



## National Unit specification: general information

**Unit title:** Passenger Transport in the UK: An Introduction  
(SCQF level 5)

**Unit code:** H1MA 11

**Superclass:** ZA

**Publication date:** June 2012

**Source:** Scottish Qualifications Authority

**Version:** 01

## Summary

This Unit is an optional Unit in the National Certificates in Travel and Tourism at SCQF level 5 and 6 and is also available as a free-standing Unit.

This Unit is designed to provide candidates with essential knowledge and awareness of the various sectors of the passenger transport sector in the UK.

This Unit is suitable for candidates who are undertaking the study of this subject for the first time and who wish to obtain a basic knowledge of working in the passenger transport sector and who are interested in pursuing a career in one of its industries. This will include key underpinning knowledge in areas such as the passenger transport infrastructure in the UK, the various career options available within the sector and the developments and challenges which the sector faces. On completion of this Unit candidates could progress onto further education or training in this sector.

## Outcomes

- 1 Describe the infrastructure of passenger transport in the UK.
- 2 Identify the challenges and developments currently experienced by the passenger transport industries in the UK.
- 3 Describe the career options available within the UK passenger transport industries.

## Recommended entry

While entry is at the discretion of the centre, candidates would normally be expected to have attained the following, or equivalent:

- ◆ Communication at SCQF level 4

## **General information (cont)**

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### **Credit points and level**

1 credit at Intermediate 2 (6 SCQF credit points at SCQF level 5\*).

*\*SCQF credit points are used to allocate credit to qualifications in the Scottish Credit and Qualifications Framework (SCQF). Each qualification in the Framework is allocated a number of SCQF credit points at an SCQF level. There are 12 SCQF levels, ranging from Access 1 to Doctorates.*

### **Core Skills**

Opportunities to develop aspects of Core Skills are highlighted in the support notes of this Unit specification.

There is no automatic certification of Core Skills or Core Skill components in this Unit.

## **National Unit specification: statement of standards**

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Acceptable performance in this Unit will be the satisfactory achievement of the standards set out in this part of the Unit specification. All sections of the statement of standards are mandatory and cannot be altered without reference to SQA.

### **Outcome 1**

Describe the infrastructure of passenger transport in the UK.

#### **Performance Criteria**

- (a) List the types of passenger transport currently operating in the UK and name the major operators.
- (b) Identify the principal gateway points, principal rail routes and the motorway network in the UK.
- (c) Describe the provision of local passenger transport typically found in the UK's towns and cities.

### **Outcome 2**

Identify the challenges and developments currently experienced by the passenger transport industries in the UK.

#### **Performance Criteria**

- (a) Identify the key challenges and developments affecting the UK passenger transport sector.
- (b) Describe the impact of these key challenges and developments on passengers and the passenger transport operators.
- (c) Describe the impact of 'green' issues on passenger transport operations.

### **Outcome 3**

Describe the career options available within the UK passenger transport industries.

#### **Performance Criteria**

- (a) List the different key operational job roles within the various passenger transport industries.
- (b) Describe accurately the roles and duties of particular job roles in passenger transport.
- (c) Identify correctly the skills and qualities required for particular job roles in passenger transport.

## **National Unit specification: statement of standards (cont)**

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### **Evidence Requirements for this Unit**

Evidence is required to demonstrate that candidates have achieved all Outcomes and Performance Criteria.

#### **Outcome 1**

The candidate will need evidence to demonstrate his/her Knowledge and/or Skills by showing that he/she can:

- ◆ List the types of passenger transport currently operating in the UK
- ◆ Name the current major passenger transport operators in the UK
- ◆ Identify the principal passenger transport gateway points within the UK
- ◆ Identify the principal passenger rail routes within the UK
- ◆ Identify the principal elements of the motorway network within the UK
- ◆ Describe the provision of local passenger transport typically found in the UK's towns and cities

#### **Outcome 2**

The candidate will need evidence to demonstrate his/her Knowledge and/or Skills by showing that he/she can:

- ◆ Identify the key challenges affecting the UK passenger transport sector
- ◆ Identify the key developments affecting the UK passenger transport sector
- ◆ Describe the impact of these key challenges and developments on passengers in the UK
- ◆ Describe the impact of these key challenges and developments on passenger transport operators in the UK
- ◆ Describe the impact of 'green' issues on passenger transport operations in the UK

#### **Outcome 3**

The candidate will need evidence to demonstrate his/her Knowledge and/or Skills by showing that he/she can:

- ◆ List the different key operational jobs within the various passenger transport industries in the UK
- ◆ Describe the roles and duties of particular job roles in the passenger transport industries in the UK
- ◆ Identify the skills and qualities required for particular jobs roles in the passenger transport industries in the UK

Outcome 1 must be assessed under supervised, controlled, closed-book conditions.

Outcomes 2 and 3 should be assessed by the presentation of appropriate evidence.

## **National Unit specification: support notes**

**Unit title:** Passenger Transport in the UK: An Introduction  
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This part of the Unit specification is offered as guidance. The support notes are not mandatory.

While the exact time allocated to this Unit is at the discretion of the centre, the notional design length is 40 hours.

### **Guidance on the content and context for this Unit**

This Unit is an optional Unit in the National Certificates in Travel and Tourism at SCQF level 5 and 6. The purpose of this Unit is for the candidate to acquire essential knowledge and understanding of the passenger transport sector in the UK. The Unit should provide candidates with adequate information to advise passengers on transport options in the UK and enhance their employability opportunities in this area.

In Outcome 1 the various passenger transport industries should be identified such as bus/coach, rail, aviation, taxi and ferry. Principal gateway points should be identified such as airports, ports and Channel Tunnel departure and arrival points. A recognition of the UK motorway network is also required including toll roads and motorway hotspots. Local passenger transport provision should also be identified to include bus, rail, underground, trams, light rail systems, taxis, private hire, chauffeur driven, inland waterways, etc.

Outcome 1 must be assessed by a written or recorded oral short question and answer test. This could be accompanied by a map based task which requires candidates to identify the principal public transport gateway points in the UK and the major motorway and rail networks in the UK. This assessment should be under supervised, controlled, closed-book conditions.

In Outcome 2 the developments affecting passenger transport should be identified and their impact described. This should include examples such as the Smart and Integrated Ticketing strategy, adding capacity at Heathrow Airport (additional runway), High Speed Two, Crossrail, Intercity Express Programme (IEP), West Coast route modernisation, Thameslink, combating crime on public transport, access for disabled passengers, increases in fuel duty, Air Passenger Tax, the introduction of body scanners in UK airports, the government fares policy for rail commuters, competition facing ferry operators, etc. The impact of green issues should also be understood and include examples such as key carbon reduction targets, traffic congestion and charges, toll roads, carbon limits in new vehicles, incentives to purchase electric and hybrid vehicles, high speed rail and rail electrification, greater fuel efficiency for air passenger transport, etc.

In Outcome 3 the various job roles within the passenger transport sector should be identified with examples from the bus/coach, rail, aviation and ferry industries. The key operational job roles would be, for example, taxi driver, train driver, train conductor, pilot, cabin crew, ground handling agent, bus driver, coach driver. The skills and qualities required to fulfil these job roles should be identified to include interpersonal skills, complaints handling, personal presentation and the ability to interact effectively with different types of passengers.

## **National Unit specification: support notes (cont)**

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Outcomes 2 and 3 could be assessed either individually or in combination. This could be through a mini-assignment of approximately 750 words in total. Candidates would be required to select a public transport operator in the UK (national or local) and investigate the challenges and developments, including 'green' issues, that are affecting their sector and the impact of these challenges and developments. Candidates would also be required to identify job roles within their selected public passenger transport operator and describe the duties, skills and qualities necessary to fulfil these roles.

### **Guidance on learning and teaching approaches for this Unit**

Approaches to the delivery of this Unit should be candidate-centred with ongoing guidance and tutor input. The Outcomes should be achieved through a variety of learning methods which might include some tutor presentation, research tasks, and group discussions. The learning experience would be enhanced by visits to local airports, passenger transport operators and guest speakers.

### **Guidance on approaches to assessment for this Unit**

Outcome 1 could be assessed by written or oral short answer closed-book test accompanied by a map based task which requires candidates to identify principal gateway points and the major motorway and rail networks in the UK.

Outcomes 2 and 3 could be assessed by a mini-assignment of approximately 750 words. Candidates would be required to select a passenger transport operator (national or local) and investigate the developments and 'green' issues in their sector and their impact.

Candidates would also be required to identify job roles within their selected passenger transport operator and describe their duties and the skills and qualities necessary to fulfil the roles.

### **Opportunities for the use of e-assessment**

E-assessment may be appropriate for some assessments in this Unit. By e-assessment we mean assessment which is supported by Information and Communication Technology (ICT), such as e-testing or the use of e-portfolios or social software. Centres which wish to use e-assessment must ensure that the national standard is applied to all candidate evidence and that conditions of assessment as specified in the Evidence Requirements are met, regardless of the mode of gathering evidence. Further advice is available in *SQA Guidelines on Online Assessment for Further Education (AA1641, March 2003)*, *SQA Guidelines on e-assessment for Schools (BD2625, June 2005)*.

### **Opportunities for developing Core Skills**

The written assessment evidence required for this Unit could provide the opportunity for development of Written Communication skills.

## **National Unit specification: support notes (cont)**

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### **Disabled candidates and/or those with additional support needs**

The additional support needs of individual candidates should be taken into account when planning learning experiences, selecting assessment instruments, or considering whether any reasonable adjustments may be required. Further advice can be found on our website [www.sqa.org.uk/assessmentarrangements](http://www.sqa.org.uk/assessmentarrangements)

## History of changes to Unit

Version	Description of change	Date

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