

Providing practical operations and safety training for station staff

Overview:

Railsafe Systems can provide a comprehensive service of operations and safety training for station staff, using trainers who have first hand experience of working in the demanding environment of railway stations.

As well as delivering existing training courses we can also design and develop courses to meet the customer's individual needs.



Course Content and Duration:

We provide a wide range of courses and modules to cover all situations from the largest passenger terminal to the smallest countryside halt. Modules include:

- Train despatch
- Customer care
- Station safety and security
- Emergency planning
- General health and safety
- Manual handling
- Crowd management and control
- Inspection and audit

We can also provide workplace assessments or train assessors so that they can carry out workplace assessments.

We have also developed a course that is particularly relevant for staff working on their own or in small numbers at stations who are expected to be able to cope with a full range of situations with little immediate back up support on site. It is also focused very much on covering situations that are not encountered on a regular basis by station staff but which nevertheless require an immediate and positive response when they occur.

The course is designed to be used as a refresher, possibly on a bi-annual basis to supplement the formal bi-annual re-assessment. It incorporates theoretical and practical work and includes a formal written assessment of competence.

Training Delivery:

All training can be carried out at the customer's premises or at our modern training centre in Gateshead.