

Rail foundation apprenticeship

Knowledge and skills coverage document

Information for providers

Coverage of each knowledge and skill statement must include each and every occupation it is mapped to, unless expressly stated otherwise. For instance, if skill S1 is mapped to occupation 1 and occupation 2, then the range of coverage must include elements of both 1 and 2 as the apprentice benefits from a broad experience.

Competence is to the level described by this Foundation Apprenticeship's knowledge and skills and not the often higher level of the mapped occupations. Coverage will be a blend of on and off the job learning.

Technical Knowledge

K1: Fundamental principles of rail safety, including the use of personal protective equipment (PPE) and awareness of railway hazards. (OCC0645, V2.0, K1) (OCC0339ABC, V2.0, K3, K4) (OCC1438, V2.0, K9)

K2: Why Safe Systems of Work, including health, safety and environmental regulations, are required within the rail industry. (OCC0645, V2.0, K1) (OCC0339ABC, V2.0, K1, K2, K4) (OCC1378, V2.0, K3) (OCC1438, V2.0, K9, K14)

K3: Fundamental principles of equity, diversity and inclusion in the workplace and how they contribute to a psychologically safe environment. (OCC0645, V2.0, K16) (OCC0339ABC, V2.0, K13, K14, K15, K16, K17, K20) (OCC1378, V2.0, K7) (OCC1438, V2.0, K20)

K4: The railway customer base and the needs of different types of customers, providing an inclusive and professional service. (OCC0645, V2.0, K17) (OCC0339ABC, V2.0, K13, K14, K15, K16, K17, K20) (OCC1378, V2.0, K1, K17) (OCC1438, V2.0, K3)

K5: Written, verbal and digital communication techniques, including safety-critical communication and structured messaging.* (OCC0645, V2.0, K17) (OCC0339ABC, V2.0, K21, K22) (OCC1378, V2.0, K13) (OCC1438, V2.0, K5)

K6: Roles and responsibilities across the railway. For example, key elements of the rail system, including passenger and freight operations, track infrastructure etc (OCC0645, V2.0, K14) (OCC0339ABC, V2.0, K23) (OCC1378, V2.0, K10) (OCC1438, V2.0, K6)

K7: Basic railway components and terminology to support operational awareness and effective working practices.* (OCC0645, V2.0, K14) (OCC0339ABC, V2.0, K24) (OCC1378, V2.0, K1, K5) (OCC1438, V2.0, K2)

K8: Security risks and protocols, suspicious indicators, and reporting procedures. For example, Station safety checks. (OCC0645, V2.0, K2) (OCC0339, V2.0, K6, K11, K12) (OCC1378, V2.0, K11, K21) (OCC1438, V2.0, K19)

K9: Fundamental principles of self-management and self-motivation techniques, including personal responsibility for being fit for duty. (OCC0645, V2.0, K7) (OCC0339ABC, V2.0, K1) (OCC1378, V2.0, K8) (OCC1438, V2.0, K20)

K10: The purpose and different types of railway standards key performance indicators (KPIs), and targets.* (OCC0645, V2.0, K1) (OCC0339ABC, V2.0, K19) (OCC1378, V2.0, K1, K14) (OCC1438, V2.0, K10)

K11: The purpose and basic features of railway timetables, plans and work schedules relevant to different rail operations. (OCC0645, V2.0, K13) (OCC0339A, V2.0, K18, K25, K28) (OCC1378, V2.0, K5) (OCC1438, V2.0, K1)

K12: How incidents and disruption are managed on the railway and how service is maintained during disruption. For example, bus replacement services, crowd management, back office operational support, delay on-board trains and associated risks. (OCC0645, V2.0, K6) (OCC0339ABC, V2.0, K5, K7, K18) (OCC1378, V2.0, K15) (OCC1438, V2.0, K11, K12, K13)

K13: Commercial and operational interdependencies across the rail network. For example, working with government and trade unions. (OCC0645, V2.0, K14) (OCC0339ABC, V2.0, K19, K23) (OCC1438, V2.0, K7)

Technical Skills

S1: Comply with employee responsibilities under health, safety and welfare regulations. (OCC0645, V2.0, S1, S2) (OCC0339, V2.0, S1) (OCC1378, V2.0, S4) (OCC1438, V2.0, S8, S13)

S2: Work in accordance with Safe Systems of Work, including health, safety and environmental requirements. (OCC0645, V2.0, S2) (OCC0339, V2.0, S1) (OCC1378, V2.0, S3) (OCC1438, V2.0, S8)

S3: Demonstrate safety-critical communications using structured protocols for example using radios, whistles, approved phones, torches, hand and arm signals as well as the phonetic alphabet.* (OCC0645, V2.0, S17) (OCC0339ABC, V2.0, S9) (OCC1378, V2.0, S19) (OCC1438, V2.0, S15)

S4: Use relevant systems and provide accurate information. For example, customer information screens and specific phone apps.* (OCC0645, V2.0, S4) (OCC0339ABC, V2.0, S4) (OCC1378, V2.0, S5) (OCC1438, V2.0, S4)

S5: Assist customers, including those with additional requirements, in a professional and inclusive manner within the limits of own role and responsibility. (OCC0645, V2.0, S17) (OCC0339ABC, V2.0, S4) (OCC1378, V2.0, S16) (OCC1438, V2.0, S5)

S6: Respond to conflict professionally under supervision. For example, people on the wrong train, incorrect tickets, cancelled or delayed trains. (OCC0645, V2.0, S5) (OCC1378, V2.0, S10) (OCC1438, V2.0, S12)

S7: Use PPE and equipment correctly. (OCC0645, V2.0, S1, S2) (OCC0339ABC, V2.0, S1) (OCC1378, V2.0, S4) (OCC1438, V2.0, S8, S13)

S8: Identify and escalate hazards, faults, and security concerns. (OCC0645, V2.0, S3) (OCC1378, V2.0, S15, S16, S19) (OCC1438, V2.0, S13)

S9: Support responses to railway emergencies under supervision. For example, station evacuations.* (OCC0645, V2.0, S6) (OCC1378, V2.0, S10) (OCC1438, V2.0, S12)

S10: Maintain accurate records and handovers.* (OCC0645, V2.0, S4) (OCC1378, V2.0, S5) (OCC1438, V2.0, S16)

S11: Work as part of a railway team under supervision in line with EDI principles. (OCC0645, V2.0, S4) (OCC1378, V2.0, S16) (OCC1438, V2.0, S15)

S12: Develop personal resilience when working in a railway environment. (OCC0645, V2.0, S7) (OCC0339ABC, V2.0, S1) (OCC1378, V2.0, S8) (OCC1438, V2.0, S10, S19)

S13: Prepare and organise self for work. (OCC0645, V2.0, S7) (OCC0339ABC, V2.0, S1) (OCC1378, V2.0, S8) (OCC1438, V2.0, S10, S19)

S14: Demonstrate an understanding of how an activity, change or issue in one part of the railway may affect other operations, organisations or stakeholders. (OCC1378, V2.0, S12, S17) (OCC1438, V2.0, S1)

S15: Explore career and progression opportunities across the rail industry and identify own development needs and potential next steps. (OCC0645, V2.0, S15) (OCC1378, V2.0, S12) (OCC1438, V2.0, S2)