

# Why Work as a... Passenger Transport Driver - Bus and Coach or Tram

A solution for your training needs and career progression

## ROLE OVERVIEW

The broad purpose of the occupation is to provide excellent customer service by ensuring they can travel safely, on time and in comfort from the beginning to the end of their journey. Passenger transport drivers may work a variety of shifts or rotas, day and night, every day of the week. The duties they perform include preparing, carrying out, then completing the service in line with company procedures and legislative requirements.

## KEY POINTS

- **Level:** 2
- **Duration:** 12 months + End Point Assessment
- **Entry requirements:** You may be required to undertake training in maths and English. See [HERE](#) for more information
- **Career progression:** Options include working towards the Level 4 Passenger Transport Operations Manager

## KNOWLEDGE REQUIREMENTS

- Company standards for health and safety and vehicle cleanliness and the processes for maintaining standards throughout the service
- Vehicle types, features, systems, equipment and new and evolving technologies
- Principles of pre-service vehicle checks, tests and preparation
- Principles and techniques of defensive driving
- Route planning: sourcing and interpreting information, timing, customer onboard services
- Principles and techniques for driving efficiently to maximise sustainability, environmental and economic benefits
- Principles of collecting and protecting revenues

## SKILL REQUIREMENTS

- Apply safe working practices and comply with current passenger carrying vehicles (PCV) driving regulations and legislation
- Communicate with customers using automated, verbal or other methods regarding delays and interruptions to the service and timing
- Provide assistance for customers to safely embark and disembark the vehicle
- Changeover the vehicle or take a vehicle out of service
- Drive a bus or coach
- Drive a tram

## BEHAVIOUR REQUIREMENTS

- Prioritise health, safety and wellbeing
- Considers the environment and sustainability
- Contributes to equity, diversity, and inclusivity in the workplace
- Team-focus to meet work goals
- Prioritise customer needs
- Takes ownership of work, performance, and training, committing to organisational and self-improvement

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