

AIM Qualifications Entry 2 Award in English Speaking and Listening Skills for Passenger Transport Providers (A1/A2) (CEFR) Specification

(610/0061/9)

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Document version history

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About us

Qualification specification for Entry 2 Award in English Speaking and Listening Skills for Passenger Transport Providers (A1/A2) (CEFR)

AIM Qualifications and Assessment Group is a leading Awarding Organisation supplying hundreds of centres with high-quality regulated vocational and technical qualifications. We also offer non-accredited provision and apprenticeship end-point assessments.

AIM qualifications cover a range of academic levels from Entry Level to Level 6 across a wide range of subject areas. All our UK Level 3 qualifications carry UCAS tariff points which can count towards university entry requirements.

About this qualification specification

This specification is intended for tutors, internal quality assurers, centre managers and other staff within AIM recognised centres and/or prospective centres. It provides information about the structure and delivery of the qualification. The specification should be read in conjunction with the AIM Centre Handbook and other policy documents available on the website.

Offering this qualification

In order to offer this qualification, you must be an AIM recognised centre and be approved to deliver this qualification. If your centre is not yet recognised, please contact our business development team to discuss becoming an AIM recognised centre. They can advise you on the best qualifications for your organisation.

You can arrange a meeting by emailing businessdevelopment@aimgroup.org.uk or calling [0333 034 8833](tel:03330348833).
More information can be found on: www.aim-group.org.uk/newcentre

Section 1 – Qualification overview

About this qualification

This qualification aims to provide an introduction to English speaking and listening skills to enable learners to work with private and public providers of passenger transport services, covering oral and comprehension-based interactions with customers. Upon completion, learners will be able to understand and converse with English speaking passengers before, during, and at the end of the customers' journeys on matters broadly relating to the journey and the local geographical environment.

This qualification is aimed at individuals offering transport services to customers, for example:

- road transport providers (private car, coach, taxi, tour bus, bicycle, airport shuttles, coach and horse, bicycle rickshaw)
- rail transport providers (regional services, intercity routes, steam trains)
- water transport providers (ferries, cruise ships, barges, yachts)
- air transport providers (scheduled services, charter flights, air taxis)

Learners will develop their knowledge of basic work-related phrases and will be able to communicate information to the customer, using polite and social language in the English language.

This qualification is mapped to the Common European Framework of Reference for Languages (CEFR) at A1/A2 level.

Qualification details

| AIM Qualifications Entry 2 Award in English Speaking and Listening Skills for Passenger Transport Providers (A1/A2) (CEFR) | |
|---|---|
| Qualification | Foundation |
| Assessment | Internally set, internally marked, and externally verified assessment |
| Grading | Pass/Fail |
| Geographical coverage | England, International |
| Operational start date | 01/11/2019 |
| Operational end date | 31/10/2025 |
| Certification end date | 31/10/2028 |
| Sector | 12.1 Languages, Literature and Culture of the British Isles |
| Qualification number | 610/0061/9 |
| Guided Learning Hours (GLH) | 20 |
| Total Qualification Time (TQT) | 20 |
| Minimum learner age | N/A |
| Rules of combination | Learners must achieve the mandatory component to achieve this qualification |

Regulated Qualification Framework (RQF)

The Regulated Qualifications Framework (RQF) provides a single, simple system for cataloguing all qualifications regulated by Ofqual. Qualifications are indexed by their level and size. Levels indicate the difficulty and complexity of the knowledge and skills associated with any qualification. There are eight levels supported by three “entry levels”. Size refers to the estimated total amount of time it could typically take to study and be assessed for a qualification. Size is expressed in term of Total Qualification Time (TQT). The part of the TQT spent being taught or supervised is known as Guided Learning Hours (GLH).

Progression opportunities

This qualification supports the learner in employment within the passenger transportation sector by providing them with the necessary language skills to communicate with customers in their job role. The qualification will also support those who wish to enter into the sector.

Total Qualification Time (TQT) and Guided Learning Hours (GLH)

Total Qualification Time (TQT) is the number of notional hours it takes a typical learner to achieve the full qualification and is **made up of two elements**:

- the minimum number of Qualification Guided Learning Hours (GLH) - the number of Tutor led contact hours
- the number of hours spent on preparation, studying and the assessment that is non-guided

For example, the number of tutor-led contact hours (GLH) for a qualification is 30 and the number of hours spent by the learner (non-GLH) on preparation, studying and the assessment is 6 hours. Therefore, the Total Qualification Time (TQT) for the qualification is 36 hours.

Entry requirements

It is recommended that learners have a minimum of Level 2 literacy and numeracy skills or Grade 4/C GCSE English and Maths, or equivalent.

Resource requirements

There are no specific resource requirements for these qualifications.

Requirements to deliver this Qualification

To offer this qualification, centres must ensure that tutors have relevant teaching experience and/or a qualification in the subject area. In addition, Tutors must be fluent in the language of the country they are teaching in and have proven C1 level competency in English.

Centres must also ensure that they have in place an Internal Quality Assurance person who: has an internal verification qualification or evidence of recent relevant experience. In addition, Internal Verifiers must have proven C1 level competency in English.



Section 2 – Qualification structure

Qualification structure and components

This section details the rules of combinations for the qualifications. Select the component titles to view the component details.

| Rules of combination for: | | AIM Qualifications Entry 2 Award in English Speaking and Listening Skills for Passenger Transport Providers (A1/A2) (CEFR) | | |
|--|---|--|-----|--|
| Learners must achieve the mandatory component to achieve this qualification. | | | | |
| Component code | Component title | Level | GLH | |
| Mandatory | | | | |
| R/650/0148 | English Speaking and Listening Skills for Passenger Transport Providers | E2 | 20 | |

Level descriptors

Components are assigned a level based in the current requirements for the RQF as issued by OFQUAL.

| Level | Knowledge descriptor | Skills descriptor |
|---------|--|---|
| Entry 2 | Has basic knowledge or understanding of a subject and/or can carry out simple, familiar tasks; and Knows the steps needed to complete simple activities. | Carry out simple, familiar tasks and activities. Follow instructions or use rehearsed steps to complete tasks and activities. |



| **Section 3 – Assessment**

How this qualification is assessed

This qualification is assessed by a portfolio of evidence.

Guidance on our expectations is available in the [AIM Qualifications: Assessment Handbook](#).

Reasonable adjustment and special considerations

Reasonable adjustments and Special Considerations are available for all assessments, irrespective of whether they are internally or externally set. Where a learner or group of learners may not be able to access the assessment without Reasonable Adjustments, centres should ensure that they apply in good time for relevant reasonable adjustments to be made, using the [AIM Qualifications Reasonable Adjustments and Special Considerations Policy](#) which gives clear guidance on the reasonable adjustments and arrangements that can be made to take account of disability or learning difficulty without compromising the achievement of the assessment criteria.



Section 4 – Operational guidance

Offering this qualification

Centres wishing to offer this qualification must be an AIM recognised centre.

New centres can apply to become a centre using the centre recognition application process on our website: www.aim-group.org.uk.

We can advise centres of the best and most efficient methods for offering this qualification.

All procedures for the use of this qualification, including approval, registration of learners, verification and certification will be completed through AIM and all centres will have an allocated customer experience advisor to support them.

Approval to offer qualifications

Centres wishing to offer this qualification must complete and submit a qualification approval request. [This can be found on the AIM website when choosing a qualification.](#) Some qualifications require centres to have specific resources in place and/or their assessors/internal verifiers should hold certain qualifications. Where this is the case, centres must provide evidence of resources/staff qualifications when completing the Qualification Approval request.

Registration and certification

Once your centre has approval to offer a qualification, you will be able to register learners to these qualifications via our Quartzweb portal, at this point you can also select their chosen components. Please ensure that learners are registered against the correct qualification and are aware of the rules of combination required to achieve the qualification.

For all registration and certification processes, please refer to the Quartzweb guidance document which can be downloaded from our website's [centre handbooks and forms page](#). Details of assessment, internal verification and external verification can be found in the [AIM Qualifications: Assessment Handbook](#).

Learners achieving a qualification will be issued with a qualification certificate detailing the achieved qualification and components. Learners who have not achieved a qualification will, on request, be issued with a component certificate detailing the components achieved.



Section 5 – Appendices and links

Appendices and links

Select an appendix or link from the list below to view the document.

Useful links

[Link 1 - AIM Centre handbooks and forms](#)

[Link 2 - AIM Qualifications: Assessment Handbook](#)

[Link 3 - Fees and Charges](#)

[Link 4 - Qualification Search](#)

Command verbs

(For internally assessed components)

| Entry 1, 2 and 3 | |
|--------------------------------|---|
| Demonstrate | Complete a practical task or activity. |
| Give (an example of...) | Provide a relevant example for the topic. |
| Give ways | Provide information to show understanding of the topic. |
| Identify | List or name the main points. |
| Label | Give the correct term to the topic, object, or activity. |
| List | Make a list of items, words, statements, or activity. |
| Name | Provide the correct words which identify the object or activity. |
| Order | Arrange in a logical way. |
| Outline | Identify, briefly, the main points. |
| Select | Choose. |
| State | Provide brief information about the topic in words, actions, or diagrams. |
| Calculate | Work out a numerical problem, showing how they arrived at their answer. |