

Urban Driver (ST1025) Level 2 Apprenticeship

The **Urban Driver Apprenticeship** is designed to prepare learners for a professional career in passenger transport within towns and cities. Apprentices gain the practical skills, knowledge and confidence needed to drive safely, provide excellent customer service, and keep communities moving.

Key benefits for students:

- **Job Security & Career Progression** – Strong demand for qualified drivers provides excellent employment prospects and opportunities to progress into supervisory or management roles.
- **Customer Service Skills** – Develop strong communication and problem-solving abilities, essential for dealing with diverse passengers.
- **Community Impact** – Play a vital role in supporting local communities by ensuring safe, reliable and accessible transport.
- **Transferable Skills** – Learn teamwork, time management and responsibility that can benefit a career beyond driving.

Expected course duration

15 months.

College attendance

n/a

Course content

By completing this apprenticeship, you'll develop key **Knowledge, Skills and Behaviours (KSBs)** that set you up for success:

- **Knowledge** – Understand road safety, regulations, vehicle operation, and customer service standards, helping you drive confidently and professionally.
- **Skills** – Build practical abilities in safe driving, route planning, problem-solving, and communicating with passengers. These make you effective on the job and adaptable in your career.
- **Behaviours** – Develop professionalism, responsibility, patience, and respect for others, ensuring you deliver excellent service and represent your employer well.

Entry requirements

Desirable:

Grade 4 and above Maths and English..

Assessment methods

- Completion of a portfolio of evidence
- Completion of the off-the job learning components of the programme

End Point Assessment will consist of:

- Multiple Choice Test
- Practical Assessment
- Interview

Further study and career options

- **Bus or Coach Driver** – operating routes in towns, cities, and across regions
- **Community Transport Driver** – supporting schools, charities, and accessible transport services
- **Tour or Shuttle Driver** – working in tourism, airports, or event transport
- **Team Leader / Supervisor** – managing a group of drivers or a depot team
- **Operations / Service Controller** – planning routes, timetables, and responding to service issues
- **Trainer / Assessor** – supporting and developing new drivers
- **Progression into Transport Management** – overseeing larger operations in bus, coach, or logistics sectors

Because the apprenticeship also builds transferable **customer service, safety, and communication skills**, learners can branch into related roles in **logistics, fleet management, or wider public services**.

Campuses

- Work based

For more information, please visit here:

[Urban driver / Skills England](#)

How to apply

Through the apprenticeship vacancy page of our website:

<https://bedfordcollegegroup.ac.uk/study/apprenticeships/apprenticeship-vacancies/>

and the national apprenticeship website:

<https://www.apprenticeships.gov.uk/>