

### CORE COMMERCIAL SKILLS

#### **Rail Retailer:**

**10 day course**

This 10-Day course covers everything your staff need to know to retail tickets accurately and impartially to your customers. It comprises various modules, including ticket types and recognition, Rail cards, rail geography, retailing to disabled customers, ticket systems operation (see below), shift accountancy and more.

#### **Ticket Systems:**

All courses are practical-based and ensure competency on shift accountancy, refunds and Fujitsu Journey Planner (if applicable).....

**Fujitsu Star**

**3 day course**

**Shere SMART**

**3 day course**

**Tribute (v. 10+)**

**3 day course**

**Cubic FasTis**

**3 day course**

**AVANTIX**

**2 day course**

**Shere Fast Ticket use and operation**

**1 day course**

#### **Induction for Rail Industry New Entrants**

**4 day course**

Tailored to include your company's corporate vision and values, this course includes modules on Drugs & Alcohol Policy, Health & Safety, Basic Fire Fighting & First Aid, Equal Opportunities and Harassment Policy, rail geography, timetables, fares manuals, security and customer service excellence.

#### **Revenue Protection Officer -**

**3 day course**

#### **- with or without Penalty Fares module**

This course will leave your staff fully competent on Gateline and AVANTIX operation, revenue protection principals, irregular travel, conflict avoidance, Railway Law and Security.

The course can incorporate Penalty Fares, Successful Presentation of Evidence and PACE, if required.

#### **Commercial Introduction for Platform Staff**

**4 day course**

Includes timetables, UK rail geography, how to cross London, disabled etiquette, correct use of wheelchair ramps, engineering notices, crowd control, Passenger's Charter, National Conditions of Carriage and Rail Byelaws.

### 1 Day Modules

**Barrier management** – Includes station security, customer service and a revenue protection module

**Retailing refresher for managers** – an overview of rail retailing principles for management, available in Fujitsu Star, Shere SMART, Cubic FasTis, Tribute v.10+ and AVANTIX versions.

#### **Up-selling (Onboard Sales Booster)**

How to build sales in the field: ideal for onboard catering crews who want to increase sales and spend per head.

#### **Conflict avoidance**

Stay safe in the workplace and enhance your customer service skills. This course shows you how difficult situations arise and how to avoid them.

#### **Retailing to disabled customers**

Improve customer service and stay legal and compliant with our eye-opening overview of how to treat disabled customers with dignity and respect.

#### **•UK Rail Geography Foundation**

Make sure you know your Strawberry Hill from your Peartree and improve customer service with our fun and informative 1-day UK rail geography masterclass.



### HEALTH & SAFETY

#### **Personal Track Safety (PTS)**

**2 day course or 1 day re-cert**

trainpeople offers Personal Track Safety (PTS) training and the 1-day re-cert course at a number of locations across the UK. On successful completion of the course, delegates can correctly:

- State their responsibilities for personal track safety when on or near the line
- Demonstrate these responsibilities when carrying out duties on or near the line

The course covers the railway environment, AC and DC electrified lines, hazards on or near the line, working on or near the line and emergency action. A site visit to lay detonators and track circuit operating clips – and an assessment – are also part of the course.

#### **Guard's Rules (passenger and freight)**

**20 day course**

The course covers the safe working of trains (including train dispatch), train preparation, shunting procedures, defect reporting, emergency actions, introduction to signalling, train protection and principles of route learning. This course including an assessment and complies with the relevant Railway Group Standard for train guards.

#### **Traction training**

**1-5 day course**

How to couple / uncouple air pipes and brake tests, electrical jumpers, simple troubleshooting, environmental cupboards and air conditioning units, working of trains and much more.

#### **Platform dispatch staff rules**

**4 day course**

#### **Train evacuation training for non-traincrew**

**1 day course**

Includes track and signalling awareness. Ensures every member of staff can provide assistance if things go wrong.

#### **Basic Health & Safety**

**1 day course**

An ideal foundation for railway staff, including Manual Handling regulations, a COSHH overview, conflict avoidance, track and train awareness and Health & Safety at Work Act.

### ABOUT OUR TRAINING CONSULTANTS

All our trainers are experienced ex-railway training managers, with City & Guilds accreditation and D32/A1/A2 qualifications. As well as training our own staff, our trainers are also available for clients to hire by the day to cover gaps in training establishment, to cover sickness and leave and to help roll out major projects, for example, upgrades to ticketing systems.

All courses are offered at your premises or ours (minimising any travel and/or accommodation expense for your staff), or we can arrange suitable venues. As a specialist Training Academy, we have all our own training material but will gladly use yours, if required.