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: 21/11/2024