

ERL MAINTENANCE SUPPORT SDN BHD

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



OPERATIONS DEPARTMENT

EXAMINATION METHODOLOGY

Ref. No. G00.OMO.M10100.BC.0004.E

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Release

Released:	Thomas Baake	Chief Executive Officer	28.07.2020 <i>Th. Baake</i>	<i>Th. Baake</i>
Checked:	Sukhbir Singh	Safety & Security	27/07/2020	<i>[Signature]</i>
Checked:	Darren Sta Maria	Performance Monitoring and Quality & Environment	28.07.2020	<i>Th. Baake</i>
Checked:	David Thiagarajan	Documentation & Administration	10.03.20	<i>[Signature]</i>
Checked:	James	Operations	4.3.20	<i>[Signature]</i>
Checked:	Omar	Operations Control Centre	10.3.20	<i>[Signature]</i>
Checked:	Norhandee	Drivers & Stations	02.03.20	<i>[Signature]</i>
Author:	Hazlan	Development	1.03.20	<i>[Signature]</i>
	Name	Department	Date	Signature

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

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Change Record and Configuration Control

E	25.02.2020	Revised to update changes to reflect ISO9001:2015 and ISO14001:2015 new requirements. Inclusion of abbreviation and handling of certificate to reflect the latest Company Training Procedure	Hazlan
D	28.06.2016	Revised rating scale for practical examination as per OI 02/2014 and link Theoretical exam paper to this document	Hazlan
C	10.09.2013	Review of entire document to adopt current practice and elimination of driving license issuance	Hazlan
B	26..04.2002	Review of entire document and additional information	Schwake
A	23.05.2001	New	Oberkampf
Revision	Date	Modification	Name

Planning Of Changes Reference For Revision: G00.OMO.M10100.BC.0004.E					
Issues To Consider	Checked (<i>Please mark X</i>)				Remarks
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 Introduction

E-MAS train and system operations requires a high level of safety, reliability and punctuality; as well as proper service to the customers. These requirements can only be fulfilled by a well trained staff. The effectiveness of the training and the competence of the staffs are measured by tests and examinations.

This document is designed to standardise the examinations for Operations staff. The objective is to provide a basis for an independent evaluation.

The examination methodology considers:

- Common matters of the general procedure for the examination
- Distinctions of the examination characteristics for the different functional groups
- Evaluation of intermediate tests and final examinations (theoretical and practical)
- Conditions for passing the examinations

The successful passing of the examinations is proof that the trainee is able to work in accordance with the appropriate principles, rules and procedures.

This document does not cover medical tests or other preconditions for staff recruitment.

2 General

In general, there are two types of examinations:

- * Intermediate Tests (theoretical)
- * Final Examinations (theoretical and practical)

The parts and the methods of examinations are described in the following sections. Intermediate test will be conducted after the completion of the respective training module. In addition to the training modules, each trainee is obliged to prepare for a final examination.

For participation in the Final Examination, it is a precondition that the trainee has passed all of the Intermediate Tests.

After successful completion of the training, which is proved by passing the Final Examination, the employee is allowed to carry out their duties respectively in accordance to the relevant procedures, rules and regulations.

2.1 Abbreviation

Abbreviation	Description
ATP	Automatic Train Protection
CCTV	Closed Circuit Television
CEO	Chief Executive Officer
COCC	Chief of Control Centre (HOD of Operations Control Centre)
EDMS	Electronic Document Management System
E-MAS	ERL Maintenance Support Sdn. Bhd. Co.Reg.No. 199901023674(498574-T)

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HOD	Head of Department
OCC	Operations Control Centre
OCL	Overhead Catenary Line
OSS	Operations Station Supervisor
OTD	Operations Train Driver
OTS	Operations Shift Supervisor
PA	Public Address
RST	Rolling Stock Department
SAP	System Application Product
SIG	Signaling Department
TMS	Traffic Management System

For details, refer to Abbreviation and Glossary (Operations) – G00.OMO.M15110.NA.1003.*

3 Examination Committee

The Examination Committee is established on a temporary basis during the final practical examination. The purpose of the committee is to evaluate, using this document as a basis, the knowledge of the general and specific items related to the job of the trainee.

The Examination Committee shall consist of 3 members nominated by the Operations Trainer before the examination takes place and shall be selected from any of the following designation / department representative (Supervisor level and above)

- i. Representative from Operation Management team
- ii. Representative from Rolling Stock Department
- iii. Representative from Signalling Department
- iv. Representative from Safety & Security Department

The formed Committee will make a collective decision on the trainee competency. These decisions must be laid down in an examination sheet (see annex 1) by each of the Examination Committee member. The examination sheet is prepared by the trainer.

4 Examinations

4.1 Intermediate Tests (Theoretical)

Intermediate Tests will be given during the theoretical training period in order to determine the learning progress of the trainees.

A test will be conducted after completion of each module. The test format consists of both subjective and multiple-choice question. The multiple-choice questions may consist of more than 1 answer. A mark will be deducted on each wrong selection of answer. The passing mark is 60% and the trainee will not be allowed to progress to the next module if their marks are lower than 60%. The trainee will be allowed to repeat the test with different set of questions for their second attempt.

* Refer to the latest version

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4.2 Final Examination

The Final Examination consists of two parts:

- * Theoretical Examination
- * Practical Examination

For participation in the final practical examination, it is a precondition that the trainee has passed the final theoretical examination.

4.2.1 Theoretical Examination

In the Theoretical Final Examination, the trainee must prove his knowledge on rules, regulations, procedures and established facts of the system. This part of the examination will be a "Multiple Choice" test. This means that, for each question, there is normally more than one possible answer. The trainee must determine the correct answer(s) and mark it (them) on the answer sheet. The questions consist of all modules taught during the training. Different groups of questions shall be prepared for repeated test. This part of the examination shall consist of 25 questions with the passing mark of 60% and the time given is two (2) hours.

4.2.2 Practical Examination

This examination takes place under the supervision of the Examination Committee (min 3 members). The examination must be performed in accordance with the relevant procedures of Operations. For the simulation of failures the responsible examiners must ensure that neither people nor equipment is endangered. Normal Operations (Revenue Service) shall not be hindered by the examination.

Only one trainee will be examined at a time. During this examination the trainee must prove that he:

- * has a good knowledge about the E-MAS system (operations)
- * acts in accordance with the applicable procedure
- * is able to operate the equipment which is assigned to his workplace
- * is able to resolve situations involving faults, irregularities, failures and emergencies in accordance with applicable rules, regulations and procedures.

The examination may consists any of the following:

- Normal, degraded and emergency Operations
- Failure simulation. Conducted with some simulation of technical errors, signaling scenarios and some movement in the depot area which require basic troubleshooting
- Train driving on the mainline
- Station operations (for Station Supervisor)
- OCC operations (for Line/Depot Controller)
- Safety at work / operations

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The examination shall take place at the future working place of the trainee under supervision of the Examination Committee.

The Examination Committee evaluates performance in accordance with checklists and the given time limits for the tasks. If safety relevant mistakes are made by the trainee, the Practical Examination cannot be evaluated as “passed”.

Evaluation of the Practical Examination

The evaluation of the scores is as follows:

Rating Scale		Evaluation	Remark
9 - 10	Excellent	Passed	Achieved score will be used to calculate the Overall Score
7 – 8	Good		
5 – 6	Satisfactory		
0 – 4	Inadequate	Failed	One repetition is possible within two weeks

4.3 Certificates

Certificate of Competency is issued by Operations department and signed by the trainer, Operation Manager and HOD HRD (Human Resource). The certificates shall be retained by the Company and kept by HRD. No copy will be issued to the employee. Upon resignation, the employee may appeal to retrieve the certificate, subject to management approval and in accordance with the HRD Procedure - Training (G00.OMH.M10580.SD.0006.*)

4.4 Documentation

Records for training, examinations and certificates are kept by the trainer within the Department in accordance to the HRD Procedure - Training (ref G00.OMH.M10580.SD.0006.*). The Trainer is responsible for ensuring that all training matters are properly documented.

5 Guidelines for Examinations of Different Operational Groups

5.1 Guidelines for Driver Examinations

5.1.1 Final Theoretical Examination

In addition to the rules specified in section 4.2.1, the following requirements are to be included in the Theoretical Examination for Train Drivers (G00.OMO.M10580.SG.1016.*):

The examination shall cover questions mainly on the following subjects:

* Refer to the latest version

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- * Signalling and ATP (Automatic Train Protection) System
- * Rolling Stock and basic troubleshooting
- * Safety at work/operations
- * Radio Communications

The examination shall cover at least the following questions:

- * Questions concerning signalling (including a change of running modes)
- * Questions about failure management
- * Questions about actions required in the case of emergencies
- * Questions about the organisational structure of E-MAS and reporting / function line (e.g. communication Driver / Controller and reporting Driver / Shift Supervisor)

5.1.2 Final Practical Examination

In addition to the rules specified in section 4.2.2, the additional items listed below are to be applied to the Practical Examination for Train Drivers. The examination shall be given without hindering normal revenue operations.

The first part of the examination, which takes place under the conditions of Normal Operations and in line with the train driver examination checklist (G00.OMO.M15012.SG.1006.*), shall include the following practical tests:

- * The trainee shall prepare a train for operations.
- * The second part of the examination consists of failure simulation exercises. Each driver must identified and attend few failures consist of rolling stock failures and other equipment, e.g., Signalling system
- * Perform shunting agreement and depot movement
- * Train driving on the mainline. Train driver to adhere to the ESP driving profile and performing some radio communication and standard announcement.

The Examination Committee will evaluate the Train Driver's performance (taking proper action in a timely manner) via the Practical Examination Sheet. There are 2 types of Practical Examination Sheet for Train Drivers i.e.

- i. Train Preparation – to be evaluated by 3 examination committee as specified in section 3
- ii. Train Driving – to be evaluated only by the Operations examination committee

5.2 Controllers

5.2.1 Theoretical Examination

In addition to the rules specified in chapter 4.2.1 the additional items listed below are to be applied to the Theoretical Examination for Controllers(G00.OMO.M10580.SG.1017.*):

The examination shall cover at least the following questions:

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- * Questions concerning safety at work/Operations
- * Questions concerning signalling principal and understanding
- * Questions concerning Procedure for Communication and Signal Book
- * Questions about failure management (including Signalling, Train and technical failures)
- * Questions on Track Possession Request (TPR) and Notice Call (NC)
- * Questions about actions required in the case of emergencies (including isolation of traction power and the detraining/evacuation of passengers)
- * Questions about the organisational structure of E-MAS and reporting systems

5.2.2 Final Practical Examination

In addition to the rules specified in section 4.2.2, the additional items listed below are to be applied to the Practical Examination for OCC. The examination shall be carried out without hindering normal revenue operations. In general the examination for OCC is a combination of the execution of practical actions and additional explanations by the trainee. The examination should last approximately one hour.

The examination, which takes place under the conditions of Normal Operations, shall include the following practical tests:

- * Action during degraded and emergency operations
- * Manual Route Setting
- * Explanation on TMS (Traffic Management System) and other OCC equipment
- * Creating of train data for feeding the Line according to a given timetable or swapping of train
- * Depot movement
- * Execution of communications in accordance to the procedures
- * Operating the ATP MMI
- * Action in the event of technical failures
- * OCC documentation

The Examination Committee will evaluate the Controller's performance (taking proper action in a timely manner) via the Practical Examination Sheet.

5.3 Station Supervisors

5.3.1 Final Theoretical Examination

In addition to the rules specified in chapter 4.2.1, the additional items listed below are to be applied to the Theoretical Examination for Station Supervisors(G00.OMO.M10580.SG.1021.*).

The examination shall cover questions mainly about the following subjects:

- * Evacuation of train / station
- * Safety at work (including manual operation of turnouts, isolation of traction power)
- * Questions concerning the basic knowledge about train operations

*Refer to the latest version

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- * Questions about failure management with the crucial point about station equipment, the organisational structure of E-MAS, reporting line, some processes and communications
- * Questions about actions required in case of emergencies and co-operation with Emergency Services

Part of the Theoretical Final Examination shall be used for testing the capability of the Station Supervisor and the Station Staff to describe their normal activities, especially customer relations and the management of the Station Staff.

5.3.2 Practical Examination

In addition to the rules specified in section 4.2.2, the additional items listed below are to be applied to the Practical Examination for Station Supervisors.

The examination, which takes place under the various conditions of operation, shall cover the following items:

- * Taking / handing over duty
- * Knowledge of the station equipment and facilities
- * Station journal entry
- * Manual operation of turnout
- * Station patrolling
- * Announcement and passenger handling
- * Detraining and evacuation procedures

The Examination Committee will evaluate the performance of the Station Supervisors (taking proper action in a timely manner) via the Practical Examination Sheet.

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6 Annex 1 Sample of Practical Examination Sheet

6.1 For Train Drivers (Train Preparations and Train Driving)

**Operations Department
PRACTICAL EXAMINATION SHEET
TRAIN PREPARATION**

Name: _____

ID No: _____

Topic	Description	Points	Remarks (if any)
Train Preparation	1. External Check <ul style="list-style-type: none"> Visual inspection underneath & running rails Train equipments / parts explanation 		
	2. Internal Check <ul style="list-style-type: none"> Safety equipment Driver's cab Passengers saloon 		
	3. Starting Up/shutting down of train <ul style="list-style-type: none"> Observe DDU Observe Main Component & Auxiliary Brake test – DDU & ATP 		
Communication	4. Radio Test with OCC <ul style="list-style-type: none"> Hand portable & Train borne 		
	5. Reporting of train failures <ul style="list-style-type: none"> Proper flow of reporting 		
Failure Handling	6. Train equipments <ul style="list-style-type: none"> Fault events message Train door failure and isolation Brake systems 		
	7. ATP <ul style="list-style-type: none"> Identify fault at ATP MMI Release EB activation Loss position/re-enter new position 		
Dispatching Train	8. Depot movements <ul style="list-style-type: none"> Stabling yard to Head shunt 1 (Buffer end) Stabling yard to Head shunt 143 (Buffer stop) 		
	9. From Depot to Test track <ul style="list-style-type: none"> Signal & turnouts- override Track ahead clear from obstruction 		
	10. From Test track to Depot <ul style="list-style-type: none"> Signal & turnouts-override Shunting mode 		

*Maintenance RST examiner representative to evaluate up to item 7 (final score to average by 10)

*Refer to Examiner Question Checklist. Reference no: G00.OMO.M15012.SG.1006.B

RATING SCALE		Final Score	COMMENTS
9 - 10	Excellent	*Average: Total score / 10	
7 - 8	Good		
5 - 6	Satisfactory		
0 - 4	Inadequate (Fail)		

Verify – Practical exam has been conducted:-

Evaluation of Examiner:-

Examiner's name / ID:

Signature:

Date:

Competence or NOT Competence

**Operations Department
PRACTICAL EXAMINATION SHEET
DRIVING OF TRAIN**

Name: _____

ID No: _____

Topic	Description	Points	Remarks (if any)
Driving On The Main Line	1. Route knowledge <ul style="list-style-type: none"> Passing station & approaching terminal Speed limits, Signal locations & Dwell time 		
	2. Changing of Cab at Terminal/Reversing track <ul style="list-style-type: none"> Activation of Cab Observation at platform before depart 		
	3. Track observation <ul style="list-style-type: none"> Driving 'On Sight and Under Caution' Track activities & TPR 		
Communication	4. Acknowledge of Track Possession activities		
	5. Reporting of failure & incidents <ul style="list-style-type: none"> LC/DC & Maintenance 		
	6. Announcement <ul style="list-style-type: none"> Manual & Pre-recorded 		
Failure Handling	7. Failure of passenger door/ramp <ul style="list-style-type: none"> Isolation of door/ramp steps 		
	8. Resetting of main switch & MCB <ul style="list-style-type: none"> Item to be observed at DDU 		
Driving On The Main Line	9. Acceleration and driving with variable speed <ul style="list-style-type: none"> ATP permissible speed/Driving profile Resetting of Deadman 		
	10. Braking of Train <ul style="list-style-type: none"> Target Braking for PSD (+ / - 30 cm) at Terminal stations Braking/stopping train at open platform 		

*Operation examiner representative to evaluate up to item 10 (final score to average by 10)

RATING SCALE		Final Score	COMMENTS
9 - 10	Excellent	*Average: Total score / 10	
7 - 8	Good		
5 - 6	Satisfactory		
0 - 4	Inadequate (Fail)		

Verify – Practical exam has been conducted:-

Evaluation of Examiner:-

Examiner's name / ID:

Signature:

Date:

Competence or NOT Competence

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6.2 For OCC (For LC/DC and EC)

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**Operations Department
PRACTICAL EXAMINATION SHEET
Operations Control Centre**

Name: _____

ID No: _____

Topic	Description	Points	Remarks (if any)
Communication	1. Radio icon - Explain and operate each functionalities - Radio patching		
	2. Radio test with OTD / OSS and managing Emergency Call		
Workplace Management	3. Explain each monitors and their function - Show all required docs for OCC		
Managing of Failures	4. Train failures - Passenger door, air-cond, Bogy Lock and Redundancy Mode		
	5. Signalling - ATP Loss position and Reset axle counter		
	6. Communication Equipment - OCC Radio, PIDS		
	7. OCL - Power trip: auto reclosed and permanent		
	8. Safety and Security - Unauthorised entry on track		
	9. Operations - EXP delay arrival		
Traffic Management System [TMS]	10. Menu - Demo & explain all menu / optimal display - Alert message, create reminder on turnout - Timeway diagram & printing		
	11. Route – demo on creating route		
	12. Operations - Operating the turnout & signal		
Track Possession Request	13. Processing, managing and implementation		
Washing Plant	14. Describe / differentiate, operate and explain train washing process		

RATING SCALE		Final Score	COMMENTS
9 - 10	Excellent	*Average: Total score / 14	
7 - 8	Good		
5 - 6	Satisfactory		
0 - 4	Inadequate (Fail)		

Verify – Practical exam has been conducted: -

Evaluation of Examiner: -

Examiner's name:

Signature:

Date:

Competence or NOT Competence

ERL Maintenance Support Sdn Bhd

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**Operations Department
PRACTICAL EXAMINATION SHEET
Operations Control Centre- EC**

Name: _____

ID No: _____

Topic	Description	Points	Remarks (if any)
Communication	1. Communication Procedure - Explain and operate each functionalities - PABX - Communication with 3 rd party		
	2. Radio test with OTD / OSS and managing Emergency Call		
Workplace Management	3. Explain each monitors and their function - Show all required docs for OCC - Organizing of workplace - SCADA - PA system - Line of Communication - SAP failure report - Fire alarm		
Demonstrate	4. SCADA (Demonstrate) - Demo & explain all menu / optimal display - Alarm, Command lock - Failure Log arrangement		
	5. PA System (Demonstrate) - Able to operate and demonstrate how to perform pre recorded and manual announcement via PA system		
Managing of Failures	6. OCL - Power trip: auto reclosed and permanent - Sectioning switching - MWS and KLIA manual switch operation		
Track Possession Management	7. Managing and implementation - TPR switching procedure (simulation)		
Washing Plant	8. Describe / differentiate and explain train washing process		

RATING SCALE		Final Score	COMMENTS
9 - 10	Excellent	*Average: Total score / 8	
7 - 8	Good		
5 - 6	Satisfactory		
0 - 4	Inadequate (Fail)		

Examiner's name:

Evaluation of Examiner: -

ID / Department:

Signature:

Competence or NOT Competence

Date:

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6.3 For Station Supervisors

**Operations Department
PRACTICAL EXAMINATION SHEET
STATION SUPERVISOR**

Name: _____

ID No: _____

Topic	Description	Points	Remarks (if any)
Turnout Operation	1. Reading turnout position and installation of manual point lock		
Handover Duty Procedures	2. Handover / Taking over duty and Station Journal update		
	3. Other OSS documents and checklist (OSS folders and station documents filing)		
Station Safety Equipment	4. Station safety equipments identification / location		
	5. Safety equipment operating procedures		
	6. Action during alarm panel activation		
Communication	7. Radio check / test		
	8. Operating PA system and make passenger announcement		
	9. Handling information to passengers / passengers complaint		
CCTV Operation	10. Operating the CCTV system		
Station Equipment	11. Lift rescue procedure		
	12. Escalators: Operating and safety procedures		
	13. Station lighting system operations		
	14. PSD & Roller shutter operations		
Station Patrolling And Monitoring	15. Station patrolling and cleanliness monitoring		

RATING SCALE		FINAL SCORE	COMMENTS
9 - 10	Excellent	*Average: Total score / 15	
7 - 8	Good		
5 - 6	Satisfactory		
0 - 4	Inadequate (Fail)		

Verify – Practical exam has been conducted: -

Evaluation of Examiner:-

Examiner's name:

Competence or NOT Competence

ID / Department:

Signature:

Date:

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7 Annex 2 Certificate

Date updated : 12.03.2020



E-MAS
Electric Railway Operations Mobile System Maintenance

Certificate of Competency

Is awarded to

[Name]

has successful passed all the required examinations

for the task of a

[position]

Suzianni Sharisa Md Isa

(NOD - A/RD)

[NOD's Name]

(NOD - [Dept])

Trainer : [Name]

Awarded this date: [DD-MM-YYYY]

Valid until : [DD-MM-YYYY]





ERL Maintenance Support Sdn. Bhd., Kompleks Rel Udara, Bandar Baru Salak Tinggi, 43900 Sepang, Selangor Darul Ehsan
Prepared by : SPMT