

**ERL MAINTENANCE SUPPORT SDN BHD**

Co. Reg. No. 199901023674 (498574-T)











**OPERATIONS DEPARTMENT**

**OPERATIONS TRAINING MANAGEMENT**

Ref. No. G00.OMO.M15110.SE.1001.B

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**Release:**

<b>Released:</b>	Thomas Baake	Chief Executive Officer	08/06/2023	
<b>Checked:</b>	Suriani	Human Resource	6 June 2023	
<b>Checked:</b>	Haryati Khalil	CEO Office	2.06.2023	
<b>Checked:</b>	Muhammad Azim	CEO Office	02.06.2023	
<b>Checked:</b>	James Boudville	HOD - Operations	1.6.2023	
<b>Checked:</b>	Omar Zakir	HOD – Control Centre	01.06.2023	
<b>Checked:</b>	Norhandee	HOD – Drivers & Stations	01.06.2023	
<b>Author:</b>	Hazlan Izzuddin	Operations Development	31.05.2023	
	<b>Name</b>	<b>Department</b>	<b>Date</b>	<b>Signature</b>

Amendments or additions to this procedure must be indicated with a vertical black line in the adjacent left margin.

**Change Record and Configuration Control**

B	31-05-23	Revision. To reflect current processes and new requirements of ISO 9001:2015 and 14001:2015 standards and re-arrangement on dual task training program	Hazlan
A	25-03-13	This procedure is treated as a new procedure and supersedes the earlier version ref no.: G00.OMO.M10580.SE.0001.A	Norhandee / Hazlan
<b>Revision</b>	<b>Date</b>	<b>Modification</b>	<b>Name</b>

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<b>Planning Of Changes Reference For Revision: G00.OMO.M15110.SE.1001.B</b>					
<b>Issues To Consider</b>	<b>Checked (<i>Please mark X</i>)</b>				<b>Remarks</b>
1) Are there any negative impact?	YES		NO	X	
2) Will the integrity of QEMS be affected?	YES		NO	X	
3) Resources available?	YES	X	NO		Adequate
4) Allocation or relocation of responsibilities and authorities required?	YES		NO	X	

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## 1 Purpose

This procedure serves as a guideline for training administration implemented in Operations Department. This procedure is developed to ensure that all Operations personnel are equipped with the required knowledge and skills to carry out their duties independently and competently.

In addition, Operations Department also provides trainings to other E-MAS staffs and nominated sub-contractor personnel for PICOP and TVD.

## 2 Scope, Distribution & Access

This procedure provides an overview of the various training and skill development plan that has been implemented and planned for all Operations personnel.

Additionally, PICOP and TVD trainings are extended to relevant maintenance personnel, Safety and Security personnel and sub-contractors personnel who are required to carry out work within the system's operational scope.

Access to this procedure in EDMS shall be given to all parties mentioned above.

The general part of this procedure shall be read together with the HRD Training Procedure [G00.OMH.M10580.SD.0006.\*] where applicable.

## 3 Abbreviations, Definitions and References

E-MAS	ERL Maintenance Support Sdn. Bhd. Reg. No. 199901023674 (498574-T)
HOD	Head of Department
OPS, SAS, HRD etc	Are department codes as per G00.OMG.M11110.BB.0005.*
PICOP	Person In Charge Of Possession
TVD	Track Vehicle Driver
EDMS	Electronic Document Management System
ERL-CRS System	Express Rail Link Commuter Rail Service System

## 4 Training Process

This procedure is to standardize the trainings provided by the Operations Department, which is applicable for the initial and refresher trainings. The training is separated into 2 sections as detailed: -

- Internal Training
- External Training

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\* Refer to the latest version

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The procedure contained herein is to be adhered by all parties as mentioned in Clause 2 and to ensure all are aware of the trainings. This procedure is to be read together with all of the following procedures: -

- a. Procedure for Communications & Signal Book [G00.OMO.M15114.NA.1002.\*]
- b. Procedure for Operations Control Centre [G00.OMO.M15111.NA.1003.\*]
- c. Procedure for Train Drivers [G00.OMO.M15113.NA.1004.\*]
- d. Procedure for Station Supervisors [G00.OMO.M15112.NA.1001.\*]
- e. Operations Training Module [G00.OMO.M15010.ND.1001.\*]

The same methodology for PICOP and TVD training is adopted for other non-operations personnel (mentioned in Clause 2).

## **4.1 Internal Training**

The trainings that are required to be attended by all Operations personnel before they are qualified to carry out their duties are as follows: -

### **4.1.1 Initial Training (Theoretical & Practical)**

The trainee is required to go through the procedures and manuals in theoretical training format as stipulated in clause 4 [whichever applicable to their position]. Upon completion of the theoretical class and passed the required theoretical examinations, then only they will be allowed to undergo the practical training.

The practical training is conducted on site [e.g. on the train for Train Driver, OCC room for Controller and at the intermediate stations or terminals for Stations Supervisor. It will be continued with the 'on the job' attachment with an experienced staff and closely monitored by the supervisor for better understanding and familiarization of the ERL-CRS System.

The training details can be referred from Operations Training Module [G00.OMO.M15010.ND.1001.\*].

### **4.1.2 Refresher Course**

The refresher course is formulated in order to maintain the competency of Operations personnel. Amongst the contents of refresher course is referred to the current procedures and manual, first line troubleshooting, degraded and emergency operations procedures as well as updating new/current issues.

The operations personnel shall attend this refresher course (2 days-class) at least once for every 12 to 18 months, which consists of both theoretical and practical training.

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Hence, this will enhance the knowledge of all Operations personnel as a first line troubleshooting within the required time frame and to minimize delays.

Detailed can be obtained from the OPS Training Module [G00.OMO.M15010.ND.1001.\*].

### 4.1.3 Dual Task Training Programme

The dual task-training programme is a training conducted to the selected operations personnel to enable them to carry out a multitasking duty within operations department as and when required.

The operations duties involve in dual task programme are as follows:

- a) Train Driver's Duty: OSS and OCC [applicable for those have train driving experience]
- b) Station Supervisor's Duty: OTD [applicable for those completed the Apprentice training also known as Trainee OSS as per Operations Training Module, ref. no.: G00.OMO.M15010.ND.1001.\*]

The refresher training when Dual Task program activated consisting of both theoretical class and practical exercise with the durations as follows: -

- Dual Task for Train Driver's duty : 4 days  
The theoretical contents of the dual task training for OTD is similar to the OTD Refresher Course with additional practical exercise in the area of train start-up procedure, first line trouble shooting and driving route knowledge.
- Dual Task for Station Supervisor's duty (as per 4.1.3 b): 4 days  
The theoretical contents of the dual task training for OSS is similar to the OSS Refresher Course with additional practical exercise in administration of station operation office, managing of station facilities & safety equipment inclusive to troubleshooting, administration of cleaning contractor, etc.

## 4.2 External Training

External training is an additional training conducted externally by an external trainer. The requirement for external training is subject to the job necessity and generally on soft skills development. It has to be requested in accordance to the HRD Training procedure [G00.OMH.M10580.SD.0006.\*] as it is also subject to the budget and plan in accordance to the Company's training requirements.

## 5 Examination

The effectiveness of the training and the competence of the participants are measured by an examination. The examination covers all subjects as per the department procedures and

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trainings. In this part, the employees must prove their knowledge with regards to all rules, regulation, procedures and basic function of the system. The examination concept, format and certification are based on the Examination Methodology [G00.OMC.M10100.BC.0004.\*].

## 6 Certification for Competency

The candidate who passed both sections [Initial Training: Theoretical and Practical trainings] will be awarded with a certificate of competency and signed by the relevant trainer and managers. The template of the certificate [soft copy] is available in EDMS [G00.OMH.M10581.SM.0001.\*]

## 7 Competency Evaluation

In ensuring that the competency of all Operations personnel is maintained at the best possible measure, the competency evaluation is carried out;

- i. During refresher course  
In the form of written test conducted at the end of the session which covered the topics that discussed during the refresher training
- ii. On the job assessment  
To be carried out on random basis once a year. The evaluation is made based on questionnaires and on the job observation on how the staffs carry out their duties in accordance to the standard practice and procedures

The test result is maintained in the excel sheet while the hardcopy of the test documents is kept in Operations office.

## 8 Training Modules

The following are the training modules that are applicable to this procedure and can be referred separately:

Module	Reference No.	Applicable To:
1. Operations Training Module	G00.OMO.M15010.ND.1001.*	Operations
2. PICOP Training Module	G00.OMO.M10002.CY.1009.*	Operations, Maintenance, SAS
3. TVD Training Module [track vehicle]	G00.OMO.M10580.CY.1001.*	and relevant sub contractors

\* Refer to the latest version