

# Station Operations

**Course Name**

Customer Service Assistant Induction Training for Managed Stations

**Course Description**

Provides awareness of the roles and responsibilities associated with operating within the station environment and the requirement for a customer focussed approach. Develops the knowledge and skills necessary to assist customers using the station infrastructure, conduct station security patrols, confidently operate telecommunications equipment, conduct a Personal Dynamic Risk Assessment, identify aggressive behaviour in individuals, defuse conflict situations, conduct a HOT procedure and be aware of Station safety issues and risks.

**Audience**

All New Managed Stations Staff.

**Duration:** 1 Day(s) **Class Size:** 8

**Competence Name Awarded**

CSA Induction Training.

**Competence Awarded**

CSA IND

**Course Code**

CSA IND

**Prerequisite Name**

N/A

**Prerequisite Short Code**

N/A

**Skills Assessment Scheme Regime**

N/A

**Course Type**

Face to Face

