

## **Apprentice Oyster photocard Frequently asked questions**

### **What is the Apprentice Oyster photocard scheme?**

Apprentices over age of 18 may be eligible to get 30 per cent off adult rate Travelcard and Bus & Tram Pass season ticket. The Apprentice Oyster photocard scheme offers a similar travel concession to eligible apprentices on recognised schemes over the age of 18.

### **Why have we launched this?**

The Apprentice scheme has been launched in response to the Mayor of London's pledge in his [manifesto](#).

### **Who can apply?**

Apprentices aged over 18, living in London and undertaking an approved Apprenticeship. This will include existing apprentices in the first year of their Apprenticeship and apprentices about to join an Apprenticeship programme with an employer.

### **When can apprentices apply?**

The [TfL page for applications](#) will go live mid May.

### **How do apprentices apply?**

Through the [TfL website](#).

### **What do apprentices need at application stage?**

- Unique Learner Number (ULN)
- A 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

### **Who is eligible?**

Apprentices will be eligible if they are:

- Aged 18 or over;
- living in a London borough; and
- enrolled in the first year of an Apprenticeship that is SASE compliant, is a minimum of 12 months and is delivered through a further education college or training organisation approved or funded by the Skills Funding Agency

### **How long does it take for the card to be issued?**

The photocard should be sent out within two weeks of application (subject to all criteria being met).

### **How much will an apprentice save?**

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

### **How long does it last?**

Apprentice Oyster photocards will be valid for 12 months. If the photocard holder abandons their Apprenticeship their Apprentice Oyster photocard will be stopped. Apprentices can apply for this card if they are in the first 12 months of their Apprenticeship.

### **What do I have to do as a training organisation?**

You will need to supply apprentices with their Unique Learner Reference Number (ULN) and your UKPRN number before they apply as they will need this at application stage.

Promote scheme to potential apprentices and support with the application process.

### **What if the apprentice is under 18?**

Apprentices aged 16/17 may be eligible for the 16+ Oyster photocard. Please see [TfL website](#) for further details.

### **Can apprentices apply more than once?**

No, the concession will only be available for one year.

### **What if the apprentice goes on a planned break?**

The card will be stopped and further applications cannot be made.

### **Are learners on an Access to Apprenticeship eligible?**

No, learners on a Pre-Apprenticeship or Access to Apprenticeship programme will not be eligible for the concession.

### **What if do not live in a London Borough?**

You will not be eligible for the concession.

### **What if an apprentice has a problem?**

They will be directed to their training organisation or TfL Customer Services. TfL Customer Services only advise on the application process and the operation of the scheme.

### **What if I can't resolve the problem?**

You can email a [generic mailbox](#) for the Apprentice travel concession only.