



Safety Critical Communications Course

The Safety Critical Communications Course is aimed at improving voice communications capabilities across the entire railway industry. Benchmark Training Ltd has established a reputation for training excellence, based on the successful delivery of the SAF6 Course to over 25,000 railway industry personnel (including Network Rail, Train/Freight Operating Companies and contractors) since April 2006. With over 98% of attendees rating it as 'Excellent', this course is a 'must' for all railway professionals.

Course Benefits

- Ensure PTS holders have the skills to meet industry standards, and understand forthcoming Rule Book changes
- Prepare staff for the introduction of Communication Competency
- Improve safety and efficiency while providing exceptional value for money
- Flexible delivery - courses available nation-wide at a time and location to suit you
- Content can be tailored to meet your exact requirements

Aim and Objectives

To provide practical Safety Critical Communications training to all railway industry personnel to further enhance their safety and efficiency on the railways by:

- Recognizing, understanding and overcoming barriers to safe and effective communications
- Understanding and applying the 'Rule Book' voice communication protocols
- Understanding and practicing 'lead responsibility' and leading by example
- Participating in practical sessions to confirm understanding and give staff the confidence to communicate effectively
- Course style encourages full interaction with maximum student participation

Location

Our Trainers are fully equipped to deliver the Course at your place of work; alternatively, we offer Courses at our training facility in Moreton-in-Marsh, North Gloucestershire, every other Thursday from 2 April 2009. Throughout March, courses will continue to be offered at previously published Network Rail venues. Courses typically start at 0930 hrs and finish at approximately 1500 hrs, but timings can be tailored to suit; courses at Moreton-in-Marsh run from 1015 hrs to 1615 hrs.

Cost

Safety Critical Communications Course Price List			
Venue	Price per person	Price per course (up to 8 delegates)	Price per additional delegate (up to max 4)
Benchmark (various)	£90 + VAT		
In-House		£700 + VAT	£50 + VAT

Course Bookings and Queries

Please call to discuss your exact requirements:

Helen Shrubbs - Customer Contact Manager, Benchmark Training
Tel. 01483 804144 helen.shrubbs@benchmarktraining.com

Phil Hicks - Communication Training Project Manager, Benchmark Training
Tel. 07590 729599 phil.hicks@benchmarktraining.com

www.benchmarktraining.com

Testimonials

'Great course, great instructor, I feel like I have learnt a great deal'

'Very useful, I hope everybody that works in the industry gets a chance to do it'

'A great course, bit of an eye opener really, thanks'

'Very helpful to increase information from PTS course'

'Brilliant training with just the right amount of practical training'

'The course was extremely informative, well presented and well managed'

'Extremely professional instructor, which made it a pleasure to learn'

