Australian Government

TLIPC0009 Identify the functional areas of rail operations

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Release: 1

TLIPC0009 Identify the functional areas of rail operations

Modification History

Release	Comments
1	This unit of competency was first released in TLI Transport and Logistics Training Package Release 18.0.

Application

This unit describes the skills and knowledge required to identify the key functional areas that support the daily operation of a rail network.

It includes identifying the function, main activities and key persons involved in network control, timetabling and rostering, service delivery, and operations planning. It also covers the security responsibilities of rail operators and reporting on findings using appropriate rail industry terminology.

The unit applies to individuals preparing for entry-level employment or further education and training in the rail industry. Completion of this unit does not provide competency to undertake any regulated, licensed, accredited, safety-critical or role-specific work activities in the rail industry.

Licensing/Regulatory Information

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Pre-requisite unit(s)

Not applicable.

Competency field(s)

N/A

Unit sector(s)

Rail Sector.

Elements and Performance Criteria

Element S	**Performance criteria**

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Elements describe the essential outcomes.		Performance criteria describe the performance needed to demonstrate achievement of the element.	
1	Identify rail network control locations and functions	1.1	Identify locations of metropolitan and regional network control centres and their sphere of control in a selected state/territory
		1.2	Investigate and document role of a control centre to facilitate the day-to-day operation of a selected rail network
		1.3	Identify technologies used by a centre to monitor and control rail stock movements throughout a network
		1.4	Record the sequence of actions by a control centre to manage a rail incident
		1.5	Describe roles and responsibilities of key persons employed in a network control centre
2	Identify the timetabling and rostering function	2.1	Identify the purpose of rail timetables and staff rosters
		2.2	Outline key factors considered when preparing a rail timetable
		2.3	Identify how staff rosters support the delivery of scheduled rail services
		2.4	Identify how timetable information and service changes are communicated to staff and passengers
		2.5	Identify the roles of key persons involved in timetabling and rostering
3	Identify the service delivery function	3.1	Identify the purpose of service delivery within a rail network
		3.2	Outline the main activities involved in delivering daily passenger or freight services
		3.3	Describe how stations, depots, stabling yards or other facilities support service delivery
		3.4	Identify the roles and responsibilities of key service delivery persons

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		3.5	Outline daily responsibilities for protecting passengers, staff, freight and rail operations from security risks
4	Identify the operations planning function	4.1	Identify the purpose of operations planning within a rail network.
		4.2	Outline typical activities undertaken to plan daily rail services and operational changes
		4.3	Investigate factors considered when planning services, including customer needs, network capacity, available resources and planned infrastructure work
		4.4	Identify the roles of key persons involved in operations planning
		4.5	Describe how operations planning supports the safe and efficient delivery of rail services
5	Identify the security responsibilities of a rail operator	5.1	Identify responsibilities of an operator to protect passengers and staff on a selected network
		5.2	Identify potential security risks and vulnerabilities on a selected network
		5.3	Identify potential actions to respond to security risks including methods of reporting
6	Report on the functional areas of a rail network operation	6.1	Collate information and prepare draft report
		6.2	Review draft report to identify areas requiring further information or improvement
		6.3	Amend draft report and finalise for submission

Foundation Skills

For information regarding essential foundation skills and the unit relationship to the ACSF and DigComp (3.0), refer to the TLI Training Package Companion Volume Foundation Skills.

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Digital Skills (Ref to DigComp 3.0)

Basic: CS3.4.04: Represent simple sequences symbolically, interpret simple symbolic sequences, and give basic instructions to a computer to perform simple tasks

Basic: CS2.1.01: Identify and use basic features of digital communication tools to interact with individuals and groups. **[AI-I]**

Int: CS3.2.07: Modify or transform digital textual, numeric or visual representations to effectively and accurately convey the meaning of data and information.

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Assessment Requirements for TLIPC0009 Identify the functional areas of rail operations

Performance Evidence

Evidence required to demonstrate competence in this unit must satisfy all of the requirements of the elements and performance criteria on at least one occasion.
Evidence must demonstrate the ability to: • identify locations of metropolitan and regional network control centres and their area of control in a selected state/territory • investigate and document the role, day-to-day activities and key technologies of a network control centre • record the sequence of actions a control centre takes to manage a rail incident • identify the purpose of timetables and rosters, the factors in preparing a timetable, how rosters support services, and how service changes are communicated to staff and passengers • identify the purpose and daily activities of service delivery and how stations, depots and stabling yards support it • identify the purpose and activities of operations planning, the factors considered (e.g. customer needs, network capacity, resources, planned track work) and how it supports safe and efficient services • identify the roles and responsibilities of at least two (2) occupations in each functional area • identify a rail operator's security responsibilities, including daily responsibilities for protecting passengers, staff, freight and operations • identify at least three security risks and vulnerabilities on a selected network and actions to respond to and report each of these • research and collate information from credible sources and prepare a draft report using rail industry terminology • review draft report through self-review and feedback to identify gaps and improvements • amend and finalise report for submission

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Knowledge Evidence

Evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the elements and performance criteria and include knowledge of:

- Network control centres:
  - locations and areas of control in the state/territory
  - day-to-day role (monitoring and regulating train/tram movements, managing disruptions, coordinating with other areas)
- Control centre technologies e.g. train control/management systems, signalling control panels and screens, train radio, CCTV, passenger information systems
- Incident management sequence:
  - receive report, assess, protect (stop or divert trains)
  - notify emergency services and staff
  - inform passengers
  - arrange alternative transport
  - restore services, record and review
- Timetables and rosters:
  - purpose
  - factors in preparing a timetable (customer demand, track and infrastructure availability, rolling stock, crew, connections, maintenance windows)
  - how rosters cover services
  - fatigue rules and award conditions
- Communicating timetable and service changes:
  - to passengers (apps, website, station displays, PA, social media, signage)
  - to staff (operational notices, briefings, radio)
- Service delivery:
  - purpose and daily activities (preparing, running and turning around passenger or freight services)
  - customer service
  - loading and unloading freight
  - how stations, depots and stabling yards support it
- Operations planning:
  - purpose
  - activities (service planning, possession/track work planning, special events, rail replacement)

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- factors (customer needs, network capacity, resources, planned infrastructure work)
- how it supports safe and efficient services

- Key roles in each functional area:
  - network control (e.g. network controller, signaller, incident controller)
  - timetabling and rostering (e.g. timetable planner, roster clerk)
  - service delivery (e.g. driver, guard, station staff, freight terminal operator)
  - operations planning (e.g. service planner, possession planner)
- Operator security responsibilities:
  - security management plan under the Rail Safety National Law
  - protecting passengers, staff, freight and assets
  - staff training
  - CCTV and patrols by authorised officers
- Security risks and vulnerabilities
  - e.g. unattended items
  - suspicious behaviour and loitering
  - assault and antisocial behaviour
  - trespass
  - vandalism and graffiti
  - cable and equipment theft
  - interference with infrastructure (e.g. power, track, signalling)
  - cyber-attacks on control systems
  - terrorism
- Responding to and reporting security risks:
  - following operator procedures
  - notifying control or security
  - calling 000 or police
  - National Security Hotline
  - passenger reporting campaigns
  - incident reports
- Online research techniques, including checking source credibility and referencing
- Standard components of a report template
- Document review:
  - purpose and benefits

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• review types (self, peer, trainer) • review tools (spelling and grammar check)

Assessment Conditions

Assessment processes and techniques must be appropriate to the language, literacy and numeracy requirements of the task being performed and the needs of the candidate.

Resources for assessment include:

- suitable learning environment such as a classroom equipped with data projector and screen
- computer hardware/software with access to the internet
- personal protective equipment (PPE) for on-site visits
- relevant templates to document report information

Unit Mapping Information

Previous Code and Title	Equivalence	Comments
	Newly created	This unit has been created to address a skill or task required by industry that is not covered by an existing unit of competency

Links

Companion volumes, including implementation guides, are found on the national training register - https://training.gov.au/training/details/TLI.

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