Garnet
Garnet Global Training Center

GGT-RL-114

Railways & Metro Systems **Rare specialisation**

Station Management & Passenger Experience

إدارة المحطات وتجربة الركاب

Duration	Language	Formats	Hours	Level
5 or 10 days	**English or Arabic**	**Classroom, online, in-house**	**35 / 70**	**Intermediate (management)**

Overview

Station Management & Passenger Experience helps participants move from doing the work to managing it, with planning tools, control methods and reporting that management trusts. Operation, maintenance and safety of rail, metro and tram systems. It runs as a 5-day or 10-day program in English or Arabic, in classrooms in Dubai, Riyadh, Cairo, London, Istanbul and other cities, or live online, and can be delivered in-house.

What you will be able to do

- Set up and run Station Management & Passenger Experience as a managed process with clear roles.
- Lead improvement projects and measure their benefit.
- Report clearly to senior management and stakeholders.
- Manage contractors, suppliers and internal customers.
- Plan resources, budgets and schedules realistically.

Who should attend

Rail operators, rolling stock and infrastructure engineers, signalling and safety staff. It suits supervisors, section heads and specialists who manage, or are about to manage, this area.

Key topics

- Railway systems overview
- Rolling stock
- Track and infrastructure
- Signalling and control
- Operations and timetabling
- Safety and assurance

Formats and fees

5-day classroom	**USD 4,750**
5-day online	**USD 2,950**
10-day classroom	**USD 8,950**
10-day online	**USD 5,450**
In-house	**Quotation per group**

Fees per participant, excluding VAT.

Register or ask

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Email: info@garnettrainings.com

Training: training@garnettrainings.com

Web: garnettrainings.com

Sharjah Publishing City Free Zone, Sharjah, UAE

Certificate

Participants who attend at least 90% of sessions and complete the final assessment receive a certificate of completion stating 35 contact hours (5-day) or 70 contact hours (10-day).

5-day outline

Day 1 Station Management & Passenger Experience: the management framework

- Safety and assurance
- Group discussion and peer review

Day 2 Planning, resources and budgets

- Railway systems overview
- Rolling stock

Day 3 Performance measurement and control

- Track and infrastructure
- Measurement and reporting

Day 4 Risk, compliance and improvement

- Signalling and control
- Hands-on workshop on a workplace challenge

Day 5 Management case study and action plan

- Operations and timetabling
- Common mistakes and how to avoid them

10-day outline

Day 1 Station Management & Passenger Experience: the management framework

- Safety and assurance
- Group discussion and peer review

Day 2 Planning, resources and budgets

- Railway systems overview
- Rolling stock

Day 3 Performance measurement and control

- Track and infrastructure
- Measurement and reporting

Day 4 Risk, compliance and improvement

- Signalling and control
- Hands-on workshop on a workplace challenge

Day 5 Management case study and action plan

- Operations and timetabling
- Common mistakes and how to avoid them

Day 6 Advanced techniques and specialist practice

- Complex cases in depth
- Regional and international case studies

Day 7 Digital tools, data and automation

- Analysis tools and software
- Using AI in this field

Day 8 Benchmarking against international practice

- Global performance benchmarks
- Checklists and templates to take away

Day 9 Capstone project

- Analyse a real challenge from your organisation
- Build the solution and implementation plan

Day 10 Presentations, final assessment and certificates

- Project presentations and review
- Final exam and certificate award

Schedule 2027–2030

Dates	Format	City	Language	Fee (USD)
14–18 Feb 2027	5-day classroom	Kuwait City	Arabic	4,750
5–16 Apr 2027	10-day classroom	Kuala Lumpur	English	8,950
12–16 Jul 2027	5-day classroom	Abu Dhabi	English	4,750
15–19 Nov 2027	5-day online	Live online	English	2,950
15–19 May 2028	5-day classroom	London	English	4,750
19–23 Jun 2028	5-day classroom	Dubai	Arabic	4,750
3–14 Jul 2028	10-day classroom	Istanbul	English	8,950
11–22 Sep 2028	10-day online	Live online	Arabic	5,450
19–23 Mar 2029	5-day classroom	London	English	4,750

Dates	Format	City	Language	Fee (USD)
18–22 Jun 2029	5-day online	Live online	Arabic	2,950
9–20 Sep 2029	10-day classroom	Kuwait City	English	8,950
2–6 Dec 2029	5-day classroom	Doha	Arabic	4,750
8–12 Jul 2030	5-day classroom	Abu Dhabi	English	4,750
4–8 Aug 2030	5-day classroom	Muscat	English	4,750
21 Oct – 1 Nov 2030	10-day classroom	Paris	English	8,950
9–20 Dec 2030	10-day online	Live online	Arabic	5,450

Customised and in-house versions of this course are available on request. garnettrainings.com/en/customise/