

# Apprenticeships

## at TransPennine Express



If you're a parent, guardian or carer, this guide is for you.

Our parent pack is designed to help you understand the requirements of an apprenticeship, how this works practically and different options available for the young people you're supporting.

### What is an apprenticeship?

An apprenticeship standard is designed by employers to reflect the skills, knowledge and behaviours an Apprentice will need for a particular occupation. apprenticeships are run by reputable training providers who deliver the qualification, supported by employers. The Apprentice will work whilst studying their qualification, meaning they earn as they learn, and spend 6 hours per week of their working hours developing their knowledge, skills and behaviours. This enables Apprentices to gain key experience for their chosen role. All the training is free, so there's no debt to worry about. apprenticeship contracts at TransPennine Express range between 2 to 3 years with the opportunity to apply for full-time positions from 6 months of commencement, whilst continuing to complete the qualification.

### What types of apprenticeships are available?

Here at TransPennine Express the majority of our Apprentices enter at Level 3, with the option to progress onto further levels once their initial qualification is complete. Although, if your young person has different entry requirements, we will aim to accommodate these through our fair recruitment process. All apprenticeships are nationally recognised qualifications.



**I'm excited to start my Apprentice journey with TransPennine Express and look forward to a career within HR. It feels good to represent women in rail!**

**Sammayyah Ahmed**  
Human Resources Apprentice

# Why be an Apprentice at TransPennine Express?

## Advantages

- It's a practical approach to learning which may be a better fit than a solely academic qualification
- Work based skills are developed and our Apprentices become well prepared for full-time employment
- Our Apprentices are valued the same way as all other colleagues. We are keen to involve our Apprentices in key business projects and ensure their experience is authentic and valuable
- Last year 87.5% of our Apprentices obtained a full-time position within TransPennine Express upon completion of their qualification
- An apprenticeship at TransPennine Express offers a rotation through different areas of the business allowing our Apprentices to spend time with different teams, in different environments, to see what suits them best
- All our young Apprentices are given the opportunity to complete the Duke of Edinburgh Gold award. This investment encourages our Apprentices to participate in physical activity weekly to promote positive mental and physical wellbeing, volunteering to support their community, and business skills to equip them with core life skills ranging from First Aid to personal finance

## How to help your young person get started - in practical terms:

Before your young person starts to complete an application form, help them to reflect on what they might want for their future and to start to get their apprenticeship application ready. Many employers will ask candidates to provide examples of times when they have demonstrated a particular skill or quality.

Below are some skills and qualities employers may look for. Sitting down with your young person to consider each in turn, and noting down their examples, is a great way to start to prepare for any potential interviews:

- Team-work
- Communication
- Resilience
- Time management
- Proactivity
- Professionalism



**I'm thrilled to be a part of a company I can feel proud to work for. The inclusivity and diversity that TransPennine Express offers really stood out to me and attracted me towards them as a company when first applying.**

**Zack Hallam**  
Customer Service Apprentice

# Top tips to support your young person



## **Open a bank account**

All Apprentices will need an account for their salary to be paid into. It's important they have a working bank account for their first day in employment. You can also help them understand the importance of savings accounts and encourage them to open one within their online banking app. Each month they will then be able to start working on budgeting their money and putting a little aside.



## **National insurance**

Having their national insurance number readily available is essential for them to be enrolled on to payroll. It would be beneficial to help your child understand the importance of their national insurance number, this ensures tax contributions be calculated accurately and recorded against their name.



## **Email address**

The young person you are supporting probably already has an email address set up. It's important to note if the email address they use is their school email address, they may lose access when they leave, therefore it would be helpful to set up an email address which can be used for professional purposes such as job applications. Setting up a new email address is free, and your young person should be encouraged to do so if their existing address would not be deemed appropriate in a workplace setting.

To register interest in the apprenticeship programme and hear more about upcoming vacancies, please visit: [www.bit.ly/TPEApprenticeships](http://www.bit.ly/TPEApprenticeships)

**This apprenticeship is a great opportunity and opens a lot of doors to other roles within TransPennine Express in the future.**

**Kieran Jarvis**

Major Projects Apprentice

# What do our Apprentices have to say?

You can hear from some of our wonderful Apprentices and see them in action in our apprenticeship videos at: [www.tpexpress.co.uk/apprenticeships](http://www.tpexpress.co.uk/apprenticeships) They've also answered some questions below, explaining what they've been up to since they started with us.

## **Ben Dixon**

**Age:** 22

**Role:** Fleet Apprentice

**Base Location:** Bridgewater House

### **What initially drew you to TransPennine Express when applying for your apprenticeship?**

When I was looking for careers in rail, I wanted to work with a company that I was familiar with and operated within the area I lived. I would be familiar with them before starting, having used their services. TransPennine Express was unique to me, I travelled with them most frequently and the stories from previous Apprentices made the company highly attractive. The fact that there was a program I could be a part of that would develop my career was amazing, it wasn't just applying for a job, it was applying for something that would develop character, knowledge, and skill. This would be something more than a job, a full-time career I knew I wanted to work in.

### **What has been your favourite moment so far?**

I think my favourite moment has been spending time on board services and the network. I'd also like to mention working with my colleagues, both at Bridgewater House and at depots. They have all taught me a lot and really invited me to be part of the team. Their knowledge and experience goes so far and is very valuable to the team.

## **Oli Ball**

**Age:** 19

**Role:** Train Planning Apprentice

**Base Location:** Bridgewater House

### **Did you always know you would like to take part in an apprenticeship?**

Yes, I always fancied doing an apprenticeship as you're 'learning whilst you're earning' and I didn't fancy the hassle of University. I wanted to get straight in and get hands-on experience and get myself into the railway industry as soon as possible.

### **What are some of your favourite perks of the apprenticeship?**

There are many fantastic perks, the free travel is very impressive as it gives you lots of opportunities to get out and explore the network. Also, the other Apprentices are a great bunch of people and we all get on really well.

## **Shannon Pilkington**

**Age:** 21

**Role:** Operations Apprentice in Control

**Base Location:** The ROC Manchester

### **What's been your favourite part of the apprenticeship so far?**

My favourite part has been spending time in Control and experiencing all the different situations that happen. Every day is different, and I never know what to expect. The Control team are an amazing team and I enjoy working with them all!

### **Did you always know you would like to take part in an apprenticeship?**

No, personally I didn't even know that TransPennine Express offered an apprenticeship and I only found out that they did through the website just by chance when I was checking one day. I'm so pleased that I found this opportunity as it allows me to learn all about the railway whilst having a job. Before this apprenticeship I attended University and people questioned why I did an apprenticeship after my degree, but this is the best way for me to learn. My knowledge of the railway before I started was very limited and completing this apprenticeship will expand my knowledge to be able to be ready for a full-time role.

## **Zack Hallam**

**Age:** 20

**Role:** Customer Experience Apprentice

**Location:** Manchester Stations

### **What attracted you to applying for TransPennine Express?**

I was drawn towards TransPennine Express as I believed that the company was a big part of the ever-changing world of rail. With the new train fleet and destinations that TransPennine Express offers if I were to get the role, I would become part of a large, well-known company, of which I already had some prior knowledge.

### **What has been your favourite experience so far?**

My favourite moment so far would have to be when I helped with some filming onboard one of our trains. I travelled from Manchester to Edinburgh and back with some VIPs. I was involved in helping the film crew out, as well as providing customer service to those onboard!

# Apprenticeships

at TransPennine Express

Coming out of school I had many routes I could go down, mainly sixth form or college. Before I heard about the opportunity at TransPennine Express, I was pretty set on choosing one of those options.

But as soon as I learnt about the role and the company, I knew this was the right route to go down. My dad had already been a driver for the company, so I knew I wanted to work for the organisation and begin my journey in the rail industry.

In my role, I've been taking a close look at the performance of our trains using special software. Our priority is making sure we run a reliable and robust service for customers.

What I've most enjoyed is going out on the network and seeing different parts of the company, learning about how they operate and what they contribute.

**Roman Burke**

Performance Apprentice