

PASSENGER TRANSPORT DRIVER – BUS & COACH OR TRAM

Level 2 Apprenticeship



APPRENTICESHIPS

Tack TMI is proud to partner with Premier Fleet Solutions to deliver a Driver Solution designed for the next generation of Bus, Coach, and Tram Drivers - helping them develop into professional passenger transport drivers of the future.

We support organisations with their succession planning by building strong driver pipelines today, ensuring success for tomorrow. Our Passenger Transport Driver – Bus, Coach, or Tram Apprenticeship equips drivers with the skills to thrive across a wide variety of services within the sector. Examples include:

- Inner-city bus services
- Nationwide coach travel
- Private hire for holidays and events
- Daily school transport
- Tram services

More than just Driving. Driving Different.

This programme is perfect for individuals eager to deliver excellent customer service - ensuring passengers travel safely, on time, and in comfort throughout their journey. Drivers learn to communicate clearly, concisely, and courteously with customers while maintaining high standards of professionalism.

Key responsibilities include:

- Preparing, carrying out, and completing services in line with company procedures and legislation
- Conducting route risk assessments and daily vehicle checks to prevent hazards or delays
- Operating vehicles across diverse traffic conditions, situations, and weather environments

This is a safety-critical role - and no two days are ever the same.



Apprenticeship Level 2

Duration 10 months + 3 month EPA

Max Funding - £8000

Who is it for ?

- Bus or Coach drivers CAT D licence
- Driver CPC
- Tram Drivers CAT B licence
- People who wish to excel in Customer Excellence
- Safe passenger transport services

On completion of this programme, you will be able to:

- Safeguard customers, employees, general public, pedestrians, vehicle and other road users in relation to passenger carrying vehicles (PCV) driving regulations, health & safety legislation, company policies and procedures.
- Reporting of accidents and following company procedures when dealing with a failure or breakdown.
- Consider route risk assessments and develop contingency plans, use of digital technology.
- Walk around daily checks, at the start of duty to ensure correct use of defect reporting systems
- Follow driving timetables, private hire or tour instructions ensuring registered routes meet contractual requirements.
- Drive any vehicle following allocated duties in accordance with legal requirements, company procedures, traffic, and weather conditions on the network.
- Ensure defensive driving is practised throughout every journey, championing good driving practice and being an ambassador for the company.
- Comply with required legislation when picking up and dropping off customers at stops and stations.
- When parking or stabling the vehicle it is safe, secure and legal to do so.
- When communicating with customers, ensure that they are respected and made to feel welcome supporting equity, diversity and inclusion.
- Provide assistance for those that need support, elderly, disable, parent with buggies, young or vulnerable.
- Process transactions, tickets, and passes and checking documents where appropriate.
- Cleanliness of the vehicle is maintained to company standards during duties.
- Comply with the company dress code, promote, enhance and uphold the company image through appearance, behaviour & professionalism.

WE BELIEVE IN THE INDIVIDUAL



APPRENTICESHIPS

