



Transport for London

Customer Experience, Revenue Policies: Staff Briefing Notice **30**

Apprentice Oyster photocard scheme

Effective date:	May 2013 – launch date to be confirmed soon
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Background

On 11 March 2013, the Mayor announced the introduction of a new travel discount scheme for Apprentices.

The Apprentice Oyster photocard scheme will launch in May 2013. The exact date will be confirmed soon. General information about the scheme is available online at www.tfl.gov.uk/apprenticeoyster. This web page will be updated with more information on the launch date.

With an Apprentice Oyster photocard, holders can get 30 per cent off the price of adult-rate Travelcard and Bus & Tram Pass season tickets.

Eligibility criteria

Customers can get an Apprentice Oyster photocard if they're:

- aged 18 or above
- living in a London borough
- enrolled on an Apprenticeship* with a further education college or training organisation for a minimum of 12 months
- in the first 12 months of their Apprenticeship*

*The Apprenticeship must be SASE compliant (Specification for Apprenticeship Standards in England) and delivered through a further education college or training organisation approved or funded by the Skills Funding Agency.

Applicants are not eligible if they already have a:

- 16+ Oyster photocard
- 18+ Student Oyster photocard
- Disabled Freedom Pass
- 60+ London Oyster photocard

- Veterans Oyster photocard
- Bus & Tram Discount photocard

Application process

Applications for an Apprentice Oyster photocard can only be made online at www.tfl.gov.uk/apprenticeoyster

Applicants will need:

- their Unique Learner Number (ULN)
- their Training Provider's UK Provider Reference Number (UKPRN)
- a colour digital photo
- a valid, active email address
- a valid credit or debit card to pay the non-refundable £10 admin fee. The credit/debit card doesn't have to be in the applicant's name e.g. someone else can pay for it on their behalf

The Unique Learner Number and UK Provider Reference Number will be supplied by Apprenticeship training providers. Applicants should contact their training provider if they don't have the numbers.

Applicants can only apply once they're fully enrolled with a training provider on an Apprenticeship that is SASE compliant.

Web account creation

An Apprentice web account will automatically be created during application. Applicants can sign in to their account to track their application and report photocards lost, stolen or damaged.

Eligibility verification

All photocards will be issued following successful payment and photo approval. The Skills Funding Agency will validate each applicant's eligibility retrospectively. Any applicants who are found not to be eligible will be informed via email and/or text and their photocard will be stopped. Their web account and InNovator record will also be updated.

If the applicant's training provider fails to register the applicant's Apprenticeship with the Skills Funding Agency, their card may be stopped even if the applicant is eligible.

Applicants enquiring why their photocard has been stopped should be referred to their training provider.

Card type

The photocards will be issued on the same stock that is used for the 18+ Student and Veterans schemes.

On all issuing devices, OCTA and GUI, the Discount Entitlement on the photocard reads as and displays 'Apprentice'.

On MoVie devices, the display currently shows 'Discount ID 10 Spare'. We anticipate that for launch this will be rectified so that updated MoVies will show 'AP'.

On issuing devices, Travelcard and Bus & Tram Pass season ticket descriptions will include 'Apprentice' or 'App'.

Card expiry

Apprentice Oyster photocards will be valid for 12 months and the expiry date will be shown on the front of the photocard.

Customer support

Contact centre support is available daily on 0343 222 1234.

Applicants can track their application by

- Signing in to their Apprentice web account
- Texting the application reference number to 07624 809 356.
- Calling 0343 222 1234

Lost, stolen, damaged or faulty Oyster photocard process

Apprentice Oyster photocard holders can report their card lost, stolen or damaged via their web account at tfl.gov.uk/photocard or by calling the helpline on 0343 222 1234. Their lost, stolen or damaged photocard will be stopped and a replacement issued. A £10 replacement card fee is payable.

If their photocard is faulty and/or no longer working, customers should call 0343 222 1234 to request a replacement.

Raising awareness

Customer publicity is still being developed. It is likely to include:

- an article in The Metro
- posters on the TfL network

The National Apprenticeship Service (NAS) will promote the scheme to relevant training organisations and on the its website

Photocard image



If you have any questions, comments or suggestions concerning this briefing please email rosaliavivone@tfl.gov.uk