

# Engineering

## Level 3 Maintenance Operations Engineering Technician Apprenticeship Standard

Embark on a dynamic journey into the world of engineering with our comprehensive apprenticeship programme. A blend of classroom-based technical training and practical on-the-job instruction from industry experts in mechanical and electrical engineering, will unlock your potential to innovate and shape the railway of tomorrow! If you are fascinated by how things work and have an aptitude for science and maths, apply now to gain hands-on experience in our well-equipped train depots.

We are extremely proud of our reputation as one of the safest train operators in the world. The availability, reliability, safety and performance of our fleet are all fundamental to the experience we offer our customers. Great journeys require trains to be maintained to an exemplary standard, by engineers like you who put pride, perseverance and perspiration into every job.

### About the programme:

You'll work alongside and learn from some incredibly talented engineers. Every day, you'll develop your skills on real trains, in a real job. Over a series of placements, you'll work on our entire fleet, gaining the experience and know-how to help keep them in perfect working order. Alongside comprehensive on-the-job training, you'll be studying towards the **Maintenance Operations Engineering Technician Level 3 Apprenticeship Standard** to become one of our future Engineering Technicians.

### What we offer:

- Earn a competitive salary while you learn, increasing as you progress through the course.
- A fully-funded, 4-year training programme.
- Gain high-quality mechanical and electrical engineering training at college, while learning railway-specific skills on-the-job from expert rail engineers.
- Career progression and mentoring.
- Free rail travel across the SWR network and family discounts on rail travel.
- Depot locations: Wimbledon, Salisbury, Bournemouth & Isle of Wight

### What we look for:

- Eligibility 16+
- Hold, or be predicted to obtain, the following grades.  
**GCSE grades 9-4 (A\*-C) in English and Maths** (or equivalent functional skills).  
Please note that all grades must be achieved by the start of the apprenticeship.
- A genuine interest in, and passion for engineering.
- Strong communication skills.
- Awareness of safety issues.
- Self-motivation to learn and develop.
- Ability to act on own initiative.
- Adaptability to change.

# Customer Service

## Level 2 Customer Service Practitioner Apprenticeship Standard

At SWR, customer care goes far beyond the railway station. With comprehensive training modules covering customer interaction, railway operations and service excellence, this role requires engagement with customers, handling enquiries, ticketing, and ensuring a positive travel experience. You may be the first point of contact and your actions will influence the customer's satisfaction. Every day, you will demonstrate excellent customer service skills and behaviours, as well as service knowledge, when delivering to your customers. Your helpful, welcoming personality will equip you to meet, greet, deal with queries and be a true ambassador for our brand. The work will give you a great insight into the whole customer journey. We can promise that most days will be anything but 'every day', especially with so many different customers to meet and colleagues to support in our fast-paced industry.

### About the programme:

Alongside hands-on experience with industry experts, you will study towards the **Customer Service Practitioner Level 2 Apprenticeship Standard** and become skilled in delivering exceptional customer experience with SWR. This programme is designed to support individuals in providing a high-quality service to customers and begin a dynamic journey on the railway!

### What we offer:

- Level 2 Customer Service Practitioner Apprenticeship
- Earn a competitive salary while you learn.
- A fully-funded training programme for up to 2 years.
- A blend of high-quality, classroom-based training at college, while learning practical customer service skills on-the-job from expert colleagues.
- Career progression opportunities for growth within South Western Railway upon successful completion.
- Free rail travel across the SWR network and family discounts on rail travel.
- Various locations across the SWR network.

### What we look for:

- Eligibility 16+
- Hold, or be predicted to obtain, the following grades.  
**GCSE grades 9-4 (A\*-C) in English and Maths** (or equivalent functional skills).  
Please note that all grades must be achieved by the start of the apprenticeship.
- Strong communication skills.
- Self-motivation to learn and develop.
- Ability to act on own initiative.
- Ability to organise and prioritise.
- Effective teamworking.

# Operations

## Level 3 Team Leader Supervisor Apprenticeship

## Level 4 Passenger Transport Operations Manager Apprenticeship

\*Standard dependant on experience

It takes a carefully coordinated team effort to ensure our trains and our customers leave on time, all the time. At SWR, our colleagues in Operations play a vital part in keeping everything on track. In areas including Train Planning, Train Crew, Train Dispatch, Safety and Security, Station Management and Logistics, you'll gain experience across all operational functions, learn how to operate our different systems to gain a full understanding of how we deal with disruption and keep trains on schedule.

### About the programme

Depending on your operational function, you will have a direct impact on punctuality and customer satisfaction, so working as a team and with customer focus is key. You could be assisting customers on and off the train, supporting safe train departures at the station, learning to manage railway network logistics or checking tickets and supporting customers on the train. We are committed to safety and security, so protective clothing and weather-resistant equipment will be provided (you'll be working outdoors in all kinds of conditions). You also need to be flexible and adaptable to different shift patterns, and just as happy being outdoors in all kinds of weather conditions. With extensive training, support and hands on experience, the programme will give you everything you need to gain one of the following apprenticeship standards (depending on experience):

#### Level 3 Team Leader Supervisor

#### Level 4 Passenger Transport Operations Manager

### What we offer:

- Level 3 Team Leader Supervisor or Level 4 Passenger Transport Operations Manager
- Earn a competitive salary while you learn.
- A fully-funded training programme for up to 2 years.
- A blend of high-quality, classroom-based training at college, while learning operational skills on-the-job from expert colleagues.
- Career progression opportunities for growth within South Western Railway upon successful completion.
- Free rail travel across the SWR network and family discounts on rail travel.
- Various locations across the SWR network.

### What we look for

- Eligibility 16+
- Hold, or be predicted to obtain, the following grades.  
**GCSE grades 9-4 (A\*-C) in English and Maths** (or equivalent functional skills).  
Please note that all grades must be achieved by the start of the apprenticeship.
- Strong communication skills.
- Self-motivation to learn and develop.
- Ability to act on own initiative.
- Ability to organise and prioritise.
- Effective teamworking.

# Human Resources

## Level 3 HR Support Apprenticeship

### Level 3 CIPD (optional and depending on experience)

Working for a train operating company involves so much more than what you can see on our trains or at our stations. HR professionals play an integral part in the SWR team to support recruitment, development and reward strategies, policies and processes.

### About the programme

Professionals in the SWR HR team are crucial in supporting our business to deliver on goals, growth and long-term objectives. The **Level 3 HR Support Apprenticeship Standard** offers confidence to help drive a recruitment and onboarding process, while laying the foundations to motivate our talent through rewards and development. In addition to this you can gain the **Level 3 CIPD** qualification, and develop a range of skills required within the HR function, including: HR analytics, use of technology, project management skills, wellbeing at work, flexible working, HR and business ethics, reward and performance management.

### What we offer:

- Level 3 HR Support Apprenticeship (with potential to achieve CIPD)
- Earn a competitive salary while you learn.
- A fully-funded training programme for up to 2 years.
- A blend of high-quality, classroom-based training at college, while learning operational skills on-the-job from expert colleagues.
- Career progression opportunities for growth within South Western Railway upon successful completion.
- Free rail travel across the SWR network and family discounts on rail travel.
- Based in Southampton.

### What we look for

- Eligibility 16+
- Hold, or be predicted to obtain, the following grades.  
**GCSE grades 9-4 (A\*-C) in English and Maths** (or equivalent functional skills).  
Please note that all grades must be achieved by the start of the apprenticeship.
- Strong communication skills.
- Self-motivation to learn and develop.
- Ability to act on own initiative.
- Ability to organise and prioritise.
- Effective teamworking.

# Business Administration

## Level 3 Business Administration Apprenticeship

At SWR, we believe in nurturing future business leaders through our comprehensive Business Administration Apprenticeship programme. Our apprenticeship offers a unique blend of hands-on experience, expert mentorship and tailored coursework designed to equip you with the skills necessary to excel in the dynamic world of business administration.

### About the Programme

Business administration plays a vital part in every function and department within SWR and involves handling day-to-day tasks to ensure business runs smoothly. This requires a high level of flexibility, organisational skills and the ability to work as a team. Our apprenticeship combines classroom education with practical, hands-on experience in various facets of business, including finance, project management, office administration and in real projects. Typical tasks could include: providing office support, maintaining organised files and records, analysing data, contributing to company reports, providing feedback on office efficiency and suggesting possible improvements.

### What we offer:

- Level 3 Business Administration Apprenticeship
- Earn a competitive salary while you learn.
- A fully-funded training programme for up to 2 years.
- A blend of high-quality, classroom-based training at college, while learning operational skills on-the-job from expert colleagues.
- Career progression opportunities for growth within South Western Railway upon successful completion.
- Free rail travel across the SWR network and family discounts on rail travel.
- Various locations across the SWR network.

### What we look for

- Eligibility 16+
- Hold, or be predicted to obtain, the following grades.  
**GCSE grades 9-4 (A\*-C) in English and Maths** (or equivalent functional skills).  
Please note that all grades must be achieved by the start of the apprenticeship.
- Strong communication skills.
- Self-motivation to learn and develop.
- Ability to act on own initiative.
- Ability to organise and prioritise.
- Effective teamworking.

# IT

## Level 3 Data Technician Apprenticeship

At SWR, data management is a critical and exciting role where you will be involved in the smooth organisation and control of live trains across the SWR network. This apprenticeship is designed to provide a solid foundation in data handling, analysis and modern technology skills.

### About the programme

With various locations available, including the state-of-the-art WICC at Waterloo Station, you will be introduced to the concept of a single decision maker, the 'fat controller', making decisions in the interest of passengers ensuring the network runs as smoothly as possible with reduced delays. The centre also brings together controllers from SWR and Network Rail to work side by side, improving communications, streamlining the decision-making process and ultimately delivering an improved service to passengers. Alongside industry experts, you will gain hands-on experience in data management and use the latest industry software, including a high-tech incident room to allow controllers to respond quickly and efficiently to incidents. Benefit from a structured curriculum that combines classroom learning with practical, on-the-job experience and acquire skills in data handling, manipulation, database management and data security.

### What we offer:

- Level 3 Data Technician Apprenticeship
- Earn a competitive salary while you learn.
- A fully-funded training programme for up to 2 years.
- A blend of high-quality, classroom-based training at college, while learning operational skills on-the-job from expert colleagues.
- Career progression opportunities for growth within South Western Railway upon successful completion.
- Free rail travel across the SWR network and family discounts on rail travel.
- Various locations across the SWR network.

### What we look for

- Eligibility 16+
- Hold, or be predicted to obtain, the following grades.  
**GCSE grades 9-4 (A\*-C) in English and Maths** (or equivalent functional skills).  
Please note that all grades must be achieved by the start of the apprenticeship.
- Strong communication skills.
- Self-motivation to learn and develop.
- Ability to act on own initiative.
- Ability to organise and prioritise.
- Effective teamworking.

# Finance

## Level 3 Payroll Administrator

Join SWR on a Level 3 Payroll Apprenticeship and embark on a journey to become a skilled payroll professional. Our programme offers comprehensive training in payroll processes, and software proficiency, ensuring accuracy, compliance and efficiency - essential for a successful career in payroll administration.

### About the programme

You will receive a combination of theoretical training at college, with in-depth modules covering payroll legislation, calculations, software proficiency, and compliance. In your job role at SWR, you will gain practical exposure through real-world scenarios and tasks in the payroll administration department from industry experts providing guidance and support throughout your apprenticeship in a supportive learning environment.

### What we offer:

- Level 3 Payroll Administrator Apprenticeship
- Earn a competitive salary while you learn.
- A fully-funded training programme for up to 2 years.
- A blend of high-quality, classroom-based training at college, while learning operational skills on-the-job from expert colleagues.
- Career progression opportunities for growth within South Western Railway upon successful completion.
- Free rail travel across the SWR network and family discounts on rail travel.
- Based in Southampton.

### What we look for

- Eligibility 16+
- Hold, or be predicted to obtain, the following grades.  
**GCSE grades 9-4 (A\*-C) in English and Maths** (or equivalent functional skills).  
Please note that all grades must be achieved by the start of the apprenticeship.
- Strong communication skills.
- Attention to detail.
- Ability to act on own initiative.
- Ability to organise and prioritise.
- Effective teamworking.

# Marketing, Communications and PR

## Level 4 Public Relations & Communications Assistant

Join the dynamic world of Public Relations and Communications through our Level 4 Apprenticeship programme. This apprenticeship offers a hands-on, immersive experience in the heart of SWR's communications department where you'll be at the forefront of our mission to enhance the travel experience for millions of customers.

### About the programme

Under the guidance of your college tutor and our PR and Communications team, you'll gain invaluable insight into managing media relations and developing engaging content across various platforms. Your role will involve supporting the team in creating impactful campaigns, handling social media presence and assisting in the coordination of community rail events; assisting in the creation and distribution of press releases, newsletters and internal communications. You will collaborate with team members on innovative campaigns to reach diverse audiences and refine your communication skills, both written and verbal, and develop a keen understanding of public relations strategies.

### What we offer:

- Level 4 Public Relations & Communications Assistant
  - Earn a competitive salary while you learn.
  - A fully-funded training programme for up to 2 years.
  - A blend of high-quality, classroom-based training at college, while learning operational skills on-the-job from expert colleagues.
  - Career progression opportunities for growth within South Western Railway upon successful completion.
  - Free rail travel across the SWR network and family discounts on rail travel.
  - Various locations across the SWR network
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- **What we look for**
    - Eligibility 16+
    - Hold, or be predicted to obtain, the following grades.  
**GCSE grades 9-4 (A\*-C) in English and Maths** (or equivalent functional skills).  
Please note that all grades must be achieved by the start of the apprenticeship.
  - Strong communication skills.
  - Attention to detail.
  - Proactive and adaptable.
  - Ability to organise and prioritise.
  - Effective teamworking.