



19<sup>th</sup> May 2003

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## Mayor launches boost for bus staff training

London's bus drivers, conductors and service controllers will be trained to higher safety and customer service standards through two new vocational qualifications launched by the Mayor of London today.

Funded by Transport *for* London, the new BTEC, compulsory for all new bus drivers, covers issues such as defensive driving skills; health, safety and security; operating the bus service; the London bus industry and communication skills through classroom and practical sessions.

Launching the new qualifications at the London Bus Conference today Ken Livingstone Mayor of London said:

“The dedication of drivers and the behind-the-scenes staff who keep the network running smoothly is key to the delivery of a top quality bus network.

“The staff behind London's bus service have gone the extra mile to help deliver the biggest set of improvements to services for fifty years. I want this new training to improve customer service and safety standards and provide the recognition that London's bus staff rightly deserve.”

## Press release

Transport for London Managing Director of Surface Transport Peter Hendy said:

“London’s buses are responsible for a record 5.1 million trips every weekday and our customer research shows that every aspect of the service is improving. London’s bus drivers, conductors and service controllers play a key part in making this possible.

“London’s bus industry has suffered in recent years from a lack of career structure and recognition for staff – building on what the operators already do, these new professional qualifications will help bus companies recruit and keep staff on the bus network.”

John Kerr, Chief Executive at Edexcel, who own BTEC, said:

“We are pleased to have worked with TfL in developing this BTEC qualification that was tailor-made to meet their specific requirements.

“Qualifications have a vital role in improving industry standards and through our Providing Solutions programme we work with industries to develop BTEC qualifications that they need. BTEC qualifications are a proven model for delivering relevant, employable skills into the labour market, and are an ideal platform for helping Government achieve its aims of increasing vocational education and encouraging lifelong learning.”

The new qualification is compulsory for all new bus drivers and conductors with existing staff being trained as soon as practicable. There is a separate BTEC for service controllers who will all have completed their qualification by the end of this year. Both qualifications follow a structured training programme

## Press release

normally spread over a 3-6 month period. The BTEC is part of a national framework of industry vocational qualifications externally assessed by Edexcel.

### Notes for Editors

1. The “BTEC Intermediate Award in Delivering a Bus Service for London” for drivers/conductors has been developed by London Buses and Edexcel in consultation with London’s bus operators and the Transport and General Worker’s Union. The award for service controllers is entitled the “Advanced Award in Controlling Bus Services in London.” Both qualifications are funded by London Buses at around £3 million a year.
- 2 There are currently around 21,000 drivers/conductors and 750 service controllers working in London.
- 3 Edexcel is the leading provider of academic and vocational qualifications, formed as a result of the merger between BTEC and London Examinations. Qualifications include GNVQs, NVQs, GCSE, A/S and A Levels, and the Higher Nationals and other BTEC qualifications.
- 4 London Buses manages bus services in London for the Mayor's Transport for London. It plans routes, specifies service levels and monitors service quality. It is also responsible for bus stations, bus stops, security initiatives and passenger information. The bus services are operated by private operators, which work under contract to London Buses.
- 5 The London bus network is one of the largest and most comprehensive urban systems in the world. Each weekday 6,500 London buses carry 5.1 million passengers on more than 700 different routes.

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