

Certificate of Competence



Name: _____

Date: _____

Course title: Ticket Office Training

Content covered:

1. Railway history
2. Geography
 - a. Major towns & cities
 - b. Main rail routes
 - c. Routes across London
3. National Conditions of Carriage
4. Using the FRPP
5. Tickets
 - a. Class of travel
 - b. Status
 - c. Validity
 - d. Routes
 - e. Types of fare
 - f. London zones
 - g. Seat reservations & advance tickets
 - h. Travelcards
 - i. Season tickets
6. Railcards
 - a. Types
 - b. Registration
 - c. Discounts
 - d. Restrictions
7. FastTIS
 - a. Equipment overview
 - b. Ticket issue operations
 - c. Main Menu options
 - d. Travelcard issue
 - e. Railcard Issue
- f. Practical use of equipment
- g. Tender functions
- h. Excess fares
8. Oyster
 - a. Registering cards
 - b. Adding products
 - c. Non-issue & unloading Oyster
 - d. Resolving journeys
 - e. Interrogating Oyster
9. Refunds
 - a. Passenger refund
 - b. Season refund
 - c. Customer Charter
 - d. Application form preparation & registration
 - e. Final processing
 - f. Payment
10. Shift Changeover
11. Office Security
12. Station Accountancy
13. Accurate and Impartial Retailing
 - a. Choice of products
 - b. Choice of operators
 - c. Advance issues
 - d. Remote origin
 - e. Disable ticketing

I certify that I have attended the course described and have received instruction on all of the areas listed.

Delegate name: _____

Signature: _____

Date: _____

I certify that the above named has satisfactorily completed the course content described.

Instructor name: _____

Signature: _____

Date: _____