



APPRENTICESHIP STANDARD

TRANSPORT SCHEDULER

FULL SPECIFICATION

Level	3
Duration	12 Months (Not including EPA)
Maximum Funding	£8,000
Code	ST1438
QN	610/5029/5



01530 836662



EPAO@futurequals.com



futurequals.com

Copyright © Future (Awards and Qualifications) Ltd 2026. All rights reserved. The content of this publication is, unless otherwise indicated, copyright of Future (Awards and Qualifications) Ltd T/A FutureQuals® and may not be reproduced, translated or distributed in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), without prior written permission from FutureQuals.

FutureQuals® is a UK registered trade mark of Future (Awards and Qualifications) Ltd T/A FutureQuals.

Document Title: ST1438 Assessment Specification – Level 3 Transport Scheduler
Version: V26-1.0
Owner: Operations

Table of Contents

Document Details and Version History	4
Introduction	5
<i>Introduction to FutureQuals.....</i>	<i>5</i>
<i>Introduction to End-Point Assessment Specification.....</i>	<i>6</i>
<i>Publication Information.....</i>	<i>6</i>
<i>End-Point Assessment Fees</i>	<i>6</i>
End-Point Assessment Information.....	7
<i>Who is this apprenticeship for?</i>	<i>7</i>
<i>What is the purpose of this apprenticeship?</i>	<i>7</i>
<i>How does this apprenticeship relate to other similar apprenticeships or qualifications?</i>	<i>8</i>
<i>What is an end-point assessment?</i>	<i>8</i>
<i>What will the end-point assessment look like and how long will it take?.....</i>	<i>8</i>
<i>Support Materials</i>	<i>8</i>
<i>On Programme Requirements.....</i>	<i>9</i>
<i>Roles and Responsibilities.....</i>	<i>10</i>
<i>Gateway</i>	<i>14</i>
<i>End-Point Assessment Overview</i>	<i>14</i>
Assessment Method 1: Observation with Questions	15
Assessment Method 2: Interview underpinned by a portfolio.....	17
Reasonable Adjustments and Special Considerations.....	20
Grading	20
Resits/Retakes.....	21
<i>Internal Quality Assurance.....</i>	<i>21</i>
<i>External Quality Assurance</i>	<i>21</i>
Enquiries	22
<i>Contact Us</i>	<i>22</i>
<i>Data Protection</i>	<i>22</i>
<i>Conflict of Interest.....</i>	<i>22</i>
<i>Appeals.....</i>	<i>22</i>
<i>Feedback.....</i>	<i>22</i>
<i>Complaints.....</i>	<i>23</i>

<i>Dealing with Malpractice and Maladministration</i>	23
<i>Key FutureQuals Documents</i>	23
<i>Appendix 1 – Knowledge, Skills and Behaviours</i>	24

Document Details and Version History

Document Details	
Document Name	Level 3 Transport Scheduler End-Point Assessment Specification
Purpose of Document	To confirm requirements and provide guidance regarding this end-point assessment.
Document Version Number	V26-1.0
Document Owner	Operations
Date Version Approved	
Next Scheduled Review Date	

Version History			
New Version Number	Date Amended	Section/Page Number Amended	Details of Amendment(s)
V1.0	06/02/2026	All	Document Creation

Introduction

Introduction to FutureQuals

FutureQuals is a forward-thinking, Learner-centric and customer-focused awarding and end-point assessment organisation committed to excellence.

Our Values

Visionary | Supportive | Innovative | Professional

Our Vision

“We envisage a place in which every Learner achieves their full potential.”

Our Mission

“To provide Learners, Centres and Organisations with respected, valued, inclusive and quality-assured qualifications and assessments.”

Recognised to offer regulated qualifications in England, Wales, Northern Ireland, and accredited qualifications in Scotland, FutureQuals provide approved Centres with specialist, progressive qualifications.

FutureQuals is recognised to deliver high-quality apprenticeship end-point assessment for employers and training providers in England.

A full list of our qualifications and end-point assessments can be found on our website: <https://www.futurequals.com>

Introduction to End-Point Assessment Specification

Welcome to the **Level 3 Transport Scheduler** End-Point Assessment Specification.

The aim of this specification is to confirm requirements and provide guidance to our customers regarding this end-point assessment. It is recommended that you study this specification in detail, becoming fully conversant with the procedures and accompanying documents.

This specification is a live document and will, therefore, be reviewed and updated. Customers will be notified when changes are made. It is the responsibility of the customer to ensure the most up-to-date version of the specification is in use.

Publication Information

Every effort has been made to ensure that the information contained in this document is true and correct at the time of publication. However, FutureQuals products and services are subject to continuous development and improvement. This document is also tied to an assessment plan which may be updated from time to time. We, therefore, reserve the right to change these products and services from time to time. FutureQuals cannot accept liability for any loss or damage incurred from the use of information in this publication. Any changes and updates will be documented in the version history of this specification.

End-Point Assessment Fees

Please visit our website for information on registration fees. Applicable assessment resit/retake fees are available on request.

End-Point Assessment Information

End-Point Assessment Title:	Transport Scheduler
End-Point Assessment Level:	3
IFATE Assessment Plan Version:	ST1438
EPA Product Code:	L3EPATS
Qualification Number:	610/5029/5
Regulated by:	Skills England
Externally Quality Assured by:	Ofqual

Who is this apprenticeship for?

This apprenticeship is for someone who wants to become a transport scheduler. Transport schedulers work within aviation, rail, bus, coach and tram services to support the safe, efficient and reliable delivery of transport operations. They help ensure that all services have the right people, vehicles and resources in the right place at the right time.

What is the purpose of this apprenticeship?

The purpose of this apprenticeship is to prepare apprentices to work as a **Transport Scheduler**, supporting the safe, efficient and reliable operation of aviation, rail, bus, coach and tram networks. Transport Schedulers help ensure that transport services have the right vehicles, crews and resources available at the right time and place so that passengers can travel safely and on time.

Day-to-day duties involve creating, maintaining and updating timetables, schedules and crew rosters, monitoring live transport services, and responding to delays, disruptions or unexpected events. Transport Schedulers also liaise closely with frontline staff, engineers, ground teams and other key stakeholders to keep transport operations running smoothly.

This occupation requires apprentices to analyse performance information, consider operational risks, and make evidence-based decisions to support service delivery. They must communicate clearly and effectively, follow organisational procedures, and ensure that all schedules and resource plans meet legal, contractual and safety requirements.

Transport Schedulers work at a level that requires them to take responsibility for their own area of work, manage their workload to meet operational deadlines, and contribute to the continuous improvement of transport services. They need to understand the principles, regulations and operational requirements of the transport sector, and be able to evaluate and interpret information to solve operational problems.

After successful completion, Transport Schedulers will be accountable for planning and supporting transport services within their scope of responsibility, escalating issues when required, and working collaboratively with colleagues across the transport network to maintain safe and compliant operations.

How does this apprenticeship relate to other similar apprenticeships or qualifications?

There are currently no other apprenticeships similar to this apprenticeship. There are, however, other related sector qualifications.

What is an end-point assessment?

End-point assessment (EPA) is the final stage of an apprenticeship. It is an impartial assessment of whether the Apprentice has developed the skills, knowledge and behaviours outlined in the apprenticeship standard.

Assessments are designed by employers in the sector and are conducted by independent bodies known as end-point assessment organisations (EPAOs), such as FutureQuals.

Each apprenticeship includes an end-point assessment plan which describes how the Apprentice should be tested against the appropriate criteria, using suitable methods.

What will the end-point assessment look like and how long will it take?

End-Point Assessment Activity	Time Taken
<ul style="list-style-type: none">• Assessment Method 1 – Observation with Questions	2 hours
<ul style="list-style-type: none">• Assessment Method 2 – Interview underpinned by a portfolio of evidence	90 Minutes

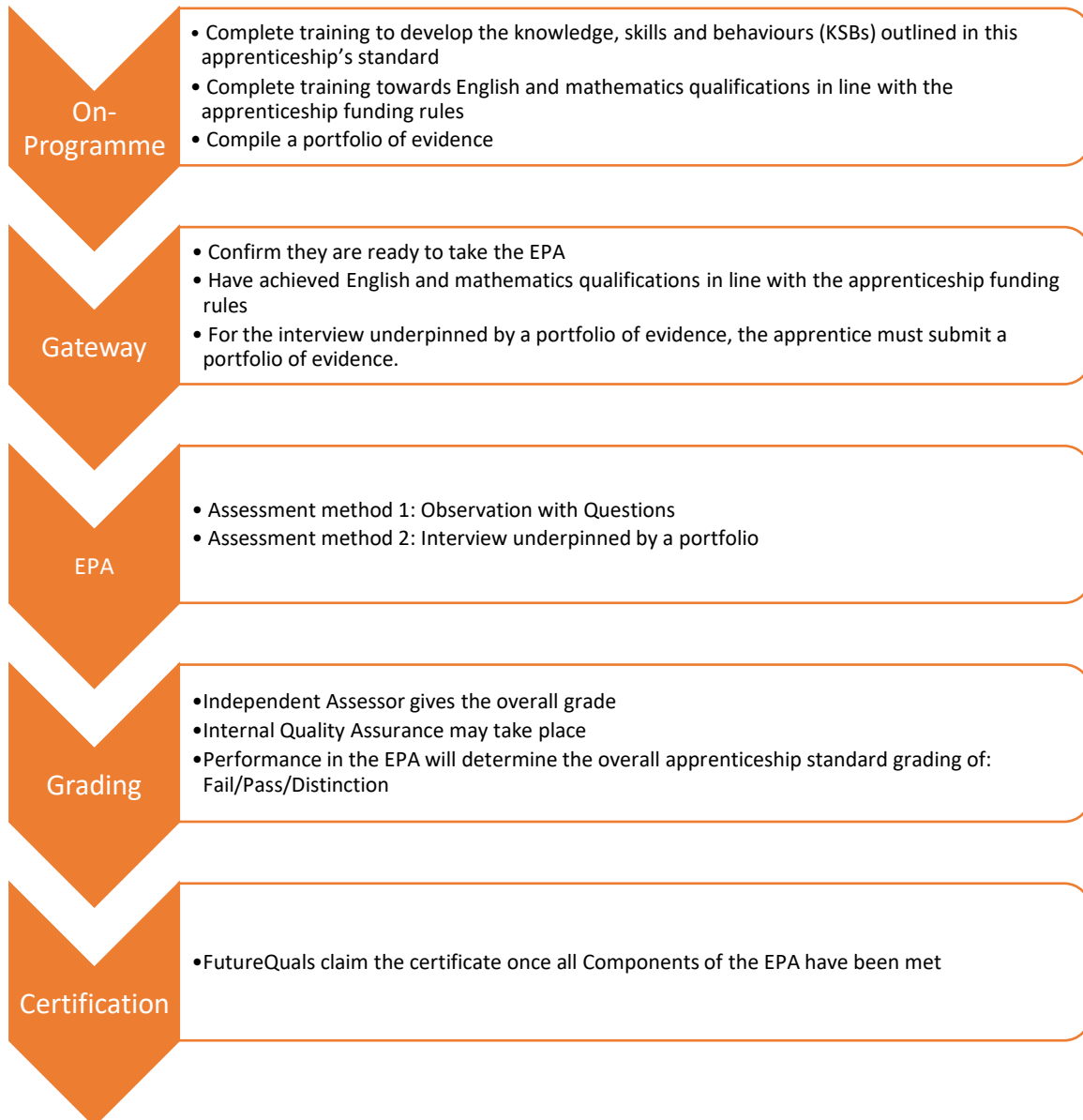
Assessments can be taken in any order. The result of one assessment method does not need to be known before starting the next.

Support Materials

FutureQuals provides the following supporting materials for the **FAQ Level 3 Transport Scheduler** End-Point Assessment:

- *FAQ Level 3 Transport Scheduler End-Point Assessment Specification*
- *FAQ Level 3 Transport Scheduler End-Point Assessment Apprentice Guide*
- *FAQ Level 3 Transport Scheduler End-Point Assessment Training Provider/Employer Guide*
- *FAQ Level 3 Transport Scheduler End-Point Assessment Apprentice Briefs - for all assessments including sample assessments*
- *FAQ Level 3 Transport Scheduler End-Point Assessment Apprentice Mapping Documents*

On Programme Requirements



Roles and Responsibilities

Role	Responsibilities
Apprentice	<p>As a minimum, the apprentice should:</p> <ul style="list-style-type: none"> • complete on-programme training to meet the KSBs as outlined in the apprenticeship standard for a minimum of 12 months • complete the required amount of off-the-job training specified by the apprenticeship funding rules and as arranged by the employer and training provider • understand the purpose and importance of EPA • prepare for and undertake the EPA including meeting all gateway requirements
Employer	<p>Select the EPAO and training provider</p> <ul style="list-style-type: none"> • work with the training provider, where applicable, to support the apprentice in the workplace and to provide the opportunities for the apprentice to develop the KSBs • arrange and support off-the-job training to be undertaken by the apprentice • decide when the apprentice is working at or above the apprenticeship standard and is ready for EPA • ensure the apprentice is prepared for the EPA • ensure that all supporting evidence required at the gateway is submitted in line with this EPA plan • confirm arrangements with the EPAO for the EPA in a timely manner, including who, when, where • provide the EPAO with access to any employer-specific documentation as required for example, company policies • ensure that the EPA is scheduled with the EPAO for a date and time which allows appropriate opportunity for the apprentice to meet the KSBs • ensure the apprentice is given sufficient time away from regular duties to prepare for, and complete the EPA • ensure that any required supervision during the EPA period, as stated within this EPA plan, is in place • ensure the apprentice has access to the resources used to fulfil their role and carry out the EPA for workplace based assessments • remain independent from the delivery of the EPA • pass the certificate to the apprentice upon receipt

Training Provider	<p>As a minimum, the training provider must:</p> <ul style="list-style-type: none"> • conform to the requirements of the apprenticeship provider and assessment register • ensure procedures are in place to mitigate against any conflict of interest • work with the employer and support the apprentice during the off-the-job training to provide the opportunities to develop the KSBs as outlined in the occupational standard • deliver training to the apprentice as outlined in their apprenticeship agreement • monitor the apprentice’s progress during any training provider led on-programme learning • ensure the apprentice is prepared for the EPA • advise the employer, upon request, on the apprentice’s readiness for EPA • ensure that all supporting evidence required at the gateway is submitted in line with this EPA plan • remain independent from the delivery of the EPA
End-point Assessment Organisation (EPAO)	<p>As a minimum, the EPAO must:</p> <ul style="list-style-type: none"> • conform to the requirements of this EPA plan and deliver its requirements in a timely manner • conform to the requirements of the apprenticeship provider and assessment register • conform to the requirements of the external quality assurance provider (EQAP) • understand the apprenticeship including the occupational standard and EPA plan • make all necessary contractual arrangements including agreeing the price of the EPA • develop and produce assessment materials including specifications and marking materials, for example mark schemes, practice materials, training material • maintain and apply a policy for the declaration and management of conflict of interests and independence. This must ensure, as a minimum, there is no personal benefit or detriment for those delivering the EPA or from the result of an assessment. It must cover: <ul style="list-style-type: none"> ○ apprentices ○ employers ○ independent assessors

	<ul style="list-style-type: none"> ○ any other roles involved in delivery or grading of the EPA ● have quality assurance systems and procedures that ensure fair, reliable and consistent assessment and maintain records of internal quality assurance (IQA) activity for external quality assurance (EQA) purposes ● appoint independent, competent, and suitably qualified assessors in line with the requirements of this EPA plan ● appoint administrators, invigilators and any other roles where required to facilitate the EPA ● deliver induction, initial and on-going training for all their independent assessors and any other roles involved in the delivery or grading of the EPA as specified within this EPA plan. This should include how to record the rationale and evidence for grading decisions where required ● conduct standardisation with all their independent assessors before allowing them to deliver an EPA, when the EPA is updated, and at least once a year ● conduct moderation across all of their independent assessors' decisions once EPAs have started according to a sampling plan, with associated risk rating of independent assessors ● monitor the performance of all their independent assessors and provide additional training where necessary ● develop and provide assessment recording documentation to ensure a clear and auditable process is in place for providing assessment decisions and feedback to all relevant stakeholders ● use language in the development and delivery of the EPA that is appropriate to the level of the apprenticeship ● arrange for the EPA to take place in a timely manner, in consultation with the employer ● provide information, advice, and guidance documentation to enable apprentices, employers and training providers to prepare for the EPA ● confirm the gateway requirements have been met before they start the EPA for an apprentice ● arrange a suitable venue for the EPA ● maintain the security of the EPA including, but not limited to, verifying the identity of the apprentice, invigilation and security of materials
--	---

	<ul style="list-style-type: none"> • where the EPA plan permits assessment away from the workplace, ensure that the apprentice has access to the required resources and liaise with the employer to agree this if necessary • confirm the overall grade awarded • maintain and apply a policy for conducting appeals
Independent Assessor	<p>As a minimum, an independent assessor must:</p> <ul style="list-style-type: none"> • be independent, with no conflict of interest with the apprentice, their employer or training provider, specifically, they must not receive a personal benefit or detriment from the result of the assessment • have, maintain and be able to evidence up-to-date knowledge and expertise of the occupation • have the competence to assess the EPA and meet the requirements of the IQA section of this EPA plan • understand the apprenticeship’s occupational standard and EPA plan • attend induction and standardisation events before they conduct an EPA for the first time, when the EPA is updated, and at least once a year • use language in the delivery of the EPA that is appropriate to the level of the apprenticeship • work with other personnel, where used, in the preparation and delivery of assessment methods • conduct the EPA to assess the apprentice against the KSBs and in line with the EPA plan • make final grading decisions in line with this EPA plan • record and report assessment outcome decisions • comply with the IQA requirements of the EPAO • comply with external quality assurance (EQA) requirements

Gateway

The EPA period should only start once the employer is satisfied that the Apprentice is consistently working at or above the level set out in the occupational standard - that they are deemed to have achieved occupational competence. In making this decision, the employer may take advice from the Apprentice's training provider(s) and Apprentice.

FutureQuals determines when all Gateway requirements have been met, from evidence provided by the employer, training provider and Apprentice, and the EPA period will only start once FutureQuals has confirmed this.

In addition to the employer's confirmation that the Apprentice is working at or above the level in the occupational standard, the Apprentice must have completed the following Gateway requirements prior to starting EPA:

- Confirm they are ready to take the EPA
- Have achieved English and mathematics qualifications in line with the apprenticeship funding rules
- For the interview underpinned by a portfolio of evidence, the apprentice must submit a portfolio of evidence.

End-Point Assessment Overview

Appendix 1 – *Mapping Assessment Methods to Knowledge, Skills and Behaviours* shows the knowledge, skills and behaviours (KSBs) covered by each assessment method.

End-Point Assessment Activity	Criteria covered
Observation with questions	Handover and planning K1 S1 S6
	Creating a timetable, schedule, roster or diagram K2 K3 S3 S15
	Revising a timetable, schedule, roster or diagram K4 K5 S4
	Operating platforms K6 K7 S5
	Documentation K21 S21
Interview underpinned by a portfolio of evidence	Compliance K10 K12 K13 K14 S9 S10 S11 S12 S13 B2
	Continuous Improvement K15 K16 S16
	Communication and Collaboration, K8 K11 K17 K18 S7 S14 S17 S18 B3
	Legislation K9 S8
	Environmental and Sustainability K19 S19
	Equity, Diversity and Inclusion K20 S20 B4
	Continuing Professional Development (CPD) K22 S2 B1

Assessment Method 1: Observation with Questions

The observation with questions assesses competence through direct observation of the apprentice carrying out normal Transport Scheduler duties in the workplace. The assessment takes place in the apprentice's usual working environment and lasts **2 hours, with up to 10% additional time permitted**.

This method evaluates the apprentice's ability to perform operational tasks such as but not limited to creating or revising timetables, schedules, rosters or diagrams; responding to handover information; using organisational digital platforms; recording documentation; and monitoring the performance of transport services. The apprentice follows their normal workplace practices and uses standard organisational systems and processes.

The independent assessor observes tasks that naturally occur during the apprentice's working day. Questioning takes place during natural pauses or after observed activities and is used to confirm understanding, clarify actions, and cover any KSBs not evidenced during observation. To pass, the apprentice must demonstrate all KSBs mapped to this assessment method.

Grading Criteria

Fail/Pass

This assessment tests the following areas:

Grading Descriptors

Description – Pass Criteria

Handover and planning K1, S1, S6	Responds to handover information, using it to undertake pre-planning activities in relation to transport services in line with organisational requirements (K1, S1, S6).
Creating a timetable, schedule, roster or diagram K2, K3, S3, S15	Manages own workload to create timetables, schedules, rosters or diagrams in line with sector regulations and organisational procedures (K2, K3, S3, S15).
Revising a timetable, schedule, roster or diagram K4, K5, S4	Revises timetables, schedules, rosters or diagrams in line with organisational procedures and sector regulations (K4, K5, S4).
Operating platforms K6, K7, S5	Uses organisational digital platforms when creating or revising timetables, schedules, rosters or diagrams, in order to meet operational needs, complying with GDPR

	and cyber security requirements (K6, K7, S5).
Documentation K21, S21	Records or enters information, paper based, or electronically, for work tasks in line with organisational procedures. (K21, S21).
Fail Criteria	
Fail - does not meet pass criteria	

Knowledge Skills and Behaviours

Knowledge

K1	Sector and organisational specific handover information, from internal and external stakeholders, for example, crew numbers, crew replacement plans, train plans, planned maintenance activities
K2	Sector regulations that need to be considered when creating timetables, schedules, rosters or diagrams.
K3	Organisational procedures to create timetables, schedules, rosters or diagrams: transport services, contractual, passenger expectation, commercial.
K4	Sector regulations that need to be considered when revising timetables, schedules, rosters or diagrams in the case of special events, or unforeseen circumstances.
K5	Organisational procedures to revise timetables, schedules, rosters or diagrams including sporting events, national and local agreements, weather.
K6	Organisational digital platforms that are used to create and revise timetables, schedules, rosters or diagrams. General data protection regulation (GDPR). Cyber security requirements.
K7	Methods of presenting timetables, schedules, rosters or diagrams, for example, using software platforms, the actual communication to wider external stakeholders.
K21	Documentation: methods and requirements - electronic and paper.

Skills

S1	Respond to sector and organisational specific handover data.
S3	Create timetables, schedules, rosters or diagrams.
S4	Revise timetables, schedules, rosters or diagrams.
S5	Use organisational digital platforms, for example, ATTUne, AIMs, Omnibus. Comply with GDPR and cybersecurity requirements.
S6	Undertake pre-planning activities to identify considerations to be made in relation to transport services, for example, research country specific medical

	and visa requirements, review local, national and international events calendars, consider transport service capacity
S15	Manage own workload to ensure that contributions to organisational objectives meet all requirements.
S21	Record or enter information - paper based or electronic. For example, risk assessments, handover documents, work sheets, checklists, and any legal reporting requirements

Assessment Method 2: Interview underpinned by a portfolio

The interview underpinned by a portfolio of evidence assesses competence through structured questioning conducted by an independent assessor. The interview is completed under controlled assessment conditions, either in the workplace, an EPAO venue, or by secure video conferencing, and lasts **90 minutes, with up to 10% additional time permitted**.

This method evaluates how the apprentice applies Transport Scheduler KSBs to real operational situations. Areas assessed but not limited to include monitoring and assessing transport services, responding to disruption, supporting situations caused by unforeseen circumstances, communicating with stakeholders, escalating issues appropriately, ensuring compliance, and contributing to operational improvements. The apprentice may refer to their portfolio throughout the interview, but the portfolio itself is **not directly assessed**.

The independent assessor asks at least **10 structured questions**, with follow-up questions used for clarification or depth where required. The apprentice must demonstrate every KSB assigned to this assessment method to achieve a pass. Distinction performance requires deeper reasoning and clear justification of actions and decisions based on workplace evidence.

Grading Criteria

Fail/Pass/Distinction

This assessment tests the following areas:

Grading Descriptors

Description – Pass Criteria

Compliance K10, K12, K13, K14, S9, S10, S11, S12, S13, B2	Explains how they monitor and assess the transport service, intervening and providing support when required. Describes how they ensure timetables, schedules, rosters or diagrams comply with sector specific legislation, regulations and organisational specific requirements, identifying instances of non-compliance (K10, K14, S9, S13). Explains how they have responded to prolonged or persistent disruption to transport services in line with organisational procedures (K12, S10). Explains how they respond and adapt to work demands, and have supported situations that have occurred due to unforeseen
---	---

	circumstances in line with organisational procedures and industry requirements, liaising with internal and external stakeholders as required (K13, S11, S12, B2).
Continuous Improvement K15, K16, S16	Explains organisational workload planning tools and techniques (K15). Explains how they have made operational performance improvements to support teams objectives or key performance indicators (K16, S16).
Communication and collaboration K8, K11, K17, K18, S7, S14, S17, S18, B3	Explains how they communicate verbally in a context suitable to the audience, for example, technical and non-technical data with colleagues, and stakeholders (K17, S17). Explains how they communicate in a written context, suitable to the audience, for example, using plain English principles with internal and external customers, colleagues and managers. (K18, S18). Explains how they collaborate within and across teams, and how they liaise with stakeholders to ensure access to travel routes and where required register timetables, schedules, rosters or diagrams (K8, S7, B3). Explains how they escalate issues and tasks that are beyond the limit of their authority in line with organisational procedures (K11, S14).
Legislation K9, S8	Explains how they comply with sector legislation, for example, union agreements, commercial contracts (K9, S8).
Environmental and Sustainability K19, S19	Explains how they apply environmental and sustainability procedures in compliance with regulations, guidance and standards (K19, S19).
Equity, Diversity and Inclusion K20, S20, B4	Describes how they act ethically and follow any equity, diversity and inclusion principles in their workplace. (K20, S20, B4).
Continuing Professional Development (CPD) K22, S2, B1	Carry out and record their own planned and unplanned CPD in line with organisational CPD requirements (K22, S2, B1).
Description – Distinction Criteria	
Compliance K10, K12, K13, K14, S9, S10, S11, S12, S13, B2	Justifies their actions when responding to prolonged or persistent disruption to transport services (K12, S10). Justifies the actions taken when they respond to situations that occurred due to unforeseen circumstances (K13, S11).
Continuous Improvement K15, K16, S16	Explains how their operational performance improvements have the potential to improve the work of the wider team or organisation (K16, S16).
Communication and collaboration K8, K11, K17, K18, S7, S14, S17, S18, B3	N/A
Legislation K9, S8	N/A
Environmental and Sustainability K19, S19	Explains how complying with regulations, guidance, standards and their company's procedures reduces the impact on the environment, justifying actions they have taken (K19, S19).

Equity, Diversity and Inclusion K20, S20, B4	N/A
Continuing Professional Development (CPD) K22, S2, B1	Explains how their CPD has made a difference to their work (K22, S2, B1).
Fail Criteria	
Fail - does not meet pass criteria	

Knowledge Skills and Behaviours

Knowledge

K8	Access requirements that are required for travel routes, including access plans, visa and qualification requirements, power types, registration of timetable, schedule, roster or diagram.
K9	Sector specific legislation and other requirements that must be complied with when creating or revising timetables, schedules, rosters or diagrams, for example, union agreements, commercial contracts
K10	Organisational procedures for monitoring and assessing the performance of transport services.
K11	Organisational procedures for escalating transport services performance issues identified from monitoring and assessment activities within their limits of authority.
K12	Organisational procedures and industry specific practices for responding to, and dealing with prolonged or persistent disruption, for example, weather conditions, mechanical issues, public events.
K13	Organisational procedures and industry specific practices for supporting situations caused by unforeseen circumstances.
K14	Compliance requirements of the organisation and wider industry in relation to transport services.
K15	Workload planning tools and techniques.
K16	Organisational and industry specific objectives and key performance indicators (KPIs).
K17	Verbal communication techniques. Giving and receiving data and information. Matching style to audience. Industry terminology.
K18	Techniques for written communication, plain English principles.
K19	Impact of the sector on the environment. Efficient use of resources. Recycling, reuse, and safe disposal of waste.
K20	Principles of equity, diversity, and inclusion in the workplace.
K22	CPD (planned and unplanned) and recording methods.

Skills

S2	Carry out and record CPD.
S7	Liaise with internal and external stakeholders to ensure access to travel routes and where required, register timetables, schedules, rosters or diagrams.
S8	Comply with sector legislation for example union agreements, commercial contracts.
S9	Monitor and assess the performance of transport services, intervening and providing support when required.

S10	Respond to prolonged or persistent disruption to transport services, ensuring solutions take into consideration the requirements of internal and external stakeholders.
S11	Support situations that occur due unforeseen circumstances, contributing where required in line with organisational procedures and industry specific practices, for example, emergency situations, extreme weather conditions, industrial action.
S12	Liaise with internal and external stakeholders to ensure full support is offered during situations that occur due to unforeseen circumstances, for example, emergency situations, extreme weather conditions, industrial action.
S13	Identify non-compliance in transport services through monitoring activities.
S14	Escalate situations to the appropriate person or authority.
S16	Make operational performance improvements.
S17	Communicate with others verbally for example, colleagues and stakeholders.
S18	Communicate in writing with others for example, internal and external customers, colleagues, and managers.
S19	Comply with regulations, standards, and guidance, including environmental and sustainability regulations.
S20	Follow equity, diversity, and inclusion principles.
Behaviour	
B1	Committed to maintaining and enhancing competence of self through Continuing Professional Development (CPD).
B2	Respond and adapt to work demands and situations.
B3	Collaborate within teams, across disciplines and with internal and external stakeholders.
B4	Act ethically.

Reasonable Adjustments and Special Considerations

We are committed to improving access for Learners with disabilities and other difficulties, without compromising assessment.

Further details are provided in the *Reasonable Adjustments and Special Considerations Policy*, which can be found on the FutureQuals website.

Grading

Observation with Questions	Interview Underpinned by a portfolio of evidence	Overall Grade
Fail	Any Grade	Fail
Pass	Fail	Fail
Pass	Pass	Pass
Pass	Distinction	Distinction

All EPA methods must be passed for the EPA to be passed overall.

Resits/Retakes

As the assessment plan for this end-point assessment does not specify the allowed number of attempts, these will be permitted in line with the FutureQuals Resit/Retake Policy, which can be found on the FutureQuals website.

The Apprentice's employer will need to agree that either a resit or retake is an appropriate course of action:

Resit The Apprentice does not require further learning:

Unless the assessment plan requires an Apprentice to undertake additional learning prior to retaking an assessment (thus making it a retake, not a resit), if an Apprentice fails an element of their EPA but the employer and training provider feel the Apprentice has sufficient knowledge and understanding to attempt the assessment again without further learning, they are able to resit as soon as is convenient for all parties. Evidence of additional learning does not need to be provided for a resit.

Retake Apprentice requires further learning:

If an Apprentice fails an element of their EPA but the employer, training provider or FutureQuals feels that the Apprentice requires further development, the training provider must deliver additional learning to the Apprentice before they attempt the assessment again. FutureQuals may recommend further training where we feel this would benefit the Apprentice. Evidence of additional learning must be provided to FutureQuals prior to the assessment being repeated.

An Apprentice who fails an assessment method, and therefore the EPA in the first instance, will be required to resit or retake any failed assessment methods only.

Internal Quality Assurance

Internal quality assurance refers to the strategies, policies and procedures that FutureQuals has in place to ensure valid, consistent and reliable end-point assessment decisions.

This is set out in our Internal Quality Assurance (EPAO) Policy and includes:

- Sampling of assessment decisions
- Risk rating of Assessors
- Supporting and training new Assessors
- Standardisation of Assessors

External Quality Assurance

External Quality Assurance for the end-point assessment for this apprenticeship standard will be delivered by Ofqual.

Enquiries

Contact Us

Any enquires relating to this end-point assessment should be addressed to:

Future (Awards and Qualifications) Ltd
EMP House
Telford Way
Coalville
Leicestershire
LE67 3HE

Tel: **01530 836668**

E-mail: **EPA@futurequals.com**

Website: **<https://www.futurequals.com>**

Data Protection

FutureQuals takes the protection of data seriously. Please see our *Data Protection Policy* which complies with the current legislation on data protection and can be found on our website.

Conflict of Interest

For details regarding conflict of interest, see the FutureQuals *Conflict of Interest Policy*, which can be found on our website.

Appeals

Approved Centres must have an appeals policy in place to support and manage Learners who wish to appeal against their assessment decisions. Appeals may relate to assessment decisions being incorrect or assessment not being conducted fairly.

If Learners remain dissatisfied with the outcomes following the completion of the Centre's appeals procedure, they should contact FutureQuals directly.

Feedback

Your feedback is very important to us. We're always open to suggestions for enhancing and improving our services, products and systems.

Please email us at EPA@futurequals.com or call us on 01530 836668.

Complaints

FutureQuals aims to constantly monitor the levels of service provided and report on performance indicators on a regular basis. We will endeavour to be open about the levels of service we aim to offer to all our Customers.

However, if we fall short of expectations or our own standards, we want to give the opportunity for those affected to provide feedback so we can put things right. The FutureQuals *Complaints Policy* can be found on our website.

Dealing with Malpractice and Maladministration

For details regarding malpractice and maladministration, please see the FutureQuals *Malpractice and Maladministration Policy*, which can be found on our website.

Key FutureQuals Documents

The following key documents can also be found on our website:

- *Bribery and Corruption Policy*
- *Centre Guide*
- *Enquiries about Results and Appeals Policy*
- *Fees and Pricing Policy*
- *Instructions for Conducting Controlled Assessments*
- *Public Interest Disclosure (Whistle-blowing) External Policy*

Appendix 1 – Knowledge, Skills and Behaviours

Knowledge, Skills and Behaviours

Knowledge

K1	Sector and organisational specific handover information, from internal and external stakeholders, for example, crew numbers, crew replacement plans, train plans, planned maintenance activities
K2	Sector regulations that need to be considered when creating timetables, schedules, rosters or diagrams.
K3	Organisational procedures to create timetables, schedules, rosters or diagrams: transport services, contractual, passenger expectation, commercial.
K4	Sector regulations that need to be considered when revising timetables, schedules, rosters or diagrams in the case of special events, or unforeseen circumstances.
K5	Organisational procedures to revise timetables, schedules, rosters or diagrams including sporting events, national and local agreements, weather.
K6	Organisational digital platforms that are used to create and revise timetables, schedules, rosters or diagrams. General data protection regulation (GDPR). Cyber security requirements.
K7	Methods of presenting timetables, schedules, rosters or diagrams, for example, using software platforms, the actual communication to wider external stakeholders.
K8	Access requirements that are required for travel routes, including access plans, visa and qualification requirements, power types, registration of timetable, schedule, roster or diagram.
K9	Sector specific legislation and other requirements that must be complied with when creating or revising timetables, schedules, rosters or diagrams, for example, union agreements, commercial contracts
K10	Organisational procedures for monitoring and assessing the performance of transport services.
K11	Organisational procedures for escalating transport services performance issues identified from monitoring and assessment activities within their limits of authority.
K12	Organisational procedures and industry specific practices for responding to, and dealing with prolonged or persistent disruption, for example, weather conditions, mechanical issues, public events.
K13	Organisational procedures and industry specific practices for supporting situations caused by unforeseen circumstances.
K14	Compliance requirements of the organisation and wider industry in relation to transport services.
K15	Workload planning tools and techniques.
K16	Organisational and industry specific objectives and key performance indicators (KPIs).
K17	Verbal communication techniques. Giving and receiving data and information. Matching style to audience. Industry terminology.
K18	Techniques for written communication, plain English principles.

K19	Impact of the sector on the environment. Efficient use of resources. Recycling, reuse, and safe disposal of waste.
K20	Principles of equity, diversity, and inclusion in the workplace.
K21	Documentation: methods and requirements - electronic and paper.
K22	CPD (planned and unplanned) and recording methods.
Skills	
S1	Respond to sector and organisational specific handover data.
S2	Carry out and record CPD.
S3	Create timetables, schedules, rosters or diagrams.
S4	Revise timetables, schedules, rosters or diagrams.
S5	Use organisational digital platforms, for example, ATTUne, AIMs, Omnibus. Comply with GDPR and cybersecurity requirements.
S6	Undertake pre-planning activities to identify considerations to be made in relation to transport services, for example, research country specific medical and visa requirements, review local, national and international events calendars, consider transport service capacity
S7	Liaise with internal and external stakeholders to ensure access to travel routes and where required, register timetables, schedules, rosters or diagrams.
S8	Comply with sector legislation for example union agreements, commercial contracts.
S9	Monitor and assess the performance of transport services, intervening and providing support when required.
S10	Respond to prolonged or persistent disruption to transport services, ensuring solutions take into consideration the requirements of internal and external stakeholders.
S11	Support situations that occur due unforeseen circumstances, contributing where required in line with organisational procedures and industry specific practices, for example, emergency situations, extreme weather conditions, industrial action.
S12	Liaise with internal and external stakeholders to ensure full support is offered during situations that occur due to unforeseen circumstances, for example, emergency situations, extreme weather conditions, industrial action.
S13	Identify non-compliance in transport services through monitoring activities.
S14	Escalate situations to the appropriate person or authority.
S15	Manage own workload to ensure that contributions to organisational objectives meet all requirements.
S17	Communicate with others verbally for example, colleagues and stakeholders.
S18	Communicate in writing with others for example, internal and external customers, colleagues, and managers.
S19	Comply with regulations, standards, and guidance, including environmental and sustainability regulations.
S20	Follow equity, diversity, and inclusion principles.
S21	Record or enter information - paper based or electronic. For example, risk assessments, handover documents, work sheets, checklists, and any legal reporting requirements

Behaviour

B1	Committed to maintaining and enhancing competence of self through Continuing Professional Development (CPD).
B2	Respond and adapt to work demands and situations.
B3	Collaborate within teams, across disciplines and with internal and external stakeholders.
B4	Act ethically.



APPRENTICESHIP STANDARD

TRANSPORT SCHEDULER



01530 836662



EPAO@futurequals.com



futurequals.com