

**Field      Service sector****Review of *Rail Operations* unit standard 28011**

<b>Subfield</b>	<b>Domain</b>	<b>ID</b>
Rail Transport	Rail Operations	28011

Competenz has completed the review of the unit standard listed above.

**Date new versions published**

**February 2016**

**Planned review date**

**December 2020**

**Summary**

As a result of the Targeted Review of Qualifications (TRoQ) process, Competenz has reviewed this unit standard to better reflect the requirements of the outcomes listed in new qualifications.

Meetings with subject matter experts and providers were conducted, identifying the required content and compared this content against existing unit standards. It was identified that one unit standard required review and four new unit standards were required. Drafts of each unit standard were circulated to industry and to providers who were invited to submit feedback.

**Main changes**

- Wording of one unit standard changed to reflect terminology now in common use and to clarify assessment criteria.
- As the result of the TRoQ process, four new unit standards were developed to align the skills required for managing trains to the graduate profile outcomes in new qualifications

**The last date for assessment of the superseded version of the Category B unit standard is December 2018**

**Detailed list of unit standards – classification, title, level, and credits**

All changes are in **bold**.

<b>Key to review category</b>	
<b>A</b>	Dates changed, but no other changes are made - the new version of the standard carries the same ID and a new version number
<b>B</b>	Changes made, but the overall outcome remains the same - the new version of the standard carries the same ID and a new version number
<b>C</b>	Major changes that necessitate the registration of a replacement standard with a new ID
<b>D</b>	Standard will expire and not be replaced

## Service sector &gt; Rail Transport &gt; Rail Operations

ID	Title	Level	Credit	Review Category
28011	Assist passengers with special needs in a passenger rail service environment <b>Assist passengers with specific needs in a passenger rail service environment</b>	3	5	<b>B</b>
29378	<b>Demonstrate and apply knowledge of the rail operating environment and safety procedures</b>	3	8	<b>New</b>
29379	<b>Provide passengers with the information they require to complete their intended journey and manage customer complaints</b>	2	2	<b>New</b>
29380	<b>Operate communication equipment, train and network equipment to ensure service performance expectations are met</b>	3	15	<b>New</b>
29381	<b>Respond to emergencies and maintain security of all people, trains and equipment on the rail network</b>	3	9	<b>New</b>