

Revenue Protection Inspector (RPI's) training

Target audience: All staff	Maximum delegates: 12
Duration: 10 days	Provider: LOROL Learning

Overview

This workshop targets Revenue Protection Inspector staff and examines the core elements of this role within LOROL. It seeks to promote and inform staff of the key priorities for this role within the company and to share the key corporate messages and commitment in this vital field of our business.

In particular the course will also inform people of the company's core policies, action plans and priorities using a variety of methods including exercise, discussion, case studies and role-play.

Day One: The network, past, present & moving forward. Passengers charter. The KPI regime, concession agreement, roles & responsibilities

- Understanding your Role
- Condition of Carriage Customers Contract explained
- Passengers Charter.
- Why do we check tickets?
- Understanding the various Ticket/Oyster products,
- Oyster readers Movie 440.
- Your Note Book Code of Behaviour
- What questions do I ask
- "Am I Making the right decision" ? NFA/PF/TIR/Bye law
- Nil Paid Vs TIR
- Outcome Reinforce Revenue Knowledge
- Satisfaction in doing a good job

Day Two: what are the National conditions of travel & the rules of contract expressed & implied.

Day Three: tickets recognition validities. Staff travel & Police

Day Four: Oyster card, zip cards rules & Regs.

Day Five: Penalty fares & where they apply also TIR's where they apply & how.

Day Six: active listening and recording what's said in notebook.

Day Seven: best questions techniques and not stereo typing

Day Eight: Role play & engagement what worked well & what didn't.

Day Nine: Conflict management & RPI duties

Day Ten: Assessments

Existing staff can also attend this workshop as a refresher.

Learning outcomes

By the end of this workshop, delegates will:

- Understand our network, past, present & business objectives moving forward.
- Understand the passengers' charter.
- Know the KPI regime, concession agreement, roles & responsibilities.
- Understand the National conditions of travel & the rules of contract expressed & implied.
- Understand the roles of, tickets recognition validities, staff travel & Police, Oyster card and zip card rules & regulations.
- Understand penalty fares and TIR's & where they apply.
- Knowledge and development of interpersonal skills including, listening, questioning techniques, note-taking and, equality, inclusion and discrimination awareness.
- Conflict management and RPI duties
- Assessments