

Trainee Train Driver Sydney Trains

Information pack

September 2022



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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 Train Driver?

Being a Train Driver with Sydney Trains is an awesome job. You get to join a friendly and passionate team, travel all over Sydney and get hands-on with cutting edge train technology; all while making a real difference for our customers, connecting them to work, school and loved ones.

Being in control of a passenger train is a big responsibility. Every day, we assist customers from Sydney as well as visitors from all over the world to get to their destinations quickly and safely.





The role of a Train Driver

Train Drivers are responsible for moving the 1.3 million passengers that use our network every day, making sure that our customers get to their destination safely and on time.

As a Train Driver

- You're responsible for the safety of your customers.
- You care about your contribution to communities across NSW.
- You're able to make the right decisions in high-pressure situations.
- You take practical steps to solve problems as they arise.
- You're committed to continuous improvement and ongoing learning and development.

Your day-to-day responsibilities include:

- Operating safety systems both on and off the train.
- Applying professional driving standards and Conditions Affecting the Network (CAN).

- Ensuring you are free from distractions while driving, including having your phone off and stored away.
- Maintaining appropriate records and documentation as required for day-to-day operations such as completing incident reports.
- Maintaining route knowledge including track speeds, grades and curves.
- Maintaining up-to-date knowledge of relevant policies, procedures and schedules.
- Maintaining focus and situational awareness of conditions out in the network that can affect train operations, such as track work and work sites.
- Dealing with critical incidents and emergency situations.
- Making decisions in high-pressure scenarios.
- Demonstrating Sydney Trains' customer service principles and a 'one team' approach by understanding that other teams contribute to your success.

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

We're a friendly and caring bunch and we have a lot of fun, however being a Train Driver also has its unique challenges.

For example:



We work around the clock and travel great distances, which means late nights, early mornings, working weekends and public holidays, as well as overnight stays away from home.



We deal with challenging situations that require us to think on our feet and make critical decisions under pressure.



We do our best to meet the expectations of the hundreds of customers that travel every day by communicating clearly and always putting safety first.



We do whatever it takes to make sure our customers have the best possible experience as they travel across our network.





City services
Regional services
12:07

Transport Sydney

Transport Sydney



The working environment

This working environment is not suited to everyone and takes time to adapt to.

Being a Train Driver is not a standard 9-5 job as train crew schedules are rostered with start and finish times that can vary significantly during the month.

While you work as part of a wider team, you work independently for most of the time. You are mobile and could be deployed to any location across the Sydney Trains network at any time.



Shift times

Train Driver schedules are rostered around the clock across a 24-hour span with varied start and finish times. Shift sign-on and sign-off times are staggered based on timetabled train running. Meeting shift times requires a level of flexibility from our crew who are often required to make adjustments to personal and social commitments.

Drivers are expected to report to work fully alert and refreshed. This requires drivers to manage their sleep schedule, ensuring they get sufficient quality sleep outside of work hours.

Critical incidents

Safety is our top priority, and Train Drivers play a vital role in incident and response management to maintain the safest conditions possible and minimise risks.

Sometimes this means our drivers witness traumatic incidents where they need to organise other on-board staff, customers, first responders and other services.

If you're involved in an incident, Sydney Trains will do everything in its power to minimise these risks and offers extensive support to Train Crew in the event of a potentially traumatic incident.

Work locations

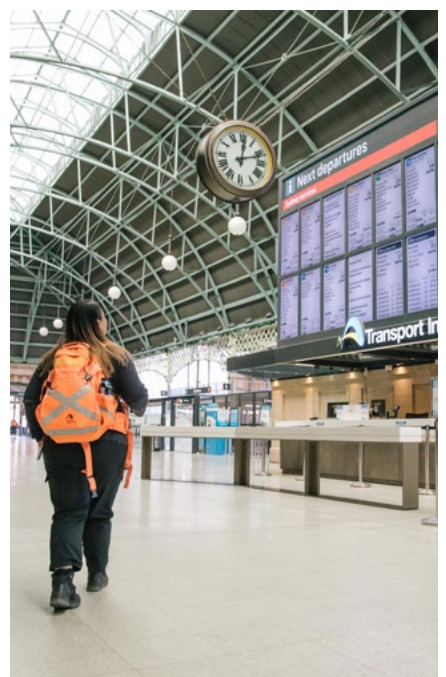
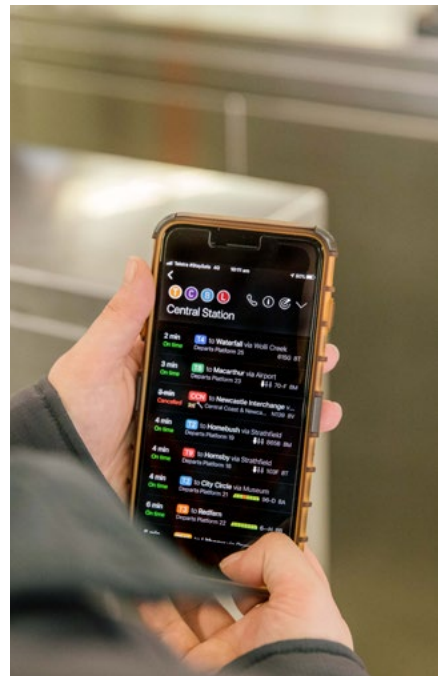
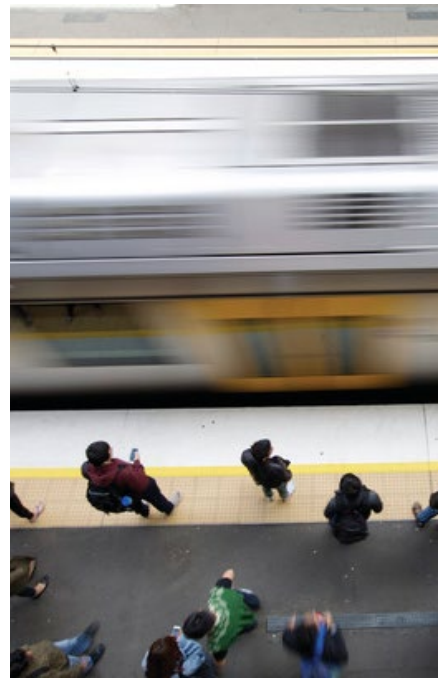
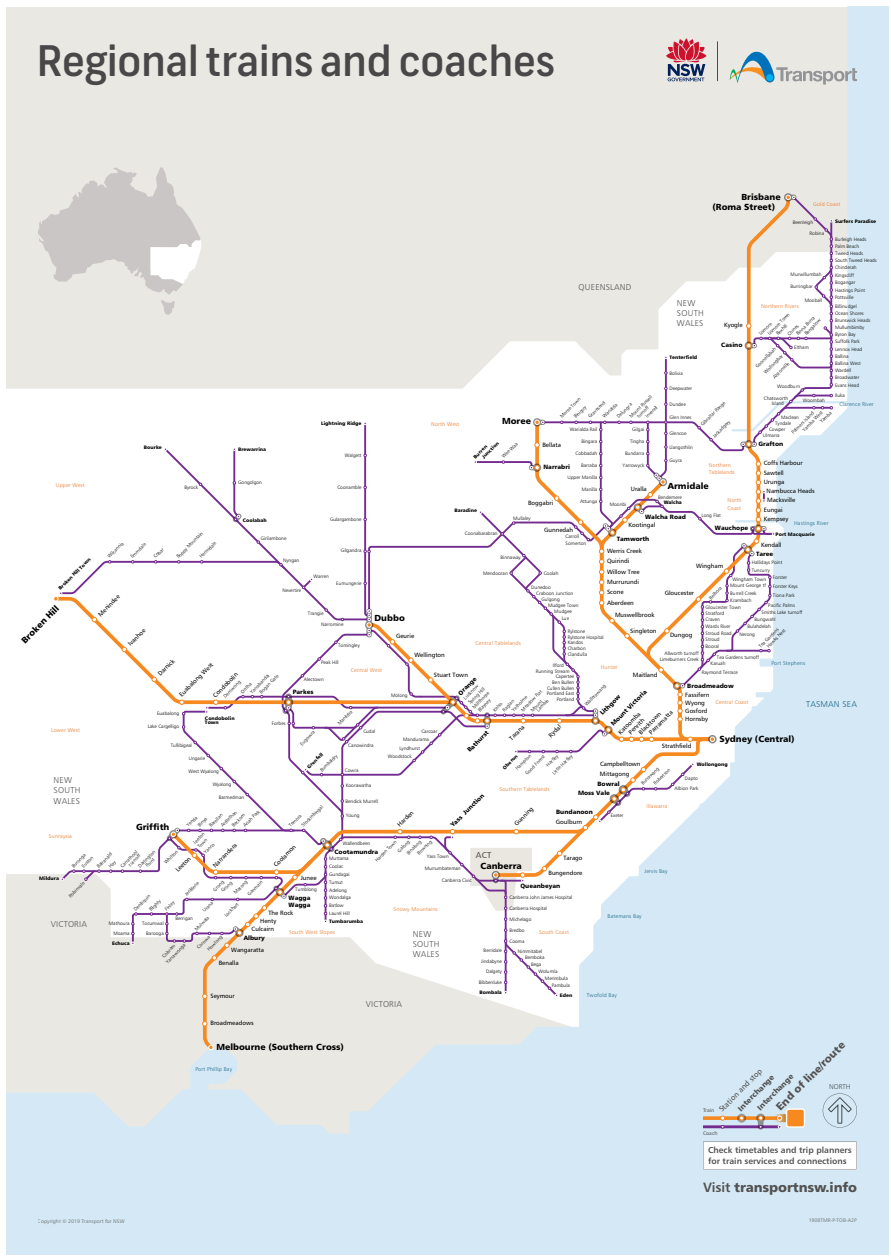


Each network map outlines the depots within the Sydney Trains Sydney rail network and the NSW TrainLink Regional trains and coaches network.

Sydney Trains has 13 depot locations for suburban Train Drivers:

- Auburn
- Blacktown
- Campbelltown
- Central
- Cronulla
- Flemington
- Hornsby
- Leppington
- Mortdale
- North Sydney
- Penrith
- Richmond
- Waterfall

Regional trains and coaches



"I got into driving trains because this was my kid dream... when I was four, I thought 'I want to be a train driver and just over twenty-four years later, look where I am.'"

— Aaron, Train Driver, Sydney Trains



It takes a special type of person – resilient, dependable and organised.

We know it's certainly an attractive role, but becoming a Train Driver is no walk in the park. Just like studying to become a medical doctor, lawyer, or engineer, being a Trainee Train Driver will require a lot of hard work and sacrifice. At some points it can feel hard and gruelling -it's not for everyone.

Before you can begin working as a fully-fledged Train Driver, you will need to complete a rigorous, 12-month training program that includes classroom learning, on-the-job training as well as a significant amount of home study and exams.

We stick to tight training schedules that include early mornings, evenings and weekends, meaning that you will have to miss out on important occasions with your family and friends from time-to-time.

Once your training is complete, you will still need to work to a tight schedule, as we are relying on you to show up every day and keep the complex train network running. You may need to work unusual hours; early mornings and late nights, making sure that every customer makes it to their destination safely.

You will need to ensure that you come to work with absolutely no alcohol or prohibited drugs in your system and submit to random testing regularly. You will also need to perform well in high-pressure situations, always keeping the safety of our customers at the heart of everything you do.

Trainee Train Driver learning program



The Trainee Train Driver program is an intensive one-year training program.

The Trainee Train Driver program provides you with the required skills and knowledge to:

- Safely operate trains and related equipment under normal, degraded and emergency conditions.
- Prepare, drive and stable trains in accordance with safety, customer and operational requirements, at various locations on the Sydney Trains network.
- Identify, report and rectify train faults and failures according to current network rules and procedures.

Program structure

The program is a combination of off-the-job and on-the-job training to help you learn all aspects of the role.

Off-the-job training

You will have the opportunity to learn in a classroom environment. This includes participation in workshops, completing computer-based learning activities, experiencing the reality centre and using train simulators.

On-the-job training

You will gain hands on experience and use real equipment in controlled situations. This allows you to practice and learn how to apply new skills and knowledge in the real working environment with all its complexities.

Home study

To adequately prepare for rigorous assessments, you will also be required to undertake home study in addition to your learning program. You will need to memorise a significant amount of information, for example the network map, stopping patterns and procedures for a range of potential situations.

70:20:10 learning

The Career Journey to Intercity Driver Program will follow the 70-20-10 model which represents quantities of time spent on each learning activity.

70% is on-the-job such as working with a workplace Driver Trainer or learning from colleagues.

20% is from feedback and relationships, such as when participants undertake simulations and get feedback from their facilitator or Driver Trainer.

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

Assessments

During your learning program you will be required complete assessments in order to successfully complete your training. This will be a combination of classroom, practical on-the-job training and high-tech train simulator assessments.



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.

Since 2013, two rail organisations have served the different needs of Sydney and regional/intercity customers.

Sydney Trains

Sydney Trains operate quick, frequent and reliable services in the Sydney suburban area bounded by Berowra, Richmond, Emu Plains, Macarthur and Waterfall stations.

NSW TrainLink

NSW TrainLink operate services between Sydney and the Hunter, Central Coast, Blue Mountains, Southern Highlands and South Coast regions, as well as the interstate network.

Our core values

Our core values and customer first 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 Train Crewing

Train Crewing has the critical role of delivering qualified train crew to provide safe, reliable train services to our customers.

Train Drivers are part of Crew Service Experience which is responsible for the delivery of safe, reliable and efficient customer rail services across the Sydney metropolitan area.

Whether this work is undertaken directly through our driver and guard teams or indirectly through the provision of our compliance, resourcing, and support team activities, each team member plays an active role in ensuring we work together to consistently deliver and improve our customers' experience.



Preparing for the future

In the last five years, our patronage has increased by 30 per cent and is expected to keep growing at five per cent per year. We're preparing for more customers and more services in a number of ways, including:

- Adding 41 new Waratah trains to our fleet.
- Adding more crew to our team
- Updating our technology and ways of working.
- Continuing to integrate Sydney Metro with our network.

Our unique challenges

With continual improvements to the train network, come even greater challenges that our team must adapt to and overcome. We need to operate more productively and efficiently and provide better value for money to customers.

Our future challenges include:

- Integrating the new Sydney Metro into our network.
- A potential doubling of customer journeys to two million each weekday by 2026.
- Accommodating two million extra people in NSW by 2031.
- Supporting a predicted 22 per cent increase in freight by 2031.



Employment matters, benefits and policy

Benefits and entitlement

The commencing base salary for Trainee Train Drivers is \$1,582.75 per week.

In addition, employees receive:

- 10.5 per cent superannuation.
- Penalty rates (as applicable).
- 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 for primary carers and 2 weeks for secondary carers.
- Sick leave: 15 days per year.
- Some other leave types include: Family, Community Service, Carer's and Bereavement Leave.

Additional benefits

Learn more about some of the benefits you may be eligible for via the [Employee benefits guide \(PDF\)](#).

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 is required to:

- 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.

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.



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:

- Application
- Video interview
- Job related testing
- Interview
- Medical assessment
- NSW Government employment review
- National Police Check
- Reference checks

Application

Submit your resume and answer the pre-screening questions in the online application form.

Video interview

You may be required to complete a video interview using the platform Vieple. Your video interview will comprise of a series of questions relating to the role which you'll need to record your responses to using your phone, tablet or computer. This format gives you the flexibility to complete your video interview in your own time and at any location that suits you. You also have the option of practising and re-recording responses as many times as you like before submitting them.

Job related testing

You will be required to complete a number of job related tests. The tests you will undertake have been selected to reflect the skills and abilities required to effectively and safely perform in the role of a Trainee Train Driver. Candidates may also be considered for the Trainee Train Guard 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 can progress.

Interview

You'll take part in either a face-to-face or virtual interview to assess the non-technical behaviours and capabilities of 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 do this 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

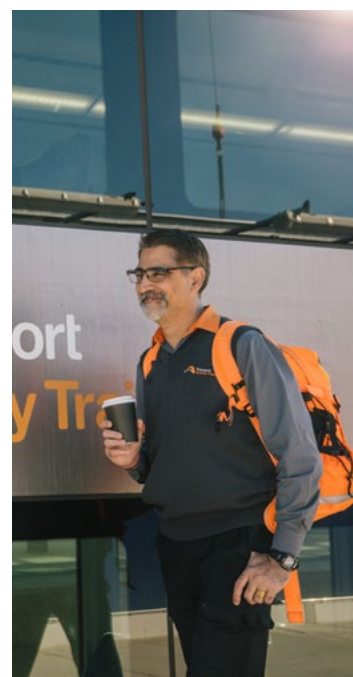
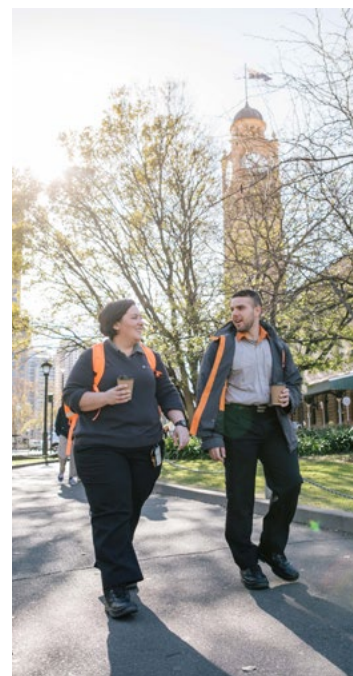
Explain the task you had to complete highlighting any specific challenges or constraint (e.g. deadlines, costs, other issues).

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.



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.

Medical assessment

The Trainee Train Driver position requires a Safety Critical Worker Category 1 medical assessment. The assessment covers physical and psychological health to determine if there are any conditions which could affect the ability to do rail safety work. Category 1 assessments include health questionnaires, pathology tests and clinical examination.

Health questionnaire

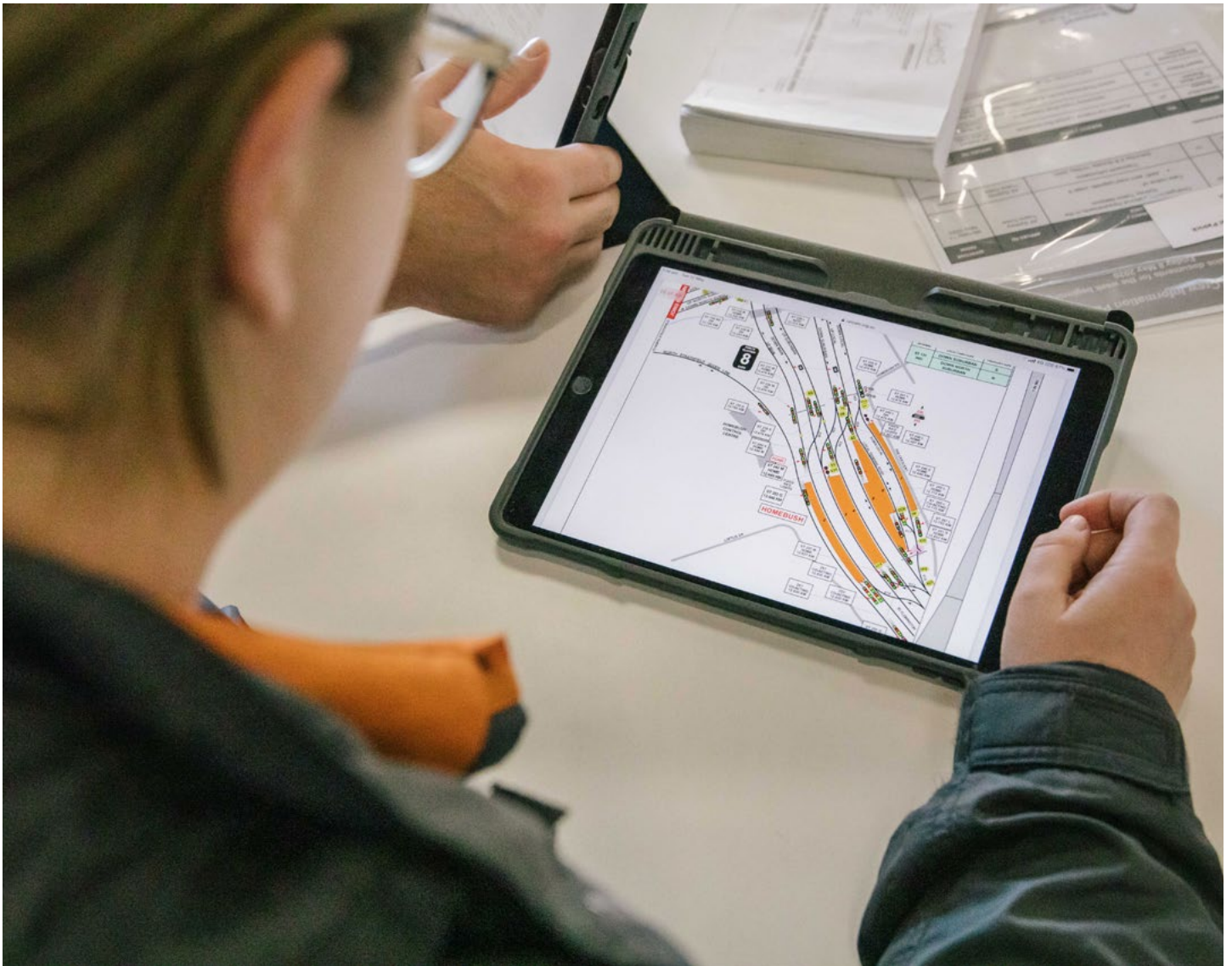
The questionnaire helps identify health conditions which affect the ability to perform Category 1 rail safety work.

Your medical assessment 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 1 rail safety work.





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.

Appointment process

This recruitment campaign aims to fill a number of permanent full-time Trainee Train Driver positions based in Sydney.

Our Talent team will be in touch to discuss your commencement date if your application is successful.

There is a six-month probationary period from date of commencement. This may be extended under certain circumstances.

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.



“I am proud to be one of the many people in Sydney Trains that helps keep Sydney moving.”

— Aaron, Train Driver, Sydney Trains

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.

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 a candidate 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 12-months.

Testing confidentiality

All of the information collected throughout the job related testing process is treated with strict confidentiality

Only those responsible for processing your application (the Recruitment and Assessment Services team) and the selection panel will have access to your test results

It is important that you do your best throughout the testing process. If you feel you cannot complete the test to the best of your ability on the day of your test, please let us know and we may be able to reschedule your testing session.



231 Elizabeth Street
Sydney NSW 2000

PO Box K659
Haymarket NSW 2008

T: (02) 8202 2200

W: www.jobs.transport.nsw.gov.au

