

**Qualification details**

C&G No: 7587-05
Complex Rail Transport Operations
Scheme Passenger Services
NVQ Level 2

Section A Mandatory Units (Candidates must complete all mandatory units)

C&G No	CfRS No	Title
201	001	Prepare to undertake duties
202	002	Assist in the provision of a safe and secure work environment
203	003	Obtain and provide information
204	004	Develop and maintain productive working relationship
224	024	Develop and maintain positive working relationship with customers

Section B Optional Units (Candidates must complete 1 from 3 available)

C&G No	CfRS No	Title
225	033	Respond to out of course and emergency situations on trains in service
226	035	Respond to out of course and emergency situations on platforms
227	036	Respond to emergency situations on railway premises

Section C Optional Units (Candidates must complete 1 from 10 available)

C&G No	CfRS No	Title
228	010	Couple and uncouple rail vehicles
229	025	Promote service and products
230	026	Assist in the provision of a clean and amenable environment for customers and other members of the public
231	027	Contribute to the removal of accumulated waste
232	028	Provide products to customers
233	029	Assist in the protection of due revenue
234	030	Display promotional materials
235	031	Assist in the provision of a secure environment for customers' property
236	032	Assist in the safe operation of trains in service
237	034	Contribute to the safe despatch of trains from platforms

End of file