

PART D

SCOPE OF SERVICES

PART D
SCOPE OF SERVICES

CONTENTS

D1	OVERVIEW OF TRAINING REQUIREMENT	1
D2	PARTICULAR REQUIREMENTS FOR THE PROVISION OF THIS SERVICE	1
D3	FACILITIES	1
D4	ACCREDITATION OF PERSONNEL	2
D5	MINIMUM WORKPLACE PRACTICES	2
D6	PERIOD OF SERVICE	2
D7	TRAINING COURSE MATERIAL	2
D8	ENROLMENTS	3
D9	RANGE OF DELIVERABLE MODULES	3
D10	AFTER HOURS USE OF TRAINING FACILITIES	3

D1 OVERVIEW OF TRAINING REQUIREMENT

Training delivery is required for the short courses/modules. An example of the type of courses required and estimated duration are listed in Appendix D1 . These courses/modules are a mixture of nationally accredited, WorkCover accredited and non-accredited courses required as all or part of RailCorp training programs. The Pre-registrant is encouraged to offer any other additional courses that they believe may be of interest to RailCorp.

Training will be on an as needs basis, with the hours of courses to be negotiated to allow maximum utilisation of training facilities. Flexibility in choice of site, intensity, length of course and time of course offerings are key to RailCorp Training (RCT) service delivery.

No guarantee is given for the number of days of training. Training shall be on an "as required" basis where demand exceeds RailCorp Training's capacity to deliver, where specific expert background is required or where the Contractors are contracted at short notice to cover the absence of RailCorp Training trainers.

D2 PARTICULAR REQUIREMENTS FOR THE PROVISION OF THIS SERVICE

Particular requirements are as follows:

- Training courses must be conducted in accordance with the RailCorp Quality Training Management System (QTMS) and in the case of Registered Training Organisations (RTOs) operating under their own scope of accreditation, in accordance with AQTF standards.
- Bookings are strongly preferred to be available within five (5) working days.
- Clear, legible, typed reports of attendance and results must be supplied to RCT within twenty four (24) hours of completion of training.
- The Contractor must be able to work constructively with RailCorp staff and liaise with local management regarding the work environment and reasonable accommodation.
- The Contractor must provide flexible hours of operation (including outside normal business hours).
- The Contractor may be required to visit workplaces as part of their assessment.
- The Contractor must maintain training records in accordance with RailCorp QTMS, Drug and Alcohol Policy and in accordance with any relevant legislation (eg Privacy Act, Occupational Health & Safety and Anti-Discrimination) requirements.
- Specific accreditation (eg Workcover accreditation) may be required for particular services.

D3 FACILITIES

RailCorp Training has a training colleges at Petersham, Belmore and Eveleigh for the delivery classroom based training courses. These facilities are equipped with modern training equipment.

RailCorp Training has an increasing role in the delivery of workplace training. Where this training requires the Contractor to deliver training in an area deemed to be near the rail infrastructure, the Contractor is obliged to undertake the Rail Safety Induction training course at the cost of the Contractor. Venues other than those outlined above will be provided at RailCorp Training expense.

D4 ACCREDITATION OF PERSONNEL

All training staff supplied by the Contractor will have appropriate accreditation to a minimum level of Certificate IV in Assessment and Workplace Training and have relevant industry experience for the subject area being taught.

D5 MINIMUM WORKPLACE PRACTICES

All training staff supplied by the Contractor will model the appropriate professional and ethical behaviour as befits a position of influence. The Contractor will undertake to become familiar with the Business Plan including the values and attitudes, policies and key performance targets of RailCorp. The Contractor will ensure that the Policies and Procedures of RailCorp, and RCT are adhered to particularly in respect to the Code of Behaviour for Trainees, the Assessment practices and systems for reporting students results.

The Contractor is bound by the same conventions of confidentiality as listed in RailCorp's Code of Workplace Standards. This is particularly relevant in the section that deals with public comment.

Contractors should be familiar with the following documents:

- RailCorp Code of Workplace Standards
- RailCorp Business Plan
- RailCorp Training Code of Practice
- RailCorp Training Code of Behaviour for Trainees
- RailCorp Training Policies and Procedures
- RailCorp Training Handbook for Visiting Trainers

D6 PERIOD OF SERVICE

The Period of Service required shall be on an as-needs basis for an initial period of thirty-six (36) months, from the notice of inclusion onto a Panel; with an option to extend for two (2) additional periods of up to twelve (12) months each, at the discretion of RailCorp.

Any extension to the Period of Service, shall be at the Fixed Rates, subject to Cost Adjustment as shown in the Tender Price Schedule.

D7 TRAINING COURSE MATERIAL

For courses conducted by the Contractor under RailCorp Training Scope of Accreditation, the Contractor will have access to the relevant resources and training

manuals for each of the courses as available at the time. Course materials owned by RailCorp are subject to copyright and intellectual property agreements. The Contractor will conform to confidentiality agreements when delivering RailCorp Training material.

In the case of Contractors who are conducting courses under a contract from their own scope of accreditation, the Contractor shall be responsible for providing course materials sufficient for each individual trainee.

D8 ENROLMENTS

The Contractor acknowledges that by entering into a contract from the Panel for these training services, all requests for training received from personnel from within RailCorp, shall be referred to Representatives from RailCorp Training and all training services shall be provided through those Representatives from RailCorp Training.

D9 RANGE OF DELIVERABLE COURSES

Appendix D1 is provided to assist the Contractor to understand the range of course modules or subjects they may be engaged to deliver. The list is not exhaustive and is provide as an example only. RailCorp will not be limited to seeking training only from within the modules or subjects in the attached Appendices.

D10 AFTER HOURS USE OF TRAINING FACILITIES

While the majority of courses will be held from 0800 to 1600 at RailCorp Training's Petersham, Belmore or Eveleigh training facilities, RailCorp Training does operate 7 days per week 24 hours per day and courses will be scheduled at various other metropolitan and regional locations, including the premises of the Pre-Registrant and at other times.

Appendix D1 Example List of Courses

National Qualifications	
Title	
TDT10402	Certificate I in Transport and Distribution (Rail Operations)
PRM20198	Certificate II in Asset Maintenance (Cleaning Operations)
PRM20104	Certificate II in Asset Maintenance (Cleaning Operations)
TDT20402	Certificate II in Transport and Distribution (Rail Operations)
PRM30198	Certificate III in Asset Maintenance (Cleaning Operations)
PRM30104	Certificate III in Asset Maintenance (Cleaning Operations)
BSB30504	Certificate III in Business (Frontline Management)
BSB30501	Certificate III in Business (Frontline Management) (Superseded by BSB30504)
PSP30199	Certificate III in Government
PSP30104	Certificate III in Government
TDT30498	Certificate III in Transport and Distribution (Rail Operations)
TDT30402	Certificate III in Transport and Distribution (Rail Operations)
TDT30598	Certificate III in Transport and Distribution (Rail Passenger Services)
BSB41004	Certificate IV in Business (Frontline Management)
BSB41001	Certificate IV in Business (Frontline Management) (Superseded by BSB41004)
PSP40199	Certificate IV in Government
PSP40104	Certificate IV in Government
TDT40498	Certificate IV in Transport and Distribution (Rail Operations)
TDT40402	Certificate IV in Transport and Distribution (Rail Operations)
TDT40598	Certificate IV in Transport and Distribution (Rail Passenger Services)
TDT40202	Certificate IV in Transport and Distribution (Road Transport)
BSB51004	Diploma of Business (Frontline Management)
BSB51001	Diploma of Business (Frontline Management) (Superseded by BSB51004)
Units of Competency for Standard: (BSZ98) Assessment and Workplace Training (Superseded by TAA04)	
Code	Title
BSZ402A	Conduct assessment
BSZ401A	Plan assessment
BSZ403A	Review assessment
BSZ404A	Train small groups
Code	Title
TDT10702	Certificate I in Transport and Distribution (Rail Infrastructure)
UTT20198	Certificate II in ESI - Distribution (Powerline)
UTT20298	Certificate II in ESI - Transmission (Powerline)
TDT20702	Certificate II in Transport and Distribution (Rail Infrastructure)
BCC30603	Certificate III in Civil Construction (Plant Operations)
BCC30198	Certificate III in Civil Construction (Plant)
BCC30698	Certificate III in Civil Construction (Railway Construction & Maintenance)
UTT30301	Certificate III in ESI - Cable Jointing (Powerline)
UTT30101	Certificate III in ESI - Distribution (Powerline)
UTT30198	Certificate III in ESI - Distribution (Powerline)[Replaced by UTT30101]

UTT30402	Certificate III in ESI - Rail Traction (Powerline)
UTT30298	Certificate III in ESI - Transmission (Powerline)
TDT30702	Certificate III in Transport and Distribution (Rail Infrastructure)
UTT40301	Certificate IV in ESI - Transmission and Distribution (Substation)
TDT40702	Certificate IV in Transport and Distribution (Rail Infrastructure)

Units of Competency for Standard: (MEM98) Metal and Engineering Industry (Superseded by MEM05)

Code	Title
MEM18.16BA	Analyse plant and equipment condition monitoring results
MEM2.1C12A	Apply quality systems
MEM18.56AA	Diagnose and repair analog equipment and components
MEM18.35AA	Diagnose and repair braking systems
MEM18.37AA	Diagnose and repair low voltage charging systems
MEM18.30AA	Diagnose and repair low voltage electrical systems
MEM18.31AA	Diagnose and repair low voltage starting systems
MEM18.50AA	Disconnect/reconnect fixed wired equipment (over 1000vAC/1500vDC)
MEM18.49AA	Disconnect/reconnect fixed wired equipment (which use up to 1000vAC/1500vDC)
MEM18.55AA	Dismantle, replace and assemble engineering components
MEM18.6AA	Dismantle/repair/replace/assemble and fit engineering components
MEM18.10AA	Equipment condition monitoring and recording
MEM18.48AA	Fault find and repair/rectify basic electrical circuits
MEM18.51AA	Fault find repair/rectify complex electrical circuits
MEM18.54AA	Fault find, test, calibrate instrumentation systems, equipment
MEM18.46AA	Fault find/repair electrical equipment/components which use up to 1000vAC/1500vDC
MEM18.45AA	Fault find/repair electrical equipment/components which use up to 240v single phase supply
MEM18.62AA	Install, maintain and calibrate instrumentation sensors, transmitters and final control elements
MEM2.16C5A	Interpret quality specifications and manuals
MEM18.4AA	Maintain and overhaul mechanical equipment
MEM18.88AA	Maintain and repair commercial air conditioning systems and components
MEM18.28AB	Maintain and repair engine lubrication systems
MEM18.21AA	Maintain and repair hydraulic systems
MEM18.7AA	Maintain and repair mechanical drives and mechanical transmission assemblies
MEM18.19AA	Maintain and repair pneumatic systems
MEM18.36BA	Maintain and repair scientific analysis equipment
MEM18.20AB	Maintain hydraulic system components
MEM18.64AA	Maintain instrumentation system components
MEM18.57AA	Maintain/service analog/digital electronic equipment
MEM11.11AA	Manual handling
MEM18.12AA	Mechanical seals - installation and removal
MEM18.70BA	Modify complex electrical circuits and systems

MEM18.17BA	Modify mechanical systems and equipment
MEM2.3C11B	Operate in a work based team environment
MEM15.4AA	Perform inspection (basic)
MEM18.11AB	Shut down and isolate machines/equipment
MEM18.63AA	Terminate signal and data cables
MEM18.86AA	Test, evacuate and charge refrigeration systems
MEM10.8BA	Undertake commissioning procedures for plant and/or equipment
MEM13.2AA	Undertake Occupational Health & Safety activities in the workplace
MEM18.2AA	Use power tools/hand held operations
MEM18.3AB	Use tools for precision work



[Units of Competency for Standard: \(BCC98\) Civil Construction \(Superseded by BCC03\)](#)

Code	Title
BCC3002A	Conduct backhoe/loader operations
BCC3004A	Conduct excavator operations
BCC3005A	Conduct front end loader operations
BCC3008A	Conduct skid steer loader operations
BCC3056A	Operate a vehicle loading crane

[Units of Competency for Standard: \(BCG98\) General Construction \(Superseded by BCG03\)](#)

Code	Title
BCG2007A	Operate elevating work platforms (EWP)
BCG2002A	Oxy/LPG acetylene cutting

[Units of Competency for Standard: \(MEM98\) Metal and Engineering Industry \(Superseded by MEM05\)](#)

Code	Title
MEM5.15AB	Weld using manual metal arc welding process

[Units of Competency for Standard: \(RTC02\) Rural/Conservation Common Units](#)

Code	Title
RTC2304A	Operate and maintain chainsaws

Estimated Duration of Courses

Access Inro	2 Days
Access 2000 Advanced	2 Days
Access 97 Introduction	2 Days
Administering a SQL Database	
Advanced Writing For Business	2 Days
Air Conditioning Restricted License	
Anger Management	
Applied Electricity	5 days
Appointments training	2 Days
Asbestos Awareness	
Asset Management	
Bomb Threat	1 Day
Business Writing	1 Day
CardioPulmonary Resuscitation (CPR)	4 hour
Cert IV	5 Days
Chainsaw Operations	1 Day
Chemcert	2 Days
CISCO IP Technology	4 days
CISCO Network Technology	4 days
Citrix Metaframe	
Communication Skills	1 Day
Computer Based Interlocking	
Computer Fundamentals	1 Day
Conduct Powerline low voltage switching	
Confined Spaces	4 days
Conflict Resoulution	2 Days
Construction Industry General Induction	1 Day
Crane and Plant Electrical Safety	2 Days
Creating Great Customer Experience	1 Day
Customer Service	2 Days
Dealing with Customer Aggression	4 days
Demystifying ISO	1 Day
Designing for CISCO	5 days
Drive to Survive	1 Day
Effective Workplace Relationships-Working Together	1 Day
Electrical Disconnect/Reconnect	
Electrical Engineering	2 Days
Electrical Installations	2 Days
Electrical Protection	2 Days
Essential Microstation	4 days
Evidence/Legal Training	5 days
Excel 97 Advanced	2 Days
Excel 97 Intermediate	2 Days
Excel 97 Introduction	2 Days
Excel Pivot Tables	1 Day
Explosive Power Tools	
FBT Simplifier Course	3 Hours
FBT Training	
Fire and Emergency Evacuation	1 Day
Fire and Emergency Evacuation	1 Day
Fire and Emergency Evacuation	1 Day
Fire and Emergency Evacuation	1 Day
Fire and Emergency Evacuation	1 Day
Fire and Emergency Evacuation	1 Day
Fire Protection for ETR guards	1 Day

Fire Protection Underground	1 Day
Fire Protection, Prevention and Evacuation	1 Day
Fire Safety	
Fire Warden	
First Aid	2 Days
First Aid Recertification	1 Day
Fitness Training	
Forklift Recert	1 Day
Forklift Training	3 Days
Function Point Analysis	2 Days
General Ledger-Use Connector	
Hazards/Risk Management	
HB301-Designing to the wiring rules (am) Touch Potential and Automatic Disconnection (pm)	
RailCorp Human Factors Framework	
RailCorp Incident Management Framework	
Industrial Paint Management	2 Days
Initial First Aid	2 Days
Interconnecting CISCO Network Devices	4 days
Intermediate Excel	2 Days
Intermediate Word	2 Days
Internal Auditor Training	2 Days
Intro to Access	2 Days
Intro to CISCO	4 days
Intro to Excel	2 Days
Intro to Outlook	1 Day
Intro to Project	2 Days
Intro to Word	2 Days
Language and Literacy	
Lead Auditor	5 days
Leadership& Team Management	2 Days
Managing People	1 Day
Managing Stress	1 Day
Manual Handling	
Merit Selection	
Net Development with C++	3 days
OHS Committee	4 days
OO Analysis and Design using UML	4 days
Oracle	tbd
Outlook Advanced	1 Day
Overhead cranes	1 Day
Oxy/Acet Cutt	
Personal Protection	1 Day
Plan the installation of electrical app and assoc wiring/piping systems	
Pole Inspection Course	
Powerpoint	2 Days
Powerpoint 97 Basic	2 Days
Presentation (group of 16):	
Procurement	
Professional Presentations	2 Days
Professional Telephone Skills	1 Day
Project 98 Introduction	2 Days
Reconciliation Preparation	
Reducing Personal Risk/Managing Trauma/Fatigue Management	1 Day
Report Writing	2 Days
Respond to Injury	4 hours

Responsible service of alcohol	
Risk Management	
Rough Cutting	
RailCorp Safety Change Management Framework	
Safety Inspections	
Safety Observation	2 Days
Safety Science	
Security Licence	1 week
Signal Mechanical	3 days
Site Supervisor Civil Construction	
SureTrak	
Team Effectiveness	1 Day
Thermit Welding Course	
Time Management	2 Days
Time Management	1 Day
Traffic Control	5 hours
TRIM	
TRIM Context	1 Day
Vehicle Mounted Crane	
Violence Prevention	4 hours
Wire Feed Weeding	
Word 97 Advanced	2 Days
Word 97 Introduction	1 Day
Workplace Safety-Promote A Safe Culture	1 Day