



**Australian Government**

# **TLI50613 Diploma of Rail Operations Management**

**Release 1**

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## **Modification History**

Release 1. This is the first release of this qualification in TLI10 Transport and Logistics Training Package Version 4.0.

## **Description**

### **Rationale:**

This is a general qualification for the management of rail operations.

This qualification requires the self-directed application of knowledge and skills, with substantial depth in some areas where judgement is required in planning and selecting appropriate equipment, services and techniques for self and others.

Application involves participation in the development of strategic initiatives as well as personal responsibility and autonomy in performing or organising others to carry out complex technical operations. It may include participation in teams, including those concerned with planning and evaluation functions. Group or team coordination may be involved.

### **Job roles:**

Job roles and titles vary across different sectors. Possible job titles relevant to this qualification include:

- Network Controller
- Passenger Services Manager
- Rail Freight Manager
- Rail Operations Manager
- Rail Maintenance Manager.

## **Pathways Information**

Not applicable.

## **Licensing/Regulatory Information**

Not applicable.

## **Entry Requirements**

Not applicable.

## Employability Skills Summary

### Employability Skills Summary for TLI50613 Diploma of Rail Operations Management

The following table contains a summary of the employability skills as identified by the Transport and Logistics Industry for this qualification. This table should be interpreted in conjunction with the detailed requirements of each unit of competency packaged in this qualification. The outcomes described here are broad industry requirements that may vary depending on packaging options.

<b>Employability Skill</b>	<b>Industry/enterprise requirements for this qualification include:</b>
<b>Communication</b>	<ul style="list-style-type: none"><li>• Communicate effectively with managers, staff, clients and suppliers in the course of rail operations management</li><li>• Listen to and interpret complex verbal information related to rail operations management including the clarification and confirmation of work requirements and the receiving of operational feedback</li><li>• Read and interpret applicable regulations, policy documents, strategic plans, technical data, signage, labels, safety management systems, tenders, contracts, project plans, etc.</li><li>• Speak clearly and directly on diverse and complex matters related to rail operations management including sharing data, requirements and procedures relevant to operations, issuing clear and timely instructions, communicating operational details to internal and external stakeholders, and providing support and feedback to staff</li><li>• Write complex documents including communicating with internal and external stakeholders and preparing risk assessment reports and plans, project plans, specifications, tenders and technical reports</li><li>• Responsibly negotiate complex issues with others in the course of rail operations management including resolving conflict, obtaining resources necessary to achieve objectives, creating and finalising contracts, and negotiating processes and procedures appropriate to statutory and legal requirements</li><li>• Recognise and interpret non-verbal signs, signals and behaviour</li><li>• Establish and implement organisation's communication systems and procedures</li><li>• Establish and use networks including active involvement in business or professional networks and the building of relationships to provide benefits for the team and organisation</li><li>• Use numeracy effectively to understand operational and costing data, prepare budgets, perform calculations, forecast resource requirements, and audit performance.</li></ul>

**Teamwork**

- Provide leadership to staff
- Manage the resolution of any interpersonal conflicts that may arise in the course of rail operations management
- Motivate staff
- Provide opportunities for staff to achieve and maintain competence
- Coach, mentor and give feedback to staff
- Provide information, instruction, training and supervision
- Manage the avoidance and prevention of harassment of others in the workplace
- Ensure the active participation of team members in meeting goals and objectives
- Collaborate with staff and others in the course of rail operations management
- Work collaboratively with suppliers and clients in the context of supply chain management
- Define a role as part of a team including identifying the strengths of team members, understanding relationships between team members and understanding the roles and relationship between and among manager, team leaders, supervisors, etc.
- Work with staff and other persons of different ages, gender, race, religion, political persuasion, etc.

**Problem solving**

- Develop practical solutions for problems arising in the course of rail operations management including assessing hazards and ensuring there are plans or processes to manage identified risks, monitoring issues which arise in the course of operations and creating, implementing and applying risk management systems
- Manage hazards and risks in complex and diverse situations that may occur in the course of rail operations management
- Solve problems in teams including allocating roles and responsibilities in response to changes in environment or circumstances, coordinating requirements and issues, and evaluating and monitoring performance
- Show independence and initiative in identifying problems and solving them
- Resolve customer concerns in relations to complex project issues including resolution of contract issues and the achievement of quality requirements and deadlines
- Test assumptions taking the context of data and circumstances into account
- Audit and review systems and plans
- Use applicable mathematics to solve complex problems related to rail operations management.

**Initiative and enterprise**

- Modify activities dependent on differing work situations and contingencies
- Take appropriate initiatives in complex and diverse situations such as those above
- Recognise and respond to changes in internal and external operating environments
- Contribute to and manage continuous improvement processes
- Be creative in approaches to change and innovation, in response to conflicts in coordination and allocation of resources and in both in encouraging input from staff and interactions between and amongst staff and teams
- Translate ideas into action including applying consultative processes, developing plans, applying new technologies and concepts and gaining the support of internal and external stakeholders
- Value input from staff
- Manage the response to any contingencies and changes in equipment, standard operating procedures and the working environment.

**Planning and organising**

- Establish operational and emergency plans, systems and procedures for the organisation
- Allocate people and other resources to tasks including adapting allocations to cope with contingencies, delegating tasks and responsibilities to capable staff and clearly defining responsibilities
- Establish and implement systems and procedures for maintaining compliance with applicable regulations and codes of practice
- Establish and implement workplace security and safety management systems (where applicable)
- Monitor, evaluate and report on operational performance and compliance
- Collect, analyse, interpret and organise information needed during rail operations management activities
- Prepare scope of work and work plans for self and team members
- Be resourceful in planning for and assessing risk
- Ensure feedback and other data contribute to improvements in operational effectiveness
- Manage time and priorities in the course of rail operations management
- Ensure feedback and other data contribute to improvements in operational effectiveness.

**Self management**

- Interpret and apply relevant regulations and instructions
- Establish and follow own work plans and schedules

**Learning**

- Evaluate and monitor own work performance
- Take responsibility for meeting own objectives
- Have confidence in own vision and goals
- Develop trust and confidence in staff and customers
- Maintain effective networks.
- Organise learning and assessment activities for others in the workplace
- Manage adaptation of self and others in the workplace to any changes in systems, equipment and procedures and the workplace operating environment
- Be open to new ideas and change and in particular facilitate and support change processes with staff and apply previous experience and feedback in formulating improvements to practice
- Provide opportunities for instruction, coaching and mentoring others in the workplace as required
- Contribute to the assessment of the competence of others in the workplace
- Encourage the creation of a learning community in the workplace
- Identify training needs for personnel and ensure that delegated tasks provide individuals with opportunities for development
- Adapt own competence in response to any changes in rail operations management processes
- Update own knowledge and skills required for rail operations management activities.

**Technology**

- Use complex equipment and IT systems required during rail operations management activities involved in transport, rail operations, freight forwarding and customs broking
- Apply a range of basic IT skills
- Use IT to organise and access data including the monitoring of rail operations processes, the tracking of items and the recording and reporting of system status
- Applying IT as a management tool to store and organise data
- Implement and monitor operational and maintenance procedures and systems for equipment used during rail operations management activities involved in transport, rail operations, freight forwarding and customs broking
- Implement and monitor the application of OH&S procedures when using IT and office equipment and facilities.

## Packaging Rules

### Requirements for achievement of the qualification

A successful assessment outcome for a total of **14 units of competency** comprising:

- **8 core units** listed below

plus

- **2 specialist elective units** from one of the **Groups A–H** listed below

plus

- **4 general elective units**

The general elective units may be selected from the general elective list or units not already selected from Group A, B, C, D, E, F, G, H. Two of these general elective units may be selected from any other TLI10 Transport and Logistics Training Package qualification or Skill Set, any other Training Package or state/territory accredited course; the general elective units selected must contribute to the vocational outcomes of the qualification.

### Core Units

Field	Unit
<b>E</b>	<b>Communication &amp; Calculation</b>
	TLIE4032A Use internal communication systems for rail industry regulatory compliance
<b>F</b>	<b>Safety Management</b>
	AHCOHS501A Manage occupational health and safety processes
	TLIF4104A Manage change in the rail safety environment
	TLIF4107A Respond to notifiable rail safety occurrences
	TLIF5021A Apply rail safeworking rules and procedures
<b>L</b>	<b>Resource Management</b>
	TLIL5066A Apply rail resource management principles
<b>W</b>	<b>Equipment &amp; Systems Operation</b>
	TLIW5001A Apply rail communications systems
	TLIW5002A Manage rail assets and interfaces

**Specialist elective units**

Select all units from one of the following specialist elective groups:

- Group A: Rail Operations
- Group B: Yard Operations
- Group C: Passenger Operations
- Group D: Freight/Heavy Haul Operations
- Group E: Network Control
- Group F: Rail Safety
- Group G: Maintenance Operations
- Group H: Incident management.

**Group A: Rail Operations**

Field		Unit	
L	Resource Management	TLIL5073A	Manage train crewing and rostering
W	Equipment & Systems Operation	TLIW5004A	Manage train planning

**Group B: Yard Operations**

Field		Unit	
B	Equipment Checking and Maintenance	TLIB2122A	Apply awareness of fundamentals of rail operations in yards or sidings
L	Resource Management	TLIL5069A	Manage a rail yard or terminal

**Group C: Passenger Operations**

Field		Unit	
L	Resource Management	TLIL5071A	Manage rail passenger operations
		TLIL5073A	Manage train crewing and rostering



**Group D: Freight/Heavy Haul Operations**

Field		Unit	
L	Resource Management	TLIL5019A	Implement and monitor transport logistics
		TLIL5070A	Manage rail freight operations

**Group E: Network Control**

Field		Unit	
F	Safety Management	TLIF5024A	Develop plans for emergency response and recovery of rail networks
W	Equipment & Systems Operation	TLIW5003A	Manage rail network control systems

**Group F: Rail Safety**

Field		Unit	
F	Safety Management	TLIF4100A	Identify and meet rail safety regulatory compliance requirements
		TLIF4101A	Implement and maintain a rail safety culture

**Group G: Maintenance Operations**

<b>Field</b>		<b>Unit</b>	
<b>B</b>	<b>Equipment Checking and Maintenance</b>	TLIB5010A	Plan and implement maintenance schedules
<b>L</b>	<b>Resource Management</b>	TLIL5072A	Manage rail yard operations

**Group H: Incident Management**

<b>Field</b>		<b>Unit</b>	
<b>F</b>	<b>Safety Management</b>	TLIF5017A	Investigate rail safety incidents
		TLIF5023A	Undertake a derailment investigation

**General Elective Units**

<b>Field</b>		<b>Unit</b>	
<b>F</b>	<b>Safety Management</b>	CPPSEC5001A	Establish and maintain an occupational health and safety system
		TLIF4064A	Manage fatigue management policy and procedures
		TLIF4086A	Control and coordinate incident responses
		TLIF4094A	Ensure compliance with chain of responsibility
		TLIF4099A	Develop an application for, or variation to, rail accreditation
		TLIF5022A	Develop and manage fitness for work procedures
<b>I</b>	<b>Customer Service</b>	BSBCUS501C	Manage quality customer service
<b>L</b>	<b>Resource Management</b>	BSBHRM513A	Manage workforce planning
		BSBRSK401A	Identify risk and apply risk management

		PSPHR504A	processes Implement workforce planning and succession strategies
		TLIL4069A	Plan and coordinate protection for multiple worksites within limits of a work on track authority
		TLIL4081A	Ensure competency of rail safety workers
		TLIL5055A	Manage a supply chain
		TLIL5065A	Roster train crews
<b>O</b>	<b>Security</b>	PSPSEC602A	Manage security awareness
		TLIO5005A	Plan and manage security procedures for the enterprise
<b>P</b>	<b>Administration and Finance</b>	BSBPMG416A	Apply project procurement procedures
		TLIP5035A	Manage budgets and financial plans
		TLIP5036A	Manage assets
<b>R</b>	<b>Contract Procurement</b>	PSPPROC505A	Manage procurement risk
		TLIR5005A	Manage a contract
<b>U</b>	<b>Environment</b>	TLIU4001A	Implement and monitor environmental protection policies and procedures

## Custom Content Section

Not applicable.