

# Railway Operations

**Course Name**

Safe Interactions for Operations – Managing violent and aggressive behaviour

**Course Description**

This course is for those occupying operational roles that come into contact with members of the public, and aims to impart the skills and knowledge required to manage violent, aggressive and hostile situations.

**Audience**

This course is aimed at those carry out Operational roles such as Mobile Operations Managers, Mobile Incident Officers and Local Operations Managers.

**Duration:** 1 Day(s) **Class Size:** 20

**Competence Name Awarded****Competence Awarded****Course Code****Prerequisite Name****Prerequisite Short Code****Skills Assessment Scheme Regime****Course Type**

Face to Face

**Download Date:** 10/1/2025