

ERL MAINTENANCE SUPPORT SDN BHD

(Company No. 498574-T)



SIGNALLING DEPARTMENT

DEPARTMENT TRAINING MANAGEMENT PROCEDURE

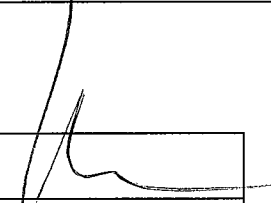
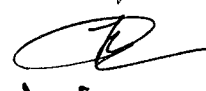
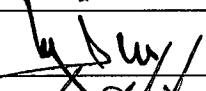
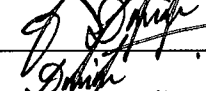
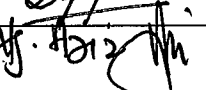
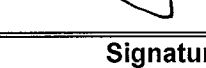
Doc. No. D00.OMW.M10580.SF.1001.B

ERL Maintenance Support Sdn Bhd

(Company No. 498574-T)

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	D00.OMW.M10580.SF.1001	B	14 Oct 2016	Page 2 of 7	Departmental Training Management Procedure

Release

Released:	Ham Mow Wai	Maintenance	24.11.16	
Acknowledge:	David Thilagarajan	Quality, Environment and Documentation	21.11.16	
Acknowledge:	Nor Hashimah Basri	Human Resource	21/11/2016	
Acknowledge:	Halim Baharom	Signaling	18/11/16	
Checked:	Anthony Arokianathan	Signalling	18/11/2016	
Author:	Aziz Hashim / Asmawi Jusoh	Signalling	17/11/2016	
	Name	Department	Date	Signature

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	14 Oct 2016	DTR and function remove, Re-structure training for 4 Sub-Departments (Sig, Tle, Inf and IT) and document update.	Aziz / Asmawi
A	4 July 2011	Re-structure training for 3 Departments (SIG, TLE and INF) Note: Formerly profiled under doc num: D10.OMW.M15000. BT.0004. *	Aziz
Revision	Date	Modification	Name

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	D00.OMW.M10580.SF.1001	B	14 Oct 2016	Page 3 of 7	Departmental Training Management Procedure

TABLE OF CONTENTS**Page**

1	Purpose	4
2	Scope, Distribution & Access	4
3	Abbreviation and definition	4
4	Flow of Training	4
4.1	On Job training	4
4.2	Subsystem training	4
4.2.1	Training Guideline	4
4.2.2	Assesment.....	4
4.2.3	Training Record.....	4
4.3	Refresher Training.....	5
4.3.1	Training Guideline	5
5	External Training	6
6	Additional Training.....	6
7	Appendice	7

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	D00.OMW.M10580.SF.1001	B	14 Oct 2016	Page 4 of 7	Departmental Training Management Procedure

1 Purpose

This document outline the training strategies implemented in the SIG.

These strategies were developed from the Initial Training provided by the system suppliers and based on the experience gained over the years from the maintenance and operation of the train service.

2 Scope, Distribution & Access

This procedure provides an overview of the various training plans for the SIG employees. This procedure shall be read together with the Training procedure¹ and also be cross-referenced to the department working chart, refer doc no. G00.OMW.M11110.BB.0001.*.

This procedure is applicable to all SIG employees and will be reflected in the SIG In-House Training Calendar (Refer to doc num: G00.OMW.M12950.SF.1002.*). This document shall be updated by SIG Supervisor and submitted to the QEMR.

3 Abbreviation and definition

CM	Corrective Maintenance
QEMR	Quality Environment Management Representative
HoD	Head of Department
HRD	Human Resource Department
O&M	Operation and Maintenance
PM	Preventive Maintenance
SD	System Development Group
SIG	Signalling (E-MAS Organisation Chart, Ref. no: G00.OMG.M11110.BB.0005.*)
SIG- Inf	Signalling – Infrastructure
SIG- Sig	Signalling – Signalling
SIG- Tle	Signalling – Telecommunication
SIG-IT	Signalling – Information Technology

4 Flow of Training

4.1 On Job training

Newly employed technicians are partnered with senior technicians for on Job Training to gain the necessary experience and confidence working in technical rooms and track area before attending the subsystem training. This training will cover the safe working principle specified in the checklist, PM and CM activities. The on Job Training may take 3 to 12 months depending on the capability of the individual.

4.2 Subsystem training

Once the on Job Training is completed (or during the on job training), the new employees will be scheduled to attend subsystem training (SIG employees competency). The objective of the subsystem training is to make the participants aware of the various safety measures, technical documentation, procedures, processes and As-build drawings available and how to utilize them for their daily maintenance activities.

¹Refer to clause on Appendices for the document reference number

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	D00.OMW.M10580.SF.1001	B	14 Oct 2016	Page 5 of 7	Departmental Training Management Procedure

The training also provides an in-depth understanding of the various subsystems by referring to the O&M Manuals and the As-Build drawings. This allows the SIG employees to be aware of the information available and how to refer them. This training shall be conducted by the SIG trainer (Refer SIG In-house Training Calendar; G00.OMW.M12950.SF.1002.*).

4.2.1 Training Guideline

A detailed Subsystem Training Guideline¹ is prepared for each subsystem. Upon completion of the training, each individual is required to sign the 'Subsystem Training Guideline' to confirm that they have fully understood the entire content of the training.

4.2.2 Assessment

No assessment require for on job training as these new SIG employees will be scheduled to attend SIG subsystem training (Clause 4.2).

After completion of these training, the participants SIG employees are then required to undergo an assessment for each of the SIG subsystem training. The SIG-Sig assessments document are was listed in doc no: G00.OMW.M11465.QB.1001.* (SIG Records Matrix). They are consider successful if they have obtained an average of 70% or more, of the total 100% marks from all the trainings. Unsuccessful employee will be required to re-sit the assessment within one month after a brief revision is conducted.

However, if any SIG employee continuously failed in their attempt within a period of 24 months, they are considered not competent. Action will be taken by HoD with advise by HRD.

Successful SIG employees are now able to carryout Preventive and Corrective Maintenance activities without supervision (excluding Major Corrective maintenance works on the Interlocking). All Major Corrective Maintenance works on the Interlocking must be done with supervision of the HoD or the SD team.

4.2.3 Training Records

All records of the training [training modules, attendance list, evaluation papers, result of evaluations, training schedules/calendar] shall be maintained by the HoD or the SD team. The responsibility to plan and ensure the trainings are carried out and completed successfully is the responsibility of the HoD. This is monitored by QEMR via the SIG in-house training calendar. Any incompliance will be highlighted by QEMR to the HoD for further (if required).

4.3 Refresher Training

The refresher training for SIG-Sig and SIG-Tle technician shall be carried out once a year upon the completion of the Subsystem Training Examinations. The interval for the refresher trainings shall be every 12 months.

The refresher trainings for SIG-Inf technicians shall be carried out once in 2 years after the completion of the Subsystem Training assessment. The refresher trainings for SIG-Inf technicians intervals are 24 months.

The refresher trainings for SIG-IT refresher training it is upon request and subject to in-house resources availability and subject to approval and budget availability for any external/internal training.

¹Refer to clause on Appendices for the document reference number

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	D00.OMW.M10580.SF.1001	B	14 Oct 2016	Page 6 of 7	Departmental Training Management Procedure

For industrial trainees assigned to the SIG, he or she will not be required to attend the subsystem training but will participate in the planned refresher trainings.

The refresher trainings shall cover the SIG-Sig, SIG-Tel and SIG-Inf and subsystems. This refresher is a refresher to the Subsystem Training. However, for SIG-IT refresher training it is upon request and subject to in-house resources availability and subject to approval. HoD shall carryout the refresher trainings.

4.3.1 Training Guideline

The refresher trainings shall follow the training guideline as provided in doc num: G00.OMW.M15010.BT.0001.*(Subsystem Training Guideline).

No additional certificate is required for the successful completion of the refresher training. All records shall be maintained by HoD.

5 External Training

External trainings are carried out based on the requirement of the department. The HoD is responsible to plan and budget for such trainings.

As the requirement for the department changes progressively, the HoD shall forecast and manage any external trainings required for the department with the assistance of the SD and QEMR.

The HoD shall also identify employee that shall be developed further in areas of technical and soft skills.

The external training process and policy is defined in the HRD procedure¹.

6 Additional Training

Additional trainings are carried out based on necessity of the situation or any deviation for the original training. This training will be deemed necessary if CM work is restricted due to lack of knowledge, additional scope of work or different approach is adopted for maintenance. The necessity of the training shall be decided by SIG HoD.

The additional training shall focus on educating the employees on the functionality of the subsystem and define how the maintenance activities are to be carried out in a more efficient manner.

The additional external training assessment would be based on the training provides to ensure that the objective of the additional training are met. The passing mark also would be based on the training provides standard.

The whole In-house training assessment shall be carried out to ensure that the objective of the additional training are met. The passing mark shall be 70% or more of the total marks. Unsuccessful employee will be required to re-sit the evaluation within one month after a brief revision is conducted. If the candidate is unsuccessful, he will be required to attend the Refresher Training again and repeat the entire process.

¹Refer to clause on Appendices for the document reference number

<i>Location</i>	<i>Reference</i>	<i>Rev.</i>	<i>Date</i>	<i>Page No.</i>	<i>Document Name</i>
E-MAS Offices	D00.OMW.M10580.SF.1001	B	14 Oct 2016	Page 7 of 7	Departmental Training Management Procedure

7 Appendices

List of document referred to in the procedure

Num	Details	Document Number
1	HRD procedure (Training)	G00.OMH.M10580.SD.0006.*
2	Subsystem Training Guideline	G00.OMW.M15010.BT.0001.*
3	SIG Records Matrix (List of Subsystem Evaluation)	G00.OMW.M11465.QB.1001.*