

Level 3 NVQ Diploma in Rail Services



Overview

This course is for Railway Managers, who look after a team of people, measure risk, respond to incidents and investigate incidents on the railway. All training activities undertaken include use and implementation of standards, procedures and any relevant software.

Booking Your Award

To book a Diploma in Rail Services training course or to enquire for further information, please contact bookings@assesstech.com, where a member of the **AssessTech** team will be happy to assist.

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Pre-requisites

The course is suitable for both existing or new managers, however, we recommend one of the following:

- Experience in a Manager role in the Railway Industry, **OR**
- Attendance on a Railway Basic Principles Course (one-day course)

What's covered in the Course

The course covers:

- Leading a team, setting and evaluating goals
- Communicating effectively within the workplace
- Conducting risk assessments using company processes
- Conducting planned general inspections using company processes
- Understanding health and safety issues in the workplace
- Understanding how incidents occur
- Responding to incidents
- Investigating and responding to incidents

Qualification

The course will result in the following qualification from **City & Guilds**, providing candidates successfully complete all work:

- Level 3 NVQ Diploma in Rail Services

Units

The Diploma is made up of the following units:

- **Unit 301** - Plan for duty and manage own performance in the Rail Industry (3 credits)
- **Unit 302** - Communicate and manage information in the Rail Industry (3 credits)
- **Unit 303** - Maintain a healthy and safe environment in the Rail Industry (8 credits)
- **Unit 304** - Develop working relationships with colleagues (3 credits)
- **Unit 310** - Conduct an assessment of risks in the workplace (4 credits)
- **Unit 319** - Liaise and communicate to resolve out-of-course situations in the Rail Industry (9 credits)
- **Unit 321** - Carry out investigations in the Rail Industry (3 credits)
- **Unit 335** - Lead a team to improve customer service (7 credits)

Total: 40 credits

Course Delivery

The course is delivered as five days of classroom training, consisting of a mixture of formal learning and group exercises. Candidates will also receive an account on our online Learning Management System ([AssessBook](#)) where they can upload evidence and complete assignments to work towards completion of their diploma.

The classroom days are allocated in the following way:

- **Day 1** - Station Incident Officer
- **Days 2 & 3** - Incident investigation
- **Day 4** - Risk Assessment/Planned General Inspection (PGI)
- **Day 5** - Leadership

We recommend training is delivered on three or four separate occasions (i.e. not five consecutive days) to allow candidates time to assimilate learning and submit relevant work online.