



Station Incident Officer Course



One/Two days training



Evidence-based activity



In person

Aligned to company
competence standards

Pre- requisites

- Awareness of the Railway Group Modular Rule Book
- Managerial/supervisory experience in station operations, leadership, initiative skills and the ability to make critical decisions
- Awareness and understanding of the emergency response procedures as far as these are applicable to locations where they will undertake the role of Station Incident Officer

Recommended for

The Station Incident Officer course is ideal for individuals working in operational roles within the railway who may be required to take charge during station-based incidents.

Overview

The **Station Incident Officer course** is designed for railway operators preparing to take on the responsibilities of an SIO, offering a structured introduction to your organisation's incident management process and the key part this role plays within it.

Course outcomes

All candidates will receive an AssessTech certificate upon completion.

Incidents at stations require swift, structured responses to protect people, manage risk, and support recovery

The SIO course is designed to help operational managers develop the skills, confidence, and understanding required to lead incident response at stations

What is it:

The **Station Incident Officer Course** equips operational railway staff with the knowledge, skills, and confidence to take control of station-based incidents, ensuring responses are in line with legal, organisational, and industry standards.

What you can expect:

During the SIO training, candidates will receive:

- **One or Two Day Training:** Delivered in-person
- **Structure:** The course combines formal learning with interactive, scenario-based activities and gamification. It is structured to build knowledge progressively, moving from theoretical foundations to practical applications.
- **Certification:** Candidates receive an AssessTech certificate on successful completion of the course

Core Training Content

- Understanding your company's standards and requirements for the role
- Understand the SIO role
- Identification of key personnel during an incident
- Understanding hazards and how an

incident occurs

- Assisting staff and members of the public
- Gathering and preserving evidence
- Creating a timeline of the incident
- Dealing with the media

Learning outcomes

The course enables participants to understand their responsibilities in the role of SIO, including:

- Understand how incidents occur
- Identify and categorise different types of incidents
- Apply JESIP principles
- Communicate effectively using METHANE.
- Collaborate with internal teams and external emergency responders,
- Assess risk and take actions to protect staff, passengers, and the public during an incident.
- Gather, prioritise, and preserve evidence
- Communicate clearly and compassionately with those involved in or affected by the incident.
- Create a clear timeline of events
- Deliver structured debriefings

The SIO Course is delivered through trainer-led instruction and practical application. This blended approach ensures participants gain both theoretical understanding and practical experience.

Station Incident Officer Course

Day One – Core Knowledge and Role Understanding

1. Introduction to the Station Incident Officer role, including responsibilities and the legal context
2. Incident theory, risk, and categorisation
3. Understanding industry standards and the on-call process
4. Introduction to JESIP and METHANE
5. Exploring the knowledge, behaviours, and leadership required of the SIO role

Day Two – Practical Application and Response Skills

1. Communication, leadership, and supporting others
2. Evidence gathering and scene management
3. Scenario-based role play, acting as a Station Incident Officer
4. Timeline development and incident debriefing
5. Incident Recovery Kit Game
6. Final reflections and preparation for real-world application



Book your course:

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