

TCU ADVANCED TRAINING PROGRAM CURRICULUM REQUIREMENTS

RAIL FREIGHT CLERK – 55347AH

1. Safety
2. Equipment Identification
3. Customer Service
4. Bills of Lading
5. Waybills/Auto Billing
6. Customer Profile Systems
7. Waybill Retention Files
8. Hazardous Materials

RAIL FREIGHT SERVICE WORKER – 55347AB

1. Safety
2. Equipment Identification
3. Signals
4. Switch Controls
5. Air Brakes
6. Rail Cross Ties
7. Track tools and basic equipment

AIRLINE SERVICE WORKER – 55347AF

1. Safety and Security
2. Airline Terminology
3. Airport City Codes
4. Equipment Identification
5. Customer Service
6. Ticketing Procedures
7. Baggage Handling
8. Reservations and Sales

TCU CORE CURRICULUM

ADMINISTRATIVE CLERK – 55347AA

1. Employability Skills
2. Safety
3. Transportation
4. Keyboarding/Word Processing
5. Office Communications
6. Mathematics:
Fundamental
Consumer

INFORMATION PROCESSING SPECIALIST - 55347AC

1. Spread Sheets (Advanced)
2. Data Entry
3. Data Base (Advanced)
4. Word Processing (Advanced)

RAIL DATA ENTRY CLERK – 55347AD

1. Safety and Security
2. Amtrak History
3. Amtrak City Codes
4. Amtrak Routing
5. Equipment Identification
6. Amtrak Manifests
7. Amtrak Timetables
8. Customer Service
9. Data Entry Skills

MASS TRANSIT/HIGHWAY SERVICE WORKER – 55347AE

1. Safety and Security
2. Mass Transit History
3. Zones and Station Codes
4. Customer Service
5. Fare Construction/Timetables
6. Ten-Key Calculator Skills

RAIL PASSENGER CLERK - 55347AG

1. Safety and Security
2. Amtrak History
3. Amtrak City Codes
4. Amtrak Routing
5. Equipment Identification
6. Amtrak Manifests
7. Amtrak Timetable
8. Customer Service

Amtrak *On Board Service* positions have a minimum age requirement of 21 years old.

Classes in the Circle are taken by all students. Classes in the Boxes are specialties.



Students must attain a 2 or 3 rating in all curriculum areas.

TCU National Office (888) 318-8985 www.tcujobcorps.org