



Barnsley Dial-a-Ride/Swift Road Passenger Transport Vehicle Driving NVQ level 2 Assessor

Saeed Khan completed the A1 Assessor Award and works for Barnsley Dial a Ride in assessing the NVQ level 2 Road Passenger Transport Vehicle Driving in the Leicester area.

Saeed said, "Initially I started my NVQ to offer a better service to my customers, as I felt it was important to understand about customer service and Health and Safety issues. I would recommend Leicester College to anyone who would like to gain extra qualifications or build on existing skills."

Transport and Travel

Working in passenger transport is about much more than getting your passengers from A to B. To remain competitive, professional drivers must offer a friendly, reliable service.

We offer a wide range of training enabling minibus, coach or escort drivers to develop their skills and to receive professional training in first aid, speed awareness and safe driving, disability awareness and customer service. In addition, we can support drivers with other skills which will boost the service they offer including numeracy and literacy.

Travel and Tourism is a major industry with its roots in Leicester. Thomas Cook arranged the first package holiday from Leicester to Loughborough in 1841.

While the growth in tourism has created jobs and a surge in economic wealth, opening the world to tourism and visitors, it is vital that your employees are able to handle the everyday challenges they face from planning trips and people management through to administration and customer service.





Travel Services Apprenticeship and Advanced Apprenticeship

Course Code: See below
Start Date: Flexible

Fees 3
Duration: Flexible

For employees who are starting their career within the Travel sector and for those who would like to gain a recognised qualification.

What is the training about?

Employees will, depending on whether they are studying the apprenticeship or advanced apprenticeship, complete the appropriate level NVQ in Travel Services, a City & Guilds Certificate in Travel Services and functional skills maths and English level 2. There is a choice of three pathways in leisure and business, tour operators (head office) or tour operators (field staff), as well as common mandatory units

Employees will compile a portfolio of evidence using a variety of assessment methods and the assessor will support them when they visit the workplace every three weeks and the employee will need to attend college on day release for functional skills and the knowledge based elements.

Who should attend?

This qualification is suitable for those already working in the travel industry and looking to continue to grow a career in a travel agency, head office tour operator or in a resort.

What routes are available?

Travel Services – Apprenticeship A9539
Travel Services – Advanced Apprenticeship A9540

Training outcomes

On completion of an apprenticeship, employees can progress on to a range of related qualifications outlined within this guide.

Duration

Apprenticeships typically take twelve to eighteen months to complete. Advanced Apprenticeships typically take three to four years to complete except where progression is from an Apprenticeship which allows the advanced qualification to be completed in one to two years.

Assessment

On-site assessment within the workplace using a variety of methods such as observation, oral and written questioning.

Progression

On completion of the Apprenticeship, employees can progress on to the Advanced Apprenticeship providing that they have the opportunity to work at a higher level or in a supervisory position within the organisation. The advanced apprenticeship allows employees to progress quickly to senior travel consultant, supervisor, senior travel consultant or resort manager.



About our fees

- ① For training marked with this symbol, the price will depend on the funding available. Please call 0116 224 2240 for more details.
- ② Costs for training with this symbol are variable dependent on the number of delegates, venue etc. Please call 0116 224 2240 for more details.
- ③ Costs for training with this symbol are dependent on employee's age. Please call 0116 224 2240 for more details.



Travel Services NVQ level 2

Course Code: A9538
Start Date: Flexible

Fees 2

What is the training about?

There are three pathways in leisure and business, tour operators (head office) or tour operators (field staff). Employees will pick one of these plus the following mandatory units:

- Giving customers a positive impression of yourself and your organisation.
- Developing and maintaining effectiveness at work in a travel and tourism environment.
- Ensuring responsibility for actions to reduce risks of Health and Safety.

Who should attend?

This qualification is suitable for those already working in the travel industry and looking to continue to grow a career in a travel agency, head office tour operator or in a resort.

Training outcomes

NVQ level 2 Diploma in Travel Services.

Duration

One year.

Assessment

Employees will compile a portfolio of evidence using a variety of assessment methods and the assessor will support this when they visit you in the workplace every three weeks.

Progression

To a more senior role in the organisation such as senior consultant, team manager, assistant branch manager or potential progression onto NVQ level 3 Diploma in Travel Services or an Advanced Apprenticeship in Travel Services.

Travel Service NVQ level 3

Course Code: A9549
Start Date: Flexible

Fees 2

What is the training about?

This qualification is suitable for those already working in the travel industry and looking to continue to grow a career in a travel agency, head office tour operator or in a resort.

Employees must achieve 37 credits from the mandatory units plus choose one pathway. Mandatory units include:

- organising your work and personal development
- ensuring responsibility for actions to reduce risks to health and safety.

Who should attend?

Employees wishing to attend will need to be employed in the travel sector to successfully complete this qualification and have an enthusiasm for the travel industry.

Training outcomes

NVQ 3 Diploma in Travel Services.

Duration

One year.

Assessment

Employees will compile a portfolio of evidence using a variety of assessment methods.

Progression

Successful completion allows progression to the Apprenticeship in Travel services or Tourism Services. Employees may also like to consider a Foundation Degree or HNC/D in travel or business. Employees may progress to a more senior role such as senior travel consultant, senior resort representative or senior customer service advisor.





Road Passenger Driving (Taxi and Private Hire) NVQ level 2

Course Code: A9499
Start Date: Flexible

Fees 2

What is the training about?

The training covers all aspects of delivering good Customer Service, dealing with different situations and recognising customer needs and includes:

- health and safety of the driver and passengers
- driving in a safe manner
- providing professional customer service
- understanding licensing regulations and vehicle maintenance
- recognising customers requiring assistance
- carrying passengers using wheelchairs
- transporting luggage and parcels
- transporting children and young people.

There are two workplace assessments, therefore the employee must be a licensed hackney or private hire driver. Support with literacy and numeracy can be provided. Also included is a short course in Basic First Aid.

Who should attend?

Suitable for all licensed Hackney and Private Hire Drivers.

Training outcomes

NVQ Certificate in Road Passenger Vehicle Driving.

Duration

27 hours College training over nine weeks in the evenings, plus two observations.

Assessment

Employees will complete a portfolio of work related activities and will be required to attend more than 80% of the course to progress.

Progression

Although there is no formal academic progression route other courses found in this guide, in customer service or business management may be of interest.

Leicester College is one of the training providers delivering training in Road Passenger Vehicle Driving NVQ level 2.

Many local taxi drivers have taken this qualification to improve the quality of the service they offer to all their passengers.

These drivers will display this taxi symbol in their vehicle, so please look out for them when you're hiring your next taxi.



Outstanding at meeting the needs of learners, employers and the county's wider community

Ofsted Inspection January 2011

About our fees

- ① For training marked with this symbol, the price will depend on the funding available. Please call 0116 224 2240 for more details.
- ② Costs for training with this symbol are variable dependent on the number of delegates, venue etc. Please call 0116 224 2240 for more details.
- ③ Costs for training with this symbol are dependent on employee's age. Please call 0116 224 2240 for more details.