

ERL MAINTENANCE SUPPORT SDN BHD

(Company No. 498574-T)



Effective Railway Operations; Reliable System Maintenance

ROLLING STOCK DEPARTMENT

**TRAINING MANAGEMENT
PROCEDURE**

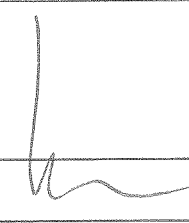



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ERL Maintenance Support Sdn Bhd

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

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1 Purpose

This procedure covers the management of trainings within the scopes of Rolling Stock Department. The aim of this procedure is to provides a standardize approach in developing the staff competency, knowledge and skill level.

2 Scope, Distribution & Access

This procedure provides an overview of various trainings and skill development plan that has been implemented and planned for RST personnel.

This Procedure is applicable to all Rolling Stock Department staff. The distribution and access shall be available to all staff via Electronic Document Management System at <http://express65>, RST Portal at http://express50/E-MAS_Portal/RST.html and also a hardcopy at the foreman's room.

3 Reference, Abbreviations and Definitions

Abbreviations used in this document are;

EDMS	Electronic Document Management System
HOD	Head of Department
HRD	Human Resource Department
RST	Rolling Stock Department
O&M	Operation & Maintenance
RST Mgt Team	Management team with it members comprising of HoD, Assistant Manager, Engineer, Technical Executive and Supervisor
SAP	System application Product
3 rd party	External Training Provider
*	Refer to the latest version

3 Training Concept

This procedure covers the following scopes:

- i. Internal;
 - Introduction training
 - Specialize and Refresher training
 - As and when required training
- ii. External;

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- As and when required training
 - Legal requirements
- iii. Apprenticeship Training Program

Where applicable, this procedure is to be read together with E-MAS Training Procedure (G00.OMH.M10580.SD.0006.*)

The definitions of each type of trainings are described as follows.

3.1 Internal Training

Internal – Introduction training by definition is referring to training conducted in-house, with its respective training modules developed to cover the basic of the topic.

Internal – Specialized and its Refresher training by definition is referring to training conducted in-house, with its respective training module developed to cover the in-depth of the topic.

Internal – “As and when” training by definition is referring to training conducted in-house, with its respective training module developed to cover newly establish work processes or newly procured technologies or equipments. By default, the content of the module will be incorporated into the Internal – Specialized training module.

3.2 External Training

External – As and when required training by definition is referring to training conducted by 3rd party, with its respective training modules are beyond the internal capabilities to develop and conduct.

External – Legal requirements training by definition is referring to training conducted either by other departments within E-MAS or by 3rd party. The modules are related to regulatory requirement to which the department shall comply.

3.3 Apprenticeship Training Program

Apprenticeship Training Program by definition is referring to training conducted in-house to develop new talents in the field of Rolling Stock maintenance. Further information on the aspects related to the Apprenticeship Training Program is covered in procedure, The Management of RST Apprentice Under The Greenhorn Programme, ref no: G00.OMR.M90001.BT.0001.*

4 Training Module Content

The list of Training Modules is profiled in R00.OMR.M12990.BT.0006*. In principal the content of these modules are as follows.

4.1 All Internal Trainings

The content of all the internal type of training is the adaptation of information gained from:

- i. The respective Operation and Maintenance Manual, relevant Drawings and Spare Part List

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- ii. Knowledge and experiences from actual experience of maintaining the equipment

The introduction level is covering the basic for beginner and the specialized and its refresher training covers more in-depth of the topic for experienced staffs.

The content of the respective training module comprises on how the equipment is functioning with emphasize on major components, its interfaces and if applicable, its diagnostic feature. The module also covers the equipment's critical components that need to be monitored, in order to ensure the equipment's high reliability.

The module also covers the scheduled maintenance activities related to the equipment, in order to ensure the equipment's high reliability. As and when required, the training module will be updated to reflect any changes or findings.

4.2 All external training

The content of all the external type of training is not governed by this procedure. However, the RST Mgt Team shall evaluate the suitability of the training content prior to sending any RST personnel to attend the external training.

5 Training Frequency

The frequency of each type of training differs. Refer below

5.1 Internal – Introduction training

By design, this training is for newly hired staff. However, the Introduction training is also utilized to provide training for existing staff that has never been exposed on specific equipment. Due to departmental requirements, the selected staff will be given Introduction training in order for him/her to perform effectively on his/her new challenges.

Therefore, specific for each RST staffs, the Introduction training is only to be attended once. However, there will be cases where staff that has attended the Introduction training module may be required to re-sit for the same module as refresher. This provision is applicable if the staff fails to satisfy the requirements set upon in the Specialized and Refresher training chapter.

5.2 Internal – Specialized and Refresher training

Due to the nature of the department that are dynamic and embracing multi skill approach, the need to refresh the same staff on the same equipment at the max of 2.5 years interval is required if he/she is still doing the same scope of works.

In the event that he/she has been assigned to other scope of works that has no relation to the equipment; it is therefore not applicable to be refreshed on that particular equipment. In this case, the respective staff will be trained on other equipments that are listed in above section and the alternative training shall take place within the 2.5 years window.

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5.3 Internal – Supplementary Training

There is no specific frequency applicable for this training and therefore will be done as and when required.

5.4 External – Supplementary Training

There is no specific frequency applicable for this training and therefore will be arrange as and when required.

5.5 External – Regulatory Requirements

This is a regulatory pre-defined interval training that shall be complied with.

6 Selection of Trainer

The selection is based on the following:

6.1 Trainer for All Internal Trainings

The RST Mgt Team, with consensus, will appoint a pool of Trainers based on the Trainers competency on their specific topic. The Trainer competency level is gauged through his/her ability to demonstrate satisfactory knowledge level on the topic. The assessment is qualitative in nature but, in principal, the appointed Trainer is someone that is regarded as “reference point” on its respective field; by the rest of the department team members.

6.2 Trainer for All External Trainings

This topic is beyond the department span of control; hence it is not covered in this procedure.

7 Selection of Trainees

The selection is based on the following:

7.1 Trainee for All Internal Trainings

The trainee is from newly hired and experienced staff. Further detail as follows:

7.1.1 Introduction training

All newly hired staff shall attend the Internal – Introduction training modules, and selection of which modules to be train are depending on his/her job scopes.

Besides that, whenever there is a need to assign experienced staff to perform task that he/she has never perform before, the RST Mgt Team will identify and nominate the respective staff to undergo the Introduction training.

The RST Mgt Team also forecast future demand on skill and knowledge, to which the selected staff will sit the Introduction training as part of preparation for future assignment.

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7.1.2 Specialized and Refresher training

Only experienced staff and has attended the Introduction training, specific to his/her job scopes will be required to attend the Specialized and Refresher training.

7.1.3 As and when required training

This training is applicable to all staff regardless if he/she is newly hired or experienced. However, the department will evaluate the need to include which staff to attend this training. Decision will be base on the respective staff job scopes.

7.2 Trainee for all external trainings

The trainee selection will be made base on existing job scopes requirement or future anticipated job scopes. The RST Mgt Team will be responsible to nominate the trainee(s).

8 Training Documentation

8.1 Internal Training Evaluation

The evaluation of internal trainings would be in the following form:

- i. Questionnaire
- ii. Oral and Practical

The evaluation process may include the combination of all three or only one of above.

8.1.1 Questionnaire

The passing marks is 60% and above. Trainee with less than 60% mark will be required to undergo customized training, with an undefined duration as it is base on case to case basis. The Trainee that falls into this category will be require to re-sit for the same set of question paper at the end of the customized training.

8.1.2 Oral and Practical

The assessment will be recorded with the following compulsory information mentioned in the Oral and Practical Assessment Form, ref. no. R00.OMR.M90000.SF.1002.*

Area(s) being asked to explain or practically demonstrated

The trainer's comment either he/she is satisfy or unsatisfied with the explanation or workmanship

8.1.3 Action on failed after 2nd test

The respective staff that has failed his/her 2nd attempt will be escalated to the RST HOD intention. The HOD will review the case and if necessary will extend the case to the HRD.

8.2 External Training Request

For any external training request, all selected trainee(s) will be required to submit the HRD Training Requisition Form, ref. no. G00.OMH.M10580.ZF.0002.*

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8.3 Internal and External Course Evaluation

Upon completing the internal and external training, the Trainee is required to fill in the HRD Form 0041 – Training Course Evaluation Form, ref. no. G00.OMH.M10580.ZF.0001.*.

8.4 Certificate Issuance

There will be no issuance of certificate for all type of internal trainings.

The external training shall have its training certificates issued by the 3rd party - training provider.

8.5 Training Record

All hours utilized for internal and external training shall be recorded in SAP using Training Work Order (ZTRN). The Guideline for creating the ZTRN Work Order is available in SAP - Plant Maintenance End User Process Guide Procedure, Doc no. G00.OMQ.M11070.CA.0001.*.

All completely filled Training Course Evaluation Form is kept by the Human Resource Department. Subsequently, the Training Master List shall be updated by the Human Resource Department.

8.6 Training Plan

The RST Training Plan is available in E-MAS In-House Training Calendar, ref. no. G00.OMH.M10580.ZR.1028.*.

9 Summary

This procedure covers the management of internal, external and Apprenticeship Training Program. All the content of this procedure are in line with other company's procedure and will be subjected to change depending on requirement.

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Appendix

1. Oral and Practical Assessment Form, R00.OMR.M90000.SF.1002.*

Reference

1. E-MAS Training Procedure, G00.OMH.M10580.SD.0006.*
2. The Management of RST Apprentice Under The Greenhorn Programme, G00.OMR.M90001.BT.0001.*
3. SAP - Plant Maintenance End User Process Guide Procedure, G00.OMQ.M11070.CA.0001.*
4. E-MAS In-House Training Calendar, G00.OMH.M10580.ZR.1028.*

Rolling Stock Department

Oral & Practical Assessment Form



Type of Assessment: (Please tick)	Date Done:
<input type="checkbox"/> Oral Questionnaire <input type="checkbox"/> Practical Evaluation	
Sub – system description:	
Descriptions:	
Reference to Manual or Procedure:	
Summary of Trainer Assessment: (Please tick)	
<input type="checkbox"/> Excellent <input type="checkbox"/> Good <input type="checkbox"/> Need Improvement	
Brief Description of assessment (Trainer to fill)	
Trainer Recommendation for Improvement/Action:	

Position	Trainer	Trainee	RST Mgt Team
Name			
Signature			
Date			