

# Station Operations

**Course Name**

Station Incident Responder

**Course Description**

Ever wondered the difference between an incident and an emergency? Do you know what it takes to be the first responder on the scene of an incident? What's your responsibility when a shift does not go to plan? Tailored to the needs of frontline station staff, this course will answer all these questions and far more. Learn about the range of incidents that can occur and how to regulate your response to remain controlled under pressure whilst delivering the great service that our customers expect at Network Rail's managed stations.

**Audience**

Managed station Customer Service Assistants, Station Control Assistants and Shift Station Supervisors

**Duration:** 2 Days Day(s) **Class Size:** 12

**Competence Name Awarded**

Station Incident Responder

**Competence Awarded**

SOPS/SIR

**Course Code**

SOPS/SIR

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

Face to Face

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