

Transportation

NVQ Level 2 in Road Passenger Transport

Awarding Body: EDEXCEL

General Information:

This qualification is for drivers working with buses, coaches, community transport, taxis and private hire.

The aim of the qualification is to improve the skills, knowledge and overall performance of individuals who are employed in providing a passenger transport service by road. Candidates will provide this service directly by driving vehicles.

Course structure:

To receive a full award candidates are required to achieve all **three** mandatory units plus **at least five** optional units. Unit choices are tailored to the specific employment area in which the candidate works.

Mandatory units focus on areas which are common to any job role within Road Transport Industry such as:

- Contribute to effective working relationships with colleagues
- Contribute to health and safety in your work environment
- Provide professional customer care

Optional units can then be chosen to suit the candidate's specific job role.

Optional Units include:

Group A

- Help passengers with special needs
- Contribute to the operation of the service
- Deal effectively with difficult passengers
- Drive passenger carrying vehicles safely
- Operate passenger systems and services
- Operate the passenger service
- Prepare for passenger carrying journeys

Group B

- Agree tour itineraries with clients
- Process fares
- Provide chauffeur transport service

- Provide a transport service for passengers with special needs
- Receive and match fare payments to tickets
- Sort out emergencies and incidents during a journey
- Transport parcels and luggage

Group C

- Deliver reliable customer service
- Develop customer relationships
- Process customer service information
- Promote additional products or services to customers
- Resolve customer service problems
- Support customer service improvements

Additional units

The following additional units are available for candidates who wish to enhance their award, to reflect their wider competence. They do not form part of the requirement for the qualification.

- Provide a security transport service
- Drive passenger carrying vehicles within Europe

Assessment methods:

All candidates are allocated an assessor who will guide the candidate through the process of assessment and portfolio building. PDM's fully trained and qualified assessors base their judgements of competence on the candidate's work and how it compares with the National Occupational Standards.

Typically, the candidate builds a portfolio of evidence, under guidance of the assessor, using a range of assessment methods.

When all the units have been completed, and the assessor and internal verifier are satisfied that the candidate has met the national standard, the certificate is claimed from the awarding body.

Progression:

Candidates who complete this qualification may be able to progress onto:

- NVQ Level 3 for Managing in Road Passenger Transport