

Trainee Signaller Sydney Trains

Information pack



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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.

Thinking about becoming a Trainee Signaller?

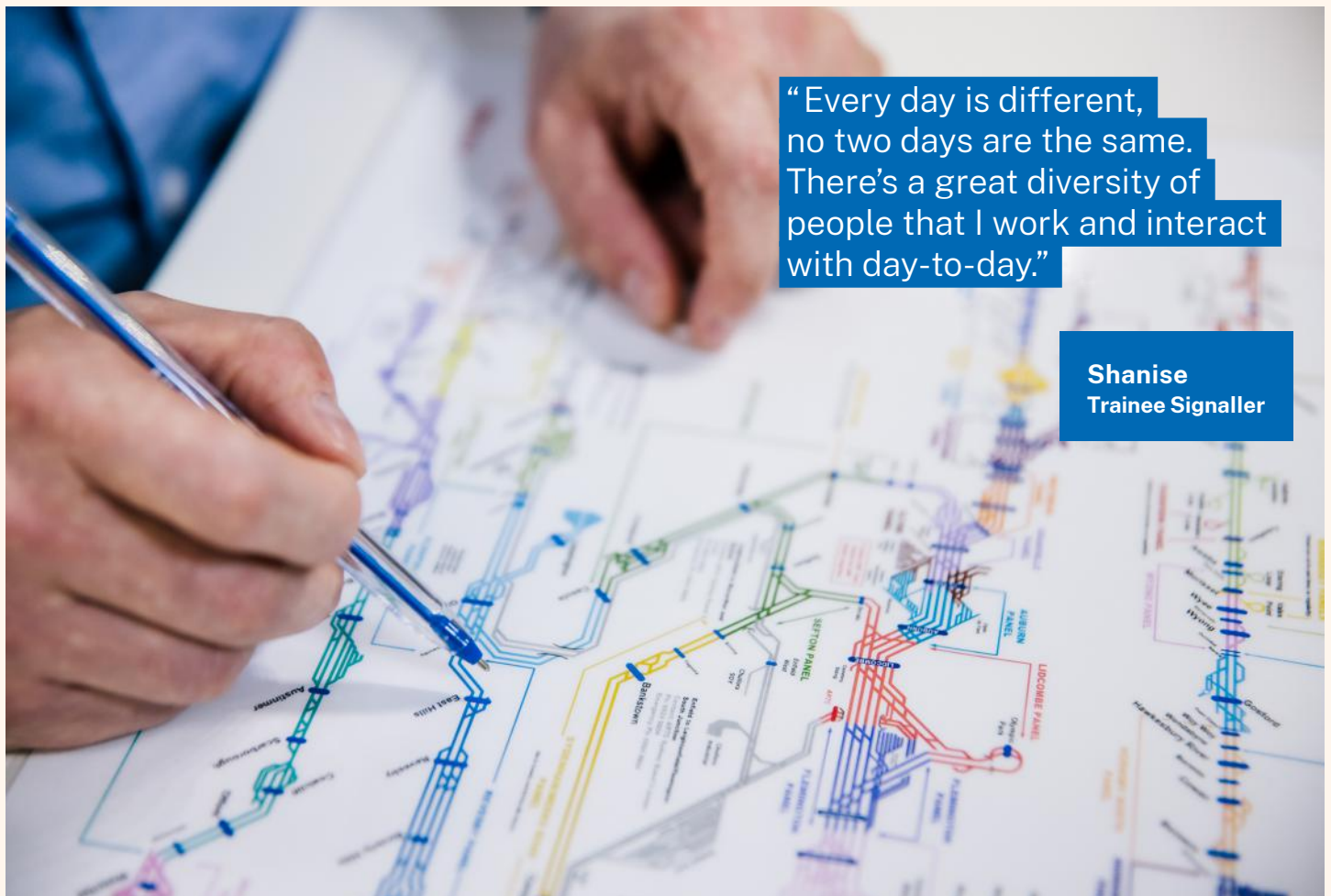
We're so glad you're interested in joining Sydney Trains as a Trainee Signaller. Trainee Signallers are the people working behind the scenes to keep our network running safely and efficiently every day.

You'll join a friendly and passionate team and get hands on with cutting-edge train technology, all while getting our customers where they need to go.

This is an opportunity to start your career in Signal Box Operations with Sydney Trains.

The important stuff

- Wages start at \$1,582.60 per week
- You will be rostered regularly on weekends
- You may be rostered day, afternoon and night shift when required
- You'll work in locations around the Greater Sydney and Regional areas, bounded by Newcastle, Lithgow and Wollongong
- People without prior experience are welcome to apply
- We'll provide you with the right training and qualifications to be successful in the job.





All about the role

Signallers are responsible for the control and supervision of train, locomotive and traffic movements. They make decisions about when to prioritise and allocate access for track maintenance to maintain the safe and efficient running of our network.

This is a fast-paced job that will require you to problem-solve and make quick decisions when issues arise. When they do, its important signallers are able to communicate clearly with their team and other contacts to effectively handle any situation.

As a Trainee Signaller, you'll learn about the technical and non-technical skills required to work in signal box operations. In your training you'll cover reading and understanding the Sydney Trains Safeworking Rules and operating the signal box panel. Valuable non-technical skills include clear and effective communication, being able to work under pressure, problem solving, prioritising actions, remaining alert, maintaining safe operations, anticipating and managing risks.

Roster and shifts

Signallers work a full-time, 38-hours per week rotating roster, including morning, afternoon, night, weekend and public holiday shifts.

Your fortnightly roster is issued approximately three weeks in advance. It's your responsibility to be aware of your roster and check regularly for any changes.

What's it really like?

Every day, through the work that we do, we assist customers from Sydney as well as visitors from all over the world to get to their destinations quickly and safely, whether they're going to work, school, visiting loved ones or sight-seeing.

Our friendly and supportive work environment is a great place for trainees to learn the technical and personal attributes to succeed in a career with Sydney Trains.

On completion of the Trainee Signaller program, our trainees are eligible to apply for other opportunities within Signal Box Operations and have a clear career pathways into other roles within Sydney Trains.

Like any job, there's a lot more to being a Trainee Signaller than meets the eye.

We're a welcoming bunch and we have a lot of fun, however being a Trainee Signaller also has its own unique challenges.

For example:



Safety is our number one priority. We take a proactive approach to ensure we minimise risks across our network.




We sometimes need to respond to incidents including emergency situations with speed and sensitivity, while ensuring minimal impact to our customers.



We rely on effective written and verbal communication, making sure we're clear, concise and using language that can be understood by different groups of people.





“It gets me to think and problem-solve, and there’s an element of challenge to it when out of the ordinary things happen.”

Nhi
Trainee Signaller

Our network

Sydney rail network

M Metro **T** Trains



Sydney metro and train lines

M Metro North West Line
Chatswood
Tallawong

T1 North Shore
North Shore
North Shore
Richmond

T2 Inner West
& Leppington Line
Inner West
Leppington
City

T3 Bankstown Line
Liverpool
Lidcombe
City

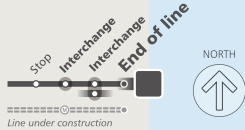
T4 Eastern Suburbs
& Illawarra Line
Eastern Suburbs
Illawarra
Cronulla

T5 Cumberland Line
Leppington
Richmond

T7 Olympic Park Line
Olympic Park
Lidcombe

T8 Airport & South City
Airport
South City

T9 Northern Line
Northern
Gordon

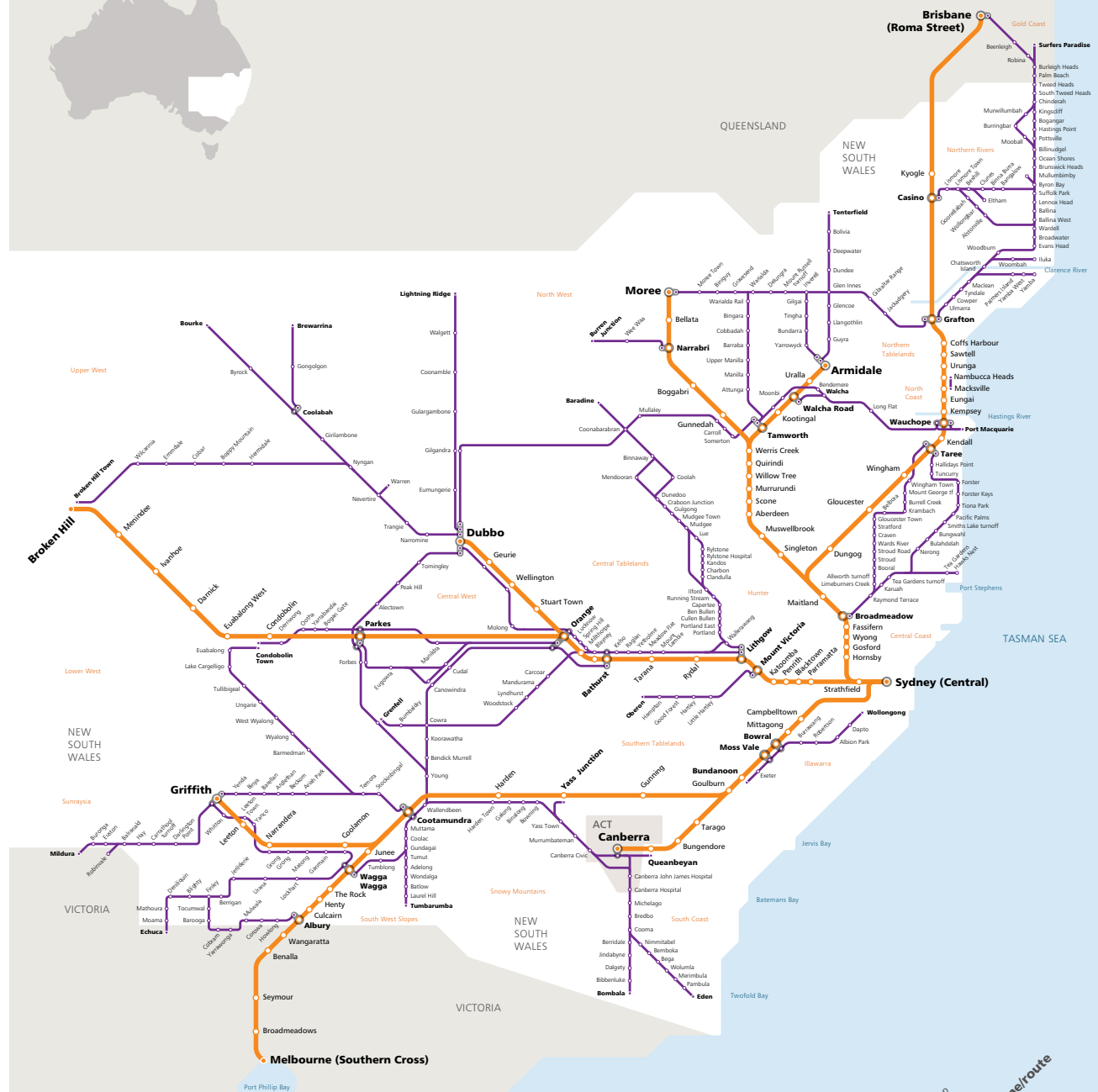


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Trainee Signaller training program

The training program will teach you all the skills you need to confidently perform the role of a Trainee Signaller at your assigned signal box location.

For your first 54 working days, you'll work through a range of training topics. Your training will take place in locations including the Sydney Trains Petersham training college, the Rail Operations Centre (ROC) in Alexandria and various signal box environments.

Your training will consist of both classroom and practical training to get you ready for the job.

Your training will cover the following topics:

- All about working with Sydney Trains and Transport for NSW
- Performing safety and operational duties to ensure customers and staff are safe at all times
- Operating job-related technologies
- How to effectively work with others
- Performing in different work scenarios including emergencies.





Classroom training

You will have the opportunity to learn in a workshop-style environment using digital platforms. This also includes completing scenario based activities and formal assessments throughout the training.

On-the-job training

You will gain hands-on experience and use real equipment in real-life scenarios. You'll apply your new skills and knowledge from your training in a real working environment with all its complexities.

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 feedback and building work relationships that enable you to learn from others.

10% takes place in the classroom, workshops and via eLearning.



Assessments

During your training program you will be required participate in a number of assessments in order to successfully complete your training. Assessments will be conducted in classrooms and on the job.

“If you’re struggling don’t be afraid to ask for help. Everyone has been where you are at some stage as a trainee, even managers, they’re all willing to help... It’s really encouraging to have that level of support from day one.”

— Shanise, Trainee Signaller

Signaller learning pathways



Program expectations

- All programs require full attendance and punctuality
- Participants must exhibit the [Sydney Trains SPACE behaviours](#)
- Participants must comply with the employee Code of Conduct.

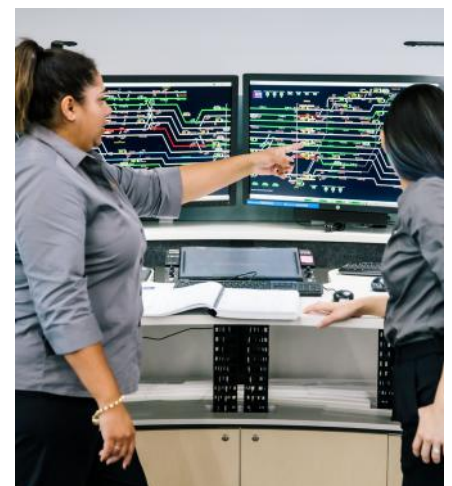
Initial employment training program

Program outline

- Nine week duration, full-time hours between Monday to Friday starting 8 AM to 4 PM (subject to training requirements)
- Classroom training
- Safeworking focus
- Interactive simulator activities
- Pass first attempt for mandatory assessments
- Qualification to undertake a range of signalling tasks at specified locations.

Entry requirements

- No prior experience required
- Participants must be a minimum 18 years of age
- Suitable language, literacy, numeracy skills
- Willingness to learn and study
- Retain course and role information.



Initial employment training program sample roster							
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week one	08:00 -16:00 ROC	08:00 -16:00 Petersham	08:00 -16:00 ROC	08:00 -16:00 ROC	08:00 -16:00 ROC	Rostered day off	Rostered day off
Week two	08:00 -16:00 ROC	08:00 -16:00 Petersham	08:00 -16:00 Petersham	08:00 -16:00 ROC	08:00 -16:00 ROC	Rostered day off	Rostered day off

Accelerate I training program

Program outline

- Twelve week duration, full time
- Classroom training and on the job practical experience in various locations
- Train running and management focus
- Interactive simulator activities
- Pass first attempt for mandatory assessments
- Qualification to undertake Signaller Grade IV– Area Controller Grade tasks on completion.

Entry requirements

- Successful completion of Signaller initial employment training program
- Participants must be a minimum 18 years of age
- Suitable language, literacy, numeracy
- Willingness to learn and study
- Manage competing priorities
- Stay calm in degraded situations.

Training locations

- Homebush or the Rail Operations Centre
- You will be required to work in locations across the Greater Sydney and Regional areas bounded by Newcastle, Lithgow and Wollongong.

Accelerate I training program sample roster

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week one	06:00 -14:00 Homebush/ ROC	06:00 -14:00 Homebush/ ROC	06:00 -14:00 Homebush/ ROC	06:00 -14:00 Homebush/ ROC	06:00 -14:00 Homebush/ ROC	Rostered day off	Rostered day off
Week two	14:00 -22:00 Wollongong	14:00 -22:00 Wollongong	14:00 -22:00 Wollongong	14:00 -22:00 Wollongong	14:00 -22:00 Wollongong	Rostered day off	Rostered day off

Accelerate II training program

Program outline

- Nine week duration, full-time
- Classroom training
- Train running and management focus
- Interactive simulator activities
- Pass first attempt for mandatory assessments
- Qualification to undertake a range of signalling tasks at specified locations.

Entry requirements

- Successful completion of Accelerate I Training Program
- Participants must be a minimum 18 years of age
- Suitable language, literacy, numeracy
- Willingness to learn and study
- Manage competing priorities
- Stay calm in degraded situations.

Training locations

- You will be required to work in locations across the Greater Sydney and Regional areas bounded by Newcastle, Lithgow and Wollongong.

Accelerate II training program sample roster

	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday
Week one	14:00 -22:00 Homebush/ ROC	14:00 -22:00 Homebush/ ROC	14:00 -22:00 Homebush/ ROC	14:00 -22:00 Homebush/ ROC	14:00 -22:00 Homebush/ ROC	Rostered day off	Rostered day off
Week two	06:00 -14:00 ROC	06:00 -14:00 ROC	06:00 -14:00 ROC	06:00 -14:00 ROC	06:00 -14:00 ROC	Rostered day off	Rostered day off



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 the Rail Operations branch

Rail Operations delivers safe, reliable, customer-focused rail services across Australia's largest and most complex suburban network.

We're focused on delivering controlled, consistent and seamless operations and services.

Our teams are using data to improve our network's reliability and resilience. We're also modernising our signalling system and train control technology.

Our More Trains, More Services program is set to provide customers with more reliable, high-capacity, turn-up-and-go services over the next 10 years.



About the Operations Control team

Trainee Train Signallers are part of the Operations Control team within the Rail Operations Branch.

Our team aims to deliver safe, reliable and seamless passenger journeys.

The Operations Control function consists of three main areas: Rail Operations Control, Incident Readiness and Response, and Security.

We provide:

- Rail Operations Control provides monitoring and signalling management, network possession and operational risk management for Sydney Trains and various teams and modes across Transport for NSW.
- Incident Readiness and Response enables incident management and response across all Sydney Trains customer and operational activities. Some of our services include emergency and crisis planning and management, incident preparedness and incident response teams.
- Security provide intelligence and security strategy development, security guard services and monitoring, tactical security response management, handle investigations, liaise with police to secure the network and assets, and provide customer security.

Employment matters, benefits and policy

Benefits and entitlement

Commencing base wage for Trainee Signallers ranges from \$1,582.60 per week.

In addition, employees receive:

- Superannuation is paid at the standard rate under Australian legislation
- Penalty rates (as applicable)

Employees may also receive the following depending on rosters and work types allocated:

- 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.

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 must:

- 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:

- Pre-screen questions as part of your application
- Phone screen
- Assessment day and interview
- Medical assessment
- NSW Government employment review
- National Police Check
- Reference checks

Assessment day and interview

You will be required to attend a virtual assessment day where you will complete a number of assessments. These have been selected to reflect the skills and abilities required to effectively and safely perform your role.

Following the assessment day, candidates who meet the required standards will be invited to complete a virtual interview via Vieple.

Applicants who progress past the Vieple stage will then be invited to attend a panel-style interview and/or a role-play activity. The interview will assess the non-technical behaviours and capabilities required for 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 answer your interview questions 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).

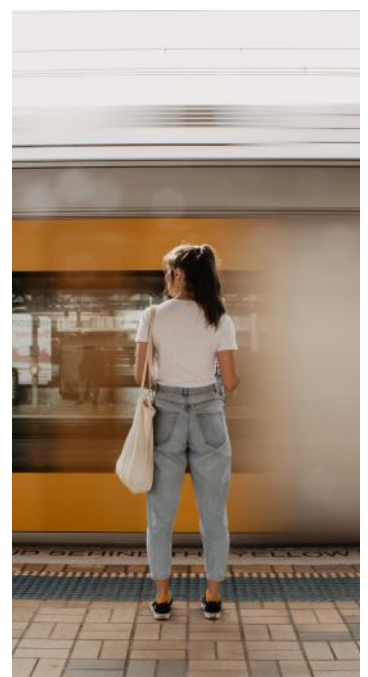
Result

An example of a behavioural question that might be asked at an interview is 'describe a difficult problem you had to sort out in your last job.' This behavioural interview question is designed to explore your ability to identify, analyse and solve problems.

Take a look at our [application tips video series](#) for plenty of great information on navigating and acing the application and recruitment process.

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 will be progressed to the next stage.



“Even when I’m working by myself I can always call on someone to talk me through if I’m stuck.”

— Kyla, Trainee Signaller

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.

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

Trainee Signallers require a Category 2 medical assessment. The assessment covers physical and psychological health to determine if there are any conditions which could affect your ability to work safely. Category 2 assessments include health questionnaires and clinical examination including vision and hearing (defective safe A).

Health questionnaire

The questionnaire helps identify health conditions which affect how you can carry out work.

It 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.

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.

Appointment process

This recruitment campaign aims to fill a number of Trainee Signaller positions based in various locations across NSW. Our Talent team will be in touch to discuss your commencement date if your application is successful.

The Talent Pool provides a merit list or e-list of suitable applicants for each location. 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.

Employee probation

A three-to-six-month probationary period applies for all new employees, beginning on the date of employment commencement. The probationary period includes regular review and milestone conversations that provide an opportunity to seek feedback and set performance goals to build capability and confidence in the role. This may be extended under certain circumstances.



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 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

- The results for the Reading Comprehension you complete will remain valid for 12 months
- You will not be eligible to re-sit this test again within that time.

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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