

PART CH92**TRAINING: RAILWAYS OPERATIONS AND MAINTENANCE****CONTENTS**

1. GENERAL
2. OPERATING AND MAINTENANCE TRAINING
3. MANUALS
4. DELIVERABLES
5. TRAINING ON THE WORKS
6. TRAINING STANDARDS
7. HOLD POINTS

1. GENERAL

- .1 This part specifies the requirements for the provision of training to DPTI Rail Operations' staff.
- .2 The Contractor must provide:
 - (a) all training which is necessary for the inspection, operation and maintenance of the Works to:
 - (i) DPTI Rail Operations' inspection, maintenance, operations, asset management and engineering staff, and
 - (ii) DPTI Rail Operations' Workplace Trainers and Assessors (through a 'Train the Trainer' program); and
 - (iii) DPTI Rail Operations' Training Facilitators (through a 'Train the Trainer' program).
 - (b) if specified in the **Contract Specific Requirements**, relevant training to other persons (such as External Rail Transport Operator's staff) where such training is necessary as a result of the Works; and
 - (c) all training information necessary for the inspection, operation and maintenance of the Works (both theoretical and practical), which includes:
 - (i) a list of the required competencies and training and assessment material; and
 - (ii) measures to be used to assess the effectiveness of the training.
- .3 The following definitions apply to this Part:

"DPTI Rail Operations" means any section of DPTI which has responsibility for the operation of Rolling Stock and/or the management of Rail Infrastructure on the AMPRN on behalf of the Rail Commissioner.

"RTO" means Recognised Training Organisations.

"AQF" means Australian Qualifications Framework.

"ASQA" means Australian Skills Quality Authority.

2. OPERATING AND MAINTENANCE TRAINING**General**

- .1 All training and assessment of competence of each rail safety worker must be assessed in accordance with the provisions of the ASQA and any qualification and units of competence recognised under the AQF applicable to that rail safety work.
- .2 The training and assessment materials and activities must be developed using AQF principles and adhere to the ASQA Standards for RTO's.
- .3 Where relevant, the Contractor must be currently registered with ASQA or other governing body as an RTO with approval to deliver training and assess competencies within South Australia or engage an RTO at the commencement of the Contract where the Contractor is not an RTO and is providing training where part or full qualification is to be issued.
- .4 DPTI Rail Operations' Learning and Development unit is an enterprise RTO and will require a Partnership Agreement where the Contractor is an RTO or where a third party RTO is engaged.
- .5 Where part or full qualifications are not to be issued all training and assessment must still be developed using AQF principles and adhere to the ASQA Standards for RTO's.

Training Plan

- .6 The Contractor must submit a Training Plan setting out how the Contractor proposes to carry out the training, assessment and where relevant accreditation.
- .7 The Training Plan must include fully developed drafts of each of the proposed training modules and units within the modules and be accompanied by a facilitator guide.
- .8 The Contractor must train all of DPTI Rail Operations' appropriately qualified staff who will be required to inspect and maintain the Works.
- .9 The Contractor must train four of DPTI Rail Operations' Workplace Trainers and Assessors and one Training Facilitator to be competent to train future members of DPTI Rail Operations' staff at the conclusion of the contract or as agreed by the Principal's Authorised Person. This training must be completed and DPTI Rail Operations' staff accredited as being competent by the Contractor at a timeframe agreed to jointly by the Contractor and the Principal's Authorised Person.
- .10 The Contractor must revise the training program on the basis of reasonable feedback from the Principal's Authorised Person before training program commencement and then as required during the training and assessment delivery period.
- .11 The scope of the training must include the use of diagnostic equipment and machinery.
- .12 The training must include classroom-based and practical sessions using a range of blended learning strategies as training aids.
- .13 As a minimum, the Training Plan must include:
 - (a) the methodology to meet the requirement of this Part;
 - (b) training goal (outcomes);
 - (c) learning objectives (competencies);
 - (d) Contractor's assessment of existing job and person description against required competencies and training & assessment methodology;
 - (e) assessment validation / evidence;
 - (f) trainer / assessor qualifications, resume, copy of Certificate IV in Training and Assessment and vocational experience;
 - (g) training & assessment material development & validation;
 - (h) timeframes for development, review, delivery & assessment;
 - (i) resource requirements;
 - (j) responsibilities for actions (development, validation, delivery modes, assessment process, provision of records to PTS);
 - (k) record keeping requirement / responsibilities;
 - (l) document version control procedures;
 - (m) participant evaluation forms;
 - (n) details of certificates (co-branded where practicable);
 - (o) timeframes for meetings with DPTI Rail Operations' delegate to discuss progress, maintain risk / issues register, evaluation and schedule of training delivered against required timeframes; and
 - (p) schedule of monthly reports to the Principal's Authorised Person and the Principal based on attendance, competence, spend, and delivery against agreed timeframes.
- .14 The submission of the Training Plan shall constitute a **HOLD POINT**.
- .15 Training must be conducted in Adelaide Metropolitan area.

Training Material

- .16 Training material must at minimum include:
 - (a) training & assessment mapping (competencies mapped against knowledge & skills of equipment / process and aligned to AQF;
 - (b) session plans;
 - (c) training manuals;

- (d) learning outcomes;
 - (e) PowerPoint presentation;
 - (f) assessment method (theory & practical);
 - (g) practical training aids (i.e. component, equipment, simulator);
 - (h) knowledge activities (individual & group);
 - (i) handouts;
 - (j) attendance sheets;
 - (k) participant evaluation forms and relevant commentary from the trainer regarding the trainee; and
 - (l) facilitator guide
- .17 The language of the training and training material must be English. All training must be aligned to adult learning principles. Upon submission or delivery, all training material (including training aids) become the property of the Principal.

Training Coordinator

- .18 The Contractor must nominate and provide a designated Training Coordinator who will be the point of contact for all training matters under this Contract.
- .19 The Training Coordinator is responsible for agreeing training materials and training program with the Principal's Authorised Person and will be the Contractor's point of contact for all training issues during the Contract.
- .20 The Training Coordinator must be based in Adelaide for the duration of the training program and have vocational competence in Learning and Development

Trainers

- .21 The Contractor must:
- (a) supply the professional resumes of its proposed trainers including any applicable certification and/or qualification to the Principal's Authorised Person for acceptance;
 - (b) demonstrate that each proposed trainer has at minimum a current Certificate IV in Training and Assessment and has an excellent working knowledge of the content of the training modules; and
 - (c) ensure that the trainers have appropriate training skills and experience, are fluent in the spoken English language and have a thorough understanding of adult learning principles.

3. MANUALS

General

- .1 The Contractor must:
- (a) submit the guide and manuals in an agreed electronic format stored on an agreed external electronic storage device such as CD Rom or DVD Rom or similar;
 - (b) prepare the manuals in the English language and in a fluent and professional manner, formatted and free from any spelling or grammatical error;
 - (c) ensure the manuals detail relevant document control data including version control, reviewer and approver at minimum;
 - (d) use a standard and readily available software product(s), to develop the manuals;
 - (e) provide the training manuals to the Principal in native and PDF format prior to handover of the Works;
 - (f) establish a change management process and update the manuals where relevant for the period nominated in the **Contract Specific Requirements** (or 2 years if no period is nominated).
 - (g) resubmit the updated training manuals to the Principal's Authorised Person with identified changes and version control details at the expiration of the Defects Liability Period at no additional cost;
 - (h) ensure that all procedures in all manuals include all necessary precautions to provide a safe environment for staff, passengers and other persons about the system
 - (i) ensure the manuals must also include all necessary Material Safety Data Sheets for any recommended chemicals; and
 - (j) provide all necessary training documentation and software in an up to date status with all of the relevant passwords. If the software required is standard and readily available to the Principal then

the Contractor may request the Principal's Authorised Person to waive the requirement to supply these items.

Training Manuals

- .2 All training resources and manuals must be provided by the Contractor and must incorporate all of the training materials.
- .3 The paper versions of the manuals must have binders suitably robust for use in an outdoor environment and provided bound in A4 sized files. Each file must be clearly labelled on the spine and the front cover. Pages within the manuals must be legible and clear and easy to use. Photographs, drawings and diagrams embedded in the text must be used abundantly to improve comprehension of the subject.
- .4 Page size within the manuals must be A4 with A3 used only where essential.
- .5 Training Manuals must be durable and suitable for an outdoor environment when training is to take place outdoors.

Electronic Manuals and Interlinking

- .6 The electronic versions of the training resources and manuals must be provided in the media requested by the Principal.
- .7 When printed out from screen the pages must be identical with the paper version of the training resources and manuals.
- .8 All of the electronic documentation provided must be interlinked to enable rapid reference to be made by clicking on icons or other links within the document to diagrams and reference information contained elsewhere within the training resources and manuals. The Contractor must propose how this is to be achieved for the acceptance of the Principal.

4. DELIVERABLES

- .1 The Deliverables include:
 - (a) Training Management;
 - (b) Partnership Agreement;
 - (c) Training Plan;
 - (d) Materials and Assessment;
 - (e) Implementation Plan;
 - (f) Learner Records (including proof of competence);
 - (g) Mapping Document; and
 - (h) Facilitator Guide.
- .2 Submission of the above items (a), (b) and (d) shall constitute **HOLD POINTS**.

5. TRAINING ON THE WORKS

- .1 The Contractor must train DPTI Rail Operations' maintenance staff on the methods to inspect and maintain the Works and the use of any special tools or equipment. Further details may be included in the **Contract Specific Requirements**.

6. TRAINING STANDARDS

- .1 The competencies identified for training must be aligned to National Certificates of Competency in the electrical and Rail Industry.

7. HOLD POINTS

.1 The following is a summary of Hold Points referenced in this Part:

CLAUSE REF.	HOLD POINT	RESPONSE TIME
2.14	Submission of Training Plan	10 working days
4.	Submission of Deliverables	10 working days