



# **Railway Operations Management and Communication Course**

16 – 20 May 2027  
Accra

## Railway Operations Management and Communication Course

**Ref:** 552\_142820 **Date:** 16 – 20 May 2027 **Location:** Accra **Fees:** 6000 Euro

### Overview

Railway Operations Management and Communication Course is a five-day intermediate course for control, station, depot, planning, infrastructure, incident, and customer-information teams who leave with a Railway Operational Communication Plan. Participants connect railway operations management, control room coordination, shift handover, safety-critical communications, operational messages, disruption management, passenger information, incident command, and performance monitoring. The course converts fragmented updates into structured decisions, confirmed messages, and traceable records. Agile Leaders Training Center presents railway operational communication through coordinated service control.

### Who Should Attend

- Teams responsible for controlling and coordinating train services
- Functions managing stations, depots, infrastructure interfaces, and service plans
- Personnel directing incidents, degraded operations, and recovery actions
- Groups preparing passenger, stakeholder, and operational information
- Leaders monitoring communication quality, handovers, and performance evidence

The course assumes participants can interpret operating plans, service status, incident records, and local procedures, and it leaves out train driving, signaling design, telecommunications engineering, and network-specific rule certification.

### Departments and Industries

The course supports departments and industries responsible for railway service control and operational communication.

- Rail operations, network control, stations, and depots
- Service planning, infrastructure coordination, and rolling-stock interfaces
- Safety, incident management, emergency response, and business continuity
- Passenger information, customer operations, and stakeholder communication
- Urban rail, mainline rail, freight, logistics, and infrastructure maintenance

### Learning Objectives

By the end of this course, participants will be able to:



- Apply governance and decision rights to railway operating interfaces
- Use structured safety-critical message and confirmation methods
- Build shift handover, escalation, and communication records
- Analyze disruption information and coordinate incident responses
- Evaluate passenger updates and operational performance evidence
- Develop a Railway Operational Communication Plan

## **Course Agenda**

### **Day 1: Operations Governance and Interfaces**

- Railway Operations Responsibility Matrix
- Control Room Decision Rights Map
- Service Plan and Infrastructure Interface Register
- Station, Depot, and Train Coordination Protocol
- Operational Escalation Threshold Matrix

### **Day 2: Structured Operational Communication**

- Safety-Critical Message Structure
- Identity, Location, and Action Confirmation Checklist
- Repeat-Back and Read-Back Method
- Radio and Digital Channel Discipline Rules
- Urgent Operating Advice Distribution Flow

### **Day 3: Handover and Information Control**

- Shift Handover Information Pack
- Operational Log and Decision Record
- Rulebook and Temporary Instruction Cross-Check
- Communication Boundary and Contact Map
- Message Monitoring and Feedback Review

### **Day 4: Disruption and Passenger Coordination**

- Rail Incident Command Structure
- Degraded Operations Communication Sequence
- Disruption Stakeholder Coordination Matrix
- Passenger Information Approval and Release Workflow
- Service Recovery Performance Dashboard



## Day 5: Railway Communication Practice

- Exercise: Coordinate a Shift Handover
- Exercise: Deliver and Confirm an Operational Message
- Exercise: Manage a Degraded-Service Communication Chain
- Exercise: Align Incident Decisions and Passenger Information
- Capstone Exercise: Railway Operational Communication Plan

## Practical Exercises

The course uses suggested activities to connect railway operating decisions with confirmed messages and records.

- Suggested activity: prepare a handover covering service status, infrastructure constraints, train issues, outstanding decisions, contacts, and escalation triggers.
- Suggested activity: issue, repeat, correct, confirm, and log a safety-critical operational message.
- Suggested activity: coordinate control, station, depot, infrastructure, emergency, and passenger-information actions during disruption.
- Suggested activity: assemble governance, protocols, logs, monitoring, recovery, and performance controls in a Railway Operational Communication Plan.

## FAQs

### Who suits the railway operations management course and what does it assume?

It suits teams controlling services, coordinating stations and depots, managing incidents, planning operations, maintaining infrastructure interfaces, or issuing passenger information and assumes they can interpret basic operating plans, status reports, and procedures.

### How does railway operational communication differ from telecommunications training?

Railway operational communication focuses on people, message structure, confirmation, handovers, decisions, incidents, and records, while telecommunications training focuses on the design, configuration, maintenance, and performance of technical communication systems.

### How are safety-critical railway messages confirmed?

Safety-critical messages are confirmed through clear identification, location, concise content, required action, repeat-back or read-back, correction of errors, final confirmation, and an appropriate operational record.



## **How is railway communication managed during disruption?**

Disruption communication is managed by establishing command, confirming service and infrastructure facts, assigning channels and owners, sequencing operational decisions, coordinating affected teams, approving passenger information, and recording recovery actions.

## **What belongs in a railway operational communication plan?**

A railway operational communication plan records governance, interfaces, message protocols, channels, handovers, escalation thresholds, incident roles, passenger-information controls, logs, monitoring arrangements, performance measures, and improvement actions.

## **Conclusion**

Participants take back a Railway Operational Communication Plan linking control-room governance, interfaces, messages, handovers, incidents, passenger information, recovery, and monitoring. It replaces fragmented updates with confirmed information, assigned decisions, and traceable records across railway teams. The plan supports coordinated service management without replacing network rules, technical engineering, or role authorization.