others to enable compliance with regulations through safe and effective rail operation. A driver has overall responsibilities for passengers, staff and goods on the train. Responsibilities may include communicating with: the signaller, crossing attendant, operations control, other rail industry personnel or the British Transport and the civilian police.

A Train Driver will work shifts that include weekends, evenings and nights. On freight or engineering trains, train drivers usually tend to be rostered more night shifts. On long-distance routes, there may be a need for overnight stays.

Main duties typically include:

- Responsibility for ensuring the train is fit to enter into service
- Driving the train safely and to time at all times
- Being fully up to date with the route features and how to react to changing conditions
- Ensuring the correct protocol is followed consistently throughout the duration of the journey
- Dealing with customer enquiries promptly, politely and in the correct manner

Train Drivers must have all the following knowledge, skills and behaviours.

	Knowledge and Understanding	Skills
Safety	A good understanding of relevant health and safety legislation, statutory operating regulations within own role and organisation and how to monitor it. E.g. industry procedures and safety requirements and instructions.	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.
Security	Requirements and process for ensuring rail safety and security on the line, trains and at stations and depots. E.g. evacuation points.	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.
Compliance and Legislation	Knowledge of legislation, in-depth understanding and competency in the rules applicable to rail operation, safety and licensing and certification of train drivers.	Monitor compliance with legislation, procedures and regulations in a rail environment within own area of responsibility. Continuously keep up to date with all relevant train legislation and retaining vast amounts of information.
Communication	Knowledge and understanding of procedures and methods, to ensure the transfer of information to different stakeholders e.g. using report forms, phonetic alphabet, codes and numbering.	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.
Leadership	Understanding of 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.	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.
Inter-personal skills	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.	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.
Driving	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.	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.

Train Dispatch

A thorough knowledge of the procedures associated with train dispatch.

Dispatch trains under different circumstances e.g. Driver only operated services and guard operated services from staffed and unstaffed stations

Route Learning

A thorough knowledge of the principles of route learning.

Ability to learn and memorise routes features within required timescales e.g. signalling types, principle junctions, tunnels, names of running lines and line-speeds.

Degraded situations

Recognising 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.

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.

Dangerous Goods

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.

Effectively manage dangerous goods in own area of competency, report and protect other lines in a dangerous goods emergency.

Special Conditions of Carriage

Good knowledge and understanding of the special conditions of carriage relevant to your role.

Able to identify and comply with relevant special conditions of carriage e.g. speed restrictions, heavy axle weight, dangerous goods, tunnels and bridges.

Commercial Awareness

Awareness of how the rail industry works, such as; franchising arrangements, railway organisations, rail specific terminology, business goals, personal impact within the company.

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.

Professional Development

A good understanding of professional development planning and responsibilities for maintaining personal competency.

Identify and manage individual development needs, maintain and develop skills, knowledge and behaviours, in compliance with the competency management system.

Health and Wellbeing

Understanding of the risk of ill health and the impact of wellbeing on the safety of an individual, others at work and the public. Understanding strategies for fatigue management e.g. sleep quality and environment, healthy lifestyle, diet, time and stress management.

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.

Customers

A good understanding of information relating to company products and services. Understanding how to recognise both company internal and external customers, focusing on the manner in which the message is delivered.

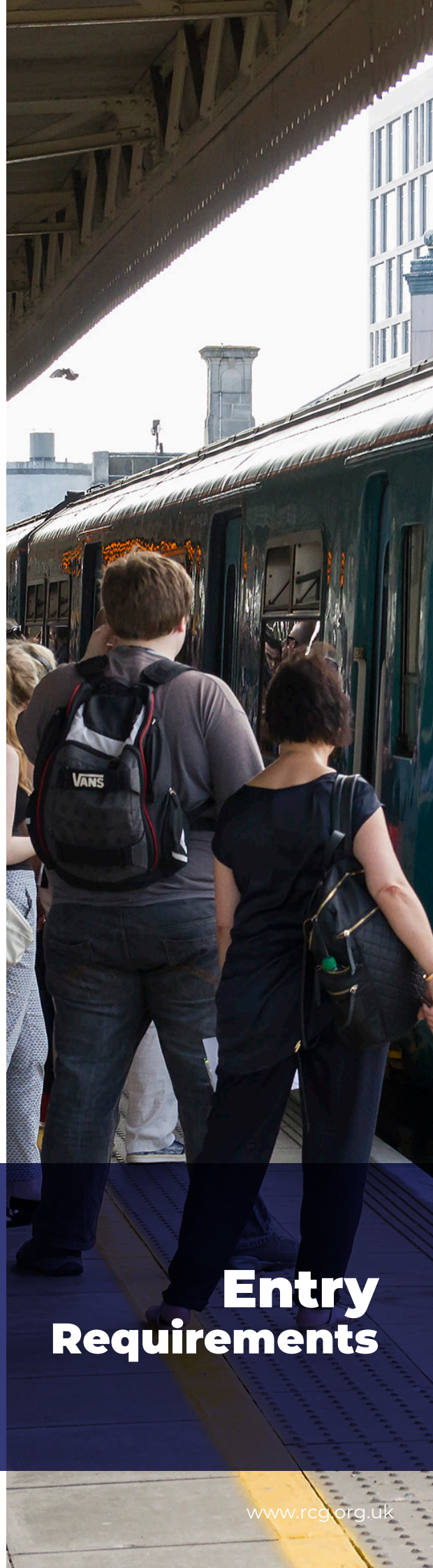
Deal with customer enquiries promptly and politely and in the correct manner. Redirect customer complaints and/or enquiries using the correct wording and tone to the appropriate personnel when unable to personally deal with them.



Behaviours

- 01** Act professionally, demonstrating dependability, determination, honesty and integrity
- 02** Display a self-disciplined, self-motivated, proactive approach to work and your own health and wellbeing
- 03** Be risk aware, mitigate risks by checking information, concentrating on the task, maintaining an awareness of changing circumstances and remaining calm under pressure
- 04** Willing to learn new skills and to adjust to change
- 05** Be approachable, respect others, act ethically and contribute to sustainable development
- 06** Always seeks to support business goals and maintain an awareness of economic challenges

Individual employers must meet minimum requirements set by the Train Driving Licences and Certificates Regulations 2010; due to the nature of the role candidates must meet medical standards of physical health these are set out within the above regulations. To enter into an apprenticeship scheme the minimum age of a train driver is 18 years.



Entry Requirements

 **Duration**

This apprenticeship will require rigorous and substantial training, typically of around 12-18 months, depending on experience at entry.

 **Qualifications**

Apprentices without Level 2 English, maths and ICT will need to achieve this level prior to taking the end-point assessment.

For those with an education, health and care plan or a legacy statement the apprenticeships English and maths minimum requirement is Entry Level 3 and British Sign Language qualification are an alternative to English qualifications for whom this is their primary language.

 **Link to Professional Registration**

The Institution of Railway Operators and the Chartered Institute of Logistics and Transport supports the development of this apprenticeship standard. Successful completion of the apprenticeship programme allows them to progress to the Associate or Affiliate level of professional registration.

 **Level**

This is a level 3 apprenticeship

 **Progression**

Progression from this apprenticeship is expected to lead to a number of different roles these include; Train Driver Instructor, progressing to Train Driver Manager, Depot Driver Team Leader, progressing to Depot Delivery Co-Ordinator.

 **Review Date**

This Standard will be reviewed in 3 years

On-Programme

Once all prior learning has been achieved during the on programme portion of the apprenticeship and the apprentice has completed 366 days on-programme, the apprentice will be entered into the employer gateway.

Gateway

The employer gateway is a meeting between the apprentice, their employer and the training provider to determine if they have successfully acquired the knowledge, skills and behaviours required of the Train Driver apprenticeship standard. Upon confirmation of progression through gateway, their End-point assessment can be booked. They will need to achieve the following to pass Gateway:

- ✔ Train Driver Licence and Certificate
- ✔ Functional Skills Maths **(Level 2)**
- ✔ Functional Skills English **(Level 2)**

Due to the ifate dispensation associated with the COVID-19 pandemic, the planned working observation has been replaced with a witness testimony from the apprentice's employer and a question-and-answer session by the End-point assessor.

Units

The RCG train driver apprenticeship is a single unit and there are no optional routes.



End-Point Assessment (EPA) Process

There are three main elements to the Train Driver apprenticeship End-Point assessment.

Observation, Online test and Professional discussion.

The Observational assessment is split into three assessments.

Planned, Degraded and Emergency Observation.

The assessment will be held online using Microsoft Teams and Testinvice. The apprentice will receive confirmation of their EPA date from their employer and they will receive a Microsoft Teams invite at least seven days prior to their End-point assessment.



Planned Observation COVID dispensation

Employers will provide a witness testimony. The witness will declare that the apprentice can prepare a cab / train for service, and that all the planned observation criteria have been observed. An RCG assessor will review the witness testimony and engage with the apprentice in a question-and-answer session.



Degraded Observation

The apprentice will be presented with 5 images containing a railway hazard or defect. They will be required to identify each hazard or defect in turn and the correct associated reporting form. The apprentice will then dictate the relevant information to the assessor, who will transcribe the information onto the form they have chosen.



Emergency Observation

The apprentice will be presented with an emergency situation. The apprentice and the assessor will simulate reporting the incident.

The assessor will play the role of whoever the apprentice chooses to contact, and document the conversation.



Online Test

The Online test consists of 50 multiple choice knowledge and scenario-based questions. These are split into two sections - Safety & Security and Driving (there are 25 questions in each section).

Each question is worth 1 point and the apprentice will need to achieve an average pass mark of 85% across both tests to pass. They must score more than 80% in each individual test.



Professional Discussion

This is the final assessment.

The assessor will select ten questions for the professional discussion which will last 60 minutes.

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Planned Working
Observation



Duration: 2 hours total observation +/-10%



Grading Criteria: PASS or FAIL

An approved witness will confirm that the assessment criteria for the planned observation have been observed by a competent person in the apprentice's organisation during the on-programme portion of the apprenticeship.

A Railway Competence Group assessor will review the witness testimony, and if needed ask additional questions to ascertain a full understanding of the criteria referenced below.

No support materials are permitted during the planned working observation.

The apprentice will be assessed on the following:

Planned Working	Criteria
<p>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</p>	<p>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</p> <p>The assessor must observe:</p> <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 10. How to enter and exit train in a safe manner
<p>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>	
<p>Be risk aware, mitigate risks by checking information, concentrating on the task, maintaining an awareness of changing circumstances and remaining calm under pressure</p>	
<p>Be approachable, respect others, act ethically and contribute to sustainable development</p>	

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Degraded
Working Simulated
Observation



Duration: 2 hours total observation +/-10%



Grading Criteria: PASS or FAIL

The next assessment in the EPA process is the degraded observation.

The apprentice will be shown five random images and tasked with identifying each hazard or defect. They will be required to report the hazard or defect identified, by dictating the inputs that are required for the relevant form. The assessor will fill in the form on their behalf.

Blank copies of these forms along with a schedule card will be emailed to the apprentice. They can have these present during the degraded observation session and they will be shown on screen during the assessment.

The apprentice will be assessed on the following:

Degraded Working	Criteria
<p>Know and understand procedures and methods to ensure transfer of information to different stakeholders</p>	<p>Identify and respond to a simulated infrastructure hazard or defective equipment, one of the following:</p> <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 <p>The assessor must observe:</p> <ol style="list-style-type: none"> 1. Identification of infrastructure hazards, defective equipment, or failures 2. 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
<p>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>	
<p>Be risk aware, mitigate risks by checking information, concentrating on the task, maintaining an awareness of changing circumstances and remaining calm under pressure</p>	
<p>Be approachable, respect others, act ethically and contribute to sustainable development</p>	



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Emergency Working
Observation



Duration: 2 hours total observation +/-10%



Grading Criteria: PASS or FAIL

The final assessment in the observational methodology is the emergency observation.

The apprentice will be presented with an emergency scenario.

They will report the situation to the End-point assessor.

The assessor will take the role of whoever the apprentice deems appropriate to report the scenario to.

The apprentice will be assessed on the following:

Emergency Working	Criteria
<p>Know and understand procedures and methods to ensure transfer of information to different stakeholders</p>	<p>Conduct a simulated emergency call, one of the following:</p> <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 <p>The assessor must observe:</p> <ol style="list-style-type: none"> 1. Identification and appropriate action for operating incidents 2. Communication of the emergency situation- how, when and to whom to communicate an emergency situation 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 7. Correct terminology used e.g. phonetic alphabet
<p>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>	
<p>Be risk aware, mitigate risks by checking information, concentrating on the task, maintaining an awareness of changing circumstances and remaining calm under pressure</p>	
<p>Be approachable, respect others, act ethically and contribute to sustainable development</p>	

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Online Test



Duration: 1 Hour 40 Minutes



Grading Criteria: PASS or FAIL

The online test is split into two parts, Safety & Security and Train Driving. Both tests will have twenty-five questions. All questions will be multiple choice in format, with four possible answers and one correct answer for each question. There will be one point for each correct answer. Below are the pass marks for both tests and the pass mark required overall.

No support materials are permitted during the online test.

	PASS	FAIL
Driving	80% or more	Less than 80%
Safety and Security	80% or more	Less than 80%
Overall	85% or more	Less than 85%

The apprentice will be assessed on the following:

K1	A good understanding of relevant health and safety legislation, statutory operating regulations within own role and organisation and how to monitor it. E.g. industry procedures and safety requirements and instructions.
K2	Requirements and process for ensuring rail safety and security on the line, trains and at stations and depots. E.g. evacuation points.
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.
K8	A thorough knowledge of the procedures associated with train dispatch.
K9	A thorough knowledge of the principles of route learning
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
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.
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.
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.
S8	Dispatch trains under different circumstances e.g. Driver only operated services and guard operated services from staffed and unstaffed stations
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.
S11	Effectively manage dangerous goods in own area of competency, report and protect other lines in a dangerous goods emergency.

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Professional
Discussion



Duration: 1 Hour +/- 10%



Grading Criteria: PASS or FAIL

This is the final assessment which will be conducted over the course of an hour.

The assessor will choose ten questions from a bank of forty questions. The apprentice will need to engage in a dialogue with the assessor to showcase their knowledge and competence in the assessment criteria shown below.

No support materials are permitted during the professional discussion.

The apprentice will be assessed on the following:

Knowledge, skills and behaviours	PASS
Planned Working	
Ability to learn and memorise routes features within required timescales Willing to learn new skills and to adjust to change	Demonstrates a full understanding of route features and risks applicable to the routes signed by the apprentice Demonstrates how to maintain route knowledge and process for requesting refresh
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. 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
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.	
Always seeks to support business goals and maintain an awareness of economic challenges	
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 Uses clear and engaging communication to establish a good rapport with customers Able to ask relevant questions to determine customer needs
Deal with customer enquiries promptly and politely Redirect customer complaints and/or enquiries to the appropriate personnel when unable to personally deal with them	
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 Manger etc.) and the skills and qualifications needed to do so Continuously reflects on opportunities for continuous improvement e.g. records/logs details of actions in accordance with written down procedures
Identify and manage individual development needs, maintain, and develop skills, knowledge and behaviours, in compliance with the competency management system	

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 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
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	
Display a self-disciplined, self-motivated, proactive approach to work and your own health and wellbeing	
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

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
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
Able to identify and comply with relevant special conditions of carriage	

Emergency Working

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
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	
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

End-Point Assessment (EPA) Result

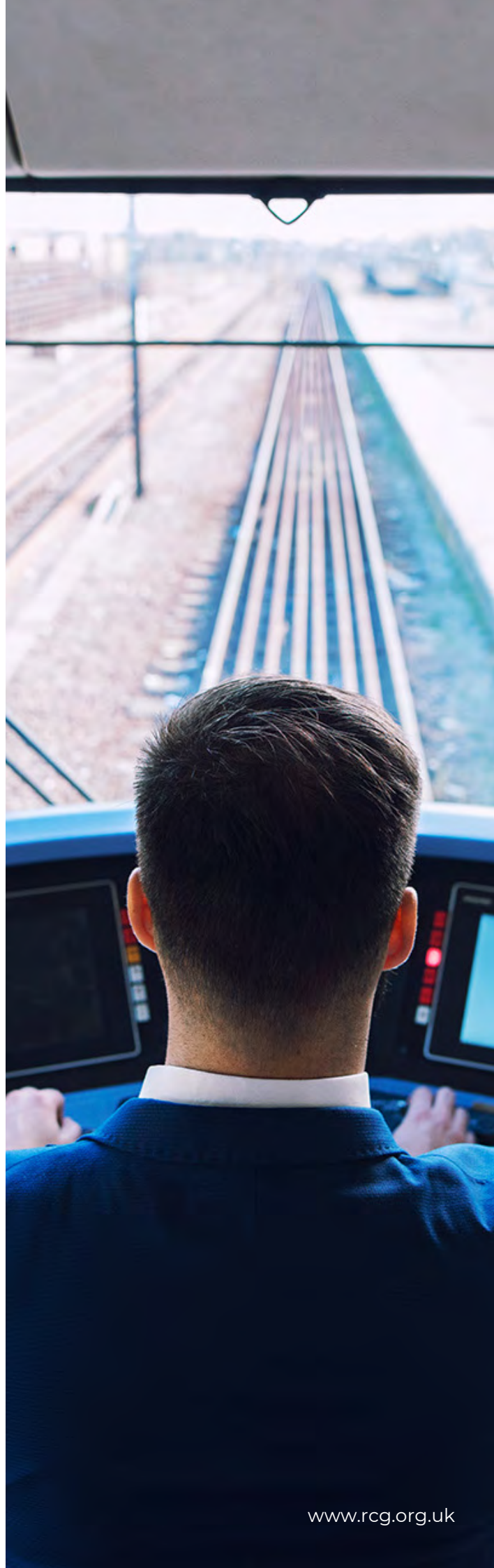
Employers will receive apprentice results within 7 days of the EPA taking place. The independent assessor will contact the employer to deliver feedback.

Due to the safety critical nature of the rail industry, the Train Driver apprenticeship assessment methods are graded **Pass or Fail**.

Resits & Retakes

If the apprentice fails one of the assessment methods: Online Test, Observation or Professional Discussion, they will be given another opportunity to resit that element within three months.

If they fail more than one assessment, then a training needs analysis, and subsequent action plan will be put in place by the employer and training provider. This will aim to further develop the apprentice's knowledge base, prior to reassessment.



Appeals

In the event that the apprentice wishes to appeal an assessment decision and/or feedback, please refer to our **appeals and complaints policy**.

Remote EPA System invigilation

Before the assessment begins the apprentice will be asked to complete an ID check. During which they will be required to show photographic identification such as driving licence / passport.

The Assessor will also ask the apprentice to confirm that they are taking the assessment alone. This will be done by showing the assessor the full room via webcam prior to assessment taking place.

The apprentice may bring a piece of paper and pen into the assessment, alongside blank copies of the degraded working observation forms, and schedule card. These are to be only used during the degraded and emergency observation components of the assessment.

No paper, pen or supporting materials of any kind are permitted during the online test or professional discussion components.



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