

## West Midlands Metro – FREE Into Employment course

Study Mode: Part-time | Course Level:

### Is this course right for me?

FREE training course!

Guaranteed job with an employer!

- Aged 19 and over?
- Want to work in the light rail/tram sector?
- Want to gain the skills needed to be an on-board customer service representative?
- Want to progress to become a tram driver?

Get your career on the rails!

The West Midlands Metro network is at the heart of the region and runs on a single line between Wolverhampton and Birmingham, via Bilston, West Bromwich and Wednesbury.

The network is set to triple in size - linking more local areas - and the expansion means there is an increasing demand for trained operatives to work for the organisation.

Whether you want to be a customer services agent issuing tickets and ensuring passengers have a smooth and safe journey, or progress to becoming a tram driver in the future, this free training course will give you the skills and knowledge you need to apply for a job with the company.

You will gain an overview of working in the light rail/tram sector, learn about health and safety, gain important customer service skills, get the chance to drive a tram in a Metro simulator - and, on successful completion of the course, will be guaranteed an interview for relevant roles in the company.

What will I learn?

The training covers a range of units necessary for working for the organisation, including:

- Customer service
- Tickets and pricing
- Behaviours in the workplace
- Public safety and reporting procedures
- Health and safety
- Teamwork
- West Midlands Metro tram driver simulator
- Producing a CV and preparing for an interview

How long is the course?

The course runs five days a week for four weeks

To have an interview with an industry employer you will be expected to attend all programmed training sessions and successfully complete the course.

Where is the training held?

Courses are held at college sites or in local community venues.

This course is part of the college's Into Employment programme funded by [West Midlands Combined Authority](#) to equip local people with the skills needed to work in priority sectors across the region and support employers who are looking to recruit new staff.

## Delivery

**Location:**

**Start Date:** Various throughout the year

**Day:**

**Time:**

**Course Fee:**

**Course Code:**

**Study Mode:** Part-time

Apply online: [www.wolvcoll.ac.uk/apply](http://www.wolvcoll.ac.uk/apply)