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Trainee Train Guard Sydney Trains

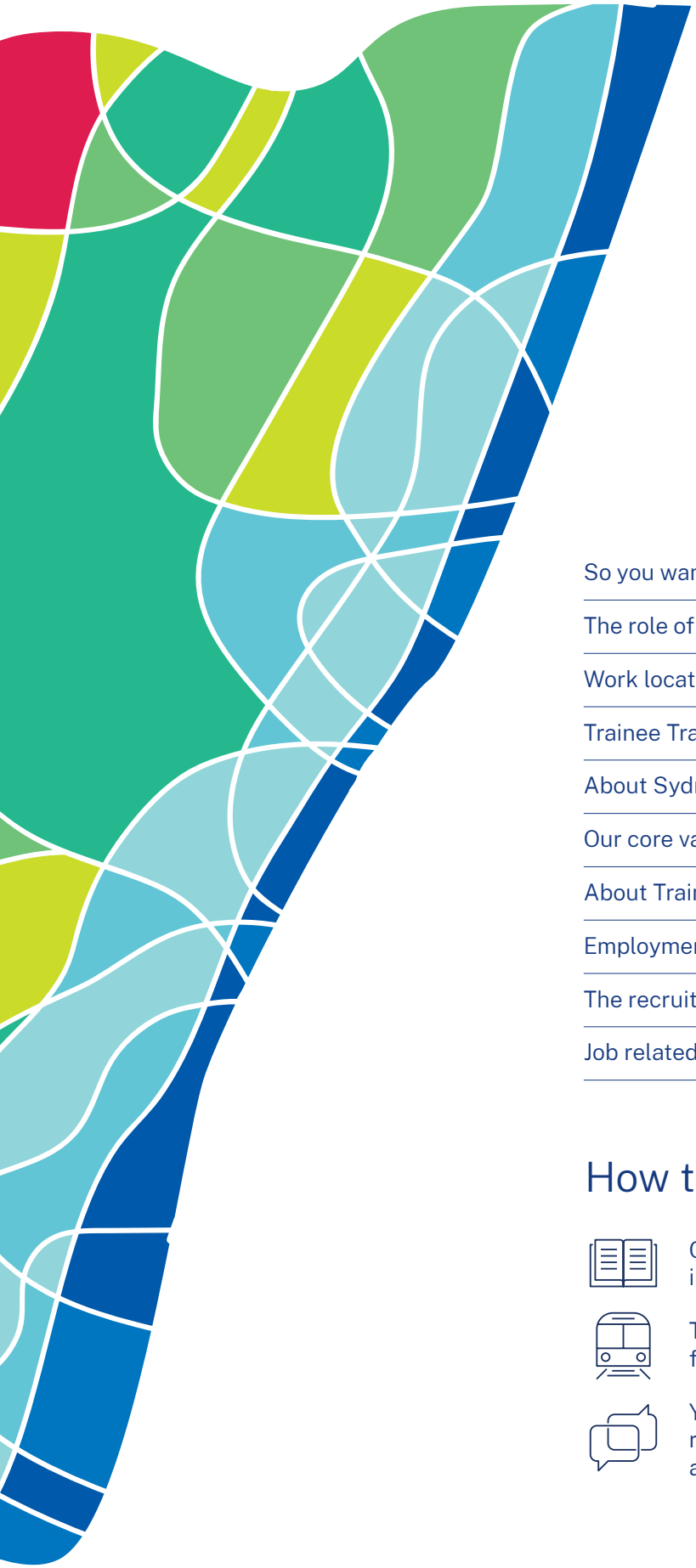
Information pack

NSW GOVERNMENT



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How to use this information pack

Carefully read all the information in this pack.

Think about whether the 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.

So you want to become a Trainee Train Guard

Being a Trainee 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.

Every day, we assist customers from Sydney as well as visitors from all over the world to get to their destinations quickly and safely.



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

For example:

We work around the clock which will sometimes require you to work late nights, early mornings, weekends and public holidays.

We deal with challenging 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 our 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.



The role of a Train Guard

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 oriented problem solver.
- You are committed to continuous improvement and ongoing learning and 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 including reviewing 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 passenger enquiries.
- Providing customer service and physical assistance to passengers as required.
- Understanding of route knowledge – station interfaces, departure signals.
- Supporting the train driver in fault management and train protection.
- Dealing with critical incidents and emergency situations.

"You're not in one place all the time, you get to travel around, talk to a lot of different people."

— **Liara, Train Guard, Sydney Trains**



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.



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.

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.

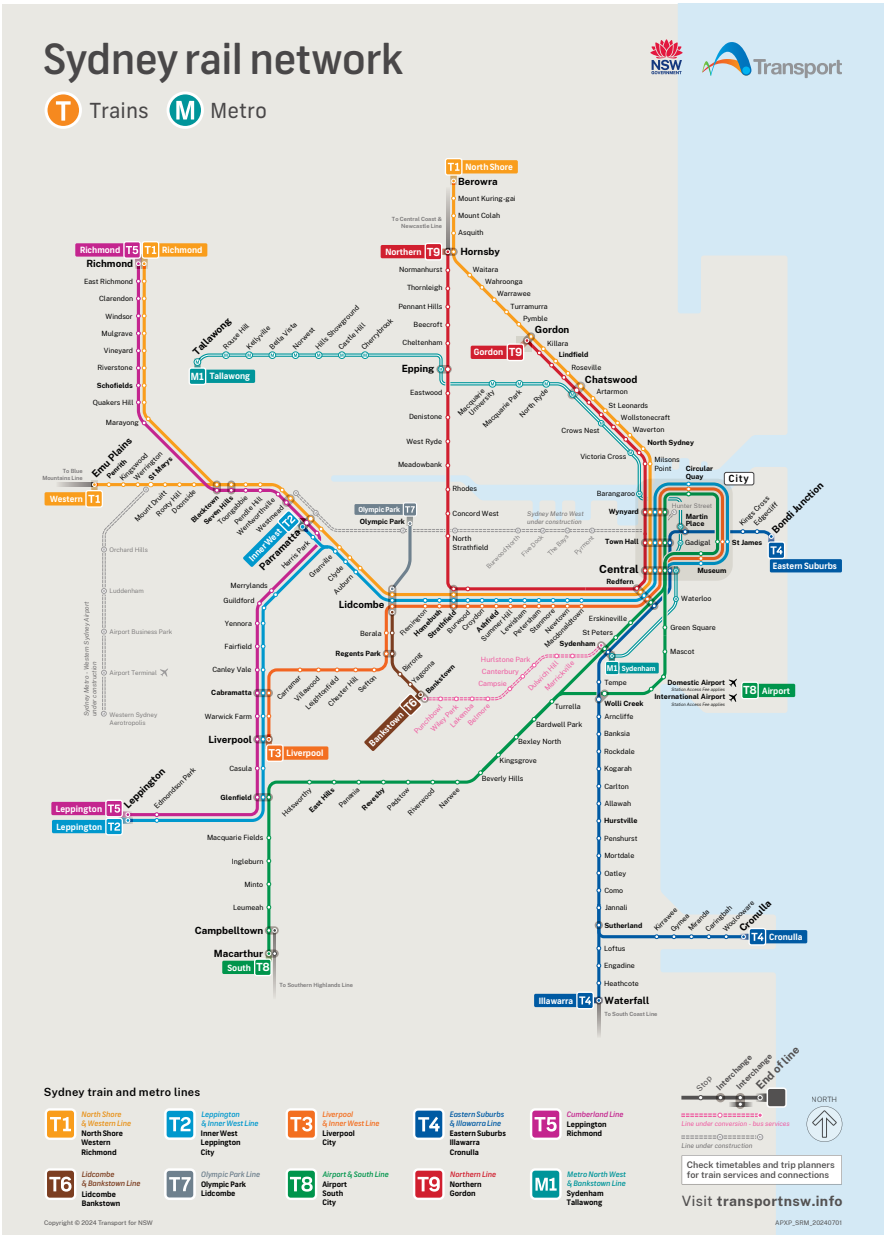
See the Trainee Train Guard sample roster on the next page.





Trainee Train Guard sample roster						
Sun 26/06	**Mon 27/06**	**Tue 28/06**	**Wed 29/06**	**Thu 30/06**	**Fri 01/07**	**Sat 02/07**
OFF	08:00 AM - 16:00 PM Tangara Traction	10:35 AM - 19:29 PM 5725, Mortdale	10:02 AM - 19:07 PM 5724, Mortdale	08:00 AM - 16:00 PM Freelance Sector 1, Central	08:00 AM - 16:00 PM Freelance Sector 1, Central	OFF
OFF	08:00 AM - 16:00 PM Tangara Traction	18:07 PM - 03:05 AM 5955, Waterfall	16:00 PM - 00:00 AM Freelance Sector 1, Waterfall	13:24 PM - 21:54 PM 8949, Waterfall	14:41 PM - 22:11 PM 5952, Waterfall	OFF
OFF	08:00 AM - 16:00 PM Tangara Traction	11:00 AM - 19:00 PM Freelance Sector 1, Central	OFF	06:00 AM - 14:00 PM Freelance Sector 1, Central	11:00 AM - 19:00 PM Freelance Sector 1, Central	06:00 AM - 14:00 PM Freelance Sector 1, Central
OFF	08:00 AM - 16:00 PM Tangara Traction	04:05 AM - 12:17 PM 6715, Hornsby	06:00 AM - 14:00 PM Freelance Sector 3, Hornsby	02:13 AM - 10:42 PM 5701, Hornsby	05:05 AM - 13:15 PM 6715, Hornsby	OFF
OFF	08:00 AM - 16:00 PM Tangara Traction	11:00 AM - 19:00 PM Freelance Sector 3, Richmond	09:00AM -17:00PM Freelance Sector 3, Richmond	09:00 AM - 17:00 PM Freelance Sector 3, Richmond	11:00 AM - 19:00 PM Freelance Sector 3, Richmond	OFF
OFF	08:00 AM - 16:00 PM Tangara Traction	08:00 AM - 16:00 PM Freelance Sector 3, Blacktown	08:00 AM - 16:00 PM Freelance Sector 3, Blacktown	OFF	05:59 AM - 14:33 PM 6414, Blacktown	05:50 AM - 14:03 PM 6414, Blacktown
OFF	08:00 AM - 16:00 PM L&D	08:00 AM - 16:00 PM Tangara Traction	08:00 AM - 16:00 PM Tangara Traction	08:00 AM - 16:00 PM Tangara Traction	08:00 AM - 16:00 PM Tangara Traction	OFF
OFF	08:00 AM - 16:00 PM L&D	08:00 AM - 16:00 PM Tangara Traction	08:00 AM - 16:00 PM Tangara Traction	08:00 AM - 16:00 PM Tangara Traction	08:00 AM - 16:00 PM Tangara Traction	OFF
11:00 AM - 19:00 PM Learn Roads Sector 2, Campbelltown	08:00 AM - 16:00 PM L&D	08:00 AM - 16:00 PM Tangara Traction	08:00 AM - 16:00 PM Tangara Traction	08:00 AM - 16:00 PM Tangara Traction	08:00 AM - 16:00 PM Tangara Traction	OFF
07:00 AM - 15:00 PM Learn Roads Sector 2, Leppington	08:00 AM - 16:00 PM L&D	08:00 AM - 16:00 PM Tangara Traction	08:00 AM - 16:00 PM Tangara Traction	08:00 AM - 16:00 PM Tangara Traction	08:00 AM - 16:00 PM Tangara Traction	OFF

Work locations



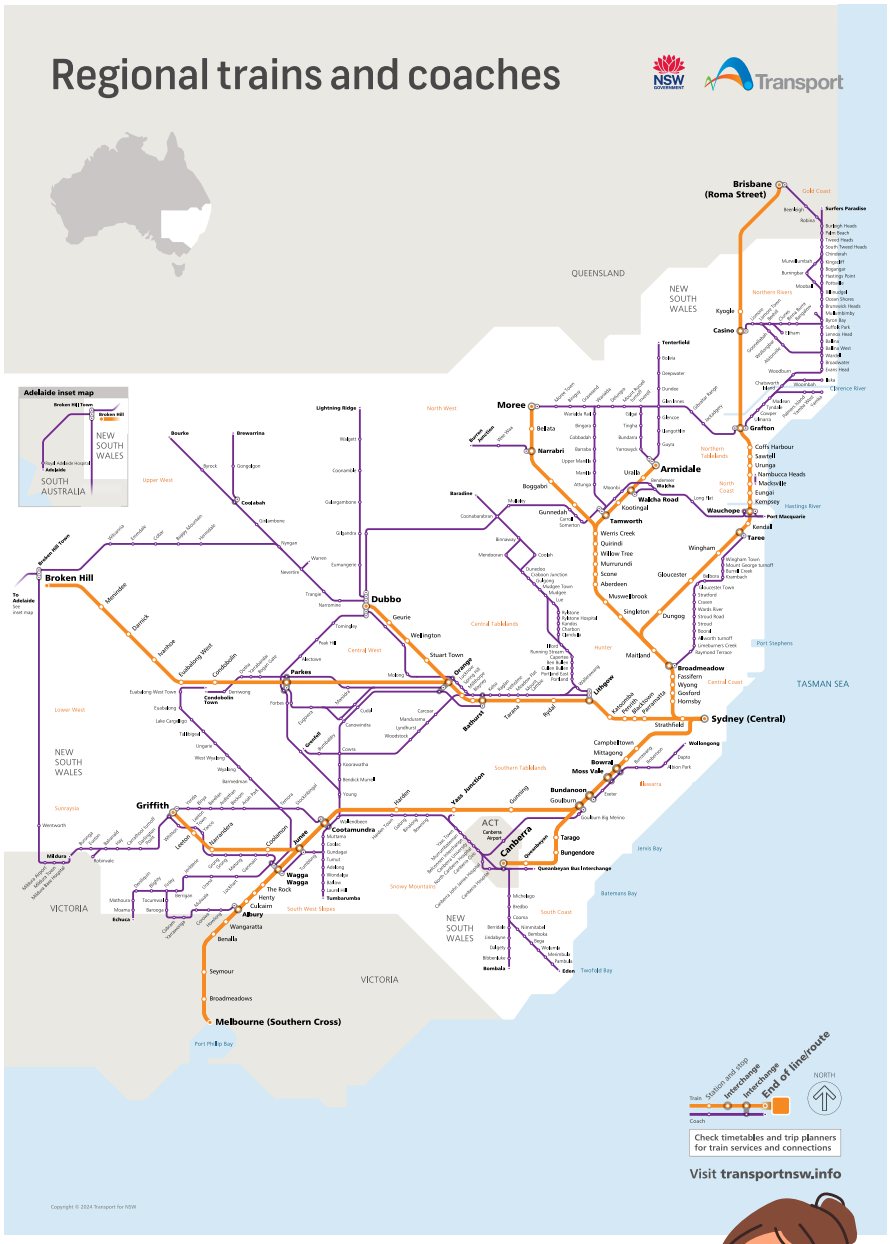
Each network map outlines the depots within the Sydney Trains Sydney rail network and the NSW TrainLink Regional trains and coaches network.

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.

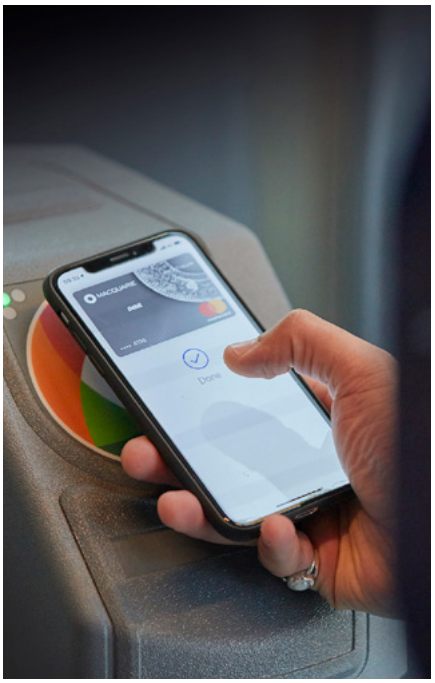
All Trainee Train Guards are based at Central station for the duration of their training program (initial six months). On successful completion of the trainee train guard program, train guards are deployed to a Sydney Trains depot across our network in accordance with operational requirements.

Sydney Trains has 13 depot locations for Trainee Train Guards:

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











"We are the front line, we are the face of the organisation."

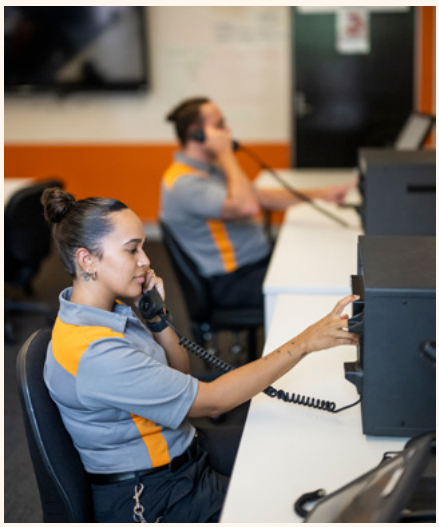
— Liara, Train Guard, Sydney Trains

Trainee Train Guard training

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

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

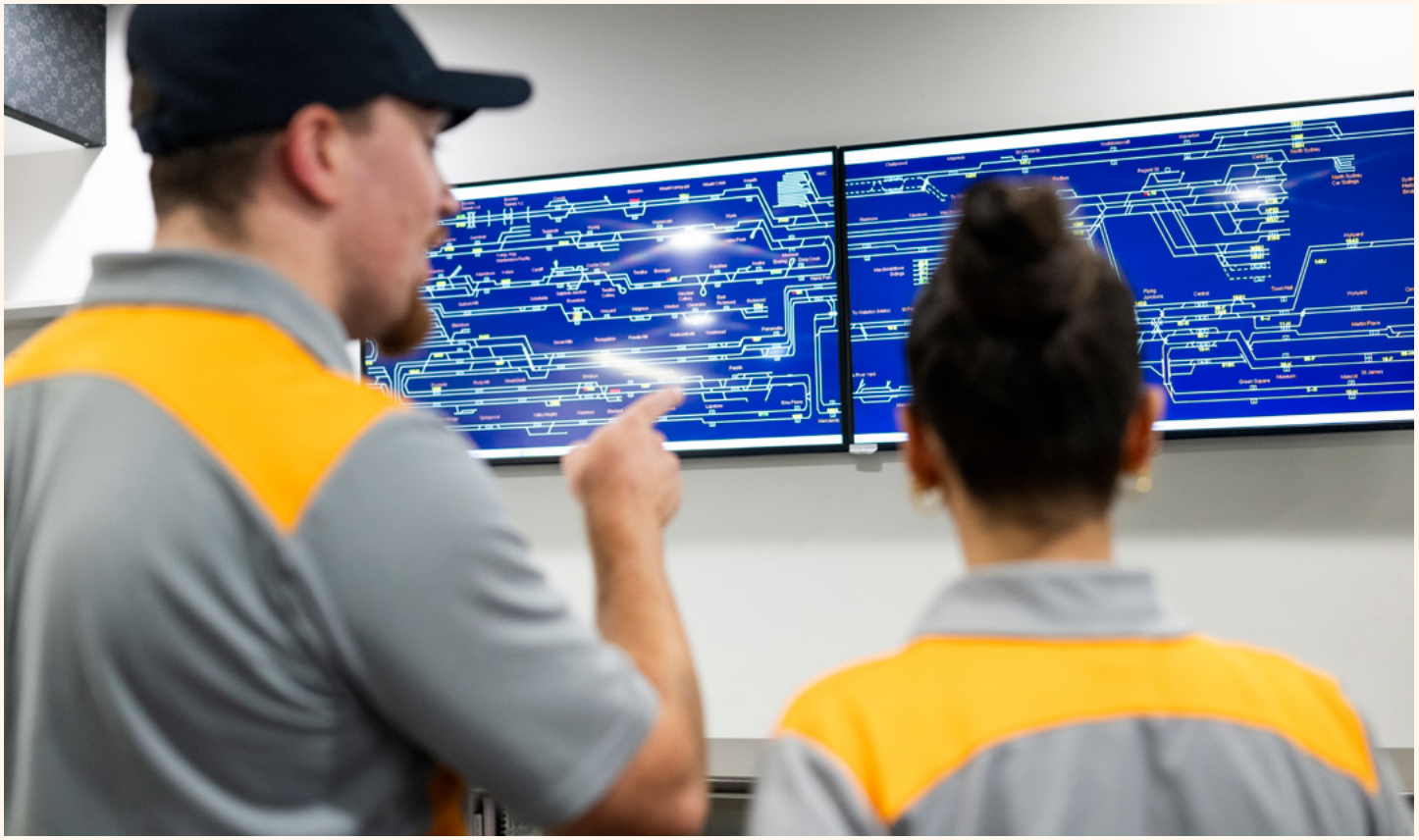
- Safely operate trains and related equipment under normal, degraded and emergency conditions
- Guard to prepare and stable trains in accordance with safety, customer and operational requirements at various locations on the Sydney Trains network
- Identify, report and rectify train faults and failures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



"The 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, Sydney Trains





Program structure

The Trainee Train Guard Program is a combination of classroom training and on-the-job/practical training covering all aspects of being a Train Guard.

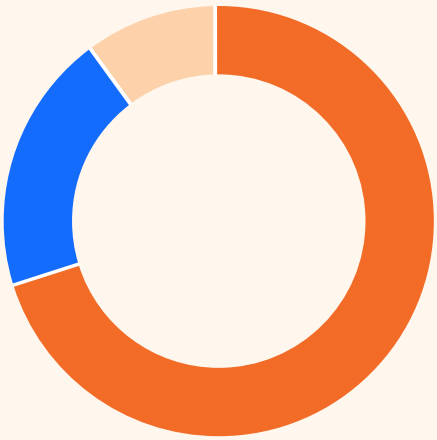
Note that no annual leave outside of scheduled training breaks is permitted during the program. This is due to the intensive nature of the program and to keep group intakes within the same training schedule.

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.

70:20:10 learning

Your training will follow the 70-20-10 model which represents quantities of time spent on each learning activity.

70% of learning takes place on-the-job.

20% of your learning will come from mentoring and relationships, such as learning from others.

10% takes place in a formal learning environment, such as via workshops and eLearning.



About Sydney Trains

At Sydney Trains, our rail services keep Sydney moving by putting our customers at the centre of everything we do. We work with our local communities to deliver safe, timely and efficient rail services 24 hours a day, seven days a week.

Our trains and network are evolving to meet the needs of our customers now and well into the future. We're continuing to integrate technological innovations that help us deliver a smarter and more sustainable network.

Find out more about Sydney Trains



Our core values

Our core values and Customer Service Principles help shape our behaviours so that we can work together to deliver better outcomes for customers.

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

About Train Crewing

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

Train Guards are part of Crew Service Experience 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.
- Adding more crew to our team
- Updating our technology and ways of working.
- Continuing to integrate Sydney Metro with our network.



Our unique challenges

With continual improvements to the train network, come even 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 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.

Inclusion initiatives

Supporting current and future parents as they navigate work, parenting and lifestyle changes, and offering more flexibility and choice around parental leave and returning to work, are important priorities.

Breastfeeding breaks are part of Sydney Trains' current Enterprise Agreement. We offer a growing number of dedicated Parents' Rooms as comfortable and private spaces for breastfeeding/expressing milk.

Train Crewing has recently received a Breastfeeding Friendly Workplace accreditation from the ABA, demonstrating that our facilities meet a high standard of safety and comfort, and ensuring an inclusive and culturally supportive work environment.



Employment matters, benefits and policy

Benefits and entitlement

The commencing base salary for a Trainee Train Guard is $1,604.35 per week (before tax).

In addition, employees receive:

- Superannuation is paid at the standard rate under Australian legislation
- Penalty rates (as applicable)
- Shift allowances and overtime (as applicable)
- Annual leave loading.

Leave entitlements

- Annual leave: 5 weeks per year (shift workers)
- Long service leave: 2 months after 10 years of service
- Parental leave: 14 weeks after 40 weeks of service
- Sick leave: 15 days per year
- Some other leave types include: Family, Community Service, Carer's and Bereavement Leave.

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
- Sydney Metro
- Light rail.

Additional benefits

Learn more about some of the benefits you may be eligible for via the Employee benefits guide (PDF)

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. You will be provided with a full uniform.

Code of conduct

Sydney Trains employees must:

- Behave honestly, courteously and ethically
- Work in a safe, healthy and efficient manner
- Observe the enterprise agreement, policies and procedures, 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, everyone in the workplace is required to:

- Participate in our 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
- Not have or sell alcohol or prohibited drugs in the workplace
- 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.





The recruitment and selection process

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.

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

- Application
- Job-related testing
- Video interview
- Interview
- Pre-employment checks
  - Medical assessments
  - NSW Government employment review
  - National Police Check
  - Reference checks
- Offer/talent pooling

The recruitment process can take between six to eight weeks to complete.

Give yourself the best chance by watching the application tips videos via Our recruitment process

Application

Make sure you thoroughly read the role description and this pack, and that you fulfil all the essential criteria for the role.

To apply, you'll need to answer all the questions in the online application form which are based on the above materials and submit your resume.

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 Guard.

Video interview

You may be required to complete a video interview using the platform Vieple. Your video interview will comprise of a series of questions relating to the role which you'll need to record your responses to using your phone, tablet or computer. This format gives you the flexibility to complete your video interview in your own time and at any location that suits you. You also have the option of practising and re-recording responses as many times as you like before submitting them.

Interview

You'll take part in either a face-to-face or virtual interview to assess the non-technical behaviours and capabilities of the role.

At the interview you will be asked to respond to several 'behavioural based' questions. Behavioural questions require you to demonstrate how you behaved in a specific work situation.

In your response to a behavioural question, you should identify and explain an example from your work history that relates to the question.

The best way to do this is using the STAR method. STAR stands for:

Situation

Open with a brief description of the situation and context of the story (who, what, where, when, how).

Task

Explain the task you had to complete highlighting any specific challenges or constraint (e.g. deadlines, costs, other issues).

Action

Describe the specific actions that you took to complete the task. These should highlight desirable traits without needing to state them (such as initiative, leadership, or teamwork).

Result

What happened as a result of your action and what did you learn from the experience.







Pre-employment checks

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 from the last five years. Personal character referees are not accepted. Referee details can be updated at the pre-employment check stage.

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 can progress.

National Police Check

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

Applicants found to have a criminal record will have their individual circumstances taken into consideration. Depending on the offence and when it occurred, a criminal record does not automatically disqualify candidates from the recruitment process.

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, pathology tests and a clinical examination.

Clinical examination

A clinical examination is a part of your overall medical assessment to ensure you're able to carry out all duties for Category 2 rail safety work.

Health questionnaire

The questionnaire helps identify health conditions which affect the ability to perform Category 2 rail safety work.

Your medical assessment 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.



Offers and talent pools

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

Our Talent team will be in touch to discuss your commencement date if your application is successful.

There is a six-month probationary period from date of commencement. This may be extended under certain circumstances.

Candidates who are considered suitable but are unable to be matched with a role initially will be added to a talent pool for up to 18 months. If a vacancy arises which matches a Talent Pool candidate's preferences, the Talent team may get in touch to initiate an offer of employment.

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

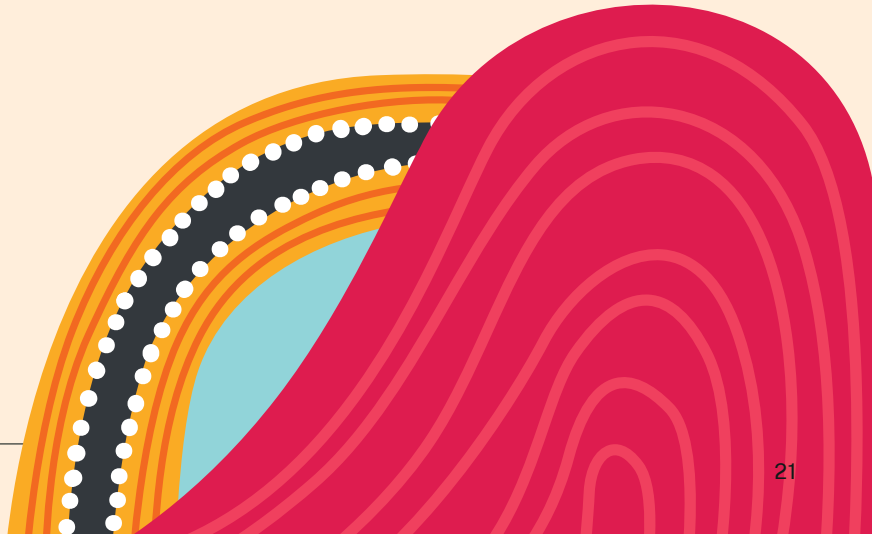
Validity of results

- Job-related test results remain valid for 12 months.
- You will not be eligible to resit tests of the same type within a 12 month period.

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.



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