



Transport scheduler

Key information

Reference: ST1438

Version: 1.0

Level: 3

Typical duration to gateway: 18 months

Typical EPA period: 3 months

Maximum funding: £8000

Route: Transport and logistics

Date updated: 21/12/2023

Approved for delivery: 21 December 2023

Lars code: 748

EQA provider: Ofqual

Example progression routes:

Passenger transport operations manager,
Team leader or supervisor

Review: this apprenticeship will be reviewed in accordance with our change request policy.

Apprenticeship summary

Overview of the role

Supporting the safe and efficient operation of the aviation, tram, bus, coach and rail transport networks

Occupation summary

This occupation is found in the transport sector, across a range of different types of organisations such as airlines, train operators (overground and underground), bus and coach companies, tram operators and the military. These travel networks span the UK and beyond. Many travel networks cover multiple routes and services that connect to provide integrated travel solutions.

This occupation is found in diverse settings. It includes operators that provide public transport, commercial and military operators. Those working in this occupation help meet a wide range of different transport needs and objectives.

Transport schedulers provide support to key teams such as flight crews or bus drivers. They may be required to work on site, which could include commercial airports, bus/train/tram stations or military bases. They are also found off site in remote offices, a small control location, or a major operations control room.

The broad purpose of the occupation is to help ensure that transport services operate safely, efficiently and effectively by having all the necessary requirements at the right time and place.

Transport schedulers typically plan, review and develop timetables to help network operations meet service delivery requirements. They also plan the rostering of the onboard crew and any

support staff that will be needed. They provide support during the live service, which may mean monitoring vehicle/aircraft progress or providing guidance. Finally, they may need to arrange for the resources needed, which could include the vehicle or any parts that are required.

Ultimately, transport schedulers help passengers and customers get to their destinations safely and on time. Transport schedulers therefore play a key role in delivering successful transport operations.

People in this occupation sometimes work normal office hours, but shift work may be expected, particularly where the travel network operates during unsociable hours.

In their daily work, an employee in this occupation interacts with members of their immediate team and other stakeholders critical to its safe operation such as the onboard crew, crew management, ground staff, engineers and suppliers. Transport schedulers may work independently or as part of a team.

Transport schedulers are responsible for delivering solutions to service stakeholders such as commercial managers and engineering managers and will collaborate with front-line staff and others involved in the scheduling process.

An employee in this occupation will be responsible for assessing and arranging the individual needs of travel service. To do this, they may consider (for instance) the vehicle/aircraft type, objective, the systems to be used, parts and repairs, the crew complement, and timing requirements. They may need to source these requirements, which may involve negotiation with stakeholders.

They are responsible for the creation, maintenance, allocation and delivery of timetables, schedules, rosters and diagrams. As well as being compliant, timetables, schedules, rosters and diagrams will be optimised to help meet the organisations objectives.

Transport schedulers typically risk assess and monitor several travel services at the same time. They must maintain safe and compliant operations while also prioritising their work to meet targets. They typically must allocate resources within a financial limit. They are responsible for ensuring all schedules/timetables and any bespoke requirements meet quality standards in line with legislative and organisational operating procedures.

Transport schedulers may be required to capture and analyse a wide range of performance data and information. They use this when reviewing and validating their solutions against existing services, business requirements and contracts, and customer standards. They may make recommendations to senior management on improvements. The kinds of improvements they look at might impact, for instance, customer service, compliance, the environment and sustainability, performance, industrial relations, or safety and financial efficiencies.

Transport schedulers sometimes encounter degraded travel conditions, or unexpected incidents on the route. They may also be required to handle responses in serious emergency situations that can be highly challenging and require rapid analysis and problem-solving to provide alternative travel solutions. They are also expected to provide short-term solutions for planned work, for example providing adjustments while repair work is undertaken.

Transport schedulers are accountable for their own area of work. Effective handovers to team members in the production timeline as well as at the end of a shift are a key feature, that ensures that transport services receive the required support. They typically work to a line manager, who is

often a technical expert. They will be required to escalate issues that are beyond their own jurisdiction to their line manager or relevant technical expert.

Typical job titles include:

Aviation scheduler

Line reliability support analyst

Operational planner

Operational planning assistant

Performance information administrator.

Support reliability analyst

Train planner

Duties

Duty 1 Receive and provide other stakeholders with handover data to ensure continuity of planned travel operations.

Duty 2 Create the timetable, schedule, roster or diagram to meet objectives in relation to the transport service, contractual requirements, passenger experience and commercial requirements as appropriate.

Duty 3 Revise the timetable, schedule, roster or diagram to meet objectives in relation to the transport service, contractual requirements, passenger experience and commercial requirements as appropriate.

Duty 4 Operate organisational digital platforms to support the creating, revising and presenting of the timetable, schedule, roster or diagram.

Duty 5 Consider the needs of the planned transport service when creating a timetable, schedule, roster or diagram.

Duty 6 Arrange access to travel routes and register timetables, schedules, rosters or diagrams as required.

Duty 7 Allocate resources or slots to travel operations in line with organisational objectives.

Duty 8 Ensure timetable, schedule, roster or diagram complies with legislative and sector specific requirements.

Duty 9 Monitor and assess transport services performance, providing timely interventions and advice as needed.

Duty 10 Respond to prolonged or persistent disruption to transport services.

Duty 11 Contribute to supporting situations that occur due to unforeseen circumstances and liaising with key stakeholders.

Duty 12 Carry out compliance monitoring, report non-compliance and escalate to the appropriate person or authority.

Duty 13 Balance and prioritise own workload, contributing to organisational objectives.

Duty 14 Provide evidence-based recommendations that improve operational performance of an individual transport service or the wider travel network.

Duty 15 Complete compulsory training.

Apprenticeship summary

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This is a summary of the key things that you – the apprentice and your employer need to know about your end-point assessment (EPA). You and your employer should read the EPA plan for the full details. It has information on assessment method requirements, roles and responsibilities, and re-sits and re-takes.

What is an end-point assessment and why it happens

An EPA is an assessment at the end of your apprenticeship. It will assess you against the knowledge, skills, and behaviours (KSBs) in the occupational standard. Your training will cover the KSBs. The EPA is your opportunity to show an independent assessor how well you can carry out the occupation you have been trained for.

Your employer will choose an end-point assessment organisation (EPAO) to deliver the EPA. Your employer and training provider should tell you what to expect and how to prepare for your EPA.

The length of the training for this apprenticeship is typically 18 months. The EPA period is typically 3 months.

The overall grades available for this apprenticeship are:

- fail
- pass
- distinction

EPA gateway

The EPA gateway is when the EPAO checks and confirms that you have met any requirements required before you start the EPA. You will only enter the gateway when your employer says you are ready.

The gateway requirements for your EPA are:

- achieved English and mathematics qualifications in line with the apprenticeship funding rules
- for the interview underpinned by a portfolio of evidence, you must submit a portfolio of evidence

Assessment methods

Observation with questions

You will be observed by an independent assessor completing your work. It will last at least 2 hours. They will ask you at least 3 questions.

Interview underpinned by a portfolio of evidence

You will have an interview with an independent assessor. It will last at least 90 minutes. They will ask you at least 10 questions. The questions will be about certain aspects of your occupation. You need to compile a portfolio of evidence before the EPA gateway. You can use it to help answer the questions.

Who to contact for help or more information

You should speak to your employer if you have a query that relates to your job.

You should speak to your training provider if you have any questions about your training or EPA before it starts.

You should receive detailed information and support from the EPAO before the EPA starts. You should speak to them if you have any questions about your EPA once it has started.Reasonable adjustments

If you have a disability, a physical or mental health condition or other special considerations, you may be able to have a reasonable adjustment that takes this into account. You should speak to your employer, training provider and EPAO and ask them what support you can get. The EPAO will decide if an adjustment is appropriate.

Version log

Version	Change detail	Earliest start date	Latest start date
1.0	Approved for delivery	21/12/2023	Not set

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