



CILT(UK) Level 3 Certificate in Road Passenger First Line Management

Syllabus

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Introduction

Qualification Objectives

The CILT(UK) Level 3 Certificate in Road Passenger First Line Management is designed to provide Learners with detailed and specific coverage of the road passenger environment, in particular, local bus service operations and to progress them in their further professional development. The Learners will be introduced to the concept of leadership and the importance of the role played by the most important component of passenger transport, delivering the customers' needs and expectations in a courteous, safe and timely manner.

Target Audience

The CILT(UK) Level 3 Certificate is aimed at road passenger drivers/technicians aspiring to become supervisors, inspectors, team leaders or junior leaders, and those already involved in these positions, and It is also recommended for anyone making a career change.

This is an open access qualification, although Learners would benefit from having some prior knowledge of local bus and coach transport operations, and an awareness of the nature of the road passenger regulatory regime, safety legislation, human resource issues, scheduling and other activities.

Regulation

The CILT(UK) Awarding Organisation is regulated by The Office of Qualifications and Examinations Regulation (Ofqual), Qualifications Wales and CCEA Regulation. This qualification is available on the Regulated Qualifications Framework (RQF) and Qualifications in Wales (QiW) database.

Structure and Content

To achieve this qualification Learners must complete three mandatory units as detailed below.

Mandatory Units

- **M1RP-L3 Road Passenger Company Operations**

This unit is designed to help those working at a supervisory level or wishing to become a supervisor. The unit takes a detailed look at the operation of road passenger transport, looking

back into the history and regulations which have shaped and developed the operations seen on the road today.

The unit also takes a detailed look at some of the operational practices, such as creating bus services, scheduling drivers and vehicles, partnership working with local authorities. The unit finishes by looking at the legislation which currently controls and regulates the road passenger transport industry, which supervisory staff need to be aware of and comply with, making this one of the safest forms of transport.

- **M2RP-L3 Road Passenger Company Finances**

This unit is designed to help those working at a supervisory level or wishing to become a supervisor. Supervisors are often directly involved in gathering data, protecting revenue and controlling costs sometimes without the understanding of why they are doing this and how important this is to the success of the business.

The unit takes a detailed look at the finances behind a road passenger transport business, looking at the sources of income, the data generated and information required both internally and externally. The supervisor will be able to see the important role they play in ensuring the business collects and accounts for all its revenue, can understand the purpose of supplying information where required, as well as their role in controlling costs, achieving targets and contributing to the profitability and success of the business.

- **M3RP-L3 Managing People in a Road Passenger Company**

This unit is designed to help those working at a supervisory level or wishing to become a supervisor in a road passenger company. The unit will assist the supervisor to achieve the best performance from staff, whilst maintaining a dedicated and motivated workforce delivering a good quality of service.

The unit takes a detailed look at ways in which staff can be motivated and managed, the importance of team work, leadership and communication. The unit also explores basic employment legislation and disciplinary procedures used at the front line of any operation.

Unit Standards

Standard documents outlining the Learning Outcomes and associated Assessment Criteria for each unit of this qualification are available on request from the Awarding Organisation on 01536 740170 or alternatively by emailing ao@ciltuk.org.uk.

Total Qualification Time (TQT)

Total Qualification Time (TQT) is defined as the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a qualification. TQT is comprised of the following two elements:

- The number of hours which an Awarding Organisation has assigned to a qualification for Guided Learning; and
- An estimate of the number of hours a Learner will reasonably be likely to spend in preparation, study or any other form of participation in education or training, including assessment, which takes place as directed by - but not under the Immediate Guidance or Supervision of - a Lecturer, Supervisor, Tutor or other appropriate provider of education or training.

Total Unit Time (TUT) is defined as the number of notional hours which represents an estimate of the total amount of time that could reasonably be expected to be required, in order for a Learner to achieve and demonstrate the achievement of the level of attainment necessary for the award of a unit.

Guided Learning Hours (GLH) is defined as the activity of a Learner in being taught or instructed by - or otherwise participating in education or training under the Immediate Guidance or Supervision of - a lecturer, supervisor, tutor or other appropriate provider of education or training.

Immediate Guidance or Supervision is defined as the guidance or supervision provided to a Learner by a lecturer, supervisor, tutor or other appropriate provider of education or training with the simultaneous physical presence of the Learner and that person, or remotely by means of simultaneous electronic communication.

The Total Unit Time is 80 hours, including 20 Guided Learning Hours.

The Total Qualification Time for this qualification is 240 hours, including 60 Guided Learning Hours.

Study Options

This qualification is delivered by a network of Centres, and is available to study by a variety of routes, including: distance learning, classroom taught courses and blended learning.

For more information on the study options available please contact the Awarding Organisation on ao@ciltuk.org.uk or alternatively, visit the CILT(UK) web site at www.ciltuk.org.uk for a list of Centres.

Assessment

This qualification offers flexible assessment opportunities depending on the Learner's prior experience and future aspirations. Learners may select to study by the Institute Assessment Route (IAR) or the Centre Assessment Route (CAR). Further information on each of these assessment routes is detailed below.

Institute Assessment Route

The Institute Assessment Route (Knowledge Route) requires Learners to pass examinations and/or assignments that are set, marked and moderated by the Awarding Organisation. Full details on the IAR for this qualification are detailed below:

Mandatory Units

Learners must sit and pass one examination as detailed below:

- M1RP-L3 Road Passenger Company Operations

The examination is 2 hours' duration and is in two parts.

Part A consists of 20 multiple-choice questions.

Part B requires Learners to answer 3 out of 4 questions, each requiring a longer answer in the form of an essay or a lengthier calculation.

Each examination is weighted 40% for Part A and 60% for Part B.

The overall pass mark for the examination is 50%.

Learners also must complete two assignments per unit, each made up of 1,500 words:

- M2RP-L3 Road Passenger Company Finances
- M3RP-L3 Managing People in a Road Passenger Company

The overall pass mark for each assignment is 50%.

Each assignment is worth 50% of the total marks available for each unit.

Each assignment will be assessed as either a PASS (50% or over) or REFER (49% or below) grade. If the Learner has received a refer grade, then following the necessary amendments and revisions, the assignment can be re-submitted for assessment.

Centre Assessment Route

The Centre Assessment Route requires Learners to complete assessment that is designed, assessed and internally verified by the Centre; which is approved by the Awarding Organisation. As such, assessment methods will vary from Centre to Centre; however, to achieve this qualification Learners must provide evidence that successfully demonstrates achievement of all of the learning outcomes and associated assessment criteria for the mandatory units and for their chosen option unit. For further details on the CAR, Learners should contact their chosen Centre.

Grading Type

This qualification is not graded. All examinations are pass/fail and assignments are also pass/fail but may be referred as previously stated in the Institute Assessment Route section.

Learner Enrolment

Enrolment Period

The enrolment period for this qualification is two years, which is the period in which a Learner is expected to complete the qualification.

Enrolment Extensions

At the end of the enrolment period all Learners will be withdrawn from the relevant qualification. However, if an extension is required, Centres must contact the Awarding Organisation to request this. Extensions may be granted on a three-month basis and will be granted up to a maximum of eighteen months. If after this period a Learner has not completed, but wishes to continue, then the Centre will have to enrol the Learner again as detailed above.

Membership

Student Membership

Upon enrolment, all CILT(UK) Learners will be eligible to apply for Student Membership at a reduced rate.

Learners can apply for Membership by either visiting ciltuk.org.uk/join or calling Membership Services on 01536 740104 quoting their Centre Name and Promotional Code 'CILTAO'

Joining CILT(UK) offers Learners an unrivalled opportunity to advance their career.

Our exclusive range of Member benefits include:

- professional recognition through achievement of our assessed membership grades including Chartered Member (CMILT) status
- improved career prospects via our career development platform (CILTSuccess!), Jobs Board and Mentoring Service
- improved career opportunities via our tailored professional development training courses and globally-recognised qualifications
- access to a powerful network of contacts via our national conferences, specialist Forums and National/Regional events

- the latest news and insights from industry experts via monthly *Logistics & Transport Focus* magazine and access to our highly-regarded Knowledge Centre
- access to an exclusive range of health, well-being, lifestyle benefits and the reassurance of free legal advice
- discounts on CILT(UK) conferences, events, courses, monthly publications and specialist books.

By engaging with us, Learners will benefit from:

Connection – we help you to build powerful communities of like-minded professionals

Professional voice – we help you get your messages heard by key influencers

Professional recognition – we promote your commitment and achievements to employers

Personal development – we support you to achieve your career goals.

Membership Eligibility

Membership of CILT(UK) gives access to a unique range of benefits and unbeatable services designed to support individuals, personally and professionally, throughout their career.

Successful completion of the CILT(UK) Level 3 Certificate in Road Passenger First Line Management meets the educational requirement for Member grade of the Institute; however, in order to attain this grade Learners must also have 3 years' experience in the Logistics and Transport industry. Member grade allows Learners to use the designatory letters MILT after their name.

For further details on applying for membership please refer to the membership section of the website at www.ciltuk.org.uk or alternatively contact the Membership Services Department on 01536 740104 or by emailing membership@ciltuk.org.uk.

Progression

Learners can progress from the CILT(UK) Level 3 Certificate in Road Passenger First Line Management onto the CILT(UK) Level 5 Professional Diploma in Logistics and Transport.

For further information please contact the Awarding Organisation on 01536 740170 or alternatively by emailing ao@ciltuk.org.uk.