



**Australian Government**

# **TLIL5071A Manage rail passenger operations**

**Release 1**

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## **Modification History**

Release 1. This is the first release of this unit.

## **Unit Descriptor**

This unit involves the skills and knowledge required to manage rail passenger operations. It includes preparing to manage rail passenger operations, optimising rail passenger operations, incorporating rail passenger safety requirements into the organisational safety management system, and developing and implementing rail passenger emergency response procedures in accordance with legislative, regulatory and organisational requirements.

Licensing or certification requirements are not applicable to this unit at the time of publication.

## **Application of the Unit**

This unit can be applied to both metropolitan and regional passenger rail systems.

## **Licensing/Regulatory Information**

Refer to Unit Descriptor.

## **Pre-Requisites**

Nil

## **Employability Skills Information**

This unit contains employability skills.

## **Elements and Performance Criteria Pre-Content**

Elements describe the essential outcomes of a unit of competency.

Performance criteria describe the required performance needed to demonstrate achievement of the element. Assessment of performance is to be consistent with the evidence guide.

## Elements and Performance Criteria

- 1 Prepare to manage rail passenger operations**
  - 1.1 Goals of rail passenger operations are identified and explained
  - 1.2 Principal factors involved in rail passenger operations are identified and outlined
  - 1.3 Hardware, staff and information resources for rail passenger operations are identified and obtained
  - 1.4 Methods by which rail passenger operations can be measured are identified and implemented
  - 1.5 Australian and international Standards used in rail passenger operations are identified, explained and followed
  
- 2 Optimise rail passenger operations**
  - 2.1 Factors that contribute to optimal rail passenger operations are identified and explained
  - 2.2 Strategies for ensuring optimal rail passenger operations are maintained are developing and implemented
  - 2.3 Methods by which optimal rail passenger operations can be measured are developed and applied
  - 2.4 Information and decision support systems that aid optimal rail passenger operations are identified, explained and used
  
- 3 Incorporate rail passenger safety requirements into organisational safety management system**
  - 3.1 Safety management system elements that contribute to rail passenger operations are identified and explained
  - 3.2 Plans used to implement staff safeworking practices in passenger operations are identified and explained
  - 3.3 Communication protocols used to implement plans for safe passenger operations are identified, explained and applied
  - 3.4 Hardware equipment used in pro-active safe passenger operations is identified, explained, obtained and maintained

**4 Develop and implement rail passenger emergency response procedures**

- 3.5 Staff resources used in safe passenger operations are identified, explained and obtained
- 4.1 Emergency equipment used in event response is confirmed and documented
- 4.2 Rail passenger emergency response procedures are communicated to relevant personnel in accordance with organisational policies and procedures
- 4.3 Post event reporting requirements are identified, explained and documented
- 4.4 Rail passenger emergency response training requirements are planned and actioned in accordance with organisational policies and procedures

## Required Skills and Knowledge

This section describes the knowledge and skills required for this unit.

### Required knowledge:

- Changes in rail industry operations and technology with implications for rail passenger operations
- Emergency management leadership or responsiveness protocols
- Key concepts and definitions relating to rail passenger operations
- Key principles and practices associated with rail passenger operations
- Key regulatory requirements and standards for participants in the rail industry
- Operational factors:
  - cleanliness of station and train facilities
  - conditions of employment
  - crew availability
  - crowd management
  - fatigue management requirements
  - fitness for work procedures
  - safeworking requirements
- Rail industry terminology, including terminology used in technical standards
- Rail regulatory framework
- Relevance of national and international standards related to the rail industry
- Relevant rail safety, work health and safety (WHS)/occupational health and safety (OHS) and environmental legislation related to rail passenger operations
- Train planning and management systems for passenger operations

### Required skills:

- Research information related to the rail industry and rail passenger operations
- Access and use rail industry standards
- Communicate effectively with others, particularly in relation to interpreting complex information relating to rail passenger operations
- develop and maintain currency of rail industry knowledge and regulatory requirements
- Network and build relationships with a diverse range of rail industry organisations
- Review changing regulatory information
- Work ethically in accordance with legislation

## Evidence Guide

The evidence guide provides advice on assessment and must be read in conjunction with the performance criteria, required knowledge and skills, the range statement and the assessment guidelines for this Training Package.

### **Critical aspects for assessment and evidence required to demonstrate competency in this unit**

The evidence required to demonstrate competence in this unit must be relevant to and satisfy all of the requirements of the Elements, Performance Criteria, Required Skills, Required Knowledge and include demonstration of applying:

- required knowledge and skills
- relevant legislation and workplace procedures
- other relevant aspects of the range statement.

### **Context of and specific resources for assessment**

Performance is demonstrated consistently over time and in a suitable range of contexts.

Resources for assessment include access to:

- a range of relevant exercises, case studies and/or other simulated practical and knowledge assessment, and/or
- an appropriate range of relevant operational situations in the workplace

In both real and simulated environments, access is required to:

- relevant and appropriate materials and equipment, and
- applicable documentation including workplace procedures, regulations, codes of practice and operation manuals.

### **Method of assessment**

As a minimum, assessment of knowledge must be conducted through appropriate written/oral tests

Practical assessment must occur:

- through activities in an appropriately simulated environment at the registered training organisation, and/or
- in an appropriate range of situations in the workplace.

## Range Statement

The range statement relates to the unit of competency as a whole. It allows for different work environments and situations that may affect performance.

- Rail passenger operations may include:
- interface with maintenance activities
  - onboard customer service
  - passenger management
  - revenue protection activities
  - station operations
  - ticketing operations
  - train scheduling and crew roster support
- Resources may include:
- computer systems
  - equipment used for passenger management (passenger information display systems [PIDs], seats, barriers)
  - equipment used for response situations
  - maintenance personnel
  - rolling stock/trains
  - station personnel
  - train crew personnel
- Information may include:
- audit program information
  - compliance and enforcement regime
  - rail regulatory requirements
  - safety notices
  - special event arrangements
  - timetables and alterations to schedules
- Safety requirements may include:
- applying first aid or managing first aid resources
  - ensuring emergencies and incidents are properly managed
  - identifying and managing risk
  - protecting persons from injury
  - protecting property from damage
  - reporting requirements
- Emergencies may include:
- collisions
  - crowding due to special events
  - derailments
  - environmental pollution or contamination
  - equipment failures
  - personal injuries
  - non-lawful activities of public

## **Unit Sector(s)**

Not applicable.

## **Competency Field**

L – Resource Management