

WEST SOMERSET RAILWAY



INFORMATION FOR VOLUNTEERS

DEPARTMENT: Guards (Passenger Trains)

INTRODUCTION: The Guard is in charge of the train and so primarily responsible for the safe and efficient operation of the train, including its passengers and on-train crew. Good leadership qualities are needed to lead the train staff team. The Guard ensures passengers enjoy their journey and are safe; but in the event of failure or accident carries out the appropriate action as in the Railway's Rule Book. He or she is involved in promoting and enhancing the image of the railway. The task is very physically demanding and you will need to be physically fit and possess good mobility, agility and be able to lift heavy weights, especially during shunting operations. Normal colour vision is also a requirement, medical exams will be carried out by the WSR medical officers.

GENERAL DUTIES: These are varied and include:

- Being the point of reference for all on-train crew and trainees (and assisting them in the competent performance of their duties);
- Being responsible for the safety and security of WSR passengers, staff, carriages and equipment;
- Dealing with enquiries from passengers including timetable, fares and other general queries;
- Having the ability to shunt a train, split and join sets of carriages;
- Preparing carriage stock at the start of the day and disposing the secured stock (whether in platform or to a siding) on service completion.

RESTRICTIONS: To become a guard one needs to be aware of the following;
.All WSR guards start as Travelling Ticket Inspectors, (TTI's)
Those wishing to train as guards will initially be referred to the TTI coordinator who will arrange induction, training and examination as a TTI. After serving for a period as a TTI one can apply to start training as a guard. As a TTI the trainee will learn a great deal about train operation, customer care, working with other volunteers of all ages and acquire route knowledge.
The minimum age to start training is 17 years of age, but to become a guard you need to be at least 18 years.
To complete your training to become a Guard, you will need to demonstrate knowledge of the Railway's Rules & Regulations, proficiency in shunting and then undertake the practical and theoretical guarding examination. Further regular reviews take place. Full medical also required by Company medical officer

OTHER INFORMATION:

Guards are rostered for duty up to six weeks in advance. It is important that you attend for any duties for which you have volunteered

Guards should be clean, tidy and look the part, (they provide their own uniform, equipment including safety equipment (for example Hi-visibility clothing), and comply with Railway policies. They always promote the Railway to the public and other volunteers in a positive manner.

Guards must be willing to work with other volunteers of all ages.

Guards from the main line or from other Heritage railways should note that we do not operate a 'fast tracking' training scheme. All trainee guards follow the same route, but, obviously those with other experience may progress through training faster than those who have not had previous experience.

FOR FURTHER INFORMATION: Please telephone 01823 433856

HOW TO APPLY: By telephoning the Volunteer Co-ordinator on 01823 433856 leaving your name and address, or
By downloading the on-line application form and posting to the address on the form, or
Completing the form on-line and emailing it to volunteers@wsrail.net