

On the Right Track with West Midlands Trains



Background

West Midlands Trains operates passenger rail services across the West Midlands and beyond, running under the West Midlands Railway and London Northwestern Railway brands. Committed to delivering reliable, high-quality transport, the company plays a

key role in connecting communities, supporting economic growth, and developing a skilled workforce through industry-leading training programmes.

Since July 2019, West Midlands Trains has partnered with Train'd Up to deliver the Level 3 Train Driver Apprenticeship programme. This collaboration has been highly successful, with 155 learners completing the programme to date. Currently, 71 learners are enrolled, with an additional 5 progressing through the End Point Assessment (EPA) Gateway stage.



Challenges

West Midlands Trains needed a training provider that could address specific requirements, including:

- Flexible scheduling to accommodate shift patterns.
- Compliance management to ensure all training standards were met.
- Comprehensive learner support to maximise success rates.

Approach

Train'd Up delivered on these needs by adopting a collaborative and proactive approach:

- **Flexibility:** Training schedules and monthly review meetings are designed to fit around the operational needs of West Midlands Trains. Train'd Up adapts quickly to schedule changes, ensuring no disruption to the programme.
- **Compliance expertise:** Six-monthly reviews of training sessions and rigorous quality assurance processes ensure delivery standards are consistently met.
- **Proactive communication:** Regular monthly meetings enable open dialogue, allowing potential issues to be resolved quickly and effectively.
- **Learner support:** Train'd Up provides personalised guidance and support, keeping learners motivated and on track throughout their apprenticeship journey.

Collaborative Delivery Model

The apprenticeship programme is delivered collaboratively. West Midlands Trains acts as both a subcontractor and an employer provider, with four qualified in-house drivers leading the practical training. Train'd Up oversees the apprenticeship delivery, ensuring that compliance, quality standards, and learner outcomes remain a top priority.

This combined approach ensures that learners benefit from hands-on training delivered by experienced professionals while maintaining the structure and expertise provided by Train'd Up.

Results and Outcomes

Outstanding Success Rates: A 100% success rate for the 2023–2024 funding year.

High EPA Performance: Learners achieved an impressive average score of 94.3% in their EPAs.

Zero Failures: While a few learners required resits, with close support and regular contact from the Train'd Up team, no one has failed the programme.

Sustained Growth: With 71 live learners and 5 currently undertaking their EPA, the programme is strengthening the workforce at West Midlands Trains.

Client Feedback

Michael Walker, Learning & Development Adviser at West Midlands Trains, shares his perspective on the partnership:

“Train'd Up keeps us and our learners on track. They are always ready to help and provide guidance when needed, and their flexibility is a huge advantage for us. Unlike other providers we've worked with, Train'd Up adapts to our schedules and ensures things move forward seamlessly, even when plans change. Their expertise in compliance and open communication mean we can rely on them to deliver consistently high-quality programmes.”



**West
Midlands
Trains**

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Conclusion

The partnership between West Midlands Trains and Train'd Up highlights the value of a trusted, expert, and adaptable apprenticeship provider. By combining in-house expertise with Train'd Up's structured delivery model, the apprenticeship programme has achieved excellent results, supporting the development of a highly skilled workforce and ensuring the continued success of West Midlands Trains.