



# Trainee Train Guard

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Information Pack

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## How to use this Information Pack

This Information Pack contains everything you need to know before applying for the role.



Read *all* the information in this pack.



Think carefully about whether this role is right for you and your lifestyle.



**You will be tested** on how well you understand and retain the information in this pack throughout the application process, so study it carefully.

We look forward to reviewing your application and hope to welcome you aboard soon!

## Being a Train Guard with Sydney Trains

### Do you have what it takes?

Being a Train Guard with Sydney Trains is an awesome job. You get to join a friendly and passionate team, travel all over Sydney and get hands-on with cutting-edge train technology; all while making a real difference for our customers, connecting them to work, school and loved ones.

### What is it really like?

Being a Train Guard with Sydney Trains is a rewarding job. Every day, we assist customers from Sydney as well as visitors from all over the world to get to their destinations quickly and safely, whether they're going to work, school, sight-seeing or visiting loved ones.

### Like any job, there is a lot more to being a Train Guard than meets the eye.

We're a friendly bunch and we have a lot of fun, however being a Train Guard also has its unique challenges. For example:



We work around the clock which means late nights, early mornings, weekends and public holidays.



We deal with situations that require us to think on our feet and make critical decisions under pressure.



We interact with hundreds of customers every day from all backgrounds, and need to adapt our communication style to suit their needs.



We do whatever it takes to make sure our customers have the best possible experience as they travel across the Sydney Trains network.

### **It takes a special type of person - organised, reliable, punctual, committed and trustworthy.**

Before you can begin working as a qualified Train Guard, you will need to complete rigorous training that includes classroom learning and exams, on-the-job training and a significant amount of home study. Our training schedule means that you will need to put in additional hours during evenings and weekends and occasionally make sacrifices in your home life to be successful in your course.





Once your training is complete, you will still need to work to a tight schedule, as we are relying on you to show up every day and keep the complex train network running. You may need to work unusual hours; early mornings and late nights, making sure that every customer makes it to their destination safely.

You will need to ensure that you come to work with absolutely no alcohol or prohibited drugs in your system and submit to random testing regularly. You will also need to perform well in high-pressure situations, always keeping the safety of our customers at the heart of everything you do.

This Information Pack contains everything you need to know before applying for a role with Sydney Trains. Read it and think carefully about whether the role is right for you. You will be tested on the information in this pack throughout the application process.



## About Sydney Trains

From 1 July 2013, two new rail organisations have served the different needs of Sydney metropolitan and regional / intercity customers.

### Sydney Trains

Sydney Trains operate quick, frequent and reliable services in the Sydney suburban area bounded by Berowra, Richmond, Emu Plains, Macarthur and Waterfall stations.

### NSW Trains

NSW Trains operate services between Sydney and the Hunter, Central Coast, Blue Mountains, Southern Highlands and South Coast regions, as well as the interstate network.

The following network maps outline the depots which are operated by Sydney Trains (Sydney Trains network) and those depots which are operated NSW TrainLink (Intercity Trains network).



# Sydney rail network

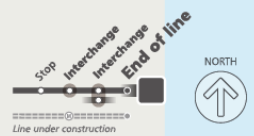


**M** Metro **T** Trains



## Sydney metro and train lines

- M** Metro North West Line  
Chatswood  
Tallawong
- T1** North Shore & Western Line  
North Shore  
Western  
Richmond
- T2** Inner West & Leppington Line  
Inner West  
Leppington  
City
- T3** Bankstown Line  
Liverpool  
Lidcombe  
City
- T4** Eastern Suburbs & Illawarra Line  
Eastern Suburbs  
Illawarra  
Cronulla
- T5** Cumberland Line  
Leppington  
Richmond
- T7** Olympic Park Line  
Olympic Park  
Lidcombe
- T8** Airport & South Line  
Airport  
South  
City
- T9** Northern Line  
Northern  
Gordon



Check timetables and trip planners for train services and connections

Visit [transportnsw.info](http://transportnsw.info)

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# Regional trains and coaches



Blue line: Main route
   
 Purple line: Secondary route
   
 Orange line: Coastal route
   
 Circle with 'X': Station and stop
   
 Square with 'X': Interchange
   
 Square with 'X': End of line/route
   
 North arrow
   
 SOUTH
   
 NORTH
   
 Check timetables and trip planners for train services and connections
   
 Visit [transportnsw.info](http://transportnsw.info)

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# About Train Crewing and Support

**Train Crewing and Support has the critical role of delivering qualified train crew to provide safe, reliable train services to our customers.**

Train Guards are part of Train Crewing and Support which is responsible for the delivery of safe, reliable and efficient customer rail services across the Sydney metropolitan area.

Whether this work is undertaken directly through our driver and guard teams or indirectly through the provision of our compliance, resourcing, and support team activities, each team member plays an active role in ensuring we work together to consistently deliver and improve our customers' experience.

## Preparing for the future

In the last five years, our patronage has increased by 30 per cent and is expected to keep growing at five per cent per year. We're preparing for more customers and more services in a number of ways, including:

- adding 41 new Waratah trains to our fleet before the end of 2020
- adding more crew to our team
- updating our technology and ways of working
- continuing to integrate Sydney Metro with our network

The following teams make up Train Crewing and Support:

### Train Crewing

Train Crewing provides a safe and reliable train service to our customers. Train Crew division manages and oversees the day to day train operations, resourcing of Drivers and Guards and operational objectives. Train Crewing is also responsible for creating a culture of pride, accountability and support to best deliver services to our customers.

### Operations Management

Operations Management is responsible for the design, establishment and Day of Operations train crew resourcing and allocation for the network to achieve optimum levels of service delivery, standards and compliance. The unit is also accountable for Train Crewing's operational readiness for timetable implementation and adjustments, special events, major programs and operational performance improvement.



## Resource Planning & Assurance

Resource Planning & Assurance is accountable for the development and management of a viable workforce planning regime. This ensures predictability and transparency of resource utilisation and availability.

In addition, the team is responsible for:

- the development and consultation program for Master Roster releases
- safety critical information, technical and regulatory compliances
- operating systems e.g. development of systems and processes to deliver effective and efficient crew resource management and allocation
- mobility data analytics and reporting

## Our unique challenges

With continual improvements to the train network, come ever greater challenges that our team must adapt to and overcome. We need to operate more productively and efficiently and provide better value for money to customers.

Our future challenges include:

- integrating the new Sydney Metro integrated into our network
- a potential doubling of customer journeys to two million each weekday by 2026
- accommodating two million extra people in NSW by 2031
- supporting a predicted 22 per cent increase in freight by 2031



## Our Core Values

### Our SPACE behaviours



#### Safety

Promoting the core belief that safety is our greatest priority and that all injuries are preventable.



#### Pride

Taking pride in your role, your presentation and recognising your value within the organisation.



#### Accountability

Owning your actions and being bold and pragmatic in decision-making, while expecting the same of your team.



#### Collaboration

Promoting open communication, working effectively across lines, accommodating different perspectives and sharing ideas.



#### Excellence

Striving for excellence; continuously acting to exceed your own, the business, and our customer expectations, and acting with a focus on the optimum end result.

### Our Customer Service Principles

- ✓ First impressions count
- ✓ Friendly and ready to help
- ✓ Communicate clearly
- ✓ Find a solution
- ✓ Share your knowledge
- ✓ Work together

# The Role of a Train Guard

## Role overview

Train Guards are responsible for moving over 1,200 people per trip. As a Train Guard, you'll be making a valued contribution to your community by making sure that our customers get to their destination safely and on time.

As a Train Guard;

- You are responsible for the safety of your customers
- You care about what you do and making a difference
- You deliver in high pressure situations
- You are an action orientated problem solver
- You are committed to continuous improvement and ongoing learning & development

Once you qualify as a Train Guard on successful completion of the Trainee Train Guard program, your day to day responsibilities include:

- Sign-on duties which include familiarisation of requisite documentation issued at the beginning of shift;
- Communicating information about train services, destinations, delays, connecting services, convenient routes, other means of transport, Sydney attractions, through making public announcements and answering any passenger enquiries where possible;
- Providing customer service and physical assistance to Sydney Trains customers as required;
- Maintaining route knowledge – station interfaces, departure signals;
- Supporting the train driver in fault management and protection of the train;
- Dealing with critical incidents and/or emergency situations and;
- Integration of customer service principles and a “one team” approach by understanding that other teams contribute to your success.





## The working environment

Being a Train Guard is not a standard 9-5 office job. The unique working environment is not suited to everyone and takes time to adapt to. Train Crew schedules are rostered with start and finish times that can vary significantly during the month.

## Shift times

Train crew schedules are rostered around the clock across a 24 hour span with varied start and finish times. Shift sign on and sign off times are staggered based on timetabled train running. Meeting these shift times requires a level of flexibility from our crew who are often required to make adjustments to or miss out on family, sport and social commitments.

## Critical incidents

Train Guards may be involved in traumatic incidents and will play a vital role as part of the overall incident and response management of these events. We do everything in our power to minimise these risks and offer extensive support to Train Crew in the event of a potentially traumatic incident.

## Work locations

Whilst your role is part of a wider team, you work independently and are mobile to be deployed to operational areas across the Sydney Trains network.

All Trainee Train Guards are based at Central station for the duration of their training program (initial six months). On successful completion of the trainee train guard program, train guards are deployed to a Sydney Trains depot across our network in accordance with operational requirements.

Sydney Trains has 13 depot locations for Suburban Train Guards:

- Auburn
- Blacktown
- Campbelltown
- Central
- Cronulla
- Flemington
- Hornsby
- Leppington
- Mortdale
- North Sydney
- Penrith
- Richmond
- Waterfall



# Trainee Train Guard Training

## Program overview

The Passenger Train Guard Program provides you with the required skills and knowledge to:

- Safely operate trains and related equipment under normal, degraded and emergency conditions
- Prepare, guard and stable trains in accordance with safety, customer and operational requirements at various locations on the Sydney Trains Network
- Identify, report and rectify train faults and failures according to current network rules and procedures

The Passenger Train Guard Program will require determination and commitment to achieving your learning outcomes.

## Program structure

The Passenger Train Guard Program is a combination of classroom training and on-the-job/practical training:

### Classroom training

You will have the opportunity to learn in a classroom environment. This includes participation in workshops, completing computer-based learning activities, experiencing the reality center and using train simulators.

### On-the-job/practical training

You will gain hands-on experience and use real equipment in controlled situations. This allows you to practice and learn how to apply new skills and knowledge in the real working environment with all its complexities.

### Home study

To adequately prepare for rigorous exams, you will also be required to undertake at home study in addition to your Training Program. You will need to memorise a significant amount of information, for example the entire network map, stopping patterns and procedures for a range of potential situations

By participating in both classroom and on-the-job training you will learn all aspects of the Train Guard role.

**“The most challenging part of training is learning everything. Different trains, controls, maps, signals, procedures. There’s so much to learn.”**

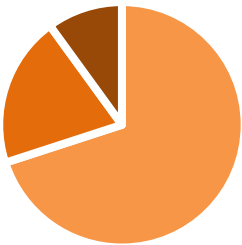
### Jaime, Train Crew team member





### 70:20:10 Learning

The Passenger Train Guard Program will follow the 70-20-10 Model:



**70%** is on-the-job such as working with a workplace guard trainer or learning from other colleagues.

**20%** is from feedback and relationships, such as when participants undertake simulations and get feedback from their facilitator or workplace guard trainer.

**10%** of the learning takes place in the classroom, in workshops and via eLearning.

70-20-10 represents relative quantities of time, not importance.

### Assessments

During your training program you will be required to sit through number of assessments in order to successfully complete your training. This will be a combination of classroom, practical on-the-job training and a range of high-tech train simulator assessments.

# Employment Matters, Benefits and Policy

## Benefits and entitlements

Commencing base salary for Trainee Train Guards is \$64,445.75 per annum.

In addition, employees receive:

- 9.5% Superannuation
- Penalty rates (as applicable)
- Shift allowances (as applicable)
- Annual leave loading

## Travel benefits

All Sydney Trains employees receive an employee travel pass valid on the NSW public transport system including:

- Sydney Trains
- NSW Trains
- State Transit Buses
- Sydney Ferries

## Leave entitlements

- Annual leave: 5 weeks per year (shift workers)
- Long service leave: 2 months after 10 years of service
- Maternity Leave: 14 weeks
- Sick leave: 15 days per year

## Code of conduct

Sydney Trains employees must:

- Behave honestly, courteously and ethically
- Work in a safe, healthy and efficient manner
- Observe the awards, policies and job requirements
- Act in the best interests of Sydney Trains and its customers

## Drug and alcohol policy

Sydney Trains is a drug and alcohol free workplace and is committed to providing a safe environment for all employees, contractors and customers through reducing the risks created by the use of drugs and alcohol.

To achieve this vision, we:

- Have a random drug and alcohol testing program.
- Have test readings showing zero concentration of alcohol in the blood.
- Have a test reading less than the cut off level stipulated in the Australian / New Zealand Standard 4308 (AS/NZS 4308) for tolerances of drugs.
- Are not permitted to have or sell alcohol or prohibited drugs in the workplace.
- Must not be in possession of any item or piece of equipment for the use or administration of a prohibited drug at any Sydney Trains' workplace.

The Sydney Trains Drug and Alcohol program is consistent with our corporate values and behaviours. It also provides support for our employees to remain drug and alcohol free while at work.

Measures to reduce safety risk, absenteeism and other effects in the workplace due to the consumption of drugs and alcohol will include the opportunity to self-identify and seek help, rehabilitation programs and education on drug and alcohol related issues.

### **Uniform and Grooming Standards**

Sydney Trains employees must present themselves in a professional manner, including wearing the designated uniform and required safety gear appropriate to operations.





# The Recruitment & Selection Process

## Merit selection

Sydney Trains has a merit based recruitment and selection policy. Merit is decided by taking into account the relevant position and assessing the skills, abilities, qualifications, experience and personal qualities of each applicant.

## What's involved?

We use a variety of techniques to assess and validate key knowledge areas, critical skills and fit for the role. These include:

- Pre-Screen Questions as part of your application
- Capability based screen (phone or online video screen)
- Assessment Day and Interview
- Medical and Fitness Assessment
- NSW Government Agency Employment Review
- National Police Check
- Reference Checks

## Assessment day and interview

You will be required to attend an assessment day where you will complete a number of psychometric assessments. The assessments have been selected to reflect the skills and abilities required to effectively and safely perform in the role of a Trainee Train Guard.

Applicants who meet the selection criteria and the standards will be invited to attend a panel style interview on the same day.

## NSW Government Employment Review

Service History Checks are undertaken on all current and previous Sydney Trains (RailCorp, State Rail or Rail Infrastructure Corporation RIC) employees. A Service History Check is also undertaken on all current NSW Government Agency employees.

A satisfactory service check is required before an application will be progressed to the next stage.

## Reference checks

In your application form you will be asked to provide the contact details of 2 recent work related referees.

- Referees should be a current or previous manager or supervisor who can comment on your work performance (within the last 5 years)
- Referee details can be updated at the pre-employment check stage
- Personal character referees are not acceptable

## Medical Assessment

The Trainee Train Guard position requires a Safety Critical Worker Category 2 medical assessment. The assessment covers physical and psychological health to determine if there are any conditions which could affect the ability to do rail safety work. Category 2 assessments include health questionnaires and clinical examination.

### Health Questionnaire

The questionnaire helps identify health conditions which affect the ability to do category 2 rail safety work. It covers:

- general work tasks including accidents or near misses
- general health including medications and treatment
- Epworth Sleepiness Scale, a screening tool for sleep
- disorders and excessive daytime sleepiness
- AUDIT questionnaire, a screen for alcohol dependence
- K10 questionnaire, a screen for anxiety and depression

### Clinical Examination

A clinical examination is done during the assessment and covers:

- cardiovascular assessment including blood pressure, pulse rate, heart sounds and peripheral pulses
- mobility assessment (neurological and locomotion) of the neck, back, limbs and balance, tailored to job demands
- examination of chest, lungs and abdomen
- urinalysis to screen for protein and sugar in the urine
- visual acuity, visual fields and colour vision
- hearing using pure tone audiometry
- drug and alcohol testing

## National Police Check

A National Police Check is conducted through an authorised agency on all external applicants.

If an applicant is found to possess a criminal record, a review of their application will be conducted and they may not be recommended for the role.

## Appointment process

This recruitment campaign aims to fill a number of permanent full-time Trainee Train Guard positions based in Sydney.

- An Eligibility List of additional successful applicants may be created for future Trainee Train Guard vacancies (valid for up to 12 months)

If you are successful you will be notified regarding your commencement date.

There is a 6 month probationary period from date of commencement; this may be extended under certain circumstances.







## Job Related Testing – More Information

### What is job related testing?

- Job Related Testing is used by Transport for NSW (TfNSW) to assist in determining a candidate's suitability for employment
- Testing ensures that our selection decisions are objective and fair and based on a candidate's ability to perform in the role effectively
- Testing makes up just one component of the selection process
- All testing sessions are administered under standardised testing procedures, this means the same conditions for everyone

### Job related testing consent

When you lodge an application you give consent for TfNSW to:

- Undertake job related testing with you
- Use the information gathered from testing to assist in determining your suitability for employment as a Trainee Train Guard
- Use your results for research purposes - at which time any personal information such as your name and date of birth is removed

- Staff development, should a candidate be appointed to the role
- Decision making of third parties in the event of a review (where applicable).

### **Job related testing – validity of results**

- The results for the Reading Comprehension and Abstract Reasoning tests you complete will remain valid for 12 months.
- You will not be eligible to re-sit these tests again within that time
- Any valid testing results you have will be taken into consideration if you apply for other TfNSW roles in the next 12 months which use the same tests - i.e. If the same tests are used in the recruiting process for roles within Sydney Trains and NSW Trains, then the results from today will transfer over and remain valid for a 12 month period.

### **Job related testing confidentiality**

- All of the information collected throughout the Job Related Testing is treated with strict confidentiality
- Only those responsible for processing your application (Recruitment & Assessment Services) and the Selection Panel will have access to your test results.
- It is important that you do your best. If you feel you cannot complete the test to the best of your ability on the day of your testing, please let us know and we may be able to reschedule you to another session.

