



Safety Critical Communications (SCC01) Information Sheet



TLIF0008

Apply safety critical communications in the rail environment

Course overview:

The course covers communication skills including practice applying effective safety critical communications behaviours for rail work.

This course is a one-day program focussed on behavioural communication skills. The training is scenario-based and highly practical. The aim is to reflect on and improve existing behavioural skills required in a various SafeWorking situations and condition.

You will be assessed on your participation, so make sure that you are actively involved - ask questions, contribute ideas and share with your colleagues.

Training and assessment is aligned to TfNSW Network Standards, Rules and Procedures, and delivered under TfNSW Approved Training Provider Program. It includes **TLIF0008 Apply safety critical communications in the rail environment** which is a national unit of competency from the Transport and Logistics Industry (TLI) training package.

Prior to attending this training applicants must:

- Provide evidence identification (RIW card, photo id)
- Provide a valid USI. (if you don't already have a USI it can be generated at the following location: www.usi.gov.au)

Upon successful completion of this course participants will receive a Statement of Attainment (SOA).

Learning Outcomes:

Upon successful completion of this course you will be able to:

- Apply effective safety critical communications behaviours in your role in the rail environment
- Apply communications protocol, using standard phrases, providing read backs and confirmation, using concise and unambiguous phrases
- Communicate timely and accurate operational information and coordination such as location information, hazards/ risks and network conditions
- Issue rail operations information in accordance with workplace procedures
- Respond to unplanned situations, obtaining sufficient information from relevant sources, and prioritising needs in accordance with workplace procedures



Program Schedule: Weekdays 0730 to 1400 subject to bookings with schedule advised on booking confirmation

You will be required to arrive 20 minutes ahead of the nominated start time to confirm all enrolment details are completed.

Location:

The training is conducted at Swetha International Pty Ltd training rooms at:

- **Suite 23, Level 2, 12 Railway Pde, Burwood (adjacent Burwood Railway Station)**

We will also come to you for bulk bookings (conditions apply)

Requirement for attending Training:

To attend training on the day you must:

- **Have confirmed enrolment details and paid the course fee**
- **Bring a pen to take notes and complete the assessment**
- **Provide evidence identification (RIW card, photo id)**
- **wear appropriate clothing to be able to perform in group activities and demonstrations**



Course support available:

If you have any special circumstance, which may need to be adhered during the study or assessment of this program please speak to one of our personnel so that we are able to assist you. For further information about services and assistance download the Student Handbook from our website or phone or visit our office.

Fees and Enrolment:

The course fee includes workbook and assessment material.

Participants must provide payment, a **completed enrolment form and USI number** before training day.

Assessment

Assessments includes:

- Written assessment
- Practical Assessment role play scenario

Note in order to obtain your unit of competency "TLIF0008 Apply Safety Critical Communications in the Rail Environment" you must obtain 100% in both assessments in order to obtain the unit of competency

If you are assessed as "Not yet competent" on the first attempt, you will be given another opportunity to demonstrate your competence. If you are still not successful after this you may need to reenroll and repeat the unit of work.

Contact Details

To enrol or for more information, please contact us at:

Swetha International Pty Ltd.

Level 2, Suite 3, 4 Railway Parade,

Burwood, NSW-2134

Ph: (02) 9747 1076, 9715 2833 Fax: (02) 9701 0044, 9715 2844

Email: train@swetha.com.au

www.swethatraining.com