| Title | Demonstrate and apply knowledge of rail operations' centre activities | | |
|-------|-----------------------------------------------------------------------|---|---|
| Level | 3 | Credits | 10 |

| Purpose | People credited with this unit standard are able to: demonstrate and apply knowledge of a berthing sheet in a rail operations' centre; demonstrate and apply knowledge of disruption management in a rail operations' centre; and access information, and create a service incident report, using rail management systems. |
|---------|------|

| Classification | Rail Transport > Rail Operations |
|----------------|----------------------------------|

| Available grade | Achieved |
|-----------------|----------|

## Guidance Information

1    Assessment against this unit standard must be carried out within the context of an organisation operating under a current, valid Rail Licence issued in accordance with the provisions of the Railways Act 2005.  The organisation's operating rules, codes, and instructions, referred to in this unit standard, are those the organisation has in place to meet the requirements of the Rail Licence.

2    Legislation relevant to this unit standard includes but is not limited to:
Health and Safety at Work Act 2015.
Railways Act 2005 and any subsequent amendments.

3    Definitions
*Berthing sheet* refers to a document used by the rail industry to track the day's services, fleet and crews.
*Operator rules and regulations* refer to Rail Operating Rules, Procedures & Local Network Instructions; Rail Operating Code and local bulletins or notices relevant to the task which may include local operating procedures, work site safety plans and standard operating procedures.
*Organisational procedures* refer to documents that include: operating rules, codes, instructions, and practices; equipment operating instructions; documented quality management systems; and health and safety requirements.
*Rail network* refers to the network managed by the party that is delegated to authorise the occupancy and movement of trains and other Rail Service Vehicles.
*Rail operations' centre* refers to a place where rail services on a rail network are managed by a rail operator.
*Service incident* refers to any disruption to normal service such as medical emergencies, trespassers and track faults.  Service incidents may not necessarily result in delays or cancellations to the service but may affect safety to rail staff and/or public.

4 Assessment information
 All activities and evidence must be in accordance with organisational procedures.

## Outcomes and performance criteria

### Outcome 1

Demonstrate and apply knowledge of a berthing sheet in a rail company operations' centre.

### Performance criteria

1.1 The purpose of a berthing sheet is described.

1.2 Berthing sheet is checked, and if required, updated.

1.3 Trains and their routes and destination are identified by service numbers.

1.4 Marking of service alterations on a berthing sheet is performed.

 Range alterations may include but are not limited to – platform changes, train/fleet consist changes, crew alterations, delays.

1.5 Services that may not have crew coverage are identified and reported.

1.6 Train swaps are described in terms of their impact on train crew.

### Outcome 2

Demonstrate and apply knowledge of disruption management in a rail operations' centre.

### Performance criteria

2.1 Status levels used to define service disruptions are described.

2.2 The impact different status levels have on services are described.

2.3 Performance levels during a major disruption is maintained.

2.4 Cooperation with relevant staff to manage service disruptions is demonstrated.

2.5 Contingency services available in the event of a disruption are described.

### Outcome 3

Access information, and create a service incident report, using rail management systems.

**Performance criteria**

3.1     Accessing of information using rail management systems is demonstrated.

        Range        information may include but is not limited to – network monitor, incidents, services, performance reports.

3.2     Service delays and cancellations not assigned to a service incident are identified.

3.3     Service incident report is created.

| Planned review date | 31 December 2025 |
|---|---|

**Status information and last date for assessment for superseded versions**

| Process | Version | Date | Last Date for Assessment |
|---|---|---|---|
| Registration | 1 | 29 April 2021 | N/A |

| Consent and Moderation Requirements (CMR) reference | 0013 |
|---|---|

This CMR can be accessed at http://www.nzqa.govt.nz/framework/search/index.do.

**Comments on this unit standard**

Please contact Competenz qualifications@competenz.org.nz if you wish to suggest changes to the content of this unit standard.