

Station Incident Officer Course



Overview

This course is designed to equip a suitably qualified individual from a railway company to discharge the responsibilities of the Station Incident Officer (SIO) role.

Booking Your Course

To book a Station Incident Officer Course or to enquire for further information, please contact bookings@assessotech.com, where a member of the **AssessTech** team will be happy to assist.

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On this page:

- [What is a SIO?](#)
- [Who is the course for?](#)
- [What's covered in the course](#)

What is a SIO?

A Station Incident Officer (SIO) is person responsible for station operations appointed by the Station Facility Owner to undertake the role of SIO following a major incident, and to work with the RIO to represent the interests of the Station Facility Owner in its responsibilities for station operations.

Who is the course for?

Any Manager who holds the pre-requisites and key skills can attend this course and should be able to learn to confidently undertake the role of the SIO.

Pre-requisites

- Experienced Station Manager

Key Skills

- Strong leadership
- The ability to use initiative
- Good understanding of issues relating to staff and customer welfare

What's covered in the course

The Course covers the following:

- Understanding how an incident occurs
- Understanding your company's paperwork and standards
- Identification of key personnel during an incident
- Assisting staff and members of the public
- Gathering and preserving evidence
- Dealing with the media

Course Delivery

The SIO course is delivered over one or two days of training, based in a classroom. It consists of a mixture of formal learning and practical exercises including walking through scenarios based on historical incidents.

There is also the option to have an online version of the course to be used as a refresher.