



Trainee Train Driver

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!



Introduction: So you want to be a Train Driver

Have you got what it takes?

Being a Train Driver 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 in control of a passenger train is a big responsibility. 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, visiting loved ones or going sight-seeing.

Like any job, there is a lot more to being a train driver than meets the eye.

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



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



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



We interact with and help move hundreds of customers every day 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 network.

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

We know it's certainly an attractive role, but becoming a Train Driver is no walk in the park. Just like studying to become a medical doctor, lawyer, or engineer, being a Trainee Train Driver will require a lot of hard work and sacrifice. At some points it can feel hard and grueling - it's not for everyone.

Before you can begin working as a fully-fledged Train Driver, you will need to complete a rigorous, 12-month training program that includes classroom learning, on-the-job training as well as a significant amount of home study and exams. We stick to tight training schedules that include early mornings, evenings and weekends, meaning that you will have to miss out on important occasions with your family and friends from time-to-time.

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

Since 1 July 2013, two new rail organisations have served the different needs of Sydney 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 TrainLink

NSW TrainLink 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

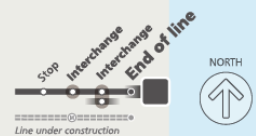
T4 Eastern Suburbs & Illawarra Line
Eastern Suburbs
Illawarra
Cronulla

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

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Regional trains and coaches



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 drivers 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

There are a number of divisions within the Train Crew and Support Directorate:

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

The Operations Management function 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

The Resource Planning & Assurance function 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 function 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 driver

Role overview

Train drivers are responsible for moving the 1.3 million passengers that use our network per day. As a train driver, you'll be making a valued contribution to your community by making sure that our customers get to their destination safely and on time. This role is for you if you...

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

Once you qualify as a train driver on successful completion of the trainee train driver program, your day-to-day responsibilities will include:

- operations of safety systems both on and off the train
- train operations by applying professional driving standards and CAN (Conditions Affecting the Network)
- ensuring you are free from distractions while driving, including having your phone and iPad switched off and stored in your bag
- maintaining appropriate records and documentation as required for day-to-day operations e.g. completing incident reports and other paperwork
- maintaining route knowledge e.g. track speeds, grades and curves
- maintaining up-to-date knowledge of relevant policies, procedures and schedules
- maintaining focus and situational awareness of conditions out in the network that can affect train operations, e.g. track workers, and work sites
- dealing with critical incidents and/or emergency situations
- independent decision making in high pressure situations
- integration of customer service principles and a "one team" approach by understanding that other teams contribute to your success

The working environment

This working environment is not suited to everyone and takes time to adapt to. Being a train driver is not a standard 9-5 job as train crew schedules are rostered with start and finish times that can vary significantly during the month.



While your role is part of a wider team, you work independently for most of the time. You are mobile and could be deployed to any location across the Sydney Trains network at any time.

Shift times

Train driver 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.

Drivers are expected to report to work fully alert and refreshed. This requires drivers to manage their sleep schedule, ensuring they get sufficient quality sleep outside of work hours.

Critical incidents

Train drivers may experience near hits and/or other traumatic incidents and play a vital role as part of the overall response management of these situations. We do everything in our power to minimise these risks, but must also prepare our trainee drivers for the reality of our challenging working environment.

Our train crew and drivers have access to support services in the event of an incident, however drivers can suffer from post-traumatic stress disorder and other ongoing trauma symptoms long after the event has passed.

Work locations

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

All trainee train drivers are based at Central station for the duration of their training program (i.e. 12 months.)

Upon successful completion of the trainee train driver program, train drivers are deployed to a Sydney Trains depot in accordance with operational requirements.

Sydney Trains has 13 depot locations for suburban train drivers:

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



Trainee train driver training

Program Overview

The Trainee Train Driver program is an intensive one-year training program.

The Trainee Train Driver program provides you with the required skills and knowledge to:

- safely operate trains and related equipment under normal, degraded and emergency conditions
- prepare, drive 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

Program Structure

The Trainee Train Driver program is a combination of off-the-job and on-the-job training:

Off-the-job training

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

On-the-job training

In the field you will have access to necessary equipment to gain hands-on experience and undertake the role of a train driver 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.

By participating in both off-the-job and on-the-job training you will learn all aspects of the train driver role and apply this new knowledge in the field.

Home study

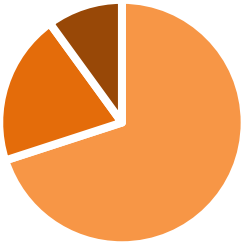
To adequately prepare for rigorous exams, you will also be required to undertake at-home study in addition to your training program. You will need to memorise a significant amount of information, including (but not limited to) the entire network map, stopping patterns and procedures for a range of potential situations

“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 Trainee Train Driver Program will follow the 70-20-10 Model:



70% is on-the-job such as driving with a workplace driver 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 driver 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 entitlement

The commencing base salary for Trainee Train Drivers is \$1,469.60 per week.

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 TrainLink
- Sydney Buses
- Sydney Light Rail
- Sydney Metro
- Sydney Ferries

Leave entitlements

- annual leave: five weeks per year (shift workers)
- long service leave: two 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
- require test readings to show zero concentration of alcohol in the blood
- require urine drug test readings to be under the cut off level stipulated in the Australian / New Zealand Standard 4308 (AS/NZS 4308)
- do not permit employees to have or sell alcohol or prohibited drugs in the workplace
- do not permit employees to 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.

To reduce safety risk, absenteeism and other effects in the workplace due to the consumption of drugs and alcohol, we also support employees who self-identify with drug and alcohol related issues to seek help and access rehabilitation programs.

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 and 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:

- Job related testing
- Interview
- Medical and fitness assessment
- NSW Government Agency Employment Review
- National Police Check
- Reference checks

Job related testing

You will be required to complete a number of job related tests. The tests you will undertake have been selected to reflect the skills and abilities required to effectively and safely perform in the role of a Trainee Train Driver. Candidates may also be considered for the Trainee Train Guard recruitment process.

Interview

Applicants who meet the standards required at job related testing will be invited to attend an interview where you will be assessed against specific selection criteria.

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 two recent work related referees.

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

Medical assessment

The trainee train driver position requires a Safety Critical Worker Category 1 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 1 assessments include health questionnaires, pathology tests and clinical examination.

Health questionnaire

The questionnaire helps identify health conditions which affect the ability to do Category 1 rail safety work. It covers:

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

Pathology testing

A fasting blood sample is taken at a pathology collection centre at least three days before the health assessment. It measures:

- blood sugar levels
- blood cholesterol levels

Results are used to calculate a cardiac risk level which predicts the risk of a cardiovascular event within the next five years.

Clinical examination

A clinical examination is done during the assessment and covers:

- cardiovascular assessment including blood pressure, pulse rate, heart sounds, peripheral pulses and resting ECG
- 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 but only for pre-employment assessments or if there is a change to a higher Category e.g. change from Category 2 to Category 1.

National Police Check

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

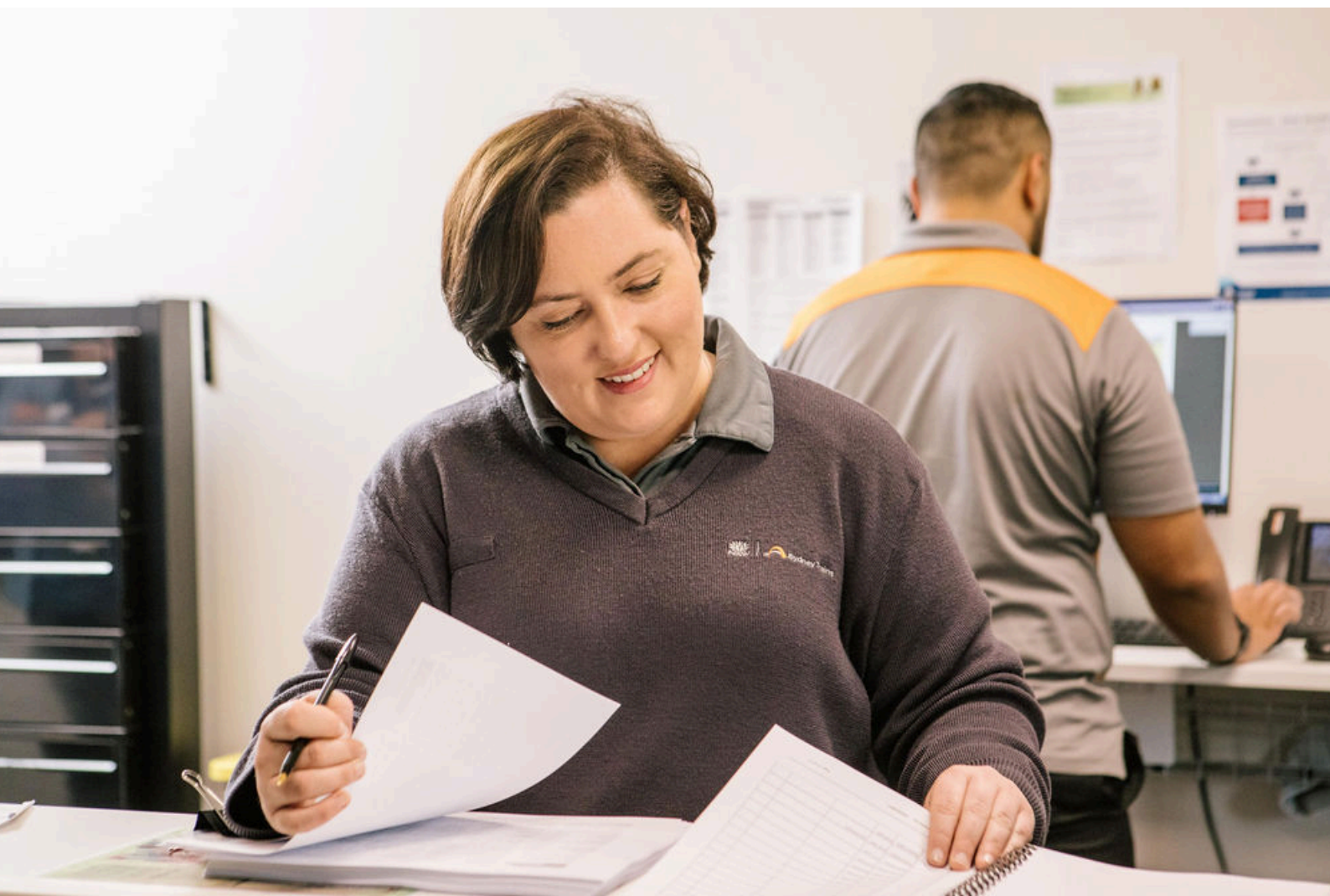
If an applicant is found to possess a criminal record, a review of their application will be conducted and they may not be recommended for the role.

Appointment process

This recruitment campaign aims to fill a number of permanent full-time trainee train driver positions based in Sydney.

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

There is a six 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 driver
- use your results for research purposes - at which time any personal information such as your name and date of birth is removed
- use your results later on for staff development, should you be appointed to the role
- use your results to inform decision making of third parties in the event of a review (where applicable).

Job related testing – validity of results

The results for all 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 TrainLink, then the results 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 (Talent & the Selection Panel) will have access to your test results. If you feel you cannot complete the test to the best of your ability on the day of your testing, please let us know.