



Accredited Africa Training Institute for Capacity Development

Unit FO409, Hatfield Plaza · 1122 Burnett St, Hatfield 0028 · Pretoria, Gauteng · South Africa

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COURSE BROCHURE

Rail Passenger Environment Supervision Skills Training

Services / Transport, Operations and Logistics

Unit Standard 117742 · NQF Level 4 · 10 Credits · 7 Days

COURSE OVERVIEW

This course equips learners with the skills to supervise the rail passenger environment, ensuring safety, security, and efficient service delivery. It covers monitoring passenger behavior, managing incidents, and coordinating with relevant stakeholders to maintain a secure and comfortable travel experience.

Category	Services
Subfield	Transport, Operations and Logistics
Unit Standard	117742
Accreditation	SAQA Accredited · NQF Level 4 · 10 Credits
Duration	7 days
Training Method	Online, On-Campus, In-House
Certificate	Issued via AATICD LMS – verifiable online

LEARNING OUTCOMES

- Demonstrate an understanding of the rail passenger environment and relevant legislation.
- Apply procedures to monitor and control passenger movement and behavior.
- Evaluate potential risks and implement corrective actions to ensure passenger safety.
- Coordinate with emergency services and rail operators during incidents.
- Communicate effectively with passengers and team members to manage crowd flow.
- Implement security measures to protect passengers and rail property.

WHO SHOULD ATTEND

- This course is designed for rail station supervisors, platform controllers, and security personnel responsible for overseeing passenger areas and responding to operational incidents.

COURSE OUTLINE

Day 1: Introduction to Rail Passenger Environment and Regulatory Framework

- Overview of the South African rail industry and passenger environment.
- Relevant legislation: National Railway Safety Regulator Act, Occupational Health and Safety Act.
- SAQA unit standard 117742 outcomes and assessment criteria.
- Role of the supervisor: duties, authority, and accountability.
- Introduction to customer service expectations and complaint handling.
- Basic safety awareness in passenger areas.

Day 2: Safety and Security Management in Passenger Areas

- Hazard identification: slip/trip risks, platform gaps, overcrowding.
- Emergency response: fire, medical emergencies, evacuation procedures.
- Security measures: access control, surveillance, dealing with suspicious behaviour.
- Risk assessment methodology for passenger areas.
- Incident reporting and documentation.
- Practical exercise: walk-through safety inspection.

Day 3: Passenger Communication and Conflict Resolution

- Communication principles: tone, body language, clarity.
- Techniques for de-escalating aggressive behaviour.
- Handling complaints and service recovery.
- Announcing delays and disruptions professionally.
- Role-play scenarios: conflict resolution practice.
- Cultural sensitivity and diversity awareness.

Day 4: Monitoring and Maintaining Passenger Facilities

- Facility standards: cleanliness, lighting, ventilation, seating.
- Signage requirements: wayfinding, safety notices, accessibility symbols.
- Accessibility features: ramps, lifts, tactile paving, audible announcements.
- Maintenance reporting procedures and work orders.
- Scheduled inspections: checklists and frequency.
- Case studies: facility deficiencies and solutions.

Day 5: Crowd Management and Passenger Flow Control

- Principles of crowd dynamics and flow management.
- Strategies for peak hour management: queue systems, platform allocation.
- Contingency planning for large crowds or emergencies.
- Use of CCTV and public address systems.
- Coordination with station management and security.
- Practical simulation: managing a mock peak period.

Day 6: Incident Management and Reporting

- Types of incidents: medical emergencies, accidents, theft, vandalism.
- Incident response protocols: first aid, securing scene, notifying authorities.
- Report writing: factual, objective, timely.
- Evidence preservation: photographs, witness statements.
- Post-incident analysis and root cause identification.

- Legal aspects: liability, confidentiality, data protection.

Day 7: Integration, Assessment, and Action Planning

- Recap of key concepts from Days 1-6.
- Integrated scenario: full-day simulation of passenger environment supervision.
- Assessment: practical tasks and oral questioning.
- Feedback session and gap analysis.
- Creating a professional development plan.
- Course evaluation and certification process overview.

ASSESSMENT & CERTIFICATION

Delegates are assessed through exercises and a final test. A mark of **50% or above** earns an **AATICD Certificate of Completion**, issued digitally with a unique verification code. This course carries **10 NQF credits** at **NQF Level 4**.

PRICING (PER DELEGATE, EX-VAT)

Delegates	Training Method	Price per Delegate	Total
1	Online	R 28,200.00	R 28,200.00
1	In-House	R 36,700.00	R 36,700.00
1	On-Campus (Pretoria)	R 42,300.00	R 42,300.00

UPCOMING SESSIONS

Start	End	Method	Venue
04 Aug 2026	12 Aug 2026	On-Campus	Dubai, UAE
05 Aug 2026	13 Aug 2026	On-Campus	Pretoria, South Africa
05 Aug 2026	13 Aug 2026	On-Campus	Lagos, Nigeria
06 Aug 2026	14 Aug 2026	On-Campus	Johannesburg, South Africa
07 Aug 2026	17 Aug 2026	On-Campus	Mauritius
10 Aug 2026	18 Aug 2026	On-Campus	Dubai, UAE
11 Aug 2026	19 Aug 2026	On-Campus	Pretoria, South Africa
12 Aug 2026	20 Aug 2026	On-Campus	Abu Dhabi, UAE

Contact us if no suitable date is listed – on-demand sessions can be arranged for groups.

HOW TO GET A QUOTE OR APPLY

1. **Get an instant quotation online:** visit www.aaticd.co.za, open the page for this course (Unit Standard 117742) and click **Get A Quote / Apply**. Select your training method and number of delegates – your quotation is generated immediately and emailed to you with the course brochure attached.
2. **Apply by email:** send the course title, your preferred training method (Online, In-House or On-Campus Pretoria), the number of delegates and your preferred dates to apply@aaticd.co.za – our team will reply with a formal quotation.
3. **Apply by phone or WhatsApp:** call +27 12 004 8389 or WhatsApp +27 65 077 6310 and we will prepare your quotation and reserve your seats.
4. **Confirm your booking:** accept the quotation and settle the invoice. As soon as payment is confirmed your delegates are enrolled and receive their AATICD LMS login details by email, along with joining instructions for their chosen training method.

Group discounts apply automatically – the more delegates you enrol, the lower the price per delegate. No payment is required to request a quotation.

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