

MODULE NAME-Employability and Career Development

MODULE CODE-LCLM4005-LON

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ASSIGNMENT: Selection of Written reflective tasks

Comparison of Two jobs adverts (Revenue control officer)

- **Advert 1-** Revenue Control Officer (Transport for London)
- **Advert 2-** Revenue Protection officer (Great western Railway)

Common Skills identified Across both Adverts:

- Communication Skills
- Conflict management
- Customer service
- Attention to details

Selected Shared Skill identified is important Communication skills. These are for a Revenue Control because without strong communication skills, misunderstanding could lead to complaints, legal challenges, or safety risks.

Conclusion:

By comparing 2 Job adverts in the Revenue Protection field, several key shared skills were identified. Among these communication skills are particularly important because they support customer service, safety enforcement and professionalism.

SWOT Analysis in relation to my chosen Job (Revenue Control officer)

Strength:

Having the legal authority that empowers me to inspect tickets, issue penalty fares, and initiates prosecution. I have good communication skills which required for a Revenue Control officer. I also pose a high level of problem solving and decision-making skills.

Weakness:

I need to make improvement on conflict management skills. In addition, I would also need to improve on time management skills. By having a limited technical or digital skills, a great deal of improvement will be required.

Opportunities:

TfL provides training opportunities and professional development. I can progress into supervisor roles, transport operations management etc.

Threats:

Since the role of revenue control officer is scarce, there is a very high competition. There is also a threat regarding new technology replacing jobs. Company restructuring could be another important factor, example due to economic downturn.

How have these events influenced my career/Job?

1. I was motivated to work because of the importance of being responsible and working hard to achieve my goals. My current job helped me to become more confidence and focused.
2. After researching the role of a Revenue officer, at Transport for London, I identified communication as a key skill for this job. Communication is important because a Revenue officer must interact with passengers, explain ticket regulations and handle challenging situation calmly and professionally.
3. Self-awareness-is the conscious ability to recognize and understand your own emotions, thoughts, behaviours, Strengths, and weaknesses, as well as how these are Perceived by other (Eurich, 2018; TSW Training).

How can Self-awareness help you make improvements in aspects of personal and/or Professional life?

Self-awareness improves my personal and Professional life by enabling better decision making, Stronger relationships and higher emotional intelligence. Recognising areas for development permits setting realistic goal and fostering the growth mindset (Personal growth). Also knowing your strengths and weaknesses improves overall performance and Confidence (Increased Confidence).

Tools you would use for improving Self-awareness are:

1. Personal SWOT Analysis
2. Johani Window
3. Learning Styles
4. Personality Tests.

Set Employment Goals:

Having chosen to work for transport for London, I want to secure the role as a revenue control officer. I would like to complete professional qualifications in transport operations. My Long-Term employment goal is to move into management within a large organisation like Transport for London.

A Personal Development Plan

Goal	How will I achieve it?	What can prevent me?	Duration
Secure Revenue control job	Update CV, apply monthly and prepare for interview	Present job commitments	3-6 months
Develop supervisory skill	Take leadership training	Poor communication and problem-solving skills	1 years
Move into transport operations management	Complete relevant qualification	Lack of relevant qualifications	3 years

References:

Eurich, T. (2018)" What Self-Awareness Really is (How to cultivate It), Havard Business Review, 4 January. Available at: URL (Accessed 16 February 20/26)

TfL-wired-Gov news (April 2025)

Transport for London (TfL), 2021a. Your role Revenue Control Inspector [online]. Available at: <https://foi.tfl.gov.uk/FOI-2204-2021/RCI%20Role%20Description.pdf> [Accessed 26 February 2026].

Brealey, R.A., Myers, S.C. and Allen, F. (2020) Principles of Corporate Finance. 13th edn. New York: McGraw-Hill Education.

TfL-Tracking Fare Evasion (2025): Details the strategy to reduce fare evasion to 1.5% or less by 2030, utilizing over 400officers across the network.